



In business to secure a better future



# Employee Benefits



Star benefits for Star staff!



# +25%

OVER BASE SALARY

# Contents

Finance	2
You and Your Family	4
Opportunities	6
Health and Wellbeing	8
Celebrating Success	12
For your Future	13



Welcome to our benefits guidance booklet. We hope that our relationship with staff will be long and beneficial for everyone involved. That's why we take the long term view in planning our benefits package, including pension, life assurance, health insurance and rewards for reaching significant milestones. We regularly review and enhance our benefits package with features which I hope will be appealing. We are always keen to hear suggestions of other elements that you would value so if you have any ideas, let us know.

**Andy Pearson**  
Group Managing Director

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## Our Aims

Protect our employees and their families

Attract the best people in the industry

Reward and retain our talented workforce

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## Our Vision

We are in business to secure a better future by using the best people, systems and technology to deliver quality temperature solutions.

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## Our Values

Safe and Legal

Better For Customer

Develop Young People

Sensible Margin Focus

No Surprises!

# Finance

## Non Contributory Pension Scheme

We operate a non-contributory pension scheme which all eligible employees are enrolled in when they join the company. The company contributions are equivalent to 8% of basic annual salary and employees can opt to make additional voluntary contributions to their pension scheme.

## Company Vehicle and Car Allowance Scheme

Employees in qualifying roles will be eligible for a taxable company vehicle or car allowance.

## RPI Increases

We apply bi-annual salary increases for all employees linked to RPI.

## Company Share Scheme

Employees of Star Refrigeration Limited, Starfrost UK Limited and Star M&E Solutions Limited with at least 6 months' service to have the opportunity to be a shareholder in Star Refrigeration through our Share Incentive Plan.

## Employee Perks and Discounts

Through various corporate relationships our employees are eligible for savings on everyday purchases, family outings, car hire, holidays and gym membership discounts.

# You and Your Family

## Holidays

Holiday entitlement is 35 days holiday each year (pro rata for part-time employees) and increases to a maximum of 38 days linked to employee milestones.

## Life Assurance

We have a company-wide life assurance policy giving cover equivalent to 6x annual salary from the start of their employment.

## Bereavement Counselling Service & Family Probate Helpline

Provided through the Group Life Insurance Scheme, this service offers confidential, compassionate support with unlimited 24/7 access to experienced bereavement counsellors over the phone for all members of the Group Life scheme and their immediate family members should the employee pass away. There is also a support service that provides access to probate experts covering family disputes, validity of wills, power of attorney and obtaining probate.

## Enhanced Adoption, Maternity, Paternity and Shared Parental Pay and Leave

We are committed to supporting employees as their families grow and offer enhanced pay, helping families with the various choices available to them when planning for the arrival of a child and how best to manage time off during the first year following their child's birth.

## Bereavement Leave

We recognise the sensitive and distressing nature of bereavement and are committed to supporting employees in a practical and reasonable way. In the event of the death of an immediate family member up to 5 working days paid leave will be granted.

# Opportunities



## Employee Development

We are committed to employee development; we are focused on providing a broad range of training and development opportunities to allow employees to progress and achieve a rewarding career at Star.

## Career Progression

We have apprenticeship and trainee programmes in various business areas including engineering, manufacturing and administration. In addition to our apprentice programmes, we have training pathways and grading systems that support employee development and progression in various areas of the company.

## Employee Feedback and Suggestions Schemes

We have a culture of innovation and encourage feedback from all areas of the business. In addition, we have a Communication and Continuous Improvement Team who meet regularly and gather feedback from across the business and work to implement improvements and share ideas.

## Further/Higher Education Support

We recognise that formal academic study can complement on-the-job and internal training opportunities and encourage employees to identify such opportunities to discuss with their manager as part of their personal development..

## E-Learning – Star Learning Solutions

We have an e-learning platform that contains a variety of technical and health and safety training materials to support employee induction as well as guidance across our business processes.

## Mentoring

All Apprentice and Trainee Engineers will be assigned a mentor who will be a suitably experienced person within the branch team. The mentor will provide the apprentice/trainee with another source of support and guidance in addition to the branch management team.



# Health and Wellbeing



## Company Sick Pay

A key part of our benefits package is a generous Company Sick Pay scheme for employees. The level of sick pay increases with service.

## Private Medical Insurance

Private Medical Insurance is provided by the company to all eligible employees. Employees are invited to join the scheme when they reach 6 months' service. Employees are able to extend cover to include their partner and dependents at an additional cost. This cover also includes a Digital GP Service and Family Mental Health phonenumber.

## Permanent Health Insurance

We provide Permanent Health Insurance (PHI) for all employees to give financial protection in the event of a long term illness or accident.

## Mental Health First Aiders

We have a number of trained Mental Health First Aiders in each area of the business who are a point of contact if you, or someone you are concerned about, is experiencing a mental health issue or emotional distress and they can give initial support and signpost to appropriate help if required.

## Employee Assistance Programme (EAP)

The company's Permanent Health Insurance provider also provide additional services to help and support employees in addition to wellbeing advice and information.

## Cycle To Work

Our Cycle to Work scheme allows employees to purchase a bicycle and/or cycling safety and pay for it through salary via salary sacrifice.

## Eyecare Vouchers

We have an eyewear voucher scheme in place to cover spectacles and prescription safety glasses, Vouchers are available for prescription safety eyewear, for employees who require corrective lenses while at work and for those whose work activity could lead to eyestrain, particularly if work requires intensive use of display screen equipment (DSE).



# Celebrating Success



## Employee Milestones

We recognise that our highly skilled, knowledgeable and long serving employees are key to our success. This recognition scheme is designed to recognise our employees at various milestones throughout their careers with a voucher as a token of our appreciation and increased holiday entitlement.

## Star Community Involvement Programme

The Star Community Involvement Programme is designed to enable departments within the company to give something back to our local communities by offering either funding, resources or time to support a good cause. It gives a great opportunity for employees to support causes that they or their family have links to.

## Star Community Involvement Employee Referral Scheme

We greatly value personal recommendations when we are looking to recruit. With our referral scheme we recognise and reward employees for successful referrals that help us fill job vacancies and grow our team.

## Company Bonus

When the company makes a sufficient profit all employees receive an annual bonus.

# For your Future



## Continued Learning (Open University)

In addition to the various learning and development opportunities throughout your career we are keen to promote and nurture a wider love of learning on a wide variety of topics.

## Pre-retirement Course

To support employees looking at their options regarding retirement we will make arrangements for employees to attend a preretirement course from an approved provider with their spouse/partner before they retire if so desired.

## Flexible/Phased Retirement

When an employee is considering retirement, we are keen to discuss options that best suit the individual's circumstances and can consider alternative working arrangements in the short or medium term. Phased retirement allows a change of hours and/or working pattern so that an employee can reduce their hours gradually while working towards an agreed retirement date.

## Retirement Award

As part of our Employee Milestones scheme employees are given a £500 voucher from the company on retirement as a thank you for their commitment and contribution.

For further information on any employee benefits please contact the HR department.

All employee benefits, rewards and recognition initiatives were correct at the time of print (August 2020) however they may be subject to change.