

## what are long service awards?

our success as a business is down to us all and the extent to which we contribute to the magic that is wagamama, when you reach a work anniversary milestone, we're delighted to celebrate this with you + reward with a long service award!

## what are the long service anniversaries at wagamama?

anniversary	award
1 year	'thank you' email from exec
3 years	cupcakes delivered to restaurant / cpu / noodle hq
5 years	£250 voucher + cupcakes delivered to restaurant / cpu / noodle hq + 1 week additional paid holiday (pro rata'd)
10 years	£500 voucher + cupcakes delivered to restaurant / cpu / noodle hq + 4 weeks additional paid holiday (pro rata'd)
15 years	£750 voucher + cupcakes delivered to restaurant / cpu / noodle hq + 4 weeks additional paid holiday (pro rata'd)
20 years	£1000 voucher / gift value + cupcakes delivered to site / cpu / hq + 4 weeks additional paid holiday (pro rata'd)

## frequently asked questions

### q1. how do i know when my team are celebrating a long service anniversary?

you will receive an email from people services each month outlining any team long service anniversaries for the month

### q2. how will additional paid holiday for 5, 10, 15 + 20 years' continuous service be added to holiday balances?

the additional days will be added to fourth holiday automatically in the month that the person reaches their anniversary

### q3. when does the additional holiday need to be used by?

any holiday awarded as part of long service must be used within one year of your anniversary; for example, if you celebrate 5 years service in october 2021 you will need to use the additional 1 weeks holiday by the end of october 2022

#### **q4. how is the additional holiday calculated?**

additional holiday for 5,10,15 and 20 years service will be based on your average days, and calculated in the same way your normal holiday allowance is. for example, if you work 5 days per week on average and are celebrating 10 years service you would get 20 days (4 weeks) additional holiday. if your average days equalled 3 per week and you were celebrating 5 years service you would receive an additional 3 days (1 week) additional holiday

#### **q5. what is the maximum holiday i can take off?**

we want you to be able to make the most of your additional holiday, whether this means taking that once in a lifetime holiday, spending more time with your friends and family, or re-decorating your house!

to make the most of the time, when you celebrate 5 years service you can use your additional 1 weeks leave with up to 2 weeks holiday, meaning a total maximum time off work of 3 weeks

when celebrating 10, 15 or 20 years service you can take a maximum of 6 weeks off work (your 4 weeks long service leave, along with 2 weeks of your normal annual holiday entitlement)

#### **q6. when can i take my additional holiday?**

all holiday dates need to be agreed with your manager as per the normal holiday approval process. the additional long service leave for 5,10,15 and 20 years service is non-contractual and must be used within 1 year of celebrating your anniversary. for example, if you celebrate 5 years service in august 2021 your additional long service leave needs to be taken by the end of august 2022

#### **q7. what if i have left wagamama and then re-joined?**

long service awards are applicable for continuous employment, if you leave us and then re-join your new start date would be the date used for the purposes of your long service anniversary. for example, if you joined wagamama in january 2015, left employment in august 2016 and then re-joined us in october 2016, your new continuous employment service date would be october 2016

#### **q8. how do i order the anniversary cupcakes for 3,5,10,15 and 20 year long service?**

you need to follow the steps on page 3 of this guide to order the cupcakes, the cost will be invoiced centrally to noodle hq

**q9. how many cupcake orders should i make for one long service anniversary?**

you should make one cupcake order per team member anniversary (6 x cupcakes per box/order), if there are lots of anniversaries in one month you may opt to arrange multiple deliveries on one day to celebrate as a team

**q10. can i use the cake ordering facility for other events?**

no, the cupcake ordering platform must only be used for ordering long service award cakes for 3,5,10,15 + 20 year anniversaries in line with the list of anniversaries sent to you by people services each month

**q11. who orders the long service award vouchers for 5,10,15 + 20 years service?**

people services arrange all vouchers, these are then passed to area managers / cpu / hq manager to present to the person celebrating their anniversary

**q12. is there a cash alternative rather than additional holiday allowance for 5,10,15 + 20 years?**

no, the additional long service leave holiday cannot be exchanged for cash

**q13. if i left employment before using my additional long service leave, what will happen?**

the leave would be lost if not used, no cash alternative would be paid for unused long service leave