

LOUNGERS PLC

COSY CLUB

LOUNGE



Summary of our People Policies

We operate café/bar/restaurants in a diverse range of sites and locations across England and Wales under three distinct brands: Lounge, Cosy Club, and Brightside.

We employ over 7,000 people across the UK and recognise that they are one of the most important factors in making our business successful. It is their energy, enthusiasm and passion that delivers delicious meals and a great customer experience. So we work hard to win their loyalty and keep them happy.

Being a great place to work is about so much more than fair pay. It is about culture, flexibility, working hours, team environment, progression and development, fairness, and mutual respect.

This document sets out how we treat our people and summarises the main policies we have in place, available in our Employee Handbook and other policy documents.

Who does it apply to?

Our people policies apply to all our people, wherever they work, and however long they've worked for us, including those on fixed term contracts.

How is this information shared with employees?

This document summarises our key people policies, as set out in full in the Loungers' Employee Handbook which is accessible to all new starters as part of their e-learning via an online portal.

What does this document cover?

1. We strive to be a good employer
2. We help people to develop and progress
3. We strive to be a place where everyone feels that they belong
4. We welcome feedback
5. We keep our people safe

1 We strive to be a good employer

When someone accepts a job with Loungers, we want them to know what we stand for, and to be able to hold us to account. That's why, in 2022, we created The Commitments, five statements that we strive to deliver for our teams every day in return for their commitment to us. We give this to every new starter and have it up on the wall back of house in our sites. If a member of the team does not think we are making every effort to achieve these goals, we encourage them to tell us. Every year, we check how well we are delivering the Commitments via team engagement surveys or and Glue Crews (our version of a listening Group).

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A sample of The Commitments:

- All our teams get staff food on shift, no matter the shift length.
- We aim to prioritise work life balance, by providing both 48-hour and 40-hour contracts for our salaried managers.
- We aim for all our team to get two days off each week, and one weekend every six weeks, and we aim to respect our people's time off and make sure they take their full entitlement of holiday.
- We aim to build fair rotas two weeks in advance, keep changes to a minimum, and to spread hours fairly.
- We give all our people a paid break for all shifts of six hours or more and two paid breaks for shifts of nine or more hours.
- We pay for every hour worked. This means that our site salaried managers who work beyond their contracted hours will get paid for every single hour.
- We use the workplace management platform, Fourth, to communicate with our teams. Through the app, our people can see their shifts for the following week, submit holiday requests, and access their pay slips.
- From their very first day working for us, all our employees receive a staff discount of 50%, up to the value of £50 worth of food and soft drinks per day.
- Team members have access to an Employee Assistance Programme provided by The Licensed Trade Charity. This service provides confidential support for all our team members on a broad range of issues including stress, anxiety, family problems, financial difficulties, alcohol and drug abuse, or legal difficulties.
- We operate Wagestream, giving our teams the opportunity to take some of their monthly pay early in times of need.

In addition:

- We go above and beyond for team members who are expecting a child. We offer enhanced paternity and maternity pay for salaried managers who've been with us for two years or more.
- We understand the importance of health and well-being and provide private family healthcare for Operations Managers, Operations Chefs and Regional Operations Managers.
- Every year, we throw the biggest party in hospitality – Loungefest. We close every site (all Cosy Clubs, Lounges and Brightsides) and invite all team members to come and let their hair down and spend time with their friends. It's entirely free and our way of saying thank you.

2 We help people to develop and progress

We employ people from a wide variety of backgrounds including some who are looking to balance work with studying or other commitments. However, we also have a huge range of development opportunities available for those seeking a career in hospitality and quick progression. Over 62% of our team have been here for over a year .

Our approach:

- One of our Commitments is to give everyone a 1-2-1 meeting with their line manager every six months to provide feedback on their performance and discuss their career.
- We decide progression based on a person's ability to do a great job – nothing else.
- When someone expresses a desire to move up or sideways in our business, we support them to access the relevant training.

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- Since the IPO, we have provided shares every year, at no cost, to all salaried managers with more than one year of service with the Company, and to our hourly team members with more than three years' service.

Our aspirations:

- We are in the process of launching career maps for both Lounge and Cosy club, helping our team members understand the journey from entry roles all the way up to senior management – and everything in between. This includes what skills and attributes are expected of them, and what training is required to progress.

3 We strive to be a place where everyone feels that they belong

We know that being committed to equity, diversity and inclusion means that we get the best people working for us. We are passionate about creating an environment where everyone can contribute their best work whilst also becoming the best versions of themselves; ultimately a place where everyone feels like they belong.

Our approach:

- We welcome people from all walks of life and take applications on merit. All hiring managers are expected to base employment decisions and promotions solely upon an individual's qualifications, performance, experience, abilities, skills, and interests compared to the specific requirements of the position – and without regard to any protected characteristics.
- We don't have a uniform policy in Lounge and provide our teams with a uniform allowance in Cosy Clubs.
- We have signed up to the Race at Work Charter.
- We have zero tolerance to bullying, harassment, or victimisation in any form and do our best to protect team members from harassment from third parties and from any kind of negative treatment.
- We have an anonymous employee email address – The Voice – where team members can raise issues to the People Team if they feel that they can't discuss it with the management team at their site.

4 We welcome feedback

We listen carefully to what our team tells us and aim to foster an open, honest, and informal culture where people feel comfortable giving feedback, and raising any issues or concerns.

- We encourage our people to speak with their manager informally about any problems that may affect their work, or to raise concerns with a more senior member of management or speak with a member of the People Team.
- If an issue cannot be resolved informally, we have a formal process to allow staff members to escalate an issue. Once a grievance has been put in writing, a member of management is assigned to hear the grievance, investigate, and explain the outcome. When a grievance cannot be satisfactorily resolved through this process, we have an appeal process in place.
- We encourage our people to report suspected wrongdoing or dangers in relation to our activities, such as bribery, facilitation of tax evasion, fraud or other criminal activity, miscarriages of justice, health and safety risks, damage to the environment and any breach of legal or professional obligations. We aim to encourage openness and will support whistleblowers who raise genuine concerns, even if they turn out to be mistaken. Whistleblowers must not suffer any detrimental treatment because of raising a genuine concern.

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- We have a dedicated email inbox – The Voice – which allows team members to contact the People team in head office to share issues that they don't feel can/haven't been resolved successfully locally.
- We run annual staff surveys to gain insights into our teams' feelings about a range of topics from pay through to development. We make sure that areas of concern or opportunity are tackled.
- Our management team – including our chairman and CEO – frequently visit our sites, making sure they keep connected with our frontline team members.
- We run regular listening sessions (known as 'Glue Crews') with our site teams on key topics such as how they feel about pay and benefits, or the environment, or access to training. Outputs are discussed with senior managers.

Our aspirations:

- We are introducing mid-year 'Engagement Pulses' – a simplified version of our annual engagement survey for our site teams to make sure we're making progress on key topics.

5 We keep our people safe

Keeping our people free from harm is our number one priority and we provide the equipment and training needed to stay safe.

- When someone starts working for us, we make sure they understand the relevant processes and receive the training they need to operate equipment safely. They do this through structured online training. They are required to learn about our approach to allergens and health and safety on their first day at work before their first shift.
- Our managers can access our online training platform to understand the level of compliance of their team on key learning requirements
- We provide the training for our managers to gain their L3 H&S and Food Safety qualifications.
- Every time a member of our operations or leadership team visits a site, they are encouraged to check the kitchen cleaning standards and Back of House diaries.
- We partner with NSF to conduct kitchen hygiene and site Health and Safety audits and take great care to ensure that feedback is acted upon. In fact, food hygiene scores are part of our bonus plan for site leadership teams.
- We expect our people to observe the Company Health & Safety Policy and all safety rules, instructions, notices posted on notice boards, or contained in written (or online) manuals or procedures.
- We expect our people to take reasonable care of their own health and safety and that of other people who may be affected by their acts and omissions at work.
- We have an internal Health & Safety Committee which reviews company-wide trends and makes continual improvements.
- Where needed, we provide personal protective equipment and train our people to use it appropriately.
- Any injury or near miss is logged via an online accident form.