

Nevilles

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Working at Neville's

nevillesglobal.com

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Introduction



I am very pleased to introduce our **Working at Nevilles** guide. Whether you have been with **Nevilles** for years, have just joined or are thinking of joining us, we think it is very important to understand the rewards and benefits you get access to, working at **Nevilles**.

Ensuring that **Nevilles** is a great place to work is at the forefront of our thinking at **Nevilles**. We want to recognise the contribution made by our employees and our benefits and rewards play an essential part in that recognition.

Nevilles are proud that we have industry-leading employee statistics, from low absence rates, high employee retention and excellent employee engagement. This speaks volumes about our exceptional teams here at **Nevilles**.

We have created this quick guide to remind you of the benefits that are available to you.

A handwritten signature in black ink, appearing to read 'Andrew Neville'.

Andrew Neville
Managing Director
Nevilles



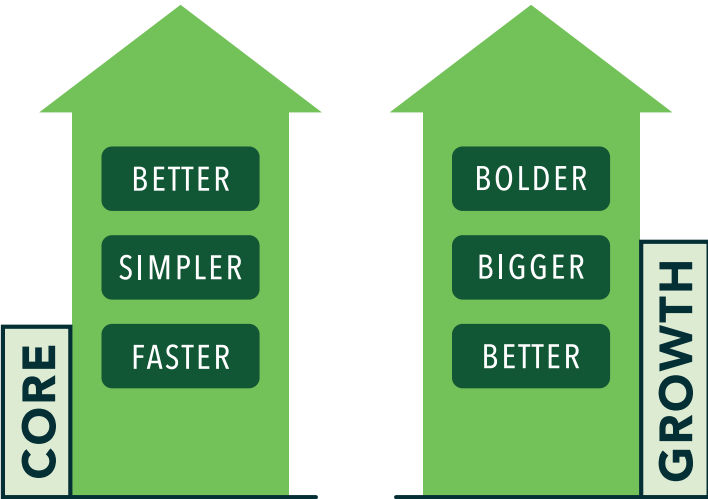
M Our Mission

“Helping the Hospitality Industry delight its customers, by providing **Unique, Innovative Product Solutions** through our Approved Global Distributor Partners”

V Our Values



D Our Drivers



Your Salary and Benefits



Holidays

-  We offer 25 days holiday, excluding bank holidays.
-  We offer 19 working days' paid annual leave each calendar year plus all Hong Kong gazetted holidays, which if required by the company, may be substituted with alternative holidays.



Salaries

-  We pay salaries based on the knowledge, skills and experience of our employees and we look locally to ensure that we pay competitively. We are also proud to say that we are committed to paying above the national minimum wage and living wage in the UK.
-  We are also proud that in Hong Kong we pay above minimum wage.



Annual Bonus Scheme

-  We reward success each year with a discretionary bonus scheme giving back to employees a share of our profits.



Hong Kong employees receive a 13-month discretionary payment when they meet the required length of service. In addition, Nevilles may award a discretionary annual bonus, which is not guaranteed and remains at the Company's discretion.



Pension

-  We encourage everyone to contribute to our pension scheme which has great benefits:
Employee contribution: 5%
Nevilles contribution: 7%
From time to time our pension advisors make visits to provide information about your benefit. More details about the scheme are on **Blink**.
-  Mandatory Provident Fund is followed - Benefits and administration of the plan will be in accordance with provisions of the **MPFSO**.



Employee Discount Scheme

-  We supply our customers with incredible products and want all our employees to benefit from being able to have those same products at home. Our discount scheme gives up to 70% off list price, with an easy-to-use employee purchasing login on our website.



Health and Wellbeing

🇬🇧 We have regular programmes of activities to support the health and wellbeing of our employees, such as 'Wellbeing Wednesday Workshops'. We always strive to adapt these to best suit and include all employees and welcome feedback and recommendations for future activities.

In the UK we have access to an online app and this is free to access providing a free 24-Hour confidential helpline, as well as:

- Online Health Portal
- Medical Information Line
- Free 24/7 Counselling, Legal & Information Line
- Critical Incident Advice & Telephone Support
- Structured Telephone Counselling Sessions
- Active Care - Day 1 Intervention for Stress
- Management Support Line & Counselling

For more information on this please refer to **Blink**.



Hong Kong have access through **Quality HealthCare** providing a range of assistance from a Wellness program to Vaccination subsidies and Chinese Medication.



Flu Vaccination

🇬🇧 If you want to get your flu vaccination during the winter, we are happy to reimburse up to £15 - if you can provide a receipt.



Private Medical Care

🇬🇧 We have a private medical insurance scheme that includes Optical Care, Dental Care Routine, GP referred Services and Mental Health Care. Further information regarding the private medical care can be found on our internal intranet site **Blink**.

If you choose to join voluntarily you only pay the tax on the benefit in kind based on the premium (specific to each individual). We appreciate that this creates a small monthly cost, but typically this is approximately just £10 pcm. If you do join, you can opt to pay extra yourself for family members.



We have a private medical insurance that includes:

- Hospital Re-Imbursement
- Out Patient
- Dental

For full policy detailing the caps on the funding for each specific area please refer management.



Wellness Checks

🇬🇧 We have committed to inviting a team of health professionals to our site once a year to carry out wellness checks for any employee who decide to sign up. Each check lasts about 20 minutes and include:

- Body Mass Index
- Blood Glucose
- Body Fat %
- HDL Cholesterol
- Visceral Fat
- Nutrition Review
- Bone Mass
- Lifestyle Review
- Blood Pressure
- Metabolic Rate Hydration
- Total Cholesterol
- Mental Health Signposting



Mental Health First Aiders

🇬🇧 As well as physical health and wellbeing, we recognise the importance of mental wellbeing. So, we have fully trained mental health first aiders to help with mental health signposting. They are here to listen and help in a confidential setting. You will find their names and contact information on our notice boards.



Group Life Assurance

🇬🇧 This benefit entitles our employee's next of kin to a tax free lump sum should an employee, unfortunately, die whilst in service. All employees are covered up to the age of 75. Employees relatives can receive up to 1 x annual salary.



As part of our Life Assurance Scheme all employees are provided with a 24/7 online GP where employees can book telephone or video calls at a convenient time should medical advice be required.



Life cover is provided for each Hong Kong employee, for further information please speak to the Hong Kong Manager.





On-Site Benefits

🇬🇧 We are lucky enough to operate across two buildings within close proximity, giving us spacious offices and warehousing facilities along with on-site employee parking facilities.

We regularly work on improving our work environment so that it is a pleasant place for everyone to be. We have facilities for employees to take rest breaks and prepare their own food. In our warehouses we provide good quality workwear and safety wear for everyone.

There is also a Breakout Room, located on the middle floor of the **Nevilles Head Office** Building that can be used by all employees. This multi-use room is intended to give us a different type of space, allowing our teams to not be restricted to existing office space. There are two large privacy meeting booths, two high table & chair areas, one bench seating area and a small low round coffee table area. There are 2 x Amazon Alexa devices in this area, to allow for low level music to be played, and used as information hubs as well as a kitchen area, with two fridges, two microwaves and a Virgin water machine. This space is ideal for early/mid-morning catch ups, lunchtime breaks, one-to-one meetings, an area for sales teams to use when in the building.

Nevilles has 2 x EV chargers on-site in Erith, with subsidised charging for employees.



Quiet Rooms

🇬🇧 Both our facilities at **NCFC** and **Unit 6** have rooms available where employees can go to rest in a quiet space allowing them time to relax in their breaks.





Food and Nutrition

🇬🇧 On all of our sites we provide employees with purified water and other free beverages. We also provide weekly delivery of free fruit for all employees in our Erith locations.

From time-to-time we try to increase our knowledge of healthy practices such as yoga and nutritional information. We encourage employees to take lunchtime breaks, walks for fresh air and exercise!

🇭🇰 The Hong Kong office provides distilled water, beverages and fruit.



We're Listening

🇬🇧 We know our employees have ideas to share and they are encouraged to do so through our 'Suggestion Scheme'. Anyone can ask a question or make a suggestion using the link on **Blink** and we will reply, sharing that information openly across the business. The provision of purified water is one such idea that we implemented with pleasure.

🇭🇰 The Hong Kong office provides a Suggestion Box where employees can post their suggestions for consideration.



Giving Back

🇬🇧 We encourage our employees to become involved with charitable activities and will support them in their endeavours.

Our own chosen charity is **Young Epilepsy**. **Young Epilepsy** is a national charity providing specialist services and support for children and young people with epilepsy and other neurological conditions. These include Asperger's, autism and a wide range of learning difficulties from moderate to profound.

We hold fundraising events throughout the year and **Nevilles** matches all contributions made to **Young Epilepsy**.



Registered Charity Number 311877 (England and Wales)



Keep in Touch

We have mentioned **Blink** a number of times throughout this guide. When employees join us they are given a login to **Blink** and can simply access it using the app on their phone. We share information on **Blink** every day and it is a place where employees can easily access information about their employment with us.



Things to Celebrate



Celebrating Success

At **Nevilles** we have great ambitions for the business and recognise that we are successful because of the contribution of our employees to achieving our vision and values. And we talk about our plans, developments and successes on a regular basis:

- Through our weekly update that comes from our Managing Director, Andrew Neville
- Our full company meeting every 3 months, giving everyone the chance to ask questions and join in the conversation



Celebrating Commitment

We also know that people really like working here! That means that we can celebrate long service at key milestones of 5, 10, 15, 20 & 25+ years.

“I have grown as a person in Nevilles and feel valued as an employee by managers and directors”





Learning and Development

🇬🇧 Creating an open, learning environment is a key objective for us at **Nevilles**. We believe that life-long learning is a benefit physically, mentally, personally and professionally. Here are just a few of the initiatives we have created already:

Feedback: All employees have a performance appraisal each year to give you feedback, to listen to you, and to encourage you to continue to develop.

Induction: We introduce everyone to the business and help them to quickly understand how we work and how to access the information they need to be successful.

Lunch and Learn: We hold a calendar of Lunch and Learn events that everyone is invited to attend if they think the subjects are useful and developmental. Subjects recently included: excel training; pension schemes; financial planning and nutrition and health.

E-Learning: New employees receive e-learning training modules which are to be completed within their induction programme and can be viewed, watched and completed on line. All employees receive annual refresher training modules to complete. All employees can view the training libraries and assign themselves any training they feel may be of interest to them to complete during their employment.

If you have any comments or questions on this document please feel free to reach out to our HR Team by emailing HR@NevilleUK.com



Apprenticeship Scheme

🇬🇧 We offer the opportunity for internal and external candidates to become apprentices within the business offering them the opportunity to gain structured qualifications and potential promotions.



Work Experience

🇬🇧 We offer students the opportunity to join us for a week to gain work experience across a number of different teams.





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