

EVERYTHING YOU NEED TO KNOW ABOUT WORKING AT SAINSBURY'S

OUR HANDBOOK FOR STORE
SUPPORT CENTRE, SUPERMARKET
AND CONVENIENCE COLLEAGUES

we are Sainsbury's 

Welcome!

Please make time to read this handbook. Some of the information is part of the terms and conditions of working with us and is designed to protect you as well as our business. You'll need to sign the form at the back of the handbook which says you've received a copy of your handbook and you know it's your responsibility to read it.

You'll find the latest version online on Connect and mysainsburys.co.uk. You'll also find copies on your location's Contracts of Employment notice board or you can speak to your line manager.

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Welcome to Sainsbury's

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A personal message from Mike

Dear colleague,

Welcome to our team! Every colleague plays their part in the success of our business – we are Sainsbury's.

Please take the time to read through our handbook as it'll help you understand what we're all about. You'll find out about our history, what it's like to work here and what matters most to us.

We do so much more than sell products and services. For our customers, we're a large part of their everyday life. We also have a big impact on our local communities, on the environment, on suppliers and producers in the UK and around the world and, of course, on each other.

For us it's about being a great place to work, our success wouldn't be possible without our colleagues working in our stores, depots and

For us it's about being a great place to work, our success wouldn't be possible without our colleagues working in our stores, depots and offices.

offices who provide great service to our customers every day. So, we're committed to giving everyone the opportunity to be the best they can be.

I hope what you read helps you see why we're a great team and how, by believing in what we do, we achieve fantastic things together.

Mike



The things that really matter to us

Every colleague in our business plays a vital part in our success. So that everyone understands what we want to achieve and the way we need to get there, we have a clear Vision, Goal and set of Values. We do everything with these in mind.

Our vision

To be the most trusted retailer where people love to work and shop.

Our vision is ambitious and we won't get there overnight, but it gives us all a common view of what we're working to achieve.

Our goal

At Sainsbury's we will make all our customers' lives easier every day by offering great quality and service at fair prices.

Our goal describes what we stand for and reminds us what we're here to do every day.



The things that really matter to us

Our colleague values

Our colleague values are the way we do things. They're how every single one of us should act at work and we believe they're right because they're also the way that many of us live outside of work too.

We are Trusting Each Other, Working Together



Build trust from your colleagues by doing the best you can every day. And place your trust in others that they are doing the same, working positively together towards our shared vision and goal.

We are Making It Simpler



Look for opportunities to do things in a more straightforward way. Make things as simple as possible for our customers and for each other.

We are Delivering Great Service, Driving Sales



Deliver great service day in and day out as our customers rely on us to make their lives easier. If we deliver great service every day our customers will keep coming back to us.

We are Making It Happen



Grab every opportunity to make a difference. Don't wait for someone else to have a go and don't be afraid to try something a little bit different. Do the best you can and act quickly when you spot an idea.

We are Treating Every Pound As Our Own



It is important that we do things in the most effective way. This doesn't mean cutting corners and doing things cheaply. It means spending our money wisely.

We are Cheering On Our Progress



Encourage each other every step of the way; don't just wait until you've reached the goal. Sometimes things don't go to plan, but we should always celebrate that we've had a go and tried to make this a place where people love to work and shop.

The things that really matter to us

Our company values

When our customers think of us we want them to know that we're focused on what's important to them. We believe that our company values really do make us different from the competition.

Best for food and health

Our mission is to make the healthiest choice the easiest choice for customers.

Sourcing with integrity

We're committed to sourcing quality products at fair prices in a way that's better for the animals, farmers, growers and workers involved, and which minimises our impact on the environment.

Respect for our environment

We aim to be the greenest retailer by working on the environmental impact of our stores and supply chain, how we make and package our products, and how we help our customers make more sustainable choices.

Making a positive difference to our community

We want our stores to be at the heart of the communities they serve; helping those communities and being a good neighbour.

A great place to work

Making everybody welcome and supporting every single colleague to be the best they can be is at the heart of being a place where colleagues love to work. And if we get that right we'll be a place where people love to shop.



The things that really matter to us

Our brand

We are proud at Sainsbury's of who we are. We aspire to be a warm and human brand, one that customers can trust to be straightforward and genuine at all times. At the same time, we are energetic, always looking for new ideas to help our customers live well for less, or sprinkle some magic on their experience with us.

We have a distinctive identity which makes us instantly recognisable. From the way we express 'live well for less' to the bold colours we use for promotions, we aim to always feel like Sainsbury's: warm, engaging and straightforward.

Sainsbury's
live well for less



Our story

1869

Our first store opened in Drury Lane, London.



1882

We started to sell our own brand products.



1898

Our longest established supplier, Lloyd Maunder, started supplying us with meat and poultry.

1914

We began recruiting women to help with colleague shortages during the First World War.



1915

We opened a training school at Blackfriars in London to make sure we had the best skilled colleagues.



1944

We halved labels on our cans to save paper and help the Second World War effort.



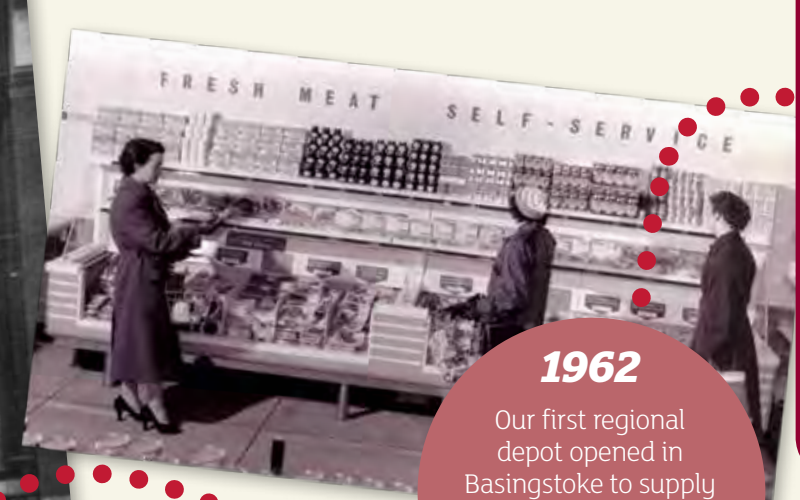
1946

The first issue of our colleague magazine, The Journal, arrived in stores.



1950

Our first self-service store opened in Croydon, years before our competitors.



1962

Our first regional depot opened in Basingstoke to supply stores with our whole product range including chilled and frozen foods.



1991

To encourage our customers to reuse their carrier bags, we launched our Penny Back scheme for charity.

1996

We opened our first stores in Northern Ireland.

1989

We introduced the first ever carrier bags made from recycled material.



2004

Tu clothing launched in 160 stores and we also launched Groceries Online.



2007

We converted all our bananas to Fairtrade and held our first Make the Difference day, encouraging customers to reuse carrier bags.



1975

Our first Savacentres opened, expanding our range to include non-food products.

Our 1000th store Irvine.

2012

We were the first ever Paralympic-only sponsor and Partner of the London 2012 Paralympic Games as well as a key partner in the Diamond Jubilee Celebrations.

2010

We opened five brand new food colleges, providing first class, hands on training for our bakery, counters and café colleagues.

2011

We launched our new vision, goal and values to set us up for the next stage in our growth plans.

2013

We partnered with British Athletics to hold the 'Sainsbury's Summer Series' across three events. We also saw a new chill chamber go live as part of our regeneration of Basingstoke depot.

The future

We're working hard to continue our growth and to be the best for customers, colleagues, suppliers, our local communities and for the environment. What will you do to be part of our story?





Your development

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Your development

Your first few weeks

When you join, we help you as much as we can to settle in and learn about us and about your new job. In your induction sessions you'll hear more about what it's like to work here. You'll cover health and safety, food safety and other legal requirements as well as customer service.

Your first 12 weeks is called your probationary period and it's a time for you to find your feet, meet new colleagues and build up the skills you need to do a brilliant job for our customers. It's also a chance for us to get to know you. During this time your line manager will review your progress, so you can discuss your role and how you're getting on. You may also need to take and pass some tests during your probationary period.

At the end of your probationary period, if everything's gone well, we'll confirm your employment.

A successful probationary period is subject to satisfactory references, performance, attendance and conduct.

Your ongoing development

Your learning with us should never stop. We want you to carry on developing throughout your time with us so you can gain the skills and experience to do an outstanding job and be the best you can be. You and your line manager are both responsible for your training plan and you can discuss it at any time.

Depending on the area you work in, you may have the chance to build your knowledge at one of our training colleges where you can develop your practical skills.

As our business grows and changes you'll receive extra training on anything relevant to your role so you always have the most up to date knowledge and skills to do a great job.



Your development *(continued)*

You Can

Our You Can programmes help us attract, retain and develop great colleagues.

As one of the UK's major employers, we've always believed in giving people from every walk of life opportunities to get back to the workplace and develop their skills even further.

We work with a number of partner organisations to help people get back into work or find a job for the first time. This includes opportunities for the long-term unemployed, people with physical or learning disabilities and ex-offenders.

For some roles, we offer nationally recognised qualifications. By completing the training in your job and performing to the required standard you could achieve a qualification.

Performance reviews

Your performance reviews are an important part of how we improve what we do. We need you to give open and honest feedback and your line manager will do the same in return.

These reviews will take place with your line manager approximately every six months and will cover:

- How you're getting on in your job and how you're doing against your personal performance targets
- Whether you need any specific development or coaching
- The next steps for your career
- Other issues that might be concerning you
- Agreeing new personal performance targets linked to our business targets

Your line manager will set the times for these reviews but you can ask them to arrange one sooner if you have things to discuss.

Promotions and moving job

Our business is always changing and growing which means there are lots of opportunities for colleagues to grow with us if they want to. Sometimes this means we need to create new jobs or change current ones. Where we can, we like to make use of all our talent and fill these jobs internally.

Line and HR managers work together to keep track of skills, opportunities and where colleagues want to go with their careers, so they can be ready to move to the next role when it comes up. They make sure the right people are in the right places doing the right things, giving colleagues the chance to be the best they can be and achieve what they want in their careers.

Many of our vacancies are advertised on notice boards and some online at www.insidemove.co.uk, so keep an eye on it if you're interested in moving on with us. If you'd like to apply for a promotion or a transfer, you should speak to your line manager or HR team first.





Keeping you informed

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Keeping you informed

We share

Everyone needs to know about the big things that are going on so we have the same priorities and work to achieve the same goals. There are lots of ways we keep you posted about what's happening in your work location and all around our business.

Huddles

At least once a week, and in some locations every day, your line manager or team leader brings everyone together for a quick meeting. They'll tell you about how your department or team is doing and what the priorities are for the day or week. You can ask questions, share anything important with the rest of your team and make suggestions.

Sometimes your whole team can't get together at once, for example if some people need to stay on the department to serve customers, or because people are on different shifts. Your line manager will make sure everyone receives important information by holding extra huddles or speaking to you individually.

If you work in a store, you'll find a notice board called the "Store Scorecard". It's kept up to date with the latest information about store sales and results against targets.

Monthly briefings

Every four weeks, meetings will take place in your work location so you can hear a message about our latest company performance. There will be news about other activities around the business too.

Your manager will also use the meeting to share news that's just for where you work.



Our colleague magazine, The Journal, has been around since 1946, although it's changed a lot since then!

The Journal

Our colleague magazine, The Journal, has been around since 1946, although it's changed a lot since then! It's a magazine just for colleagues that comes out ten times a year. You'll find features about events around the business and new products and it's full of news about what other stores, depots and departments have been doing.

We'd love to share your successes in The Journal so if you've got a news item send it to The Journal at the store support centre or email internal.comms@sainsburys.co.uk. You'll find a copy of The Journal in your colleague area or you can access a copy on mysainsburys.co.uk via the News page.

Yammer

With over 1200 stores, depots and store support centres we know that having a way for colleagues to connect with each other is really important and Yammer gives us a great way to do this. Yammer is our internal social network that's just for colleagues and can be accessed from any computer, tablet or smartphone. All colleagues can join, making it

easier for us to get together wherever we are based. You can share your views, cheer on progress, ask questions and share great ideas. Yammer is open to all colleagues, just ask your line manager for details of your username and go to www.yammer.com to sign up.

Keeping you informed *(continued)*

Connect

Our intranet is called Connect. It's an internal website that's a huge source of information on our policies, procedures, business information, training and more. You can access it from a computer that's logged into our IT network. It's a great place to find out detail about anything you particularly want to know.

An easy guide to our colleague policies

We know not all of our colleagues have direct access to Connect which is why each store has 'An Easy Guide to Our Colleague Policies' available in colleague areas. The guide is full of our most popular policies relating to things like your family and time away from work, your pay and benefits and your health and safety. Should you want to take any particular policy home to discuss with your partner or family please ask your line manager or HR team for a copy, or alternatively photocopy the policy in the file.

Newsletters

Depending on your department or location, there might be a special colleague newsletter to give you more knowledge about your area of the business.

We listen

We believe our colleagues really make the difference and so it's vital there are lots of ways to get your voice heard. As well as talking to your line manager, there are plenty of other ways you can tell us what you think.

Message Mike

Message Mike is an easy way for you to reach our Chief Executive, Mike, with your ideas on anything from making processes simpler to how to serve our customers better.

Over the years we've had thousands of suggestions and yet colleagues are still coming up with new ideas. All your suggestions are read and you'll always get a reply. Send your ideas to Mike by:

- Texting "MM" then your employee number and your suggestion, free of charge, to 80800
- Emailing message.mike@sainsburys.co.uk

- Using the Message Mike page on Connect
- Writing to Message Mike, Sainsbury's Store Support Centre, 33 Holborn, London EC1N 2HT

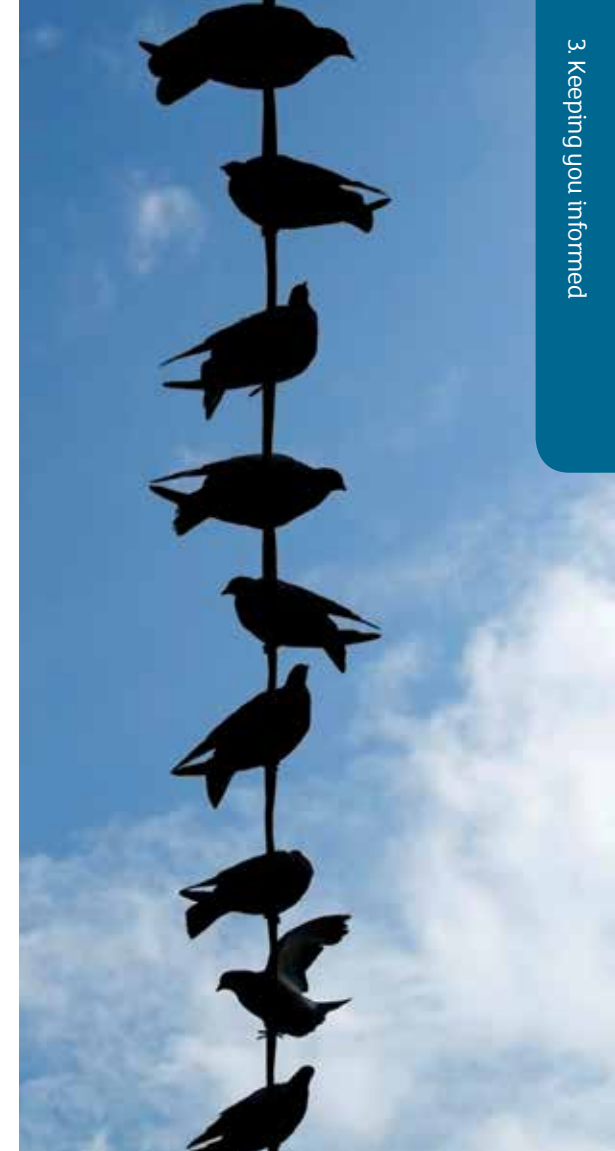
Great Place to Work Groups

Every one of our business locations and business areas has a Great Place to Work Group. All colleagues have the chance to elect or be elected as representatives.

The Great Place to Work Group has a strong voice in the business, sharing your thoughts on how the business is run. They are consulted about all kinds of change in the business. If you want to get involved in shaping our future it's the place for you.

Your Great Place to Work Group meets every period and will ask for your views. You can see some of the things they'll be discussing by viewing their topics page on mysainsburys.co.uk. If there are locally recognised Trade Union Representatives in your workplace, they'll take part in the Group too.

Your local Great Place to Work Group feeds into Regional, Zone and Store Support Centre Groups which in turn feed into our National



Keeping you informed *(continued)*

Great Place to Work Group. The National Great Place to Work Group meets four times a year with senior managers and board directors from around the business.

You can find the names of your representatives on your colleague noticeboards. Ask them if you want to know more about the Group or if you're interested in being a representative.

Talkback colleague engagement survey

Every year we run our Talkback survey for all colleagues. You can complete it in your work location or take it home to fill out. It's confidential so nobody will know who said what. That way, everyone can be really honest. The questions cover everything from your views on safety to how well you think your line manager is doing.

We review the feedback from this survey at location, business unit and company level. What we learn helps us keep doing what we do well, share new ideas and understand what needs to improve.

Your Great Place to Work Group representative will tell you when it's time to take part. They'll also ask you for ideas on what your team or location should put into its action plan so we can keep on improving.

mysainsburys.co.uk

Colleagues tell us they often want to access information about work when they're on the move or at home and mysainsburys.co.uk allows our colleagues to do just that. It contains our people policies, this handbook and information about careers, health, charity and community. The site also has a space for colleagues to share what they're up to by uploading news or updating their chat. We also use the site to conduct colleague surveys to understand our colleagues' views on a wide range of topics. It's open to all colleagues and all you need to join is your employee number and your personal email address.

Trade Unions

We recognise two Trade Unions in our stores. These are:

- Union of Shop, Distributive and Allied Workers (USDAAW)
- Unite

To find out more, talk to your HR team or line manager or check your Union notice board.





Hours, pay and benefits

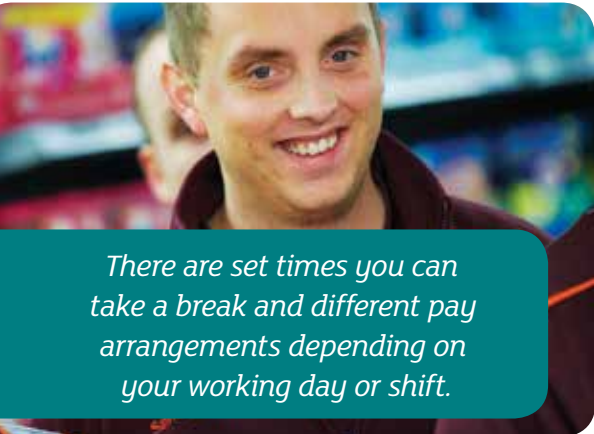
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Hours, pay and benefits

Your working hours and pay

Your normal hours of work are outlined in your contract. We comply with the Working Time Regulations, which state that generally you shouldn't work more than 48 hours per week (this can be an average over 17 weeks). For most of us, the normal working week is well inside this limit, and for some of the jobs we do it's important that we stay within these limits for safety reasons. However, colleagues in other roles may choose to work longer hours. Your line manager or HR team can give you details.



There are set times you can take a break and different pay arrangements depending on your working day or shift.

Breaks and rest periods for retail colleagues

There are set times you can take a break and different pay arrangements for them, depending on the length of your working day or shift.

Hours Worked	Paid Break
4.5 hours or more	15 minute break (NB: If you work 6 hours or more, you are entitled to a 20 minute break of which 5 minutes will be unpaid)
8 hours or less than 9 hours	30 minute break morning, lunch time or afternoon OR Two 15 minute breaks, one morning and one afternoon
9 hours or more (including night shifts)	Total of 45 minute break, split into one 30 minute and one 15 minute break

If you get a lunch break, it will last an hour and will be unpaid. Generally, everyone should have an 11 hour rest period in every 24 hours. Sometimes there are exceptions, such as shift changes, when this rule doesn't apply. You should also have 48 hours of rest built into every 14 day period. If your schedule doesn't include this, please talk to your line manager. If you work in our store support centres your lunch break is 45 minutes.

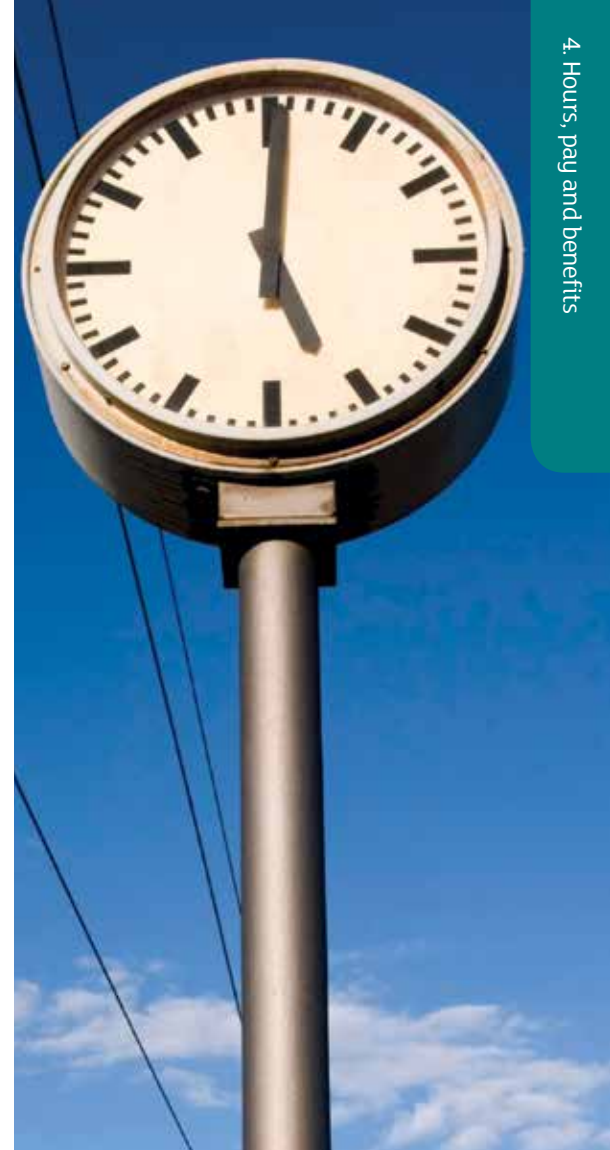
Breaks for managers and store support centre colleagues

Breaks for managers and store support centre colleagues will be confirmed with your line manager.

Breaks for young workers and colleagues of compulsory school age

A young worker is over school leaving age but less than 18 years. You're of compulsory school age until the last Friday in June of the school year (1st September – 31st August) when you have your 16th birthday.

By law, there are different breaks and working hours allowed for young workers and colleagues of compulsory school age. You can



Hours, pay and benefits *(continued)*

have a 30 minute break if you work more than four and a half hours. Fifteen minutes of this break will be paid, the other 15 minutes is unpaid. Your line manager can give you more details.

Overtime and premiums

Overtime rules and premium payments vary depending on when you joined us and which part of the business you work in. For details of any rules or premium payments that apply to you, you should refer to your contract of employment or Contracts of Employment notice board if there is one in your location. If you're unsure please speak to your line manager.

Any overtime must be authorised by your line manager in advance and once you've agreed to work overtime you will be expected to work it. If you don't, we'll treat it as unauthorised absence and may take disciplinary action unless you are unwell and follow the correct absence reporting procedures.

If you're a manager or work in our store support centres, we'll expect you to work

a reasonable number of extra hours every now and again when the business and our customers demand it. We take this into account in your salary, so there are no extra payments for it. If you ever need to work an exceptional number of extra hours, your line manager can decide to give you some time off to make up for it, or, at their discretion, to make a payment instead if you aren't able to take the time off.

Pay rates

Your basic pay rate is shown in your contract. You can find out the different pay ranges on your location's Contracts of Employment notice board if there is one in your location, or ask your line manager or HR team.

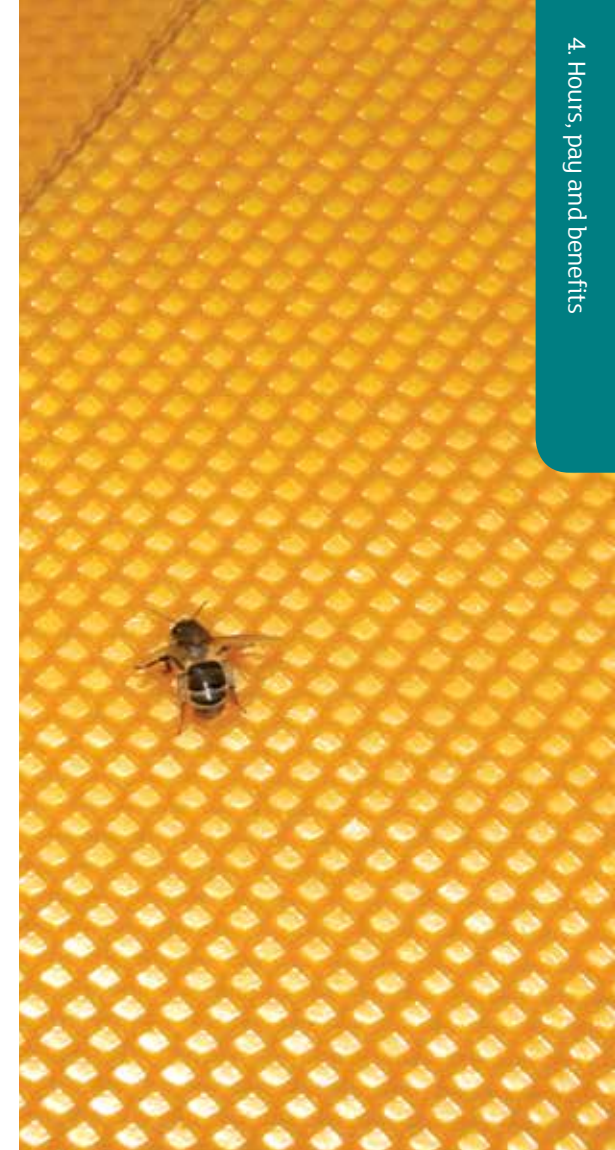
If we change your rate, we'll let you know by writing to you and we'll update the information on the notice board. If you want to find out about our pay ranges or additional premiums like night shift premium, ask your line manager or HR team.

How we pay you

We pay you every four weeks (called a pay period) on a Friday. This means you'll be paid thirteen times a year. Your pay goes straight into your bank or building society account and your line manager or HR team will give you your payslip. If you work in our store support centres it's sent directly to your home address.

Deductions from your pay

When you get your payslip you'll notice that some things may have already been taken out of your pay. For most colleagues this will include Income Tax, National Insurance and possibly pension contributions. You may also choose to have other amounts deducted such as the Sainsbury's Social Association membership fee, Save As You Earn, charitable donations, Trade Union subscriptions, childcare vouchers or cycle to work.



Hours, pay and benefits *(continued)*

Income tax

When you join, you'll be asked to fill out a tax form called a P46. This lets HM Revenue and Customs know that you're working for us and gives you a tax code so we can pay you the right amount.

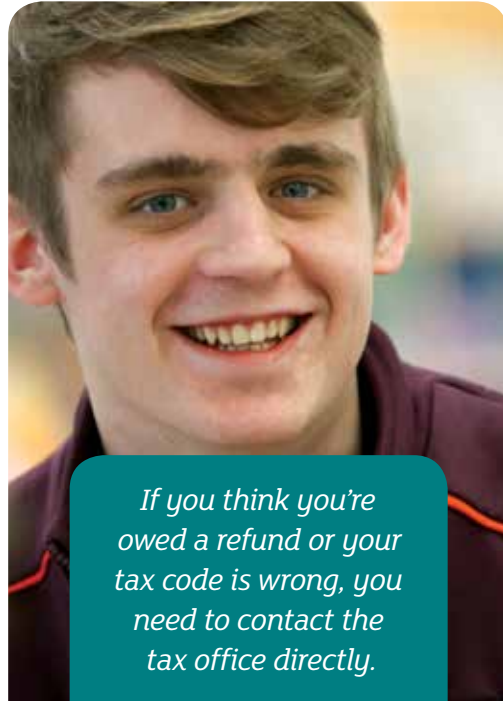
If you think you're paying too much or too little tax, you can contact the tax office that handles our employee records.

The address is:
HM Revenue and Customs
Trinity Bridge House
2 Dearmans Place
Salford M3 5BS
Tel: 0845 300 0627

You'll need to give your National Insurance number and the Sainsbury's reference number 663/S.

Tax refunds and changes to your tax code

If the tax office revises your tax code they'll let us know directly and we'll apply it to your pay. If this means you're due a tax refund, you'll normally get it in your next period's pay. If you think you're owed a refund or your tax code is wrong, you need to contact the tax office directly.



If you think you're owed a refund or your tax code is wrong, you need to contact the tax office directly.

Your P45 and what to do if you lose it

If you leave, we'll give you a tax form P45. This is a summary of your earnings with us. If you lose it, you can email our "Central Payroll" department for a statement of earnings on company headed paper instead.

central.salaries@sainsburys.co.uk

Your P60 and what to do if you lose it

At the end of each tax year we give you a tax form called a P60. This is a statement of your pay and tax for that year including National Insurance contributions and pension deductions if applicable. Please keep this form in a safe place. It's your record of income and you are responsible for keeping accurate records. If you lose it, you can email our "Central Payroll" department for a replacement statement of earnings on company headed paper.

central.salaries@sainsburys.co.uk



Hours, pay and benefits (continued)

Understanding your payslip

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Note: This pay slip is for illustration purposes only

- 1 Payslip identification**
This section will show your name, band or grade and the date you get paid.
- 2 Payslip details**
If you have a pay query, this information can be provided to help confirm your details. The JS period is also a good way of storing your payslips. This includes branch number, store and department.
- 3a Personal & banking details**
For security purposes, the last four digits of your sort code and account number are asterixed.
- 3b** If you are a new starter your **tax code** will be based on your P45/P46 details. This can only be changed via instruction from the Inland Revenue.
- 3c** Your **National Insurance** number is unique to you. There are many different National Insurance codes and depends on factors like whether you are in a pension scheme or your age.
- Payments**
This section shows a breakdown of all payments made in this period.
- 4a Basic hours** are your contractual hours for the period. **Shorttime hours** is the amount of contracted hours not worked within a period. **Holiday pay and holiday pay uplift** shows the amount of holiday pay and uplifts paid in the period.
- 4b SMART pension contributions.** If you're in SMART, then your contribution is shown under payments as a negative value.
However, if you opt out of SMART or you're automatically enrolled, then the contribution will be shown under deductions. If you are automatically enrolled, after the first three pay periods we switch you to SMART, unless you ask us not to.
- 5 Deductions**
This section will show all statutory and voluntary deductions from your pay in the period. (SAYE refers to save as you earn). If you have been automatically enrolled into the pension, your deductions from your pay towards your pension will be shown here.
- 6a Year to date (YTD)**
This section shows accumulated figures for the headings shown in the tax year (6 April – 5 April).
- 6b PENS CONTS EE** - This shows your YTD contributions if you pay contributions from your net pay. If you pay by SMART your contributions and our contributions for you appear under PENS CONTS ER.
- 6c PENS CONTS ER** - This shows our YTD contributions. If you're in SMART, this includes the amount you've paid too.
- 6d Charities** - the YTD balance of charities payments you have made.
- 7 Balances**
This will show the total of any outstanding loan balances i.e. transitional or car loan.
- 8 Net pay**
Payments – Deductions = net pay
This is the total amount that will be credited to your bank account on Friday every 4 weeks.
- 9 Messages**
Any adhoc payroll related business messages will be shown in this field.

Hours, pay and benefits *(continued)*

Your benefits

Discount card

After you've worked with us for a qualifying period, we'll give you a colleague discount card. This gives you and one other nominated member of your household a discount when you shop in our stores and online. It's a fantastic way to cut the cost of your shopping and the savings really do add up!

When you receive your discount card, you'll also be given our discount card policy and the rules of the scheme. You and your nominated user will need to sign a declaration form saying that you've read and accepted the rules before you can use your card.

You must make sure that you read the policy in full to understand that if you misuse your discount card we may take it away from you. Misuse from either yourself or your nominated user could also lead to disciplinary action and even summary (immediate) dismissal. The policy also explains there are a few products you won't receive discount on.

Bonus scheme

We like to reward you for all your hard work and commitment.

In many parts of our business we operate a discretionary annual bonus scheme based on achieving key business performance measures. If we achieve the targets and you are eligible, you may receive a bonus payment. You can find more details in the bonus scheme rules which are on Connect, on notice boards in your work location, or by talking to your line manager or HR team.

Pension

It's a good idea to plan for the future by taking out a pension to give you an income when you retire.

We offer all colleagues (under age 75) the option to join the Sainsbury's Retirement Savings Plan or, for colleagues at grade 6S/C6 and above, the Sainsbury's Self Invested Pension Plan (SIPP), at any time. These pensions are both provided by Legal & General.

Joining is easy. You can apply online at www.jspensions.com or contact HRS Direct to join over the phone on 0800 707 6242.

If you're not already in a Sainsbury's pension, Government rules mean that we will need to automatically enrol you into a pension if you meet these conditions:

- You are over age 22 and
- You are under State Pension age and
- You earn £768* or over in a pay period.

We will automatically enrol you into the pension from the beginning of the following pay period once you have completed nine weeks' employment with us, or nine weeks after you reach age 22, if this is later.

You will pay Start Up contributions of 1% of Start Up pensionable pay and we will pay in 1%. Start Up contributions will increase in October 2017.

When you pay your first contribution, Legal & General will send you more information. This includes the steps to follow if you want to opt out of the pension. Government rules don't allow us to let you opt out before you have been automatically enrolled.

We also offer Step Up contributions which you can choose to pay at any time. In Sainsbury's Retirement Savings Plan, we'll

match your contribution of 4%, 5%, 6%, 7% or 7.5% of your pensionable pay. If you are grade 6S or C6 and above, you pay 5% or more and we'll pay 12.5% of your pensionable pay into the SIPP.

Your contributions and our contributions go into a pension pot in your name. You may choose how to invest your pension pot with Legal & General for the future. At retirement, you can use your pension pot to take a lump sum (currently tax free) and use the rest to buy an income, or use it all to buy an income.



It's a good idea to plan for the future by taking out a pension to give you an income when you retire.

*This is the figure for 2014/15; it is likely to change in future years.

Hours, pay and benefits *(continued)*

When you join our pension and pay Step Up contributions, you may be eligible for life cover of six times your annual contractual pay. This is the total of your basic pay, location pay, skills pay and nightshift premium. Other pay and premiums are not included. Payment of the life cover under Step Up is subject to any conditions or restrictions applied by the insurance company providing the benefit cover.

There's more information about our pensions on www.jspensions.com including:

- How to join online
- How paying into your pension can cost you less using SMART
- Differences between Step Up and Start Up contributions and pensionable pay
- Your options if you leave us before retirement.

There's also more information in the Pensions People Policy on www.mysainsburys.co.uk.

Childcare vouchers

Childcare vouchers can be a useful way to pay for quality childcare and make your wages go further. Within certain limits, the vouchers are not taxable and are exempt from National Insurance. Therefore, if you choose to receive childcare vouchers as part of your total reward package, you will make a saving. You can choose to exchange part of your gross pay (before deductions) for childcare vouchers. This makes it a tax efficient way of paying for childcare.

Please refer to the Childcare Vouchers policy for more information and details on how to sign up. This can be found on Connect, in the Easy Guide to Our Colleague Policies, on mysainsburys.co.uk or ask your line manager for a copy. You can also get further information at www.childcarevouchers.co.uk.

Cycle to work

If you want to cycle to work, we can help you save money on the hire of a bike and cycling equipment. We pay for the bike and then you hire it from us for a year. You'll pay for this from your pay before tax and National

Insurance so you'll save money whilst getting fitter and doing your bit for the environment.

Please refer to the Cycle to Work policy for more information and details on how to sign up. This can be found on Connect, in the Easy Guide to Our Colleague Policies, on mysainsburys.co.uk or ask your line manager for a copy.

Private healthcare

Private healthcare is offered to colleagues at grades 5S/C5 and above. For further advice, please refer to the Private Healthcare policy available on Connect or ask your line manager for a copy.

For all other colleagues, we offer good deals on healthcare and insurance – please see “our extra colleague benefits” section or speak to your line manager.

Personal accident insurance

If you are seriously or fatally injured in an accident while you're working or travelling on business, we have insurance cover that could pay out to you or your dependants.



Hours, pay and benefits *(continued)*

Payments from our occupational accident insurance are discretionary and the trustees of our insurance scheme make the final decision whether to pay out, and if so, how much.

For further information please refer to the Death in Service and Serious Accidents at Work policy. You can access this on Connect or ask your line manager for a copy.

Long Term Disability Insurance

If you are grade 6S/C6 or above and you are paying Step Up contributions into the Sainsbury's SIPP, you could benefit from Long Term Disability Insurance cover if you became ill and were unable to work. This covers you for up to 50% of your annual contracted basic pay and pension contributions. This is subject to any conditions or restrictions applied by the insurance company providing the cover.

Company cars

If you are grade 6S/C6 or above then you are eligible for a company car or equivalent cash allowance.

You could also be eligible for a business need car if your role means you drive a significant amount of business mileage.

Please refer to the Company Cars policy which is available on Connect or ask your line manager for a copy.

Sharesave (SAYE)

Sharesave lets you buy shares in Sainsbury's at discounted rates, provided you save for a fixed period.

Sharesave is an annual offer and you'll be invited to join if you've worked for us continuously for three months. You can choose to save between £5 and £250 per period. We take the amount directly from your wages for a fixed three or five year term. At the end of the savings term, depending on current legislation, you may have a tax free bonus added to your savings. You can then decide whether to use your savings to buy Sainsbury's shares at the price set when the offer was made (usually a 20% discount on the share price), or you can have your savings repaid to you at their cash value.

Sainsbury's Share Purchase Plans (SSPP)

With SSPP, you can buy shares in Sainsbury's at their current value and save on income tax and National Insurance.

You can join SSPP once you've worked for us continuously for one year. You choose to pay between £8 and £115 per period (or up to 10% of your pre-tax pay if this is lower) which will be used to buy Sainsbury's shares on your behalf. The payment is taken from your salary before income tax and National Insurance is deducted and you can change the amount at any time.

Because the money for the shares comes out of your pay before deductions, you don't use as much of your take home pay to buy them. For example, if you buy shares worth £50 per period, your take home pay will only be reduced by £34 if you pay tax at the basic rate.

For more details please talk to your line manager.

Give as you earn

If you want to give an amount each period to an approved charity you can do so directly from your wages. This means that you won't pay tax or National Insurance on the amount that you give. Ask your line manager if you'd like to set this up.

You can also refer to the Giving Back policy available on Connect or in the Easy Guide to Our Colleague Policies.

Local Heroes

We know that you do some amazing things in your community by volunteering or local charities and other good causes in your own time. To help support your good work you can claim money for your chosen charity or community group through the Local Heroes scheme. You can claim £5 for every hour you spend volunteering, to a maximum of £200 per colleague a year. All you need to do is ask your line manager for an application form and then get them to confirm the time you've spent volunteering and submit the form.

Sainsbury's Social Association (SSA)

The SSA was created so that colleagues can socialise and enjoy themselves. It's a social club open to you and your partner for a small monthly subscription. Great Place to Work Groups are very active, arranging trips and parties for members, often at discounted prices.

Hours, pay and benefits *(continued)*

You pay a monthly subscription from your wages each month to be a member of the SSA. To join all you need to do is call 0800 707 6242.

Find the latest offers on www.mysainsburys.co.uk, or look on the benefits notice board in your location.

Our extra colleague benefits

Being a big company with many colleagues, we can use our buying power to negotiate reduced rates for you on all sorts of benefits, products and services from a wide range of suppliers. From healthcare, dental, personal accident and motoring insurance to car hire and gym membership, you can save money just by being one of our colleagues.

To find out about the current discounts and offers, check your benefits notice board, or go to mysainsburys.co.uk, select the 'working@sainsburys' tab and then click on 'Our Extra Colleague Benefits'.

Benefits at a glance...

- Discount card
- Bonus scheme
- Pensions
- Childcare vouchers
- Cycle to work
- Private health insurance
- Personal accident insurance
- Company cars
- Sharesave
- Sainsbury's Share Purchase Plans (SSPP)
- Give as you earn
- Local Heroes
- Sainsbury's Social Association (SSA)
- Our extra colleague benefits
- LOVE card
- Long service awards
- Veterans' Association

LOVE card

If you do something for the business or in our wider community that demonstrates our values or goes above and beyond what's expected, we like to say 'thank you' by awarding you Sainsbury's gift vouchers, credited straight onto the LOVE card that you will have been given after your induction.

As well as being recognised by a supervisor or manager for going the extra mile, anyone can nominate a colleague by filling out a nomination card or telling their line manager who they think should be rewarded and why.

Long service awards

We like to celebrate and recognise your contribution to the business when you reach significant milestones in your career with us. When an important anniversary is coming up, we'll send you the details of the awards you can expect.

Veterans' Association

Our appreciation of your service and commitment continues into your retirement.

When you retire with 25 years' or more continuous service, you are automatically enrolled as a Sainsbury's Veteran. You'll enjoy social events to help you stay in touch with long-time friends and other benefits.

This includes the Sainsbury's Welfare Scheme, a charitable trust that contributes to and helps with improving the quality of life for its members by providing special equipment, respite care and convalescence costs.

Even if you don't qualify to be a Veteran but have retired you are welcome to join local associations. To find out more, visit www.sainsburysveterans.co.uk or contact the Central Veterans Department.

Please Note: All our benefits schemes and plans are subject to their governing rules, qualifying periods and any HMRC restrictions that from time to time may be in force. These benefits are non-contractual and the terms for them may vary.



Time away from work

What's in this section:

Your holidays

page 54

Holiday allowance

page 55

Work life balance

page 59

Parenthood

page 64

Time away from work

Your holidays

We all need holidays to recharge and take a break from work. Make sure you take all your holidays and try and book them well in advance if you can. If you give plenty of notice, you're more likely to be able to take time off when you most want it.

How much holiday you get

Your holiday entitlement is an allowance of paid time that you are given to be off work. The amount is based on your contractual hours/days, your grade and your length of service, plus additional allowances for bank holidays. Holiday allowance is based on the number of complete days worked in the holiday year and is pro rated for part-time colleagues.

Holiday entitlement builds up between period 1 week 1 and the end of period 13 week 4. If you don't take all the holiday you're allowed, we don't carry it over or offer pay to make up for it at the end of the holiday year.

Bank holidays

The following are public holidays in England and Wales: New Year's Day, Good Friday, Easter Monday, May Day, late spring bank

holiday, late summer bank holiday, Christmas Day and Boxing Day.

Scotland and Northern Ireland have different public holidays. If you work in these locations your line manager will tell you how you are affected.

If you work in our supermarkets or convenience stores' public holidays are included in your annual holiday entitlement.

If you are normally contracted to work on a public or customary holiday and you do not work, we reserve the right to take this from your annual holiday entitlement. If you do not have enough holiday entitlement left your line manager may let you make the hours up that week. Any hours not made up will not be paid.

If you work in a store support centre public holidays are on top of your annual holiday entitlement, which is calculated in days not hours.

Holiday for supermarket and convenience colleagues

For supermarket and convenience colleagues holiday entitlements are calculated in hours. The amount is based on your contractual hours, your grade and your length of service and includes an allowance for bank holidays.

Holiday allowance tables for non-management supermarket and convenience' colleagues

The table below is based on a full standard holiday year which includes an allowance for eight bank holidays. If there are a different number of bank holidays during the holiday year your entitlement will change to reflect this and will be shown on your annual holiday form, which you use to book your holidays with your line manager.

		Contracted hours																																						
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39
Less than 5 years service	6	12	18	24	30	36	42	48	54	60	66	72	78	84	90	96	102	108	114	120	126	132	138	144	150	156	162	168	174	180	186	192	198	204	210	216	222	228	234	
	7	14	20	27	34	41	47	53	60	67	73	80	86	93	100	106	113	120	126	133	139	146	153	159	166	172	179	186	192	199	206	212	219	225	232	239	245	252	258	

This table is based on a full standard year
*You must have been with us for more than five years as of Sunday of period 1 week 1

Holiday entitlement for supermarket and convenience' management colleagues shown in hours

Full year	Trainee Managers and Junior Management (up to grade 4S)		Middle Management (grade 5S)		Store Management (grade 6S and above)
	Paid holiday entitlement under 5 years' service	Paid holiday entitlement after 5 years' service	Paid holiday entitlement under 5 years' service	Paid holiday entitlement after 5 years' service	Paid holiday entitlement in a full holiday year
	234	258	250	266	273

These tables are based on a 39hr contract

Time away from work *(continued)*

Holiday for store support centre colleagues

Grade	Entitlement (full holiday year)
C6 and above	27 working days
C5	24 days rising to 26 working days for colleagues who have completed 5 years' group service at the start of the holiday year
C1 - C4 inclusive	22 days rising to 25 working days for colleagues who have completed 5 years' group service at the start of the holiday year

Holiday if you've been with us a while in stores

Our holiday rules have changed over the years and if you joined us before 30th September 1998 you may have different entitlements. Your HR team will tell you how your holiday entitlement is worked out, or you can refer to the Holiday policy on Connect.

Holiday when you join part way through the year

If you join us part way through our holiday year, we'll give you part of the year's holiday allocation, based on the number of complete days left in the holiday year. Your line manager or HR team will work out how many hours/days you'll get.

If you told us you had holidays already arranged when you came for your interview, your line manager will make sure you can book time off for them when you start.



Time away from work *(continued)*

Timing your holiday

You need to ask your line manager to authorise your holiday before you take it and they'll do all they can to agree what you ask for. Bear in mind that we need to balance all our colleagues' and customers' needs so if you book a holiday when many of your colleagues in your department/team are due to be off already, you may be asked to book your holiday for another time. At our busiest times we will need to limit the number of people who can be on holiday and how long they go for.

If you want holidays to celebrate events or festivals related to your religion or beliefs, we'll try our best to let you have them but will need as much advance notice as possible so that we can make sure that we have the right cover in place.

Don't spend money or make firm commitments to holidays until you've had your request approved. The more notice you give us, the easier it is for us to make sure colleagues can have the time off when they want. Your line manager will try to make sure that popular holiday times are shared out fairly.

Holiday if your store or location is closed

Very occasionally we may need to close your place of work. In our stores this is typically at Christmas and Easter but there may be exceptional other times when we need to close. Under these circumstances we reserve the right to tell you when to take your holiday. We'll give you as much notice as possible should this happen. If you don't want to use your holiday entitlement you can discuss with your line manager either moving your hours elsewhere or taking the time off as unpaid leave.

If you're ill on holiday

If you are unlucky enough to be sick or injured just before your planned holiday or on the first day of your holiday, you must let us know by midday on the first day of your time away from work. When you return to work you'll need to provide a statement of fitness to work note from your GP (Fit Note) for the whole time you were ill. You can then agree another time for your holiday.

Please refer to the Holiday policy on Connect, mysainsburys.co.uk or the Easy Guide to Our Colleague Policies for more information.

Holiday on maternity, adoption, shared parental leave or additional paternity leave

Your holiday days carry on adding up through your leave, just as though you were at work. If you have some holiday left to take before your leave begins, you can either take it just before your leave or at the end before you come back to work. If this means the holiday has to be carried over from the previous holiday year, you need to use it within three months of coming back to work. Please refer to the Parenthood policy on Connect, mysainsburys.co.uk or the Easy Guide to Our Colleague Policies for more information.



Don't spend money or make firm commitments to holidays until you've had your request approved.

Work life balance

We know that for you to do the best job you can, there needs to be a healthy balance between your home life and your job. We'll do everything we can to support you in finding the right balance.

There are also times in life when you need some extra support in balancing work and home commitments and we work hard to make sure we have schemes in place to help with this. If you feel you need to make adjustments, have a chat to your line manager or HR manager in the first instance.

Everything that we refer to over the next pages is covered in more detail in our policies. You can find them on Connect, mysainsburys.co.uk, in the Easy Guide to Our Colleague Policies or by asking your line manager for a copy.

Time away from work (continued)

Flexible working

We'll do all we can to help you adapt your working arrangements to fit with other personal or family responsibilities, caring for a close relative or studying. If you would like to change your working hours, shifts or responsibilities please put the request in writing to your line manager. Give all the details of what you would like, say how you think it would affect the business and explain what you think we would need to change or do in your team or department to make it possible. Your line manager will meet with you to discuss the change and decide whether they can agree to it.

Caring

At some point in your life while you are working for us there might be a period of time when you need to care for someone who is not a dependant child. We want to support you and help you manage your responsibilities in work with those responsibilities outside of work.

You may need to go to appointments with or on behalf of your dependant during your working day. To help you with this, you can take up to four days unpaid leave a year.

This must be agreed in advance with your line manager.

If you need constant access to a telephone in case of emergencies or to check in with a dependant, then please talk to your line or HR manager about it. They'll agree the best way for you to keep the communication lines open when you're at work.

Foster caring

We understand that fostering a child can have a big impact on your life. We'll do all we can to support you and help you manage your responsibilities in and out of work.

Bereavement

At this upsetting time you may need some time away from work to grieve, support your loved ones and make funeral arrangements.

Your line manager will look at each request for leave individually. If your line manager agrees for you to have more time away from work you will normally be offered the chance to take it as part of your holiday leave, or as unpaid leave.

While you are taking bereavement leave,

we will pay for some of your time off. This is how many days we will pay you:

If you are the main funeral organiser

1 week's paid leave

If the person that dies is a close relative

- Colleagues contracted 3 days or more per week = 3 days paid leave
- Colleagues contracted 2 days per week = 2 days paid leave
- Colleagues contracted 1 day per week = 1 day paid leave.

If the person that dies is a relative

1 day to attend the funeral

Nightshift colleagues

If your scheduled hours cross from one day into another, this can sometimes make it difficult to decide which scheduled shift you should take as paid leave.

Below is a table to help you determine what's best for your arrangements:

Planned funeral time before 2pm

The scheduled nightshift before the funeral

Planned funeral time after 2pm

The scheduled nightshift on the day of the funeral

With any additional paid leave, discretion lies with the line manager.

Dependants

If there's a family emergency you need to deal with or something happens unexpectedly that you need to make longer term arrangements for, we'll give you a reasonable amount of unpaid time off for it. You will need to agree it in advance with your line manager.

Time away from work (continued)

Medical appointments

If you need to visit the doctor, hospital or dentist, you need to book this outside your working hours if you can.

If it's impossible to book an appointment outside your working hours, then we will pay for reasonable time off while you attend the appointment.

Occasionally we will ask to see medical letters from the hospital, GP or specialist.

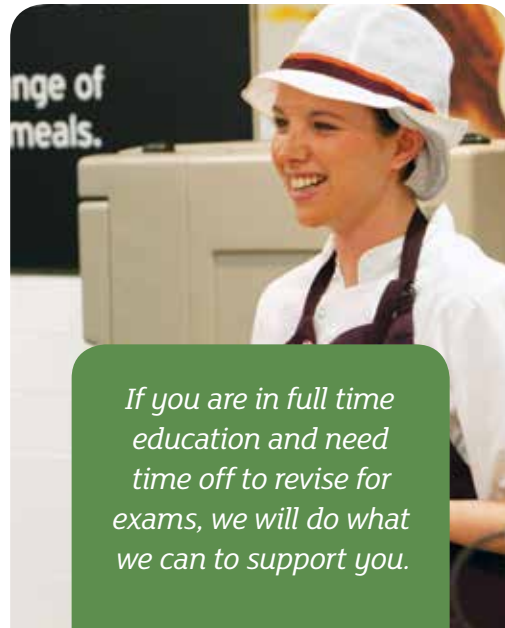
Jury service

Jury service is a legal requirement and we'll give you time off to complete it. Please tell your line manager as soon as you get your letter, to give us as much time as possible to make plans for your absence.

We'll give you authorised unpaid leave, and the courts will give you a 'loss of earnings claim form', so you can claim your pay directly from them. If your contractual pay is higher than the payment the courts give you, you need to bring in all your receipts from the courts and we will pay the difference. If you're not selected for a trial, you should come to work as normal.

Study leave

If you're in full time education and need time off to revise for exams, we will do what we can to support you. You can take up to two weeks off prior to your exams for study and revision. The earlier you ask for time off, the more likely we will be able to help you. You can take the time off as unpaid or if you book it as part of your holiday leave it will be taken from your holiday entitlement.



If you are in full time education and need time off to revise for exams, we will do what we can to support you.

Career breaks

If you need an extended unpaid period away from work because of family commitments, personal development or other outside commitments we'll gladly consider your request. You can take between three and 12 months off. You'll need to have worked for the business for one to five years continuously, depending on your grade, and have the required performance review rating. If you would like to request a career break, put it in writing to your line manager at least six months before you want the break. They'll arrange to meet you to discuss it.

Time away from work for other reasons

Sometimes, you may be part of something or something happens outside work that means you need time off such as:

- Public duties
- Military reservists
- Unforeseen circumstances – weather, travel etc
- Training – personal, not already provided by us
- Trade Union duties

We'll do all we can to accommodate this. We pay you for the time off in some circumstances and give you unpaid leave in others.

You must let your line manager know as soon as you realise you will need this sort of time off and they will talk through the options with you.

Time away from work *(continued)*

Parenthood

We understand that colleagues who are already or are becoming parents need to find a balance between their parenting and work responsibilities. We'll do all we can to support you if you need time off for preparation or after you become a parent.

If you are a foster carer please refer to page 60.

Fertility treatment

If you're the one being treated, we'll give you reasonable paid time off for all your fertility appointments. If it's your partner who's having the treatment, you can have paid leave to go to up to 10 appointments with them. After that you can use holiday or unpaid leave for further appointments. Talk to your line manager about the best way to do this.

New and expectant mothers

If you are pregnant, returning to work after giving birth or breastfeeding, we'll carry out a risk assessment with you to highlight anything that needs to change for you to carry on working safely. Please let us know as soon as you can when you find out you're

pregnant so we can help to keep you and your baby safe.

How often we review these risk assessments depends on your individual situation and role. You can ask for extra reviews any time you feel they're needed. We'll act on whatever changes are identified in the assessments. If a specialist health concern is raised, we might refer you to an occupational health advisor for more advice.

If your doctor or midwife has given you written advice that any part of your normal work could affect your health, we'll look for ways to make reasonable adjustments to your job to safeguard your health.

You can't breastfeed your baby at work but we'll give you paid time during your working hours to express milk, and we'll provide a suitable place to store the expressed milk at work.

Antenatal care

We'll give you a reasonable amount of paid leave to go to the antenatal appointments that your doctor, midwife or health visitor recommends. You'll need to show us the

appointment cards so we can confirm the dates and arrange cover if needed.

Maternity leave

All new mothers can take up to 52 weeks of maternity leave. For 39 weeks of that, you will receive Statutory Maternity Pay (SMP) at a fixed rate subject to meeting certain criteria. If you have worked for us for 52 weeks or more and you agree that you'll come back to work for at least 12 weeks after your maternity leave ends, we'll pay you more than the Statutory Maternity Pay.

Your line manager will give you a copy of the Colleague Guide to Maternity which provides lots more detail. You can also access a copy on the policy page on mysainsburys.co.uk.

Pre-placement adoption leave

You can take up to three days' paid leave to get ready for the adoption. If you feel you need more time due to personal circumstances, talk to your line or HR manager, who may agree to extra unpaid leave.

Adoption leave

If you're taking on the role of a primary carer, you can take up to 52 weeks of adoption leave. For 39 weeks of that, you will receive Statutory Adoption Pay (SAP) at a fixed rate, subject to meeting certain criteria. If you have worked for us 52 weeks or more and you agree that you'll come back to work for at least 12 weeks after your adoption leave ends, we will pay you more than the Statutory Adoption Pay.

Your line manager will give you a copy of the Colleague Guide to Adoption which provides lots more detail. You can also access a copy on the policy page on mysainsburys.co.uk.

Ordinary paternity or secondary carer leave

If your partner is expecting or adopting a child and you meet the criteria, we'll give you two weeks' paid leave which you need to take at or shortly after the child's birth or placement.

Time away from work *(continued)*

Shared Parental Leave

Shared parental leave is in place to allow you and your family more choice over how you look after your children in the first year. Where your baby is due/child is placed for adoption on or after 5th April 2015, if eligible you will be able to volunteer to end your maternity/adoption leave and/or pay early to create leave and pay which you can share with your partner as shared parental leave and pay. If you're interested in taking shared parental leave ask your line manager for a copy of the Colleague Guide to Shared Parental Leave which provides lots more detail. You can also access a copy on the policy page on mysainsburys.co.uk.

Additional paternity leave

If your partner is due to give birth or you're the co-adopter of a new baby/child, born or placed on or before 4th April 2015, you're entitled to up to 26 weeks of paternity leave in the first year of the child's life with you, as long as the mother or co-adopter that you live with has gone back to work. You may be entitled to receive Additional Statutory Paternity Pay (ASPP) during your partner's

Statutory Maternity Pay, Maternity Allowance or Adoption Pay period.

There are some rules that determine whether or not you qualify for the leave and pay. Your line manager will give you a Colleague Guide to Paternity with more details about the criteria that you need to meet and how we'll support you. You can also access a copy on the policy page on mysainsburys.co.uk.

Reasonable contact

Before you start your maternity, additional paternity or adoption leave we ask you to give us contact details where we can reach you whilst you're on leave so we can talk about working arrangements when it's time for you to come back to work. We won't interrupt your leave by making contact unless we really need to speak to you.

Keeping in touch (KIT) days

We offer Keeping in Touch (KIT) days. This means you can work for up to ten days on full pay during your maternity or adoption leave without losing your right to Statutory Maternity or Adoption Pay. It's up to you whether you decide to work some or all of the

KIT days. They can be helpful in keeping you up to date with what's happening in the business and keeping your skills current through practice or training. Or if we need extra help at busy times, we might ask if you'd like to work some KIT days. You're under no pressure to do this unless you want to.

If you do want to work some KIT days during your leave, talk to your line manager to agree when they will be.

Returning to work

If you come back to work after 26 weeks or less of maternity, additional paternity or adoption leave, you can have your old job back with the same hours, conditions, terms and pay. If you come back after 26 weeks of leave, we'll do our best to give you your old job back. If it's not possible, we'll offer you a similar role on substantially the same terms, conditions and pay.

If you would like to change your hours or role when you come back from leave, we'll do all we can to help, though we'll need to make sure that making the change doesn't have a negative effect on our business.

See the section on Flexible Working for more detail.

Parental leave

Once you have worked for us for at least one year, you can take up to a total of 18 weeks of unpaid leave per child in the years before your child's fifth birthday. You can take this leave in blocks of one week up to a maximum of four continuous weeks per year.

If your child has a disability, you can take up to a total of 18 weeks of unpaid leave in the years before your child's 18th birthday.

This is an extra kind of optional leave, on top of statutory and additional maternity, paternity and adoption leave.





Your responsibilities

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Your responsibilities

This section of the handbook is about what we expect from every colleague. There's guidance about how to act when you're at work and rules about business conduct. It's designed to help us all behave professionally and ethically and make sure we treat everyone fairly.

If you want more information about any of the rules or guidance in this section, have a look at our detailed HR policies and information. You can find them on Connect, in the Easy Guide to Our Colleague Policies or ask your line manager.

Your colleague records

The information we keep about you (both paper records and on computers) is used for pay, pensions and administration. Sometimes, we are obliged by law to provide information about you for National Insurance, social security and tax purposes. Apart from this, we won't release personal information about you to anyone without your consent, unless there is an emergency which threatens your own health and safety, or if we are legally required to.

We make every effort to keep your details accurate. If any of your personal details change, for example your bank details, marital status or address, please tell your line manager as soon as possible so they can tell what you need to do to keep your records updated.

If you are a member of the pension or share schemes you must also tell the relevant department of any changes, including changes to any named beneficiary.

Your appearance and what to wear

We want you to be comfortable in what you wear at work and to feel confident and appropriately dressed. Our clothing and uniform rules are set out so we can work safely and present a professional image to our customers.

If you're based in various work locations or visiting another location, please dress appropriately for the place you're going to.

Managers can use their judgement in deciding whether your appearance is suitable and safe for our customer environment.



Your responsibilities *(continued)*

Working in stores

Clothes and shoes:

We give you a uniform to wear. It's up to you to keep it smart, clean and ironed. You must wear your uniform and your name badge all the time when you're at work. The only exception is if you're working in a scratch bakery as a baker, confectioner or anyone involved in bakery production, where for food safety reasons, name badges aren't allowed.

We'll give you personal protective equipment if you need it. For example, high visibility clothing when you're operating equipment like forklift trucks, or warm coats for working in freezers. We give you this free of charge and you must wear it. If you lose or damage it, tell your line manager straight away.

Your socks, tights or stockings need to be plain, non-patterned and neutral - either plain black or natural in colour.

Wear sturdy, low-heeled shoes or trainers that are black, brown or navy blue. Flip-flops, sandals or peep toes aren't suitable. If you need to wear safety shoes, your line manager will tell you and we'll provide them. You must wear them in the areas where you need them.

If for religious reasons you want to wear a covering for your hair, it needs to be black, dark brown or dark blue, clean and in good condition. In addition if you work in open food areas it should be free from embellishment e.g. sequins, tassels etc and if necessary be fastened with safety pins – not dress making pins. Loose ends must be tucked into your uniform.

If you come to work and your appearance doesn't meet our standards, we'll ask you to go home and change. The time this takes will be unpaid. If this happens repeatedly, it will become a disciplinary matter. If there's anything you're not sure about, check with your line manager before you wear it to work.

Jewellery:

It's best to avoid wearing jewellery if you can. We don't want any colleagues to lose or damage precious items at work, or put themselves at risk of being tangled or caught in equipment. Should you choose to wear it, please keep it to a minimum.

- You can only wear one pair of small earrings in either or both ears. They should be plain studs, small sleepers or transparent stretchers without stones or attachments. Sleeper and stretcher earrings should be no bigger than a five pence coin.
- You can wear a small stud without stones or attachments in one or both nostrils, but for safety reasons you can't wear a nose ring.
- You may wear rings, but they need to be discreet and kept to a minimum. Don't wear decorative bracelets, necklaces or chains. Medical identification bracelets are allowed. If you wear a watch, have it under your clothing if possible.
- We may ask you to remove any body piercing (including lip or eyebrow piercings) that we feel doesn't meet our standards or company image. If you can't remove your piercing we may ask you to cover it with a blue waterproof plaster.
- For your personal safety, any other jewellery must be out of sight underneath your uniform so it won't become caught in equipment or machinery.

Hair, make-up and personal grooming:

- You must keep your hair neat and tidy at work. If your hair is longer than shoulder length, tie it up with bands or slides of a neutral colour.
- If you wear make-up, keep it low key. Don't wear false eyelashes.
- Please be clean-shaven or have a tidy beard or moustache.
- Any tattoos need to be inoffensive and unobtrusive.
- Everyone's nails should be clean, neat and of a reasonable length to do your job. Don't wear nail varnish.
- Don't use strongly scented aftershave, perfume or toiletries.
- If you have any sores, cuts or abrasions on your hands or forearms, please cover them up with waterproof blue plasters.

Your responsibilities *(continued)*

Working in open food areas

To safeguard your health and our customers' health, there are some extra rules if you're working in an open food area.

Clothing:

We'll give you the protective clothing you need, such as hats, aprons and sleeve covers. You're responsible for wearing them in the designated areas and taking them off before you go into other areas of the store or location.

Please try and keep these specialist clothes clean. We'll launder them or replace them for you as needed – so you mustn't take them home. The only exception to this are chefs' jackets, as these are seen as uniform and not protective clothing.

Jewellery:

- You can only wear one pair of small sleeper earrings and not studs or earrings with stones or butterfly fixings.
- Don't wear any other visible body piercing (covering with a blue waterproof plaster is not permitted in any open food area).
- Don't wear watches or bracelets except for medical identification bracelets.
- You can only wear a single plain ring, such as a wedding band. This should be plain and without stones or grooves.

Hair, make-up and personal grooming:

- To make sure hairs don't fall into food, it's very important that you wear your hat and tuck in all your hair, including fringes. Use a hairnet under your hat if you have long hair.
- Everyone's nails should be clean, neat and of a reasonable length to do your job. Don't wear nail varnish, nail extensions or false nails.
- Don't wear false eyelashes, scented hand-cream, perfume or aftershave.
- Cover any sores, cuts or abrasions with a blue waterproof plaster.
- You need to keep your beard and other facial hair neat and trim and cut close to your face. If you have a long beard you must cover it up with a snood.

For colleagues in our supermarkets and convenience stores you can request from your line manager more information on health and safety related policies and retail procedures.

Senior managers in stores

You need to set a good example and present a professional image. That means being well-groomed and wearing business dress – normally trousers with a shirt and tie for men and either a skirt or trousers with a smart top or a smart dress for women. Make sure that you use the right safety and hygiene clothing if you enter areas of the store where it's needed.

Colleagues in store support centres

We want you to be comfortable in what you wear to work and to feel confident and appropriately dressed. Our dress code principles are set out so we can work safely and present a professional image to our suppliers and visitors to our Store Support Centres

The principles are:

- Professional casual dress is required
- Jeans are acceptable but ripped or frayed jeans are not
- Halter tops, strapless tops or tops with spaghetti straps are not acceptable
- Any clothing that has words, terms, or pictures that may be offensive to other colleagues is not permitted
- Sandals are acceptable but flip flops are not
- Trainers are not permitted

Our dress code changes to casual on a Friday, as every Friday is a Tu day. You should wear an item from our Tu clothing range. Please remember that we're still at work and need to look credible and professional even in casual dress.

If you are visiting or working in stores or depots make sure you adopt the appropriate dress code. This should be collar and tie for men and business dress for women no matter what time of the day you're visiting. Always make sure you wear the appropriate foot wear too, toes should be covered and heels should be moderate.

Your responsibilities *(continued)*

Managers can use their judgement in deciding whether your appearance is suitable for our colleague environment.

And remember the all-important 'name badge'

Attendance

If you're too ill to come to work or there's an emergency that stops you coming in as normal, you must let us know as soon as possible – at least an hour before the start of your shift. At your induction, you'll find out the procedure for your location and who you need to tell. If you're not sure, ask your line manager. It's really important that you inform us yourself if you can't come in. If you don't, you might not receive sick pay and it might be a disciplinary matter.

If you're off for more than one day, you must stay in touch with your line manager to keep them informed about how you're doing and when you think you will return to work.

If you're away for more than seven days, you'll need to see your doctor and obtain a Statement of Fitness for Work (Fit Note), which gives details of your illness and when

you can expect to return to work. You need to give or send the Fit Note to your line manager as soon as possible, please don't wait until you return back to work.

If you're still off work after the expiry date of your original Fit Note, you'll need to obtain extra Fit Notes to cover the whole time you're away from work.

Sick pay

Depending on how long you've worked for us and whether you meet our conditions about the reasons you're off and how you've reported it, you may receive sick pay. Your line manager or HR team can give you a copy of the Attendance policy which is available on Connect and mysainsburys.co.uk and it's also available in our Easy Guide to Our Colleague Policies.

Returning to work

When you come back to work, make sure you ask a manager to complete a Return to Work interview and fill out the form for this during your first shift. Your return to work form includes self-certification details and you both sign it afterwards.

At the meeting you'll talk about the reasons you were off and any issues that are making it hard for you to come to work. If you have an ongoing medical condition, please tell your line manager so they can make it easier for you to come to work and make sure your health is safeguarded while you're here. If you were off with an infection that could be passed on in food or easily on to your colleagues, we might need you to provide a Fit Note from your doctor saying that you're fit to be back at your usual job especially if you work in an open food environment.



When you come back to work, make sure you ask a manager to complete a Return to Work interview.

You should also tell your line manager if you become ill after a holiday, if you were ill on holiday, or if you have an ongoing infection.

Long term absence

If you've been off sick for a long time, we might need some advice from our Occupational Health team. To help them understand your current health issues keeping you absent from work, they may want a report from your doctor. They will send you an Access to Medical Records Act (AMRA) form to sign which gives them permission to write to your doctor. The Occupational Health advisor will consider the report from your GP and advise the business on how we can best support your return back to work.

If you don't give permission for Occupational Health to contact your GP, it's hard for us to know whether you're fit for work and we'll have to form our own view.

Your responsibilities *(continued)*

Attendance management

Most of the time, colleagues are off work for genuine reasons. Whilst we don't dispute that illness is genuine we also need to make sure we're able to serve our customers consistently. Therefore, if you are away from work too frequently we will investigate and follow up, and may operate a system of warnings detailed below:

Absence	What happens when you are back
First period of absence	Return to Work interview
Second period of absence in a 12 month period.	Return to Work interview
Third period of absence in a 12 month period	Return to Work interview, possible verbal warning
Fourth period of absence and verbal warning still active	Return to Work interview, possible written warning
Fifth period of absence and written warning still active	Return to Work interview, possible final written warning
Sixth period of absence and final written warning still active	Return to Work interview, possible dismissal

If you don't let us know that you're going to be off as soon as you're able, it could lead to disciplinary action. Unauthorised time away from work is a serious breach of conduct and we may go straight to a higher disciplinary stage because of this.

Absence due to an accident caused by a third party

If your absence is the result of an accident caused by a third party and you receive compensation for loss of earnings following a claim, you are required to pay back any company sick pay, Statutory Sick Pay or any other payments that we have given to you. Please make sure you tell us if any such compensation is being pursued and/or is received.

Absence whilst abroad overseas

You'll need to let your line manager know if you can't come back to work on your scheduled day because you're stuck overseas due to illness. If the illness lasts more than seven days you'll need to get a doctor's note confirming where you are, your diagnosis and the estimated time when you will be fit to return to work. If you don't provide this information you might not be paid sick pay.

Being here and being on time

Timekeeping

Our top priority is to give our customers the best possible experience. That's why it's so important that we start work on time. Being late causes problems for the rest of the team and means we can't give our customers the best service.

Your working hours are in your contract and schedule. Stick to these and any overtime you've agreed to. If you are ever unavoidably late for work you must see your line manager as soon as you arrive.

We track the hours you work in different ways depending on where you work. In stores, we use a clocking system, so you need to clock in and out at the start and end of your shift and your unpaid breaks.

If you are frequently late, absent or misuse the clocking system for yourself or a colleague, it's a disciplinary matter and you could be dismissed.

Because we're a business that needs to respond to customer needs all the time, we might occasionally need you to stay on

Your responsibilities *(continued)*

beyond the end of your shift, for instance if it takes a long time for the last customers to leave a store before we can close up. We'll do our best to make sure that unscheduled work is spread fairly around the team and where eligible, we'll pay you for any extra hours.

Transport emergencies

If you can't get to work because of bad weather or public transport problems you need to phone your line manager and let them know. Depending on your job, you might be able to work from home or at another location nearer to home. You must make sure you're available for any suitable alternative work. If this isn't possible, your line manager will talk to you about the options, such as using holiday or making up the time later on.

Business continuity

If a major incident like a fire or police emergency happens in or near your workplace and you can't get into work, or your workplace is closed as a result, you need to phone the business continuity line to find

out about the arrangements we're putting in place to deal with the situation. The number is on the back of your name badge. You can find more details on the business continuity information cards that you'll find in your work location.

Emergency contact details

In any kind of emergency, we may need to contact you or your close relatives with information about what's happening. Please make sure your personal and emergency contact details are up to date and let us know if any names, addresses or phone numbers change. Mobile phone numbers in particular can change often, so do keep us informed.

Your behaviour and business conduct

Equality, diversity and inclusion

Everyone is welcome at Sainsbury's. We value the different points of view and experiences of all our colleagues and believe that having a truly diverse workforce helps us to be successful.

Attracting, keeping and growing the best colleagues from all parts of the community

really matters to us and means we can better understand and respond to the needs of all our different customers.

We want to create a working environment where everyone feels valued and respected and where all colleagues can be the best they can be. We will not discriminate on grounds including, but not limited to, a person's age, race, colour, nationality, ethnic origin or community background, sex, gender reassignment, sexual orientation, family status, religion or belief, disability, marriage, civil partnership, pregnancy, maternity, paternity, carer responsibility, real or perceived HIV/AIDS status, working patterns, political or religious affiliation, ex-offender status or membership or non-membership of a Trade Union.

We partner with organisations including Business Disciplinary Forum, Race for Opportunity and Opportunity Now to make sure we're always improving our knowledge and using the best practices to support our colleagues and customers. All our people-related policies are regularly reviewed to

ensure that they meet current legislation and promote equality of opportunity.

Colleagues in Northern Ireland can also refer to the Equality and Diversity in Northern Ireland policy for more information about political and religious discrimination.



Attracting, keeping and growing the best colleagues from all parts of the community really matters to us.

Your responsibilities *(continued)*

Fair treatment and resolving complaints

We want our workplace to be free from discrimination, harassment or bullying. This means we don't tolerate discrimination, harassment, bullying or victimisation by colleagues or managers against other colleagues, managers, third party contractors or customers.

We must all treat each other with dignity and respect and avoid any form of harassment.

Harassment means any unwanted, unreasonable or offensive behaviour that affects the dignity of colleagues in the workplace. It may be related to age, sex, race, disability, religion, sexual orientation, nationality or any personal characteristic of the individual that makes people feel offended, humiliated, frightened or threatened.

Harassment often involves behaviour that goes on after the person who feels harassed makes it clear that they want it to stop. However, a single incident can be harassment if it's serious enough.

Bullying is a form of harassment and can include offensive, intimidating, malicious

or insulting behaviour, an abuse or misuse of power which can undermine, humiliate or injure the individual.

Bullying or harassment may be by a colleague against another colleague, by someone in a position of authority or responsibility or may involve groups of people.

Here are some examples of harassment or bullying:

- Unwanted physical contact
 - Offensive jokes or banter
 - Offensive pictures, graffiti or emblems
 - Pressure for sexual favours
 - Isolating or not co-operating with colleagues
 - Spreading malicious rumours
- You can play a part in preventing harassment by:
- Being sensitive to others and thinking about how they might feel about your words or actions
 - Making sure your actions don't cause offence

- Offering your support to somebody who you know has been harassed and reporting it to your line or HR manager
- Speaking up if you think someone else's behaviour or words are inappropriate

Victimisation is when a person is treated less favourably because they are suspected or known to have made a complaint or given evidence about the behaviour of someone who has been harassing or discriminating.

We take very seriously any form of discrimination that breaches our policy and will take disciplinary action to deal with it.

Letting us know

If you have a problem relating to being bullied, harassed, victimised or any similar difficulty in our workplace, please speak up and tell someone with whom you feel comfortable to discuss the problem with. This may be your line manager, HR manager or HR colleague. Alternatively you can contact the RightLine (refer to page 89) or our Employee Assistance Programme provider (refer to the Extra Support section on page 84). These problems don't go away on their own and they can get worse if we don't take action to stop them.

We'll deal with the situation so you can feel comfortable and confident at work again.

As part of our Fair Treatment policy, we have a complaints procedure to help resolve complaints quickly, confidentially and if possible informally. You can tell any manager about concerns or complaints about your work, work environment, work relationships, bullying, harassment or any unwanted behaviour and they will take steps to investigate and solve the problem straight away.

However, there will be some situations where your complaint must be dealt with through the formal process. Your HR manager will take charge of this. The formal complaint procedure gives you the opportunity to explain your complaint to a manager at a meeting. They'll arrange for it to be investigated and tell you the outcome of the investigation. A work colleague or a Trade Union representative can come with you to any meetings about your complaint. There are full details of what happens in the Fair Treatment policy on Connect, mysainsburys.co.uk or in the Easy Guide to Our Colleague Policies.

Most complaints are genuine. But anyone who makes a complaint that proves to be false may be subject to disciplinary action.

Your responsibilities *(continued)*

Extra support

There may be times when you need extra, independent support. Our Employee Assistance Programme provides free support via a helpline that offers short term counselling, legal advice and debt advice.

Colleagues who may have experienced harassment, bullying and discrimination can also contact the helpline. The counsellor you speak to will listen to anything you want to tell them and can give you advice and support for coping with your situation.

This service is provided by an independent body and their services are completely confidential and free of charge to all colleagues.

Contact details for the helpline can be found in each location.

Additionally, we can provide support for colleagues who require financial support in the form of 'crisis grants' as part of our ongoing relationship with GroceryAid. You can go to www.groceryaid.org.uk to find out more.

Communication systems

Whenever we use communications systems including phones or email, we need to make sure we use them responsibly, so our communications are secure and protect the interests of every colleague and our business.

That means:

- Don't use, retain, distribute, download or upload any images, text, materials or software which is abusive, sexist, racist, ageist, derogatory, intimidating, offensive, obscene, pornographic, harassing, defamatory or otherwise inappropriate or which might make Sainsbury's liable or damage our company image
- Do not do anything that may infringe any third party intellectual property rights
- Don't create, use, install, download or forward non-business related materials like animations and chain letters. If you receive anything like this you must delete it straight away without forwarding, storing or sharing it. If you accidentally open a website or any material that's inappropriate, close it right away and tell your line manager

- Be aware that emails are not secure or private. They can be used as evidence against the business and might have to be shown to anyone named in them. Even if you delete an email message it can be traced and retrieved
- Don't install any software unless it's approved by us. There's a detailed Software Control policy on Connect
- Make sure that your use of technology and communications doesn't distract you from your normal job
- We respect your privacy but we also have to monitor the quality and quantity of our business communications. If we find our systems are being used inappropriately it will be a disciplinary matter
- You may occasionally use our systems for personal tasks and communications, as long as a manager agrees. You must act responsibly if you have permission to do this and be aware that we monitor and record communications so we can't guarantee they will be confidential
- Do not share any of our information which is highly sensitive or confidential with

anybody outside of Sainsbury's unless your line manager has given permission to do so

Social media and networking

The internet and social networking are great ways to stay in touch with family and friends and many of us use them outside work. We need to be aware of our responsibilities to each other, to customers and to the business, wherever and whenever we use social media.

That means:

- You're personally responsible for everything you say online
- Only discuss non-confidential topics
- If you want to talk about your work, think carefully about how you represent the company, our customers and your colleagues. Is it true and accurate? Would it be appropriate to say it to their faces? What could the consequences be for you or us?
- You mustn't set up any sites or media that could appear or claim to be Sainsbury's corporate resources. Don't use our logo or corporate images

Your responsibilities *(continued)*

Mobile phones

There may be times when you need to use a mobile phone as part of your job. Otherwise you must not carry personal mobile phones, smartphones or pagers while you're working in store unless authorised by your store manager.

Smoking, E-Cigarettes, alcohol and drugs

Smoking and the use of E-Cigarettes is not permitted on any Sainsbury's property except in designated areas. We'll tell you where these are in your induction. You mustn't smoke or use E-Cigarettes anywhere else at work. For your safety, once the store is closed we do not allow smoking or the use of E-Cigarettes. Please refer to the Smoking and E-Cigarettes policy for more information.

You must be fit to perform your job, serve our customers or operate machinery safely at all times during your working hours. Illegal drugs are banned. If you carry, consume or are under the influence of alcohol or illegal drugs during your working hours, we may take disciplinary action that can lead to summary (immediate) dismissal.

If you have a drug or alcohol dependency we will try to help you deal with it. Talk to your

line manager or HR manager who can put you in touch with appropriate support.

If you are visiting our depots there's a separate Substance Misuse policy that sets out rules you must follow. You can find it on Connect or ask your HR team for the policy.

Working on trust

If we're to work well together it's important that we trust each other. So we're all clear and to protect you and the business from any suspicion of wrongdoing there are some security policies and procedures that we all need to follow and which clarify our responsibilities.

Serving your friends and relations

We're delighted if you encourage your friends and relatives to shop with us, and we all enjoy seeing familiar faces at work. However you must not serve them personally – you need to ask a colleague to help instead. This avoids any suspicion or embarrassment. If you're working on a checkout and a friend or relative joins your queue without you knowing, call a supervisor to oversee the transaction. Otherwise it could lead to disciplinary action.

Your shopping

When you're eligible to receive a colleague discount card you can save every day on your shopping. You must stick to the rules in the declaration form you signed when you received it. If you work in a store and you're shopping on a day when you're at work, remember:

- If you're buying a reduced item, especially if you made the reduction yourself, get your line manager to approve your purchase by countersigning the reduction
- If you shop before your shift starts or in your lunch break, you can ask your store manager if it's possible for a storage facility to be made available if space allows. This is only for purchased products, don't choose your shopping then put it aside to pay for later
- The selection and payment of shopping should normally be completed by you in your own time and during store trading hours. If you're shopping in your break for things to eat or use, ask a manager to sign your receipt and keep it with you in case you're asked to show it
- There may be some circumstances where you wish to shop when the store is not open for trade e.g. night shift colleagues

purchasing food for breaks or if their shift ends before the store opens. This is permitted when authorised by the store manager; however shopping must not be removed from the shop floor until it's been paid for and receipts for any products for consumption that will be taken into the back areas have been signed by a manager.

- On occasions we hold major stunts in store where supply is limited e.g. a newly released video game or reduced technical products. You can purchase these lines when you shop as a customer during trading hours. However you cannot reserve any items by taking them off the shop floor before payment or as the products arrive into the store from depot or from a supplier.
- Under no circumstances can alcoholic products be purchased outside of normal trading hours, this includes gift sets which may contain alcohol products.
- Our Corporate Bulk policy applies to all transactions – speak to your line manager or a store manager for further guidance.

If you don't stick to these rules, it could lead to disciplinary action. This applies whether the misuse is either for your own personal gain or for someone else's gain.

Your responsibilities *(continued)*

Food and drink

For health and safety reasons you must only eat and drink in the colleague rest area. This includes chewing gum and sweets, unless authorised by your line manager.

If we're offering product samples to customers, these are for customers only and not for colleagues. We do want you to try our goods and will give you the chance to do this at separate colleague tastings and events.

You can be dismissed immediately if you consume anything at all without permission or paying first. It doesn't matter how small or low value the item is – even individual sweets, individual grapes or products we've set aside to throw away.

Theft

Stealing from our business, colleagues or customers is a criminal offence. We may report it to the police and it often leads to summary (immediate) dismissal. You may also find that you are liable for civil recovery which means the recovery of the stolen property plus additional costs for the time spent on the investigation.

Handling cash and your belongings

We want to avoid any suspicion or confusion when it comes to the cash or company valuables that many of us deal with regularly as part of our jobs.

If you work in our stores, only take your locker key and the equipment you need to do your job out of the colleague area with you. Don't carry cash, yours or anybody else's discount card, bank or credit cards, mobile phone top up cards, gift cards, utility cards, Nectar cards, music players, data storage devices or any other item which could be of financial value.

Keep all your personal belongings safely in your locker – they're your responsibility. It's a good idea to avoid bringing valuable items into work if you can, as we cannot accept responsibility for your possessions, including loss or damage to clothing whilst on our premises.

We provide you with a locker in stores free of charge. If you lose the key, we can replace it but you'll be charged for the cost.

Reporting a wrongdoing

During your work, you might come across something that you don't think follows the right procedure or is in some way suspicious or wrong. If you feel comfortable speaking to your manager or another manager about it, they can take steps to investigate. However, if you would prefer not to report it to a manager you can use our RightLine, and this can be anonymous if you wish.

RightLine is a confidential phone number and online service for colleagues, contractors and suppliers to report wrongdoing such as theft, fraud, or other serious breaches of policy. It can be completely anonymous if you wish and it's run by an independent company. They will pass on the information to the Profit Protection team to independently investigate. Personal details will be treated as confidential if you request to remain anonymous.

We fully investigate every RightLine case and make a report of the actions taken.

To contact RightLine telephone 0800 085 2099 or www.riskavert.co.uk/rightline

Lost property

If you find any lost items in your store or location, please tell your line manager and hand them in to the designated area. We'll tell you where this is during your induction or you can ask your line manager. No colleague is allowed to keep or benefit from finding any lost property. If you do, it could lead to disciplinary action.

Gifts from customers, suppliers and business partners

It's great when our customers, suppliers and business partners appreciate our hard work and want to say a special thank you, but you mustn't accept any presents, services, cash or other benefits from them. This includes letting customers transfer promotions, incentives or loyalty card points into your name. If anyone offers you these kinds of benefits, tell your line manager. Accepting them can lead to disciplinary action. Ask your line manager for a copy of the policy which will provide you with more information.

Your responsibilities *(continued)*

Age related sales and Think 25

We have a legal responsibility, as a company and as individual colleagues, to stop underage customers from buying or having certain items bought for them in our stores.

The law makes it clear that it's your individual responsibility to make sure customers are old enough to buy age restricted products if you are serving or selling them. If you do sell to an underage customer, you are breaking the law as well as our company policy and it could lead to disciplinary as well as legal action.

If a customer wishes to buy any of the age restricted products we sell, our Think 25 policy simply asks you to think "Does this person look 25?" If a customer looks under 25 then you must ask them for ID. If they don't have the appropriate ID to prove they are the required age or over, they mustn't be sold the product.

You will receive regular training to ensure you feel confident, equipped and supported to do the right thing for your customers, your store and our brand.

Your safety

Safety

It's really important that we offer a safe working and shopping environment for all our colleagues and customers and that we all know our responsibilities under the health and safety laws. We all need to follow our safety rules and procedures to make sure we can do this. If you don't follow them, it can put you and others at risk and could lead to accident, injuries or potential serious accidents and may result in disciplinary action being taken.

There's lots of more detailed information available on Connect and in manuals and booklets for different workplaces and roles. If you want to know more about any particular topic, ask your line or HR manager and look at the safety notice board in your workplace.

Fire and emergency evacuations

At your induction we'll tell you what to do if there's a fire or other emergency evacuation in your location. Each year we'll repeat this training so you don't forget.

The key things to remember are:

- Know the fire alarm signal where you're working and how to raise the alarm yourself
- Know where the emergency exits are, how to reach them and where to assemble if you're evacuated
- Keep fire doors and shutters free from obstructions and report any damage to your manager
- Don't try to tackle a fire before you sound the alarm. Once the alarm has sounded, only try to put out a fire if you are sure you know what to do. Make sure you have a clear escape route behind you
- Remember when you are visiting other stores or business locations to sign in and sign out when leaving

We need to do all we can to prevent the possibility of fires. In particular:

- Don't smoke apart from in designated areas outside the building
- Keep everywhere clean and tidy with the minimum of rubbish
- Switch off faulty electrical equipment and fittings and report them to your manager straight away



It's really important that we offer a safe working and shopping environment for all our colleagues and customers.

Your responsibilities *(continued)*

Work safely by following our procedures

There is a right way to do every job. We will explain this in your induction and other training. It's the way we ask you to carry out your work for a good reason: because it is the safest and best way for you, your colleagues and our customers.

Depending on your role, there may be written guidelines called "Safe working practices," "Systems of work" or "Operating procedures" which will be included in your training.

If you feel you can't do the job the way you've been shown talk to your line or HR manager as soon as possible. Whatever you do don't start doing things your way without getting the right approvals first. You could put yourself and others at risk of injury.

Using the right equipment including Personal Protective Equipment (PPE)

As part of your daily job you may have to use particular equipment to protect yourself or others or to make the job easier and safer. We'll make sure you have the right training to operate and clean any equipment and machinery you use in your job. Whatever it is,

if you haven't been trained, don't use it. Equipment also includes wearing Personal Protective Equipment (PPE) which we give you should your role require it.

Maintaining a safe environment

If something isn't working properly or is damaged then report it so it can be repaired quickly. Don't assume that someone else has reported it but take responsibility and tell your line manager. Find out what the processes are in your location for reporting problems and be sure to follow them. If you come across a spillage or something that may cause an immediate problem then don't walk by – get someone to help you and stay by the scene to make sure that you, your colleagues and our customers stay safe.

Accidents and Incidents

If you have an accident or are involved in an incident that injures you or someone else or damages equipment or property, you must report it to your line manager immediately, even if its very minor. Fill in the Accident Report Form, and they will investigate the cause of the accident. We

record the details to help us identify trends and prevent similar accidents happening in the future as well as satisfying the legal requirements for accident reporting. Incidents include any act of violence on people at work, for example an assault by or on a customer, shoplifter or colleague.

First Aid

We provide first aid assistance to colleagues, visitors and customers who become ill or are injured while on our premises. You'll find the names of first aiders and their departments displayed in your workplace. Make sure you know the name of the first aider working in your area and how to contact them. Your line manager can give you this information.

Your personal safety

Thankfully, physical assaults are extremely rare. To keep it that way, never put yourself at risk. Your safety is our first priority. Things to remember:

- If you are threatened with assault, call for immediate assistance and do all you can to avoid fighting back or making the situation more dangerous

- If you see anyone trying to take our property without permission, tell a manager or security colleague straight away. Don't take any risks trying to challenge or stop the person
- If you have to start or leave early in the morning or late at night you can ask for a personal attack alarm
- To keep night shift colleagues and our property in store safe, we operate a "lock in" policy. This means our night shifts are non-smoking, because you can't leave the store during the shift and we aren't allowed to have smoking areas indoors

If you're involved in an assault at work, however small, you must tell your line manager straight away. They'll talk to you about what further action to take and make sure you receive all the advice and support you need. We also need to make a written note of the incident for our records.

Your responsibilities *(continued)*

Health and hygiene

Most of our teams work with food so high standards of personal and professional hygiene are essential. We provide all the food handling training you need to work safely and provide our customers with great service and great food.

We need to know if any illness you've had could affect our customers or infect your colleagues. You need to tell us about symptoms or illnesses that could be passed on in food and we may ask you to take time off from work until you have fully recovered. If you don't meet with our hygiene standards it could result in disciplinary action. If you are in any doubt about whether an illness could be of concern please talk to your line or HR manager.

These are some of the most important hygiene and food safety rules:

- Wash your hands before handling food, after visiting the toilets and frequently throughout the day
- Keep all machinery, equipment and other utensils clean and make sure your uniform is clean too

- Cover all cuts and other wounds with blue plasters. Ask a first aider if you need a suitable dressing or help with covering a cut or wound

Driving

If you have to drive on company business using a company vehicle or your own, you will need to fill in a driver risk assessment on Global Expenses before you can claim mileage. The vehicle you drive must be safe, taxed and insured for personal as well as business use, and your driving must be safe and comply with the road traffic laws.

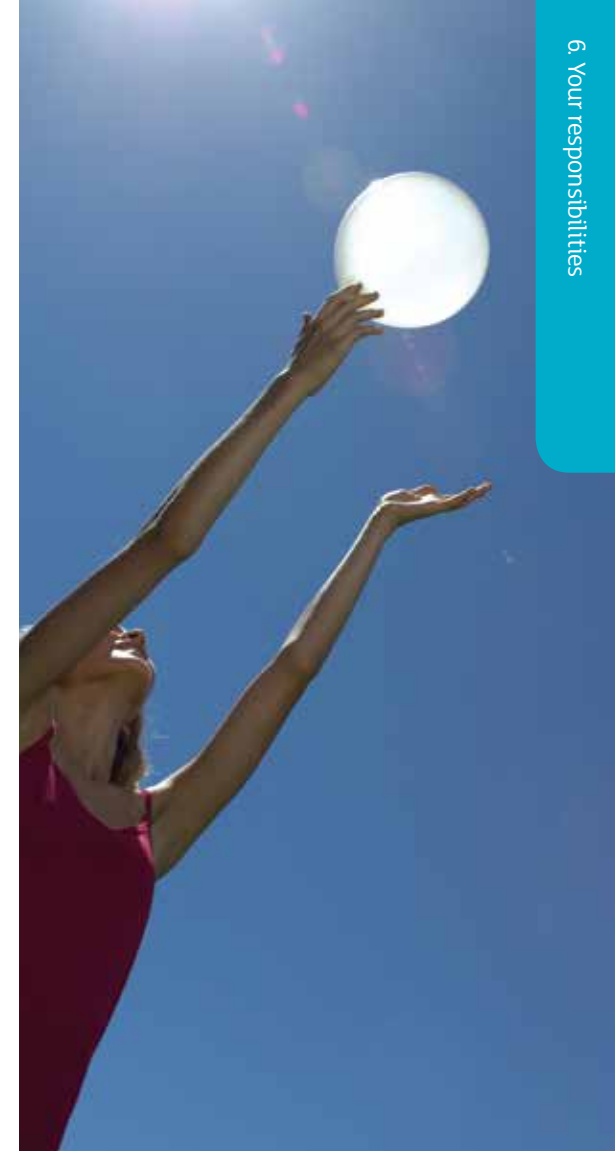
If you're an online delivery driver we'll put you through a driving assessment as part of your induction training. We may also ask you to do more training to make sure you understand and can work to our processes and standards. Remember you are personally responsible for adhering to road traffic laws.

Occupational Health

We take an active interest in your health and welfare. Your line manager will tell you what our Occupational Health teams can do for you, including health assessments, health referrals,

risk assessments and health surveillance. There are some roles where we need to carry out specific health surveillance or risk assessments:

- Bakers – as part of our controls to prevent occupational asthma we have a Bakery Health Surveillance programme that runs every two years
- Night workers – colleagues who want to work during the night will be asked to complete a health assessment in the form of a questionnaire before starting night work and thereafter once a year. Some health conditions and medication regimes do not suit night time work, this health assessment is necessary to make sure your health is not adversely affected
- Colleagues with physical impairments and disabilities – we'll make an assessment of your individual requirements and physical capabilities so we can make reasonable adjustments to keep you safe at work. We will also agree with you a personal evacuation plan to make sure that in an emergency you can evacuate easily.



Your responsibilities *(continued)*

Safety committees

As safety is so important to us we discuss it regularly in every location and listen to all your concerns and suggestions. Most locations also have safety representatives. Part of their role is to review safety issues with the local management team. Safety is discussed as part of the Great Place to Work Group meeting.

If you have a suggestion or concern, talk to your safety or Great Place to Work Group representative.

Your security

Searches

We need to look after our stock and assets to run our business properly. That's why we carry out searches from time to time. There are three types.

A random search means that any of us can be routinely searched at any time while we're on Sainsbury's premises. You can also be stopped outside our premises and asked to go back in to be searched. You might be picked for a search through our random search selector system. The search can include lockers, vehicles, bags and anything you're carrying.

A personal search will be held away from the general public. You may be asked to empty your bags, wallets, purse or pockets and take off outer garments, socks and shoes. There will be at least one manager or security team member plus another responsible colleague present for a personal search and at least one of them will be the same gender as you.

Any locker search will be conducted by two people; one of a member of management, team leader, or uniformed security officer, plus a responsible colleague. The locker area will be sealed off whilst the search is taking place. We may also involve the police at any stage in the search procedure, if appropriate.

In our Convenience stores, searches will be conducted by the most senior person in store.

If you intentionally avoid or unreasonably refuse to undergo a search we may take disciplinary action.

CCTV

We use closed circuit television (CCTV) all over our business to protect colleagues and customers. This means you may be filmed as you're going about your activities at work.

Eagle Eye

To protect our business and all colleagues from fraud, we have a special team of Eagle Eye investigators. They keep a look out for suspicious situations and use our systems and data to investigate. They can monitor suspected theft and abuse of our procedures



Your responsibilities *(continued)*

at the checkout, through company phones and using many other systems. If there's evidence of any colleague behaving dishonestly, we may take disciplinary action.

If you think there's something they should know about, or to ask questions or offer information about any investigation, you can email the Eagle Eye team on eagle.eye@sainsburys.co.uk.

Protecting our personal information

Everyone has a part to play in keeping personal information confidential. In our business we collect, store, process and transfer personal information about customers, colleagues and the business as part of our everyday work.

The Data Protection Act sets out in detail how we can use, assess, store, transmit and give out data. If we don't follow it, there are serious consequences for the business and for individual colleagues too. We could be fined or made to stop operating parts of our business and you could be dismissed for serious or repeated breaches of the Act. If you've used data illegally we can tell the

police or other authorities which could lead to civil or criminal proceedings.

If in your job you use information about people you need to follow the training you have been given.

Some basic principles are:

- Keep all personal information secure in locked drawers or cabinets and lock offices if there's sensitive information in them
- Keep data up to date and accurate, making sure to destroy or delete data securely that is no longer needed
- Don't give out any personal information to unauthorised people or organisations. If you're ever unsure, check with your manager first

If you need to use our systems in your job, we'll give you a login id or operator number and you'll need to choose a personal password. Always use your own login and password and keep them safe and secret. It's a disciplinary offence to use anyone else's login or operator number.

We'll keep your personal information secure and in a way that complies with the Data Protection Act. You should be aware that if you apply for a different role with us, we'll share your personal data as part of the application process.

Disciplinary and appeal procedure

If you follow the policies, procedures and rules that we explain to you in your induction, training and in this handbook, you should be able to maintain high standards in all areas of your work. If you're unsure about anything you can always ask your line manager or HR team for more information or training. These policies are very important and it's your responsibility to make sure you fully understand them.

However, when a colleagues' performance falls short of the standards we expect, we use the disciplinary procedure. It's a consistent process designed to manage breaches of policy and behaviour in a way that's fair and equal for every colleague.

What the disciplinary procedure is for

It's a way to correct behaviour and deal with unsatisfactory performance, attendance and conduct. Your manager will do all they can to sort out minor issues outside this process first by giving you informal guidance and coaching.

If this doesn't lead to the improvement that we need, or if the issues are more serious, we may take action through the disciplinary process.

Disciplinary meetings

Before holding a disciplinary meeting we'll gather all the facts that we can. Where facts are unavailable we may invite you to an investigation meeting. We will use this meeting to ask you questions about the incident and using the facts we will decide whether no action should be taken or whether a disciplinary meeting needs to be arranged. We will invite you in writing to the disciplinary meeting and give you a reasonable amount of time to review the information before hand. The meeting allows you to discuss the wrongdoing or shortcomings with us.

Your responsibilities *(continued)*

We give at least 24 hours' notice of a disciplinary meeting, arranged during your normal working hours unless we agree with you that it's better to do it at another time.

If you want to, you can bring a representative – a colleague or Trade Union representative. If you're under 18 or have a disability you can bring a parent, guardian or support worker. You can also bring a translator if needed.

If your chosen representative can't come at the time we've set, we'll do all we can to rearrange the meeting to a time you agree. This must be within three calendar days for investigation meetings and within seven calendar days for disciplinary meetings.

The disciplinary process

There are four stages to the process:

1. Verbal warning

This is live/active for six months from the date of the meeting. You don't receive anything in writing but it's noted on your colleague file

2. Written warning

This is live/active for six months from the date of the meeting

3. Final written warning

This is live/active for 12 months from the date of the meeting

4. Dismissal

One or more of the stages may be missed out if the issue is very serious. However, we would never dismiss you at the first stage of the disciplinary procedure except in a case of gross misconduct

Gross misconduct

Gross misconduct means a breach of policy and procedure that's so serious it can lead to summary dismissal, when you're dismissed immediately without any notice. Here are some examples of gross misconduct:

- Theft or attempted theft, either from the company, colleagues or customers such as money, products or property
- Consuming company products without permission or paying for them
- A serious failure to follow company health and safety procedures
- Breaching food sampling procedures
- Breaching cash handling or goods receipt procedures
- Wilful neglect, or fraudulent use of, or damage to company property or brand
- Fraud, including deliberate or careless misuse of a colleague discount card or Nectar card or falsifying company records or paperwork
- Assault or attempted assault on other colleagues or customers at work or a work-related event
- Discrimination, harassment or bullying of colleagues or customers, breach of our Fair Treatment, Equality, Diversity and Inclusion policies
- Gross abuse of customer service standards either verbal or physical
- Bringing our brand into disrepute, including seriously failing in service standards, being involved in criminal activities, being involved with activities that have a negative impact on our brand by association or by inappropriate use of social media in personal or company time which directly or indirectly refers to customers, colleagues, contractors or our company
- Breaching trading standards, including selling age-restricted products to under age customers
- Gross insubordination, such as not following a reasonable management request, for example using abusive language or being aggressive

Your responsibilities *(continued)*

- Failing to disclose a criminal conviction which happened before or during your employment, when you had a responsibility to do so whether committed at work or outside
- Drug or alcohol abuse
- Damaging or interfering with any safety device or equipment
- Misuse of internet/Connect/email or electronic transfer cards
- Any other serious breach of procedure or policy that leads to a loss of trust and confidence

Absence during the disciplinary process

If you're involved in disciplinary action you may well feel stressed as it's a difficult time. In our experience, this feeling won't go away until the disciplinary matter is resolved. We normally carry on with the disciplinary process even if you feel too ill to work. Your line or HR manager will keep in contact with you to make arrangements for meetings if you're absent from work.

Dismissal

If we dismiss you we'll give you notice of this in writing. If we're dismissing you for gross misconduct your employment with us would end immediately and there would be no notice period. Otherwise, the length of notice we give is set out in your contract of employment.

Disciplinary appeals

If you don't agree with any disciplinary action we take and you think we haven't treated you fairly, you have the right to appeal. You need to make your appeal in writing within seven calendar days of receiving the written disciplinary decision. In your letter you need to clearly explain why you're appealing. We will let you know who to send your appeal letter to.

Non-confirmation of employment

If you don't meet our rules and standards even after coaching and guidance, we can decide not to confirm your employment at the end of your probationary period. This is the same as being dismissed.

Before finalising the decision we'll invite you to a meeting and you can bring a

representative in the same way as for a disciplinary meeting. In this situation we don't progress through the four disciplinary warning stages before dismissing you.

Criminal activity

If you are charged with, convicted of or arrested for a criminal offence outside of work, you still need to tell your line manager as soon as possible. They will consider whether this affects your ability to do your job or your position amongst your colleagues and our customers, and take the appropriate action.

Leaving us

We're always sorry to lose valued colleagues, so your line or HR manager will meet with you if you hand in your resignation. They'll want to find out why you want to leave and see if there's anything we can do to keep you with us. If you still want to move on, at the exit interview your line or HR manager holds when you leave, they'll ask you for your feedback about what we could do better or differently, so we can learn from your experience of working with us.

Returning property

When you leave you need to bring back anything that belongs to us, including your uniform, discount card, any other protective equipment and clothing, your locker key, name badge and access card, plus your company car, phone or laptop if you have them.



We're always sorry to lose valued colleagues, so your line or HR manager will meet with you if you hand in your resignation.

Your responsibilities *(continued)*

Notice periods

If you're leaving, you need to give notice to your line manager in writing as soon as you can. In your contract you'll find the minimum period of notice you have to give us. Check with your line or HR manager or team if you're not sure.

Your terms and conditions are individual but for the majority if you have worked for us for four continuous weeks or longer, you need to give us at least four weeks' notice before you leave, unless your employment contract says something different.

If we're giving you notice, the amount we give depends on how long you've worked for us.

Length of continuous service from four complete weeks to four complete years

Four weeks' notice

Length of continuous service from four complete years to 11 complete years

One week's notice for every complete year's service

Length of continuous service 12 complete years and over

12 weeks' notice

Your final pay

We'll pay your final pay, including any holiday pay we owe you, directly into your bank account. You'll receive it on the next payday after your leaving date. If you have taken more holiday than you earned by the time you leave, we'll deduct this from your pay along with anything else you owe us, including loans.

If you have share plans or pensions with us, we'll contact you to discuss what should happen with them. Make sure the personal details we have for you are up to date so we can get in touch easily.

Redeployment or redundancy

We do all we can to plan ahead and avoid the need to redeploy colleagues or make them redundant. Occasionally, we can't avoid it though. During these times we'll support, develop or retrain you if we can.

If jobs have to go, we'll do everything we can to offer you a different role with us before we consider making you redundant. If we do have to make you redundant, we make redundancy payments in line with the

State Redundancy Payment Scheme, as a minimum. Please refer to the Redundancy and Redeployment Policy for more information, this is available on Connect or ask your line manager for a copy.

Getting a reference

If you leave to start work with another employer, they might ask us for a reference if you've given them permission. HRS will produce this and make sure it's accurate and free from personal bias.

Retirement

Retiring is a big change in your life. If we can help you plan, it should ease your move from working life into retirement. We offer support for colleagues thinking about retirement. Speak to your line or HR manager for more information.

If you've worked for us continuously for 25 years before you retire or are made redundant, we recognise your service and commitment by automatically enrolling you as a member of the Sainsbury's Veterans' Association (see 'Veterans Association' in Hours, Pay & Benefits section).



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EVERYTHING
YOU NEED TO KNOW
ABOUT WORKING AT
SAINSBURY'S
OUR HANDBOOK FOR STORE
SUPPORT CENTRE, SUPERMARKET
AND CONVENIENCE COLLEAGUES