



Benefits

GUIDE | JANUARY 2023



Helping to create fantastic memories for all our guests. Our success is in your hands
Shorefield | New Forest Lodge Retreat | Oakdene | Forest Edge | Wilksworth | Merley Court | Swanage Coastal | Lytton Lawn

Additional Pay & Time Off

ADDITIONAL PAY FOR BANK HOLIDAYS WORKED

You may be required to work on Bank Holidays, if so, payment is made on the following basis:

For Employees with Start Date before 12/9/11

- *Casual/Seasonal Staff*

You will be paid at double rate for the hours worked

- *Permanent Employees*

1 lieu day will be added to your holiday entitlement for each full day worked

For Employees with Start Date after 11/9/11

- *Casual/Seasonal Staff*

You will be paid at standard rate for the hours worked

- *Permanent Employees*

Half a lieu day will be added to your holiday entitlement for each full day worked

For Employees with Start Date after 28/2/13

- *Permanent Employees & Casual/Seasonal Staff*

You will be paid at standard rate for the hours worked



PREMIUM RATES ARE PAID FOR WORKING CHRISTMAS & NEW YEAR

*Days to be confirmed when open. We close on Christmas Day & Boxing Day.
You will be required to take as holiday*

Pay



COMPANY SICK PAY

Conditionally upon compliance with the Company's Absence Management Procedures, Senior Managers may be eligible to receive one week of Company sick pay in the first year of employment. Other staff on Permanent contracts may be eligible to receive Company sick pay after one year's service:

Period of Continuous Employment	Maximum Paid Contractual Sick Leave Per Year of your Employment
Senior Manager - 1st year	One week
Other permanent staff - Over one year but less than 2 years	One week
Other permanent staff - Over 2 years but less than 5 years	Two weeks
Other permanent staff Over 5 years	Four weeks

While paid sick leave will normally be granted this is always at the discretion of the Directors. In exceptional circumstances, e.g. an operation or serious illness, the Directors may, at their discretion, allow any unused sick entitlement from the previous year only to be paid. Staff on casual and seasonal contracts have no entitlement to Company sick pay.

PAID COMPASSIONATE LEAVE

Permanent staff may be given paid compassionate leave on the death of, and/or to attend the funeral of an employee's immediate family member i.e. parent, child (including those placed in foster care), spouse or partner, brother or sister or any other family member or relative resident in the employees home at the time of death.

Period of Continuous Employment as at 01 January	Immediate family Member	Close Family Member and Spouse's / Partner's Immediate Family Member	Other e.g. close friend
Under 2 years	3 days paid leave	2 days paid leave	1 days paid leave
Over 2 years and Under 5 Years	One week on 100% pay	2.5 days on 100% Pay. Up to 2.5 days on 50% pay	1 day on 100% pay and 2nd day on 50% pay
Over 5 Years	One week on 100% pay. and 2nd Week on 75% pay	2.5 days on 100% pay. Up to 2.5 days on 75% pay	1 day on 100% pay and 2nd day on 75% pay
Over 10 Years	One week on 100% pay, 2nd week on 75% pay and 3 rd week on 50% pay	2.5 days on 100% pay. Up to 2.5 days on 75% pay and 2.5 days on 50% pay	2 days on 100% pay

A close family member is any other relative (e.g. aunt, uncle, cousin, niece, nephew etcetera) or the immediate family member of the employee's spouse or partner, not resident in the employees home. In the case of multiple bereavements, the company will work with you to ensure that you receive as much support as needed.

PAID COMPASSIONATE LEAVE Cont....

Days off in addition to the above may be granted at zero pay and HR will work with you to ensure that you receive as much support as needed to come to terms with your loss. The company will consider a plan for working from home for a period of time if your type of work makes this possible. The company will make every effort possible to support you. The company Medicash benefit includes counselling. The Company reserves the right to vary or withdraw the provisions of this policy at any time. The Company operates a small loan scheme to assist employees in times of hardship.

PAID VOLUNTARY/CHARITY WORK

You may request up to two days paid voluntary work per year under the Corporate Social Responsibility Policy. This will be aimed at environmental projects within the local areas. Full details regarding the project must be put in writing to the HR Department. This will be at the Directors’ discretion.

Holiday

HOLIDAY ENTITLEMENT IS CALCULATED AS FOLLOWS:

The holiday year runs from 1st January each year.
Bank holidays are included in the statutory allowance (based on 8 per year, pro rata).
Part-time workers receive a pro-rata entitlement.
Additional holiday is awarded for length of service.



For staff whose employment commenced **before 1st January 2014**

Period of Continuous Employment as at 1st January	Holiday Entitlement (full-time basis) Grades 7 – 8	Holiday Entitlement (full-time basis) Grades 4 - 6	Holiday Entitlement (full-time basis) Grades 2 - 3
Under 1 Year	Up to 28 days pro rata	Up to 30 days pro rata	Up to 33 days pro rata
Over 1 Year	28 days	30 days	33 days
Over 5 Years	30 days	33 days	35 days
Over 10 Years	33 days	36 days	38 days
Over 15 Years	35 days	38 days	38 days
Over 20 Years	38 days	38 days	38 days

Holiday

For staff whose employment commenced on or **after 1st January 2014**

Period of Continuous Employment as at 1st January	Holiday Entitlement (full-time basis) Grades 7 – 8	Holiday Entitlement (full-time basis) Grades 4 - 6	Holiday Entitlement (full-time basis) Grades 2 - 3
Under 1 Year	Up to 28 days pro rata	Up to 29 days pro rata	Up to 30 days pro rata
Over 1 Year	28 days	29 days	30 days
Over 5 Years	29 days	30 days	31 days
Over 10 Years	30 days	31 days	32 days
Over 15 Years	31 days	32 days	33 days
Over 20 Years	32 days	33 days	34 days
Over 25 years	33 days	35 days	38 days

UNPAID HOLIDAY

As an additional benefit, in recognition of long service, an employee who has been with the Company for five years may apply for an extra week of holiday unpaid. This must be taken as a full week and with the written permission of the Finance Director / Company Accountant.

Holidays for the following year will be recalculated if unpaid holiday is taken (with the above exception) as holiday is calculated based on the number of days worked.

BIRTHDAY HOLIDAY

After passing probation, permanent staff will be entitled to take their birthday off as paid holiday. This can be on the actual day or as near to it, business dependant, and you can also have it, even if it's your day off!

Health & Fitness

CLUB MEMBERSHIP

Free Health & Fitness Club Membership is given to employees. Entitlement increases with length of service. Once a Health & Fitness Club membership card has been issued; members may use the facilities at any of our parks.



Details of entitlement are as follows:

Category of Staff	Length of Service	Entitlement
Grades 9 & 10 <i>(Casual and Seasonal)</i>	Seasons 1-3	Single Full Membership plus Family Swim and Licensed Club
	Over 3 Seasons	Double Full Membership plus Family Swim and Licensed Club
Grades 7 & 8 <i>(Senior and General Staff)</i>	Under 1 year	Single Full Membership plus Family Swim and Licensed Club
	1 to 3 years	Double Full Membership plus Family Swim and Licensed Club
	Over 3 years	Family Full Membership
Grades 4, 5 & 6 <i>(Duty Managers, Senior Supervisors & Supervisors)</i>	Under 1 year	Double Full Membership plus Family Swim and Licensed Club
	1 to 3 years	Family Full Membership
	Over 3 years	Extended Family Membership
Grades 2 & 3 <i>(Senior Managers and Managers)</i>	Under 1 year	Family Full Membership
	Over 1 year	Extended Family Membership

Health & Fitness

CLUB MEMBERSHIP

USE OF MERLEY COURT HOLIDAY PARK GYM

If your entitlement includes gym use, you may use the gym at Merley Court Holiday Park. The entitlement to use Merley gym may be Withdrawn at any time and without prior notice.



HEALTH & FITNESS MEMBERSHIP UPGRADE

Any member of staff who would like to upgrade their membership can do so By paying 50% of the current price difference.

HEALTH & FITNESS MEMBERSHIP DISCOUNT

Family and friends of staff members may join the Health & Fitness Club, and will receive a 10% discount on current membership fees. (This does not apply to anyone who is or has been a member of the Health & Fitness Club within the previous 6 months).

FITNESS CLASSES

Any member of staff may attend a scheduled fitness class (outside of working hours) and be charged the same discounted rate as Health & Fitness Club Members.

PERSONAL TRAINING (1-2-1 Session)

Any member of staff Grade 2 to 6 may book one 30-minute personal training session per week.

Any member of staff Grade 7 to 10 may book one 30-minute personal training session per week. However, should a paying Health & Fitness Club member require this slot your session will be cancelled.

This benefit is for the employee only. Anyone associated with the employee is required to pay for one 2 one sessions.

Health & Fitness

EX-STAFF DISCOUNTS

Ex-staff members are entitled to a discounted Single Health & Fitness Club Membership for themselves, dependent on their length of service with the Company **as shown below**:



Length of Service Discount	Permanent Full –Time (>30 hours per week)	Permanent Part- Time (< 30 hours per week)	Seasonal Returners
Over 2 years up to 5 years	5%	2.5%	Nil
Between 5 & 10 years	10%	5%	3%
Over 10 years	20%	10%	6%
Over 15 years	Free	50%	33%

These discounts apply to a single membership only. Should you wish to upgrade, the discount will be applied to the single element only. **Membership is at the Directors' discretion.**

Company Discounts

HOLIDAYS – Out of peak season

After 1 years' service **you** are entitled to 3- or 4-night break in Caravan grade accommodation.

No upgrade option.

After 2 years' service you are entitled to a 1-week holiday at any of our parks in Caravan grade accommodation. *No upgrade option.*

After 2 years of service your friends or family are entitled to a 3- or 4-night break at any of our parks in Caravan grade accommodation at **60% OFF** the tariff price. *No upgrade option.*

After 4 years of service your friends or family are entitled to a 1-week holiday at any of our parks in Caravan grade accommodation at **60% OFF** the tariff price. *No upgrade option.*

HOLIDAYS – During peak season

You or your friends & family are entitled to **15% OFF** tariff price across all our parks & all levels of accommodation.

TOURING & CAMPING PITCHES

- 50% for a serviced pitch
- 60% for a non-serviced pitch.

THE SMALL PRINT

The staff member must be employed by Shorefield Holidays Ltd at the time the holiday is taken. If the employee is no longer employed by SHL then the full cost of the holiday is payable. Therefore, if you are offering this discount to family and friends you are responsible for making them aware of this.

The above benefits/discounts are not available during peak periods which are Half Terms, Bank Holiday Weekends, Easter School Holidays, Summer School Holidays, Christmas and New Year. Normal staff discounts apply to those periods.

To make your bookings please contact the Reservations team



Company Discounts

REFLECTIONS DAY SPA

- 20% discount off treatments for staff and partners (Mon to Thurs only)
- Occasional 50% discount for staff on treatments during quiet periods
- 20% discount off purchase price of retail products for personal use

LICENSED CLUB

- 50% discount off food purchased* (excluding functions, employee only)
- Negotiable discount on private functions: This must be agreed with a Director and you must be a member of staff at the time of the event. If you are not a current member of staff at the time of the event the discounted amount must be paid in full.
- 10% discount off drinks and liquor (excluding Merley Court)



AMBASSADOR EVENTS

- Discounts on tickets and events

SUPERMARKETS/SHOPS

- 2.5% discount in the Supermarket (excluding Oakdene Forest Park)

ICT EQUIPMENT

- Purchasing of Computers and ICT equipment at cost price plus VAT

MOBILE PHONE

All Directors, members of Senior Management Team and the Middle Management Team are issued with company mobile phones.

The benefit is as follows:

- Free line rental for all
- Free calls – no limits, for Directors
- £50 monthly allowance for SMT members, inclusive of personal calls, being abroad and data usage – use of phone abroad may incur further costs which will be at Directors discretion
- £20 monthly allowance for MMT members, inclusive of personal calls. Foreign calls and excessive data usage will incur further costs.
- All other staff provided with a Company mobile phone will incur charges for personal use and excessive data usage.



Health & Wellbeing

HEALTH INSURANCE SCHEME

It is a condition of employment that all Senior Managers have Private Health Insurance. Private Health Insurance is provided by the Company and is a benefit in kind.

The level of cover provided is dependent upon length of service **as at 1st April as follows:**

- Up to 2 years' service Single cover
- 3 – 4 years' service Double cover
- 5 years' service Family cover

Any part-time member of staff will be required to contribute pro-rata for their spouse and family but will have full cover for themselves.



MEDICASH *Health Cash Plan*

Is a condition of employment that all permanent employees have Medicash Health Plan. This employee benefit is provided by the company, at a small taxable cost to the employee (Benefit in kind). Permanent employees can benefit from offsetting costs towards dental, optical and other healthcare expenses. ***You have the option to opt out at any time.***

Medicash also offers 8 face to face counselling sessions, well-being, skin vision, stress support, digital physiotherapy, and virtual GP. There are also the **Extras**, which offer discounts on holidays, technology, fashion and home and garden goods.

EYE TESTS

The Company will pay for Visual Display Unit (VDU) operators to have eye tests (when not part of Medicash), where a significant proportion of their working time is at a visual display screen, conditions apply.

Pension Scheme

PENSION SCHEME

As part of the Government auto-enrolment initiative, you will receive information about your eligibility to join the scheme.

We offer all our employees the opportunity for inclusion into a Pension Scheme. The Scheme is with Standard Life; the Company can supply contact details for an Independent Financial Advisor if you wish.



The Company and you will contribute into your scheme, if you join, at the following rates:

Permanent employees

- Company contribution: 3%
- Personal contribution: 4%

These percentages are based on total monthly earnings

Casual/Seasonal employees

- Company contribution: 3%
- Personal contribution: 5%

These percentages are based on earnings above the lower earnings limit (LEL)

The Company contribution increases to 5% after 5 years of service. As at 1st April each year

Should you wish to increase your personal contribution into your scheme, you must put this in writing to the Payroll Administrator. This amount will then continue to be deducted from your wages each time you're paid until we receive instructions to do otherwise.

Personal Development

COMPANY SUPPORTED TRAINING

Training ranges from introduction courses for new employees to technical and development programs. It is a continuous process consisting of coaching and practical experience at work supplemented by a variety of formal training courses.

The training and development of each employee is primarily the responsibility of his or her Head of Department. We encourage employees, however, to share the responsibility for the development of their own careers.



Awards

EXCEPTIONAL SERVICE AWARDS

This is the BH&HPA award and is given in recognition of service to the holiday industry. The employee is nominated by the Directors.



Niceties

SALES BONUS

Claim £250 bonus when a customer referred by you purchases a holiday home on one of our parks (customer must present the Sales Card with your name on). Cards are available from HR or the Sales department.

REFER A FRIEND

Claim a bonus when an applicant referred by you is successfully employed. Further information is available from the HR department.



STAFF PARTY

- A Staff Party is held once a year.

CAR PARKING

- Free car parking is provided for staff on all the Company's parks.

REFRESHMENTS

- Free tea and coffee is provided for all staff.

WEDDING PRESENT

- Additional holiday is given to permanent staff as a wedding present who have 2 years' continuous service.
- Free car parking is provided for staff on all the Company's parks.

Terms & Conditions

- Please refer to the Company Handbook for full details of policies and procedures relating to Company Benefits, referred to in this Booklet.
- Further information on the content contained in this Booklet may be obtained from the HR Department.
- The Company reserves the right to amend the terms, conditions, rules and procedures relating to Company Benefits at any time.