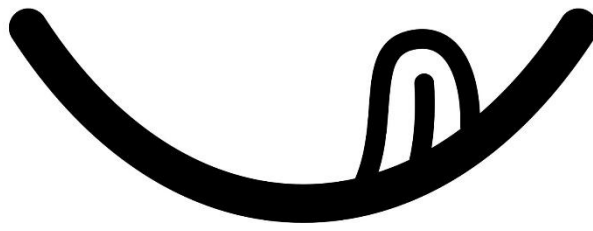


LAZYDAY



AGENCY WORKER INDUCTION BOOKLET

Last updated – January 2024

NAME:	ROLE:
START DATE:	MANAGER/SUPERVISOR:
INDUCTION CHECKLIST	COMPLETED (SUPERVISOR SIGNATURE)
FIRE EXITS TOUR OF THE FACTORY	
TOILETS	
CHANGING ROOMS	
STAFF ROOM	
FIRE EMERGENCY EVACUATION PROCEDURES	
FIRST AIDERS	
INTRODUCTION TO YOUR TEAM LEADER?	
POLICIES AND PROCEDURES READ AND SIGNED	

ABOUT US

OUR HISTORY

Dr Sally Beattie and Emer Bustard are two professional food scientists who founded Lazy Day Foods in 2006. Lazy Day Foods is a dedicated free-from bakery in the heart of Scotland, whose mission is to provide high-quality treats that everyone can enjoy.

Sally and Emer know first-hand the difficulties and complications that restricted diets bring to busy family life. Sally is a Dunblane mum with several food intolerances, including ones to dairy and gluten. Other members of her family also have food intolerances. Emer is a coeliac and has a young daughter with a food allergy.

Sally and Emer believe that everyone should be able to indulge in high-quality treats from time to time. As professional Food Scientists, they created a range of recipes for allergy-friendly foods that are so good anyone would want to eat them.

The Lazy Day team hand bake all our cakes, biscuits, and tray bakes from our award-winning Bakery. The Bakery is gluten-free, dairy-free, nut-free, and egg-free.

We use only the highest quality ingredients to produce Lazy Day treats. For instance, Lazy Days only use real Belgian chocolate in all of our chocolate range.

The mission of Lazy Day Foods is to bring a little relaxation and happiness into the busy lives of people with food intolerances or those on restricted diets such as vegans. Now with the help of Lazy Day Foods, everyone will be able to have their cake and eat it!

OUR PRODUCTS

Our Bakery is gluten-free, dairy-free, egg-free and wheat-free. We have a stringent policy for obtaining raw materials. We select each of our ingredients for quality and safety for use in Lazy Day products.

We operate an utterly nut-free bakery. The only allergen currently used in the Bakery is Soya.

Lazy Day Foods operate a rolling allergen testing procedure.

All of our goods are:

- <20ppm for gluten.
- <5ppm for whole milk.
- <5ppm for egg.

Also, they are:

- Free from Hydrogenated fat.
- Palm oil is RSPO certified.
- Non-GMO (genetically modified organisms).

Our products include but are not limited to:

- Tiffin
- Shortbread

- Oat biscuits
- Ginger snaps
- Flapjacks
- Peppermint slice
- Iced fruit cakes
- Rocky Road
- Millionaire shortbread
- Caramel rice squares
- Granola and Granola bars
- Truffles
- Cake

We develop new products all the time. Taste-testing is part of everyone's role at Lazy Day Foods to ensure that the quality of our products meets our standards of excellence at all times.

OUR CUSTOMERS

We supply our award-winning products to the majority of the leading supermarket chains in the UK, including Tesco, Asda, Morrisons, Sainsbury's, Waitrose and Aldi. We also supply to health food chain Holland & Barratt. We provide to Food Service Distributors across the UK, and we export our products to various countries, including the USA and Saudi Arabia.

We supply our products under our own brand label to various retail and foodservice outlets across the UK.

KEY POLICIES AND PROCEDURES

FOOD SAFETY AND QUALITY POLICY

Lazy Day Foods Ltd is committed to a policy of total quality management. We aim to supply our customers with safe, authentic products of the quality desired by the customer and that conform to all criteria set by the requirements of the Global Standard for Food Safety.

Lazy Day Foods is committed to continuous improvement, which is measured and evaluated for effectiveness through internal and external audits.

We believe that the responsibility for achieving our quality and food safety commitments lies with every single Lazy Day Foods employee. This must be shown in their approach to their work, their attitude, their teamwork and how well they carry out all aspects of their job. Quality and Food Safety is the responsibility of every employee who has a direct influence on ingredients, packaging, production, storage and the distribution of our products.

The following principles are the foundation of Lazy Day Foods commitment to food safety and quality:

- We will produce and deliver products that meet a 'Free From' ethos and are dedicated to allergen management within the organisation through HACCP and our allergen control policy and procedures
- We will meet all statutory and regulatory requirement for food safety, and quality, including mutually agreed on customer requirements related to quality and food safety
- We will ensure sustainable food safety and quality culture through implementation, certification and continuous improvement of effective quality and food safety management systems which are compliant with the following Food Law Regulations: (EC)178/2000 (EC) No 852/2004, No 853/2004; No 854/2004 on the hygiene of Foodstuffs Food Hygiene (Scotland) Regulations 2006; Food Safety Act 1990 and other relevant regulations and the Company's food safety and hygiene standards
- We will validate the effectiveness of the food safety and quality management systems through internal and external audit processes
- We will apply a risk assessment methodology, aligned with the context in which we operate to facilitate our ability to achieve food safety and quality management system objectives and continuous improvement
- We will build a food safety and quality capability, mindset and culture through structured training programmes that develop Agency Workers' competencies and technical skills, increase awareness, manage risk and drive increasingly high standards across the organisation
- We will continually review food safety and quality policies, standards and procedures to effectively manage food safety risks associated with changes in products, processes and technologies
- We will include food safety and quality strategies in the annual business planning process to ensure that food safety and quality remains an integral part of our operation
- We will communicate with and ensure that suppliers and contractors adhere to the same food safety and quality commitments and monitor the raw materials and services they supply through audits and incoming goods inspections
- We will communicate food safety, and quality aspects, strategies and performance to Agency Workers, consumers and customers that have an impact on, or are affected by Lazy Day Foods food safety and quality management systems.

I have read and understand and agree to comply with the Lazy Day Foods Ltd Safety and Quality Policy.

Agency Worker Name (print)	Agency Worker Sign	Date

SECURITY PROCEDURE

All Agency Workers should follow the guidance within this policy. Agency Workers should conduct themselves in any undertaking in a manner conducive to the overall safety of persons and security of Lazy Day Foods Ltd premises.

- Agency Workers should question the presence on-site of all unauthorised visitors who are unaccompanied by a member of staff in a polite manner. Agency Workers should be aware of the potential risk of making a challenge, and where appropriate two members of staff should be involved.
- All access points to the site should be closed and secure at all times. All visitors should access the building through the main Reception and the managed locked door entry system.
- All visitors must report to Reception where they will be asked to register and complete a Visitor Questionnaire.
- A member of the Lazy Day team should accompany all visitors at all times. The person responsible for them should sign off the Visitor Questionnaire. Then they should be given the appropriate protective clothing if entering the production areas. Where necessary visitors are issued with Tensor cards which provide access in and out of the building. (e.g. Pest Control) these should be signed in and out by the Visitor.
- Any unauthorised use of photographic/ recording equipment by visitors or Agency Workers should be reported to management immediately.
- Customers or Drivers who are collecting orders should report to goods intake by using the entry system at the warehouse door.
- All Agency Workers working alone early in the mornings, weekends or during holidays must take appropriate measures to ensure their safety.
- Agency Workers who have serious doubts concerning a visitor/ intruder or believe a crime may be committed should not challenge this person but inform the Office or a member of the management team immediately, who will contact the police if required. In an emergency, any member of the Lazy Day team should contact the police on 999.

REMEMBER: DO NOT CHALLENGE UNLESS SAFE TO DO SO

I have read, understand and agree to abide by the Lazy Day Foods Ltd Security Policy.

Agency Worker Name (print)	Agency Worker Sign	Date

LAZY DAY FOODS LTD
ALLERGEN MANAGEMENT & FREE FROM POLICY
Ref: POL009
Date of Issue: 23/07/2021
Version: 02

COMPANY POSITION

Lazy Day Foods operate a dedicated Free From manufacturing site, we are committed to providing the required resources to manage and maintain our manufacturing site, policies and procedures to enable us to make the following claims on our products.

Gluten Free – (All products)
Wheat Free – (Certain products)
Milk Free – (All Products)
Egg Free – (All Products)

In addition to the above claims all of our products are suitable for Vegans.

ALLERGEN TESTING - The site operates a comprehensive ELISA allergen testing regime covering both raw materials and finished products. Where results are detected above the specified limits we will take action to ensure the safety of our products is not affected. This action may range from quarantine and rejection of raw materials through to withdrawal/recall of finished product

RAW MATERIAL & SUPPLIER MANAGEMENT - We do not source raw materials containing any of the above allergens and operate a stringent Raw Material Approval & Monitoring Procedure (PROC85) and risk assessment programme to manage any risk of the presence of allergens within our supply chain. Where high risk raw materials are identified these will only be used following the agreement of a documented action plan to control the risk, in these circumstances wherever possible we will work with the supplier on a plan to minimise the risk wherever practically possible.

We are committed to operating a **NUT FREE** site and therefore do not permit nuts of any nature to be brought on site by staff, visitors or contractors.

It is our policy not to introduce any further allergens on site, the only allergen permitted within the manufacturing area is Soya and we have specific controls in place to reduce the risk of cross contamination with non-soya products. The inclusion of Soya within any product is only permitted where this is absolutely necessary and this will be given consideration during the product development process.

ALLERGEN HANDLING AND CONTROL

Around 2 million people in the UK live with a food allergy, with approximately 1 in 100 people with coeliac disease and an average of 10 fatal reactions to undeclared allergenic ingredients a year. As a free-from food business, food safety is integral to everything we do here at Lazy Day Foods. We also have a legal requirement to ensure that we have excellent allergen control in place to protect our consumers and our business.

WHAT ARE ALLERGENS AND ALLERGIC REACTIONS?

Allergens are antigens, usually proteins, which can cause the body's immune system to respond negatively to a perceived threat that would otherwise be harmless. This response results in an

allergic reaction. If people consume allergens unknowingly, this could result in anaphylactic shock and even death in severe cases.

There are fourteen critical allergens designated in the legislation.

These key allergens are:

- **PEANUTS**, also known as ground nuts and peanut products
- **NUTS** – also known as tree nuts including Almonds, Brazil nuts, Cashews, Chestnuts, Hazelnuts, Macadamia nuts, Pecans, Pistachios, Pine nuts, Shea nuts, Walnuts and Queensland nuts
- **EGGS** and egg products
- **SESAME** – the edible seeds of the sesame plant which have the oil extracted
- **MILK** and milk products
- **FISH** and fish products
- **CRUSTACEANS** – crab, lobster, shrimp prawns and barnacle
- **MOLLUSCS** – snails, slugs, mussels, octopus
- **SOYA BEANS** – a legume native to East Asia used as an alternative to animal protein.
- **LUPIN** – a legume belonging to the same plant family as peanuts
- **CEREALS CONTAINING GLUTEN** – Wheat, Rye, Barley, Oats, Spelt and Kamut (a commercial name for Khorasan wheat) or their hybridised strains
- **MUSTARD** – a hot tasting yellow or brown paste made from the crushed seeds of individual plants.
- **CELERY** – (including celeriac) a cultivated plant of the parsley family which is used in salads or cooked as a vegetable
- **SULPHUR DIOXIDE AND SULPHITES (AT LEVELS ABOVE 10MG/KG OR 10ML/LITRE EXPRESSED AS SO)** – preservatives found in dried fruit, salary, fruit salad, gelatine, garlic powder, dried ginger, molasses, sauerkraut, dried potatoes, shrimps, pickles, corn syrup, alcoholic drinks, fruit juice.

Allergic reaction symptoms can include:

- A tingling, itching or swelling of the face, throat and mouth.
- A raised red itchy rash -in some cases the skin can turn red and itchy, but without a raised rash.
- Difficulty in swallowing.
- Wheezing or shortness of breath.
- Feeling dizzy and light-headed.
- Feeling sick (nausea) or vomiting.
- Abdominal pain or diarrhoea.
- Hay fever-like symptoms such as sneezing or itchy eyes.

WHAT IS FOOD INTOLERANCE?

Food intolerance is more common than a food allergy. Food intolerances affect 1 in 10 people; they do not involve the immune system. Instead, a food intolerance involves the digestive system and can cause difficulty digesting certain foods, leading to abdominal pain, gas and diarrhoea. Those who are affected often rely on allergen labelling to avoid the foods that make them ill.

Food intolerance symptoms can include:

- Tummy bloating, pain, wind and diarrhoea
- Skin rashes and itching.

While reactions caused by food intolerance are not life-threatening, the effects can take a long time to resolve, sometimes lasting for days or weeks.

In our business, we must treat allergies and intolerances equally as consumers react to different food levels.

WHAT IS COELIAC DISEASE?

Coeliac disease is a severe auto-immune condition triggered by consuming gluten, which leads to damage to the gut lining. Coeliac disease has a severe impact on a person's ability to absorb nutrients from food. Glutens are proteins found in wheat, rye, barley, oats, spelt and Kamut (a commercial name for Khorasan wheat). Oats do not naturally contain gluten; however, they are often produced with other cereals containing gluten, which means there is a risk of cross-contamination. Oats also contain avenin, which is a protein similar to gluten. However, research has shown that most people with coeliac disease can tolerate uncontaminated oats, although a small number may still be sensitive.

Symptoms from coeliac disease can include:

- Bloating, Constipation, Diarrhoea, Nausea and Wind.
- Exhaustion.
- Anaemia.
- Mouth ulcers.
- Headaches.
- Weight loss.
- Hair loss.
- Skin problems.
- Short stature.
- Depression.
- Infertility.
- Joint or bone pain.

WHAT IS ANAPHYLAXIS?

Anaphylaxis is a potentially life-threatening allergic reaction. The symptoms include:

- Persistent cough.
- Vocal changes.
- Breathing difficulties.
- Wheezing.
- A fast heartbeat.
- Feeling light-headed or faint.
- Confusion and anxiety.
- Clammy skin.
- Collapsing or losing consciousness.

ALLERGEN CONTROL

Every food business has a role in preventing allergic reactions and symptoms of food intolerance and coeliac disease. Lazy Day Foods is a Free-From food business which means **our products do not contain** any of the following key allergens:

- **CEREALS CONTAINING GLUTEN** – Wheat, Rye, Barley, Spelt and Kamut or their hybridised strains.
- **MILK** and milk products
- **EGGS** and egg products
- **PEANUTS**, also known as ground nuts and peanut products

- **NUTS** – also known as tree nuts including Almonds, Brazil nuts, Cashews, Chestnuts, Hazelnuts, Macadamia nuts, Pecans, Pistachios, Pine nuts, Shea nuts, Walnuts and Queensland nuts

However, **Lazy Day Foods does handle the allergen Soya**, which is present in most of our products.

We manufacture several products that are **free from Soya**:

- **ASDA GRANOLA.**
- **LAZY DAY FOODS (LDF) GRANOLA.**
- **PLAIN, CRANBERRY & ORANGE & GINGER OAT COOKIES (ASDA AND LDF).**
- **MORRISONS PLAIN SHORTBREAD & FREELY SCRUMPTIOUS FLAPJACK STACKER**

We make soya free products first in any production processing and packing schedule.

WHAT IS CROSS CONTAMINATION?

Cross-contamination occurs when an allergen is incorporated unintentionally into another food that should not contain that allergen.

For example, we could be producing Tiffin from 8 am to 10 am each day. At 10 am the same machine could be used to make Granola; if the equipment is not cleaned thoroughly before the Granola production, there is a high risk that Soya will cross-contaminate the Granola.

HANDWASHING

To avoid allergen cross-contamination, you must wash your hands after working with a product that contains Soya. If you have been in contact with allergenic ingredients such as eggs, wheat or milk during your break, you must also ensure that you thoroughly wash and sanitise your hands before returning to your work.

CLOTHING AND UNIFORM

Suppose you are working in an area manufacturing product containing Soya. In that case, you may be required to change into a clean uniform depending on our ongoing risk assessment findings and the next product planned on the schedule.

PENS & STATIONARY

Only approved factory use pens and stationary are permitted within the production area, these must not be taken off site and must not be stored with personal items or used in the canteen or offices where allergens may be present.

MOBILE PHONES

The use of mobile phones within the production area is strictly limited to Management and certain staff who require them as part of their role. All phones are on a register and are checked on a weekly basis for integrity and hygiene. It is the user's responsibility to ensure that their phone is maintained in a clean and hygienic condition at all times prior to entering the production area. This is particularly important after break times.

WASTE CONTROL

Take care when disposing of allergenic ingredients and products. Allergens should be sealed in labelled containers and removed from the production area to avoid being mixed with non-allergenic ingredients and products.

ORDERING FROM SUPPLIERS

We have robust procedures to assess the presence of allergens in the ingredients we use, and the ingredients used by our suppliers. We check the specification sheets of ingredients and products when ordering from suppliers, and when the products are delivered to ensure products meet the specification required. We also check with our suppliers on the procedures they have in place to prevent cross-contamination. We assess the likelihood of cross contamination and put necessary actions in place.

LABELLING AND PREPACKED FOODS

When listing ingredients on prepacked food, we emphasise the allergens' name in the ingredients list using bold letters.

PACKAGING

Incorrect packaging and labelling is a significant cause of allergen-related product recalls and can severely cost the business. We have procedures to review and approve all proposed product labels to ensure the ingredients, including our allergen Soya are declared accurately and updated with any changes in the formulation of the product. We also have a procedure for destroying old packaging and labels, and we maintain electronic document control of old labels when recipes have been changed. We regularly check that the correct labels are applied to products, and this is routinely audited. Lazy Day Foods labels have an Allergen Declaration on them where appropriate. Products must be packed into the correct box with accurate labelling information.

SAFE USE OF ALLERGENS

HYGIENE

Tiny amounts of allergens can cause severe reactions, including potentially fatal anaphylactic shock. Therefore, thorough cleaning that is effective in reducing the risks of allergen cross-contamination must be carried out. You should always ensure that you have cleaned down thoroughly between products and that you clean your hands thoroughly too.

You must clean up any spillages that occur during production, storage and distribution immediately to ensure that there is no subsequent allergen cross-contamination. Where known allergen contamination has occurred, the contaminated material must be labelled and physically moved from the non-contaminated ingredients work in progress.

Where equipment is dismantled and manually cleaned to ensure 'hard to reach' areas are free from allergen residues, you must ensure that all equipment areas are thoroughly cleaned.

RECIPES AND BATCH CONTROL

Recipe Sheets and Batch Control will tell you which allergens are present in each product. If you are worried that cross-contamination has happened, you must immediately inform your Team Leader, Supervisor, or Production Manager.

STORAGE

Where allergenic ingredients are removed from their original packaging, they are placed in dedicated lidded and labelled containers and made easily identifiable. These containers should not be used for storage of any other ingredients.

AGENCY WORKER RESPONSIBILITIES

Every employee must take the utmost care to ensure that there is no cross-contamination of allergens by complying with the following rules:

1. **We are a NUT-FREE site.** Please do not under any circumstances bring nuts or nut products on to site with you. To be exact nuts includes any product containing:
PEANUTS, also known as ground nuts and peanut products.
NUTS is also known as tree nuts including Almonds, Brazil nuts, Cashews, Chestnuts, Hazelnuts, Macadamia nuts, Pecans, Pistachios, and Pine, Shea nuts, Walnuts and Queensland nuts.
Please also ensure that you do not wear or bring moisturisers, hand creams or cosmetic products to work that contain nuts.
2. You must thoroughly wash your hands after break times where you may have handled a key allergen from the list on page 1 of this policy.
3. All foods brought in for breaks and lunch must be left in the staffroom fridge or cupboard and not stored in coat lockers.
4. Always ensure that you 100% follow the allergen control measures within the business.
5. If you believe cross-contamination has happened, it is essential that you report it to your Supervisor or Manager immediately. Remember, **tiny** amounts of an allergen can cause anaphylactic shock, which can be fatal.

I have read and understood the Lazy Day Foods Allergen Handling and Control Policy. I agree to comply with the rules, and my responsibilities as set out above.

Agency Worker (Print)	Agency Worker Sign	Date

HYGIENE POLICY AND RULES

As a Food Handler, you have certain moral and legal duties to follow good practice both in personal hygiene and work practices.

SOME KEY FACTS

- ✓ You may be prosecuted if you break the law relating to personal hygiene.
- ✓ Most people carry food poisoning organisms at one time or another, either in their nose, mouth, intestines or hands, but especially if they have boils, cuts, colds, diarrhoea.
- ✓ Food handlers sneezing, coughing or touching high-risk food can spread food poisoning organisms.
- ✓ Whilst handling food **avoid touching nose, mouth, ears, biting nails** etc.
- ✓ Eating is **PROHIBITED** in food areas.
- ✓ Turn away from work surfaces and or food to cough and sneeze.
- ✓ Use a clean disposable tissue when coughing and sneezing (N.B a sneeze droplet can travel up to 20 feet)
- ✓ **HANDS** are the main routes for transferring food poisoning organisms to **FOODS**

Hand Washing

You must wash hands:

- Immediately before starting work
- After handling raw food – including eggs
- After cleaning, handling refuse or chemicals
- After visiting the W.C
- After eating, smoking, coughing, blowing nose
- Often through the working day.

Hand washing procedure:

- use only specified wash- hand basins
- wet hands
- apply soap
- Rub palms and back of hands/thumbs in between fingers repeat each area five times
- rinse with warm water
- dry hands using a disposable paper towel
- apply and rub in sanitiser

Smoking

Smoking and the use of E-Cigarettes is only permitted within the confines of the Smoking Shelter. Smoking & vaping in any other area is **prohibited**

Eating & Drinking

Eating and Drinking are only permitted within the confines of the Canteen. Eating and Drinking out-with the Canteen (with the exception of Taste Panelling) is **prohibited**.

Drinking is permitted at the smoking shelter however hot drinks must be kept in lidded cups. Eating at the smoking shelter is **prohibited**

Chewing gum is **NOT** allowed.

Protective Clothing and Safety Shoes

Clean personal protective clothing must be worn always whilst on duty and changed frequently. Protective clothing must not be worn when travelling to and from work.

Putting on PPE:

- 1) Put on clean hair covering (ensuring the head and ears are covered and all hair is captured)
- 2) If you have facial hair cover chin area with beard snood.
- 3) Change to factory footwear.
- 4) Sanitise hands.
- 5) Put on white coat.

Removal of PPE:

Please **remove white coats FIRST** when changing out of PPE and hairnet **LAST**.

In the interests of safety, safety footwear is provided.

They should **not** be worn when travelling to and from work.

Jewellery

No jewellery, chains or watches to be worn other than a plain gold wedding band or a wedding wristband. Jewellery for medical purposes will only be accepted if backed by a Doctors certificate. In such cases it will need to be fully screened by a food glove, blue plaster or similar.

No form of piercing is allowed in exposed parts of body, such as ears, noses, tongues and eyebrows.

Cosmetics

Strong smelling aftershaves or perfumes or excessive make up are not permitted.

False eyelashes and eyelash extensions are not allowed

Hand art is not allowed i.e. Henna

Personal items

ALL PERSONAL ITEMS MUST BE KEPT IN LOCKERS

Wallets, Purses, Money, Keys or Mobile Phones are not to be taken into Production area under any circumstances. Use the lockers provided.

Cuts, sores and grazes

Must be totally enclosed in a blue metal detectable plaster issued by the office. Where appropriate in addition to the plaster, a blue glove should be worn. Please note you must return at the end of the shift to the person who issued plaster to prove it is still present.

If you realise you have lost the plaster issued you must inform your Team Leader immediately.

Hands & Nails

Nail varnish, Shellac or false nails are not permitted.

Nails should be kept short and clean

Illness

- Report to Management or Team Leader immediately if you have:
- Sickness, diarrhoea
- A bad cold, sore throat or eye, ear or nose discharges
- Food poisoning, infected cuts, septic spots, boils or other skin infection
- Been in close contact with someone with food poisoning symptoms

In certain circumstances, you may be asked to go off duty until checks have been made. If this happens, you should not be alarmed. It is a safeguard to protect your own health and that of our customers.

You must be 48 hours clear from sickness before returning to work.

When you go to your Doctor for any reason, you should make sure that he/she knows you are a Food handler.

You will be asked to fill in a return to work document when you return.

Medicines Alcohol & Drug Tests

At no time must any Employee carry Personal Medicines (Prescribed or others) on to the production floor.

All Medicines must be kept locked in personal lockers whilst they are not needed.

The company takes no responsibility or liability of issue of medicines by one member of staff to another and would strongly advise against this practice.

RANDOM drug and alcohol tests can be done on site at any time.

If we suspect your performance or attendance at work is affected because of alcohol or drugs, or we believe you have been involved in any drug related action/offence, we may carry out a drug/alcohol test and depending on the result you may be subject to disciplinary action and, dependent on the circumstances, this may lead to your dismissal. A refusal to undertake a drug/alcohol test will be treated as an act of Gross Misconduct and you may be subject to disciplinary action and, dependent on the circumstances, this may also lead to your dismissal.

Microbiological contamination of product

Key facts

- ✓ no food business can operate without food poisoning bacteria been present at some time
- ✓ food contaminated with food poisoning bacteria looks, tastes and smells completely normal

How to control microbiological contamination of product

- Always have high standards of personal hygiene and good hygiene practices. Keep food covered at all times and minimise handling
- always use clean and proper equipment and utensils for the job
- always dispose of wiping cloths after their use
- be aware of pest activity and report if found
- store all product correctly
- dispose of waste and unfit food correctly

Cleaning and use of chemicals

Lazy Day Foods Ltd operates a clean as you go policy, please ensure that you keep all equipment and surfaces clean.

You must:

- follow instructions, for example the cleaning methods and dilution rates for chemicals, colour coding for areas
- plan cleaning so that high-risk areas are cleaned first
- use protective clothing
- remove or cover all product
- always start at the top and work down
- use the correct cleaning chemicals and equipment
- pay particular attention to hand contact surfaces such as handles
- change water when it becomes cool or dirty

- report to defective or damaged equipment, unlabelled chemicals, shortage of chemicals or absence of protective clothing
- empty waste bins regularly throughout the day and always at the end of every shift

You must not:

- mix chemicals
- use wash hand basins for washing equipment
- play about with chemicals or cleaning equipment
- transfer chemicals to unmarked food containers
- use the same equipment for cleaning toilets and food areas
- use unapproved chemicals

After cleaning:

- you must clean and disinfect cleaning equipment, return to the cleaning equipment station and leave to dry
- do not store cleaning equipment in bleach or other disinfectants overnight
- throw disposable cloth's away
- wash your hands

Physical Contamination and Foreign Body Control

Physical hazards include foreign bodies with the potential to cause harm for example:

- hard plastic and glass
- fingernails
- Contact Lenses and Spectacles
- head and body hair
- stones, fruit stock, twigs from harvesting ingredients
- plasters
- plastic, cardboard and paper from packaging

You must be **vigilant** at all times to ensure that the product that's produced at Lazy Day Foods is not contaminated with any physical contamination.

If you have broken your spectacles or have lost a contact lens you should inform Management **immediately**.

If there has been a hard plastic or glass breakage you should report it to your team leader immediately. Stop all production and movements within the area and await further instruction from a team leader or supervisor.

Pest Control

All employees should be aware of signs of pest activity as detailed below and be aware of the need to report any evidence of pest activity to production manager or supervisor or your team leader.

Signs of pest activity:

- Live rodents (rats, mice)
- Dead rodents (rats, mice)
- Mouse droppings
- Rat droppings
- Gnawed packaging

- Gnawed material
- Live insects / larvae
- Dead insects / larvae
- Insect tracking in dust/powder
- Moth webbing

Always report signs of Rodent or Insect Infestation to Management immediately

Food Hygiene is everyone’s responsibility, if for any reason you cannot follow the rules, tell Management.

DON’T BREAK THE LAW

I have read, understand, and agree to abide by the Lazy Day Foods Hygiene Policy

Employee Name (print)	Employee Sign	Date

HUMAN RIGHTS POLICY

Respect for human rights, including labour and non-labour rights, is fundamental to the sustainability of Lazy Day Foods and the community within which we operate. We are committed to ensuring that people are treated with dignity and respect at all times.

This policy is guided by the Universal Declaration of Human Rights, the United Nations Guiding Principles on Business and Human Rights, and the ETI Base Code. It applies to all aspects of Lazy Day Foods Ltd, our suppliers and contractors. The Company is committed to working with and encouraging our suppliers and contractors to uphold the principles of this policy and to adopt similar policies within their businesses. Our Ethical Trading Policy applies to our suppliers and is aligned with the expectations and commitments of this Policy.

STATEMENT

Lazy Day Foods respects human rights. The Company is committed to identifying, preventing and mitigating adverse human rights impacts resulting from or caused by our business activities before, or if they occur, through human rights due diligence and mitigation processes.

DEFINITIONS

"**ETI (Ethical Trading Initiative)**" is a leading alliance of companies, trade unions and NGOs that promotes respect for workers' rights around the world. The ETI's vision is a world where all workers are free from exploitation and discrimination, and who enjoy conditions of freedom, security and equity.

"**NGO**" is a non-profit organisation that operates independently of any government, typically one whose purpose is to address a social or political issue.

"**ETI (Ethical Trading Initiative) Base Code**" is a code founded on the conventions of the International Labour Organisation (ILO) and is an internationally recognised code of labour practice.

LABOUR RIGHTS

The right to non-discrimination, equal opportunities and intolerance of harassment

Lazy Day Foods values the diversity of the people with whom we work and the contributions they make. We have a long-standing commitment to equal opportunities and intolerance of discrimination and harassment.

We are dedicated to creating a workplace that is free from discrimination or harassment based on Age, Disability, Gender, Gender Reassignment, Pregnancy and Maternity, Race, Religion or Belief, Sex, Sexual Orientation, Marriage and Civil Partnerships, political opinion or any other status protected by applicable law.

The basis for recruitment, placement, training, remuneration and advancement at Lazy Day Foods is skills, experience, performance and qualifications.

Code of conduct

Regardless of personal characteristics or status, the Company does not tolerate disrespectful or inappropriate behaviour, unfair treatment or retaliation of any kind. Harassment is unacceptable in the workplace and any work-related circumstances outside the workplace. These principles apply not only to Company Agency Workers but also to any supplier, partner or contractor with whom we work.

Freedom of Association

Lazy Day Foods respects our Agency Workers' right to join, form, or not to join a trade union and without fear of reprisal, intimidation or harassment; and to their right to bargain collectively. The

Company has an open attitude towards the activities of trade unions and their organisational activities.

Employee Communication and Consultation

The Company is committed to developing a parallel means of free and independent association, involving Agency Workers in communication and consultation so that everyone is aware of their duties, obligations and rights; and knows that they have the opportunity to make their views known to management on issues that affect them.

The right to a safe working environment

Lazy Day Foods provides a safe and healthy workplace and complies with applicable health and safety laws, regulations and internal requirements. The Company is dedicated to maintaining a productive workplace by minimising the risk of accidents, injury and exposure to health risks. We are committed to engaging with our Agency Workers to continually educate and improve health and safety in our workplace, including the identification of hazards and remediation of health and safety issues. Agency Workers are provided with access to clean toilet facilities and safe drinking water as well as sanitary facilities for food storage.

As well as the collective responsibility of each employee, a management representative is responsible for Health & Safety.

Regular employment

Employment will be provided based on a recognised employment relationship. Also, employment obligations will not be avoided through excessive use of labour-only contracting, sub-contracting, zero hours, or fixed-term contracts of employment. Zero-hours agreements shall only be implemented where there is mutual benefit for both the employee and the employer.

Employment is freely chosen

Lazy Day Foods and its suppliers will employ all Agency Workers of their own free will with no employee being subject to forced or bonded labour; Agency Workers will never be required to lodge monetary deposits or their identity papers with their employer and are free to leave their employment after reasonable notice.

Child labour shall not be used

There will be no use of child labour at Lazy Day Foods, and suppliers will not employ people under the minimum legal working age.

Young people under the age of 18 years of age, will not be expected to work nightshift or in hazardous conditions.

Our policy relating to child labour conforms to the provisions of the relevant International Labour Organisation Standards.

The right to equal pay for equal work

Wages and benefits paid for a standard working week will meet at a minimum, national legal or industry benchmark standards.

All Agency Workers will be provided with written information about their employment conditions including information with respect to wages before they enter into employment, and about the particulars of their wages for the pay period concerned each time they are paid.

Deductions from wages as a disciplinary measure are not permitted; deductions from wages not provided for by national law are not permitted without the written authorisation of the employee concerned. All disciplinary measures will be recorded.

The right to rest, leisure and family life

Working hours will comply with national laws, and the provisions defined in the clauses below, whichever provides the greater protections for Agency Workers.

- Working hours, excluding overtime, will be defined by contract and will not exceed an average of more than 48 hours per week over a 17-week period, without the express permission of the employee concerned.

- All overtime is voluntary. Overtime will be used responsibly, considering, all of the following: the extent, frequency and hours worked by individual Agency Workers and the workforce as a whole.
- The total hours worked in any 7-day period will not exceed 60 hours, unless in exceptional circumstances where the following are met:
 - Appropriate safeguards are taken to protect Agency Workers' health and safety
 - We can demonstrate that exceptional circumstances apply such as unexpected production peaks, accidents and emergencies.

MONITORING

To ensure that the Company, its suppliers and contractors act consistently in accordance with the above Policy, we will seek evidence of ethical trading from our suppliers and contractors and will follow up where we believe ethical trading standards are not being met.

NON-COMPLIANCE AND CORRECTIVE ACTIONS

If we, our suppliers or contractors are found to be in violation of local and other applicable laws and Lazy Day Foods Human Rights Policy, then we reserve the right to take appropriate action. This may include, but is not limited to, uptake of a compliance improvement programme and training, temporary suspension of supply or in some cases, termination of supply. Lazy Day Foods reserves the right to disengage with suppliers and employment agencies who do not take appropriate action to remedy non-compliance.

I have read, understand and agree to abide by the Lazy Day Foods Human Rights Policy

Agency Worker (Print)	Agency Worker Sign	Date

WHISTLEBLOWING POLICY AND PROCEDURE

PURPOSE

From time to time, it may be necessary for Agency Workers to report on hazards or unsafe practices anonymously and confidentially; for example, if an employee felt that a genuine concern raised through other channels had not been adequately addressed.

WHISTLEBLOWING POLICY

Here at Lazy Day Foods, we are committed to carrying out our business in a safe, honest and ethical way. Part of that is creating an open and supportive working environment where colleagues feel able to speak up about any suspected wrongdoing.

WHAT IS WHISTLEBLOWING

Whistleblowing is the term used when an individual passes on information about wrongdoing. If you are concerned that any of the things below are happening, have happened, or are likely to happen, we encourage you to raise this as soon as possible:

- Unsafe practice regarding product safety, integrity, quality or legality
- a criminal offence, e.g. fraud, bribery
- someone's health and safety is in danger
- risk or actual damage to the environment
- a miscarriage of justice
- the Company is breaking the law, e.g. does not have the right insurance
- you believe someone is covering up wrongdoing.

We particularly want Agency Workers to report if they have any concerns that modern slavery is taking place within our organisation, the suppliers or agencies we work with, or within our local community so that the proper authorities can investigate these matters.

WHAT IS A WHISTLEBLOWER?

You are a Whistleblower if you are a worker and you report certain types of wrongdoing. The wrongdoing you disclose must be in the public interest. This means it must affect others, e.g. the general public.

As a Whistleblower, you are protected by law – you will not be treated unfairly or lose your job because you blow the whistle.

You can raise your concern at any time about an incident that happened in the past, is happening now, or you believe will happen in the near future.

If you find out that a colleague has blown the whistle, you must not treat them badly because of it. If we think you might have done, we will need to investigate, and it may mean disciplinary action against you. You also may be at risk of being found personally liable for your behaviour.

COMPLAINTS THAT DON'T COUNT AS WHISTLEBLOWING

Personal grievances (e.g. employment concerns, bullying, harassment, discrimination) are not covered by whistleblowing law unless your particular case is in the public interest. These should be reported under our grievance procedure.

WHOM TO TELL AND WHAT TO EXPECT

If you see wrongdoing happening in the organisation that is in the public interest, in the first instance, please let your Supervisor or their line manager know as soon as possible.

We take any concerns or complaints of wrongdoing extremely seriously. We will thoroughly investigate your concerns with you in confidence within 48 hours of you raising the complaint. We will listen to your concerns and decide if any action is needed.

You won't have a say in how your concern is dealt with; however, we will endeavour to keep you informed about the action we take wherever possible while ensuring that we maintain the confidence of other people.

If you believe that the organisation has not taken your concern seriously or if the wrongdoing is still going on after your concern has been investigated, you should contact the appropriate customer confidential reporting line:

Asda:	Tesco:
www.walmartethics.com	Telephone: 0800 374 199
Email: ethics@wal-mart.com	Email: tescosuppliers@expolink.co.uk www.expolink.co.uk/tescosuppliers
Co-op:	Morrisons:
Telephone: 0800 374 199	Telephone: 0843 515 8340
https://wrs.expolink.co.uk/coop	
Unseen UK (Co-op charity partnership) Tel: 08000 121 700	
Sainsbury's:	
Telephone: 0800 085 2099	
www.riskavert.co.uk/rightline	

If you contact any of the above numbers, please be assured that your concern will be treated confidentially, and your identity will not be released to company management.

Where your concern or affected products do not relate to the above customers or brands, and you have tried to resolve your concerns through the first steps, if you are unsatisfied with the way your concern has been dealt with you may raise matters anonymously and confidentially in writing to:

Julia Brown, HR Consultant by contacting julia@activate-hr.co.uk

Your written concern needs to state what you have seen or heard why you think it is true, and any other details you can provide. Your concern will be investigated independently, and a response will be provided to you.

FALSE REPORTING

There may be times where a concern is raised based on a genuine belief by you that something is wrong at a particular time, which is subsequently found to be false or inaccurate. In such circumstances, you will be informed of the discrepancy between your report and the facts at hand. Provided the Company is satisfied that you acted in good faith and had a genuine belief that such a situation should be reported, nor further action will be taken.

If it becomes apparent that you have raised a concern maliciously or frivolously, or acted for personal gain, this will be dealt with through the disciplinary procedure.

I have read and understand the Lazy Day Foods Whistleblowing Policy and Procedure.

Agency Worker (Print)	Agency Worker Sign	Date

MODERN SLAVERY & WORKER EXPLOITATION

What is Modern Slavery & worker exploitation?

Modern slavery and worker exploitation includes:

- **Forced Labour** – forcing someone to work against their will under the fear of a penalty. For example: being forced to work to pay back a debt.
- **Human Trafficking** – moving people using threats, force or coercion in order to exploit them.
- **Wage theft** – for example not paying for all hours worked or holiday pay or applying charges that take your pay below the minimum wage
- **Work-Finding Fees and bribes** – In the UK it is unlawful for workers to be required to pay to get a job. Workers should not pay a bribe to guarantee a work shift
- **Rogue landlords** – who house people in overcrowded and unsafe property often with threats of eviction or other intimidation

Unfortunately Modern Slavery is everywhere and there are 45.6 million people in conditions of slavery in the world. It is estimated there are at least 100,000 victims of modern slavery here in the UK.

Modern Slavery is the fastest growing crime in the world. It is usually small organised gangs, who are often family members, that are involved in the exploitation. They are often the same nationality as the people they are exploiting. Sometimes rogue supervisors or managers exploit workers.

They do this by:

- Making threats of, or actual **physical or sexual violence** towards them or their family
- They **restrict their movement** and confinement to the workplace or to a limited area
- They hold people in **Debt Bondage**, forcing them to work to pay off a debt or loan
- They **withhold wages**, either refusing to pay the worker at all or taking large amounts of money from their wages
- They take away **passports, identity documents and bank cards**
- They threaten to **report them to the police or immigration**
- Individuals who are vulnerable are most at risk of being exploited
- This includes migrant workers who may not speak or read much English
- Agency workers and seasonal workers are also at risk. Exploiters and criminal gangs target agency workers because it is easier to hide exploitation when you only work at a **[add relevant term e.g. site/farm]** for a short amount of time.
- Exploiters are experts at spotting vulnerable people like those who are homeless, who are dependent on drugs or alcohol, who have a difficult family background or have mental health problems.
- They know it can be easier to control people who are vulnerable.

It is easy to hide exploitation because not all workers realise they are victims or they are too frightened to report it.

What support is available?

In the UK, all confirmed victims of modern slavery are offered a place in the National Referral Mechanism, run by the UK Government. Victims are given at least 45 days of expert support and a safe place to live, as well as a small weekly payment to help them get by. There are lots of charities who can provide support to victims of modern slavery such as safe accommodation and legal help.

There are lots of charities who can provide support to victims of modern slavery such as safe accommodation and legal help.

Modern Slavery Helpline – Call anonymously 24/7 on 0800 0121 700
Migrant Help Scotland – 0141 884 7900

How can we help?

At Lazy Day Foods we ensure the following:

- Stronger2gether information is displayed on our staff notice boards detailing information on where to get help and advice
- We are building awareness by educating our teams through training
- Working together with our agency suppliers and conducting regular audits as well as holding 1-2-1's with workers
- Implementing channels for workers to report exploitation

Signs of Modern Slavery & Worker Exploitation

What to look out for:

- They may look malnourished perhaps because they have no money to buy enough food
- They may look dirty perhaps because they have been working too much with no time to change or clean properly
- They may be frightened, withdrawn or confused
- They may have injuries
- Often victims of modern slavery do not have many personal possessions
- They may have little or no money, perhaps because it is being taken from them by their exploiter
- They may not have a purse, wallet, jewellery or mobile phone. This may be because they don't have enough money to spend on these items or the exploiter has taken them
- They may not have many clothes or the clothes they wear are not suitable for the conditions i.e. no jacket or warm clothes in winter
- They may not bring food to work for lunch or dinner
- They may not have their passport or identity cards. This is an easy way for someone to control you because you need them to leave the country or find another job
- In a lot of cases we know about, exploiters have isolated and taken control of their victims movements
- Keep an eye out for people living in a house with a large group of other people - more people than seems safe.
- Often their houses are not kept in good condition.
- You may also notice someone or a group of people being dropped off and picked up by a driver from work.
- Victims may not know exactly where they live because they were never told or were relocated by the exploiter.
- They may be afraid to talk to others and often accompanied by other individuals who talk on their behalf

There may be an explanation for all of these signs above that is not as a result of modern slavery but if you see someone who demonstrates a number of them it is always worth reporting just in case.

How do I report it?

- If in immediate danger call the Police on 999
- Non-emergency - call the local Police on 101
- For personal help and support for victims call: Modern Slavery Helpline on 08000 121 700 or The Salvation Army on 0300 303 8151
- Report it to the Gangmasters and Labour Abuse Authority confidentially by calling 0800 432 0804 - The Gangmasters and Labour Abuse Authority works in partnership to protect vulnerable and exploited workers.

How do I avoid Modern Slavery & Worker Exploitation?

Do:

- Find out what your rights are in the UK: Download the free Just Good Work App for useful information and advice about working in the UK. It is available in multiple languages and you can upload important documents safely so you can keep all your paperwork on you all the time.
- Check your payslip to make sure you are being paid what you should - check for any unexplained deductions
- Look out for any signs that your colleagues, neighbours, family and friends are being exploited
- Ask for a copy of your contract in a language you can understand
- Talk to a manager if you have concerns - they have been trained to provide support

Don't:

- Share your bank details with anyone else
- Let anyone look after your ID or bank cards - if you do not have access to a safe place for these documents - speak your Line Manager or People Manager
- Pay anyone to get you a job or interview - you do not have to pay anyone to get you a job or an interview in the UK
- Pay unfair costs for accommodation or transport to work - if you don't know what the average cost should be locally - ask your Line Manager or People Manager
- Sign any documents that you don't understand - exploiters often attempt to open multiple bank accounts or take out loans and finance agreements in victim's names

Remember to always speak to your line manager or HR Manager if you are unsure.

For more information on Modern Slavery & Worker Exploitation or should you wish to discuss any concerns confidentially please contact the HR Team on 07709711999.

I have read and understand the Lazy Day Foods information on Modern Slavery & Worker Exploitation:

Agency Worker (Print)	Agency Worker Sign	Date

AGENCY WORKER HEALTH DECLARATION

As your role involves safety-critical activities, you are required to complete and return a health questionnaire form before commencing work; this will enable us to ensure we make any necessary and appropriate adjustments to support you during your work assignment with us.

NAME:	POSITION:

If the answer is yes to any of the questions on this form, please give full details of the dates, duration and outcome of the illness or condition.

Have you ever had	Yes	No
1. Tuberculosis, asthma, bronchitis or chest problems?		
2. Chest pain, heart condition or raised blood pressure?		
3. Blackouts, fits or attacks of giddiness?		
4. Depression, mental illness or nervous breakdown?		
5. Rheumatism or arthritis?		
6. Back trouble?		
7. Typhoid, paratyphoid or other gastrointestinal condition?		
8. Digestive or bowel disease?		
9. Diabetes, thyroid or, other gland conditions?		
10. Bladder or kidney trouble?		
11. Dermatitis or other skin condition?		
12. Varicose veins?		
13. Any other accident, operation or illness?		
14. Have you any reason to believe that you may be infected with any communicable disease?		
15. Do you have any other current or recent medical condition or treatment which might affect your attendance or performance at work?		
16. Do you intend to work night duties on a regular basis?		
17. Do you have any illnesses or medical conditions that prevented you from attending work on your normal duties or activities for more than one week during the past year?		
18. Do you have any physical impairments including defect of sight, colour blindness or hearing? If yes, please specify any special requirements in relation to your condition?		
19. Do you smoke?		

AGENCY WORKER HEALTH DECLARATION - DATA PROTECTION ACT

Under the Data Protection Act 1998, the information you supply about yourself in this form is known as your data and information about any medical conditions is called 'sensitive personal data'. The form, including your sensitive personal data, may be used to assess whether you are medically capable of completing the intrinsic functions of the job which you have been offered. Your consent is required before this processing can take place.

DECLARATION

I confirm that I have read and understood the data protection notice above. I hereby agree and consent to the processing of the information that I have supplied about me.

I declare that all of the foregoing statements are true and complete to the best of my knowledge. I understand that any misrepresentation may invalidate my application and if employed, could lead to the conclusion of my assignment.

Agency Worker (Print)	Agency Worker Sign	Date

ELIGIBILITY TO WORK IN THE UK

It is a criminal offence for Lazy Day Foods to hire a person who is subject to immigration control and who has not been granted leave to enter or remain in the UK, or does not have permission to work in the UK.

You are eligible to work in the UK if:

- you're a British or Irish citizen
- you have pre-settled or settled status from the EU Settlement Scheme
- you have a family permit from the EU Settlement Scheme
- you have indefinite leave to enter or remain in the UK
- you have right of abode in the UK

To verify your right to work in the UK, you are required to provide original identification documents to the agency. You must ensure that your eligibility to work in the UK is kept up to date at all times.

CRIMINAL CONVICTIONS

Have you ever been convicted of a criminal offence? Yes/No

If yes, please provide details (under the Rehabilitation of Offenders Act 1974, spent convictions need not be declared):

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.....
.....