



A guide to Ores Group Practises

PERSONAL PRESENTATION

Ores Group require the highest standards of presentation to our guests at all times therefore requiring all of our employees to adhere to the following uniform and presentation standards. Please remember we are on show at all times to our guests, even before you have had an opportunity to change and get into uniform.

UNIFORM STANDARDS

Ores Group require that ALL STAFF at every event arrive with the following uniform. If you do not arrive on site with the correct presentation or uniform you will not be permitted to work.

<p>LOGISTICS/SUPPORT TEAM</p> <ul style="list-style-type: none"> • Casual black trousers/combats (No Shorts or Denim) • Black safety shoes 	<p>BOH STAFF</p> <ul style="list-style-type: none"> • Casual black trousers/combats (No Shorts or Denim) • Black safety shoes
<p>FOH STAFF</p> <ul style="list-style-type: none"> • Full length Black trousers (No jeans, corduroys or pinstripe) • White/Black shirt with full long sleeves, collar and cuffs • Black closed toe shoes (No trainers) • Black socks • Additional items of uniform (if any) will be provided by us • Ensure that you have a high standard of personal cleanliness • NO JEWELLERY is permitted with the exception of a wedding band • NO VISIBLE PIERCINGS are permitted including tongue and nose piercings. • Any piercing will be asked to be removed on site. • NO NAIL VARNISH • No excessive perfume or make-up • Hair MUST be tied back • Men should be clean shaven on the day of work 	

DISCIPLINARY RULES

Summary dismissal without notice will take place if an act of gross misconduct is committed. Gross misconduct is a deliberate act or negligence, failure to act, by you that is detrimental to the good conduct of Ores Group. The following are examples of misconduct; however, the list is not exhaustive:

- Theft from client sites to employees, agents, customers or guests
- Forgery and falsification of records
- Fighting, threatening or striking another employee, customer or guest
- Refusal to carry out reasonable instructions from an immediate superior or a more senior member of Clients management
- Being under the influence of drink or of drugs while on duty.
- Partaking in any gambling/betting activities whilst on site.
- Unauthorised possession of or wilful damage to clients property
- Gross negligence
- Flagrant disregard of safety/hygiene precautions or procedures likely to endanger any person
- Rudeness to customers or guests
- Wilful absence from duty
- Fraudulent recording of time worked
- Sleeping on duty
- Any flagrant act of unlawful discriminations
- Actions constituting as criminal offence

You will be asked to leave the site pending an investigation should you be in breach of any of the Ores Group procedures.

CODE OF CONDUCT

“Always treat your colleagues and guests with the same respect and courtesy you would wish to receive. It is essential we consistently deliver high standards of customer care.”

ATTENDANCE & COMMUNICATION

One of the most important aspects of our business is communication. Without clear communication between the team, our events would not be the success they are. If you are unable to work an event/shift or are running late for your shift, you **MUST** notify us as soon as you are aware, or at least 24 hours prior to your shift starting. (0044-789 491 5911 / 0203 561 0165). Failure to arrive to work may result in you not being booked to work again for Ores Group if a valid proof is not provided for the absence.

DIVERSITY POLICY

Ores Group takes pride in calling ourselves an equal opportunities employer and operates a diversity policy wherein we will consider candidates on the basis of the suitability of their skills and experience only. Ores Group will not discriminate against people on the grounds of sex, ethnic origin, race, marital status, colour, disability or age.

CASH HANDLING & SECURITY

All cash must be declared at the start of the day on the management's Cash Declaration sheet. Try to always avoid bringing large amounts of cash. If you are carrying more than £30 in cash, it **MUST** be kept with the Cash/Commercial office for safe keep to be collected at the end of the shift.

All employees must confirm that they have read and understood Ores Group staff security and Cash Handling procedures. Should an employee not adhere to the procedures they are liable to company disciplinary action and/or criminal prosecution.

DRUGS & ALCOHOL

All employees must understand and agree to the Drug and Alcohol policy. It is the employee's responsibility to ensure that they are fit to attend work each day of an event and that at all times they adhere to new legislation. Please note that at all times during both set up and operational days you are always representing Ores Group and you should do so in the best light possible.

EMPLOYEE CHECK IN & CHECK OUT

Unless notified by HR/Event Manager, **ALL STAFF** must sign in and out with the HR Manager/Event Manager on a daily basis at the designated check in/out area. Here your name and arrival time will be recorded and you will be issued with your uniform. Once you have checked in you must report to your Manager in your area of work.

SMOKING

Always ask the Event Managers if there are any dedicated smoking areas for staff. From 1 July 2007, it has been against the law to smoke in virtually all enclosed public places and workplaces in England, including most work vehicles.

PERSONAL BELONGINGS

Our Client sites may have limited storage for personal belongings, please bring only what you require for the day. DO NOT bring any valuable personal belongings with you to site. You must not carry any money over £5.00 on you at any time unless it is sealed in a declaration bag which you will receive when you check in with the HR Manager/Event Manager.

DEALING WITH CUSTOMERS

Always greet your guests with a smile, be courteous, polite and helpful. Say hello when walking past someone. Listen to your guests and feedback any comments, good or bad to your Manager. Guests will be looking for speedy efficient service from people who enjoy their job, please ensure that you demonstrate this at all times. When dealing with a guest’s complaint, acknowledge the guests issue and if possible rectify immediately. With all complaints inform your Manager.

DO’S & DON’TS

DO	DON'T
<ul style="list-style-type: none"> • Be punctual and polite • Make sure you sign in and out of every shift with your HR Manager • Switch your mobile phone off • Act immediately to a guest request or complaint • Be friendly and smile – it makes all the difference • Stand up straight – posture is important • Use your initiative and ask for help • Always go the extra mile for a guest • Abide by the Health and Safety Regulations • Respect your work colleagues • Be flexible with your finish times • SMILE 	<ul style="list-style-type: none"> • Be late (if you are running late, please contact your HR Manager) • Smoke or eat unless given permission by your manager • Smoke, eat or chew gum in any food areas • Cough, sneeze near food or food areas • Drink alcohol or take drugs before or whilst on duty • Ask for autographs whilst on duty • Ask for pictures whilst on duty • Watch the event - it will stop you concentrating on your job

SAFETY AT WORK

The Operations Team will make suitable and sufficient assessments of the hazards across the site. All employees must read the Health and Safety board to gain further understanding of any workplace hazards and actions required to prevent accidents.

Accidents:

If employees have an accident or near miss at work, no matter how minor, it must immediately be reported to their Manager and the HR Manager.

Briefing:

Before the start of your shift, your Superior will brief you on:

- Location of toilets for employees and guests
- Break times
- Health and Safety Procedures
- Emergency Exits
- Recycling

First Aid:

All open cuts, burns and sores must be kept covered with a blue waterproof dressing at all times. The First Aid box can be found with the HR Manager/Kitchen Manager.

Fire:

Your Manager will brief you on the emergency exit and the fire call points.

In case of emergency, always look for the exit and make your way to the assembly point as mentioned in the briefing. Do NOT wait to get your belongings or help others.

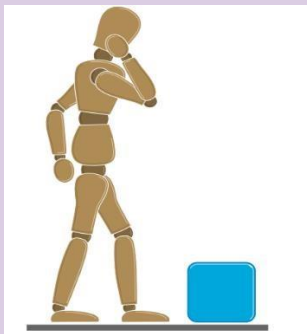
Hazardous Substances: All employees who come into contact with hazardous substances will receive training, instructions and information.

MANUAL HANDLING:

Manual handling assessments are to be carried out by the Operations Team, with their recommendations implemented and can be found on the Health & Safety board.

Good handling technique for lifting:

Here are some practical tips, suitable for use in training people in safe manual handling.



Think before lifting/handling. Plan the lift. Can handling aids be used? Where is the load going to be placed? Will help be needed with the load? Remove obstructions such as discarded wrapping materials. For a long lift, consider resting the load midway on a table or bench to change grip.



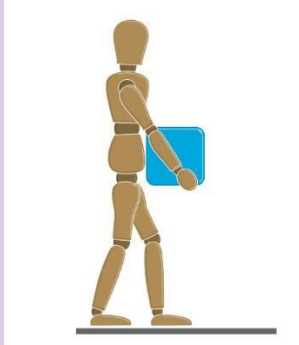
Adopt a stable position. The feet should be apart with one leg slightly forward to maintain balance (alongside the load, if it is on the ground). The worker should be prepared to move their feet during the lift to maintain their stability. Avoid tight clothing or unsuitable footwear, which may make this difficult.



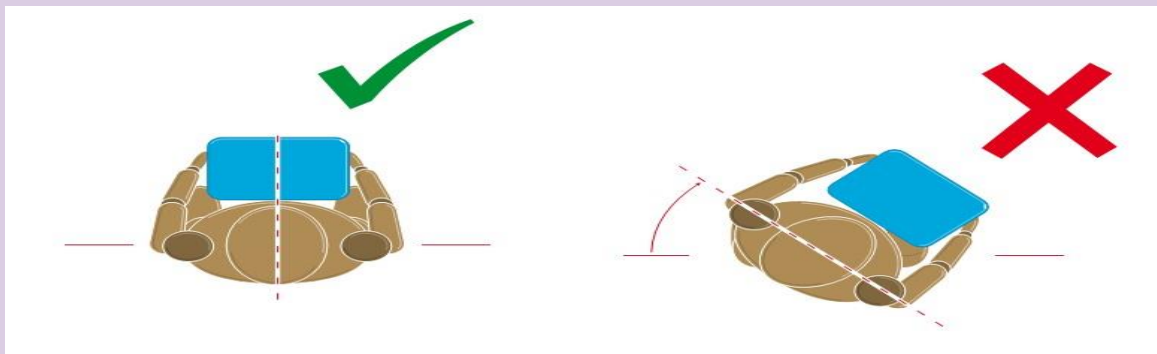
Get a good hold. Where possible, the load should be hugged as close as possible to the body. This may be better than gripping it tightly with hands only.

Start in a good posture. At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).

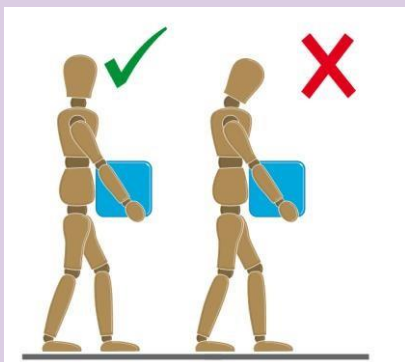
Don't flex the back any further while lifting. This can happen if the legs begin to straighten before starting to raise the load.



Keep the load close to the waist. Keep the load close to the body for as long as possible while lifting. Keep the heaviest side of the load next to the body. If a close approach to the load is not possible, try to slide it towards the body before attempting to lift it.



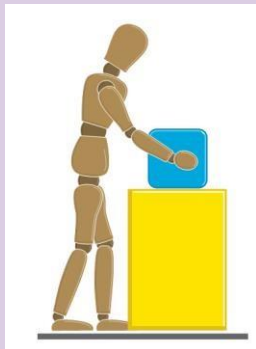
Avoid twisting the back or leaning sideways, especially while the back is bent. Shoulders should be kept level and facing in the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the same time.



Keep the head up when handling. Look ahead, not down at the load, once it has been held securely.

Move smoothly. The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.

Don't lift or handle more than can be easily managed. There is a difference between what people can lift and what they can safely lift. If in doubt, seek advice or get help.



Put down, then adjust. If precise positioning of the load is necessary, put it down first, then slide it into the desired position.

Good handling technique for pushing and pulling:

Here are some practical points to remember when loads are pushed or pulled.

Handling devices. Aids such as barrows and trolleys should have handle heights that are between the shoulder and waist. Devices should be well maintained with wheels that run smoothly. The law requires that equipment is maintained. When you buy new trolleys etc, make sure they are good quality with large diameter wheels made of suitable material and with castors, bearings etc which will last with minimum maintenance. Consulting your employees and safety representatives will help, as they know what works and what doesn't.

Force. As a rough guide the amount of force that needs to be applied to move a load over a flat, level surface using a well-maintained handling aid is at least 2% of the load weight. For example, if the load weight is 400 kg, then the force needed to move the load is 8 kg. The force needed will be larger, perhaps a lot larger, if conditions are not perfect (eg wheels not in the right position or a device that is poorly maintained). The operator should try to push rather than pull when moving a load, provided they can see over it and control steering and stopping.

Slopes. Employees should get help from another worker whenever necessary, if they have to negotiate a slope or ramp, as pushing and pulling forces can be very high. For example, if a load of 400 kg is moved up a slope of 1 in 12 (about 5°), the required force is over 30 kg even in ideal conditions – good wheels and a smooth slope. This is above the guideline weight for men and well above the guideline weight for women.

Uneven surfaces. Moving an object over soft or uneven surfaces requires higher forces. On an uneven surface, the force needed to start the load moving could increase to 10% of the load weight, although this might be offset to some extent by using larger wheels. Soft ground may be even worse.

Stance and pace. To make it easier to push or pull, employees should keep their feet well away from the load and go no faster than walking speed. This will stop them becoming too tired too quickly.

PPE:

Personal protective equipment (PPE) refers to protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer's body from injury or infection. The hazards addressed by protective equipment include physical, electrical, heat, chemicals, biohazards, and airborne particulate matter. Any employee using PPE will be made aware of limitations and when and how it is used, full training will be provided. Items such as gloves, towels, masks will be provided on client sites IF required.

TRAINING:

All employees will receive relevant training/briefing from their Event Manager, ensuring they are aware of their responsibilities, emergency procedures, and accidents.

HEALTH & SAFETY EXPECTATIONS

When representing Ores Group we expect the following from all of our employees in relation to Health and Safety when they represent us at Client Sites:

- Comply with the written and verbal instructions regarding safety of equipment and working practices.
- Use all personal protective equipment correctly where and when it is required.
- Do not attempt to repair, misuse, or operate machinery that you have not been trained in the use of.
- Clear spills immediately to prevent an accident.
- Keep all areas clear and of a high standard of cleanliness.
- Use only approved chemicals and follow all instructions.
- Never attempt to lift any heavy or awkwardly shaped objects. Always ask for help.
- Always separate broken glass. Do not put in garbage bags, put in a dedicated bin.
- Be aware. Immediately report all faults or potential hazards to your manager.
- RECYCLE

I, _____ hereby declare that I understand the above Ores Group Practises.

Signature:

Date: