

Operational Policy – Staff

Oscar's French Steakhouse and Bistro are committed to strong staff morals and ensuring our staff feel safe and well represented at all times. We have different procedures in place for staff, dependant on the type of circumstance that arises. We offer these policies within our contract to all full time staff at the premises. Due to having a number of occasional/ seasonal staff it makes it difficult to implement these policies, when short time commitments are in place.

We ensure we address the following when required (at the manager's discretion):

- Recognise and reward good behaviour (this can be done verbally, in monetary terms and promotion, at the discretion of the manager and managing director).
- Grievance/ disciplinary process – should be undertaken with the manager on shift and reported formally to the HR department. Issues/ disciplinary will be discussed between the manager on shift and the managing director for a conclusion of the correct disciplinary procedures to be agreed.
- Sick leave must be discussed with a manager and a time frame agreed. Long periods must be accompanied with a doctor's recommendation.
- Managing and services charges are at the discretion of the manager on shift and can be removed at the customer's request. Customers that require large tables will be notified if a set service charge is to be paid.
- Sexual harassment is not condoned under any circumstances, any incident by customer or staff member must be reported to the manager on shift and an incident form submitted to the HR department for further investigation.
- Protection of staff data – under the GDPR policy all staff data is protected from being passed on/ copied for any reason. We ensure all the relevant protocols are in place to ensure maximum protection.

Oscar's French Bistro and Steakhouse take the above very seriously, we have stringent procedures in place to ensure everything is dealt with efficiently and privately. We expect all our staff to feel safe whilst in the working environment.

Date: 21/04/2022