



YOUR REWARDS



MARSTON'S

Where people make pubs.

Made in Marston's



**YOU WORK HARD. THAT
DESERVES REWARDING.**

“ We want to be better than the rest and without you, it would be impossible for us to bring people together to create happy, memorable, meaningful experiences. So, whilst you're looking after our guests, we want to look after you. Read on to discover the great range of rewards and benefits you get working with Marston's, from wellbeing support to discounts on big brands.

Liam Powell - HR Director





WE KNOW YOU WORK HARD

We want to make sure we celebrate and reward that, everyday. This handbook lists all the benefits and rewards we offer to you, from discounts on top brands to bonus and incentive. The video above wraps everything up in a neat little bundle, for more detail around every bit of our reward offering, just keep scrolling!

QUICK LINKS



The Burnt Chef Project
Text BURNTCHEF to 85258 or
further information is
available on Campus



Marston's Rewards



Salary Finance



Licenced Trade Charity
CALL 0808 801 0550



Tronc (Tips) Master
Troncmaster@marstons.co.uk



Campus



Privilege Card
Queries
Reward@marston.co.uk



Nuffield Health
Speak to your General
Manager or Area Manager



NEST Pensions
CALL 0808 801 0550



Apprenticeships

JUMP TO

YOUR MONEY

TRONC- Tips Straight to Your Fingertips

Salary Finance

Sharesave

Pension

GREAT PLACE TO WORK

Continuously Listening

Talent Knows Talent

INCLUSIVE ENVIRONMENT

Come As You Are

Continuously Reinvesting

RECOGNISING YOU

Bonus

Incentive

PURE GYM DISCOUNT

YOUR REWARDS PLATFORM

LOOKING AFTER YOU

Burnt Chef Project

Employee Assistance Programme

Discounted Nuffield Health Checks

BIT OF YOU TIME

Refuelling our Teams

Privilege Card

YOUR DEVELOPMENT

Apprenticeships

Aspire - Internal Progression

THANK YOU

YOUR MONEY

TRONC - TIPS STRAIGHT INTO YOUR FINGERTIPS

Tronc schemes, also known as 'Troncs' or Tronc arrangements are used by businesses in the hospitality and leisure sector to distribute service charges, tips and gratuities left via card payments to their teams. This means more money for you, straight into your wages! 100% of the tips are distributed each week to those who have signed up to join the scheme. Interested? Speak to your GM about getting involved or email the Tronc Master at Troncmaster@marstons.co.uk

SALARY FINANCE

Stress is part of our everyday lives. We all have more than enough to worry about before even considering money, finances and how much that can weigh on our minds. Money can be a big headache, but it doesn't have to be.

To support Marston's team members with their money, you now have access to a suite of benefits from our financial wellbeing provider Salary Finance. This includes:

Simple savings: savings accounts with Yorkshire Building Society with contributions transferred directly from salary, helping you save without the hassle.

Help to save: with this government backed scheme, anyone receiving Working Tax Credit, Universal Credit or Child Tax Credit could earn bonus payments on their savings. Earn up to 50p for every £1 saved.

Free financial education: The Learn platform gives you access to educational resources in all shapes and sizes to suit different financial situations and learning styles. Made for real people you can find everything from: webinars, YouTube-style insights, guides and tools.

Find out more about the support available to you at marstons.salaryfinance.com

SHARESAVE

Sharesave is a scheme that allows you to save regularly over a fixed savings term of three years. At the end of the savings term, you can choose to receive your savings as a cash lump sum or purchase Marston's PLC shares at the discounted price as fixed at the beginning of the contract. If you are eligible to apply for the scheme, you can save between £1.25 and £125 per week. You can cancel your contract at anytime and receive a full refund of your accumulated savings, however, you would lose the right to buy the shares at the discounted price.

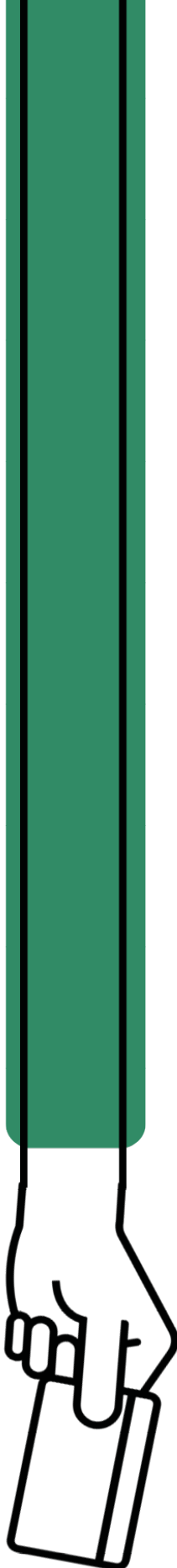
Invitations for our Sharesave scheme are sent out annually at the beginning of June to all employees who have 3 months service or more. Full details of the scheme will be provided at the point of invitation. If you have any queries regarding Sharesave, please email reward@marstons.co.uk.

PENSION

It's never too early to start planning ahead.

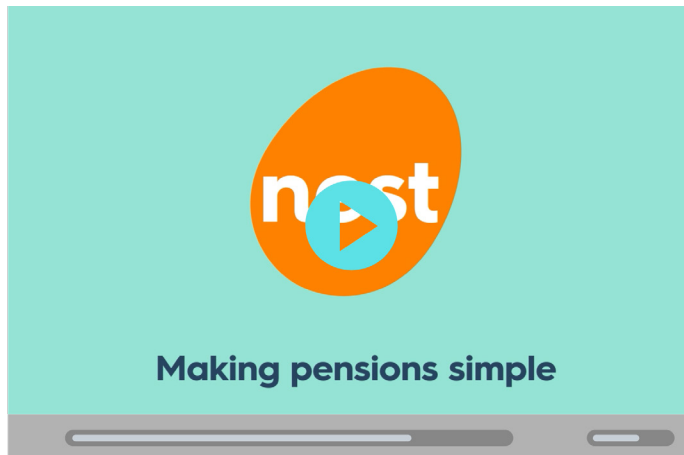
We use NEST (National Employment Saving Trust) for our company pension scheme, where you and we will be making a contribution towards your financial future each month. Those eligible will be automatically enrolled.

If you haven't already, you'll soon be receiving a letter with all the details you need on how this works. Any questions in the meantime, send to pensions@marstons.co.uk.



HOW YOUR PENSION STACKS UP

Workplace pensions are an effective way to save, helping to build financial security for your future. Want to know more? Take a look at the video below.



GREAT PLACE TO WORK

CONTINUOUSLY LISTENING

At Marston's, we check in on how you're thinking and feeling about working here in our monthly Your Voice survey, which are designed to let you have your say. For Marston's to be able to give great guest experiences and drive a strong sales performance, we need to have engaged people.

Asking for your views every month means we have up-to-date feedback and this makes us much more agile in what we focus on. It allows us to adapt our plans, shape best practices and understand our opportunities.

To date, nearly 80% of our current teams have taken the time to tell us their views and our current score is 8.2 out of 10!

TALENT KNOWS TALENT

Do you know a great General Manager? Share your connections with us and help us to become a place that's shaped by you. All successful referrals for positions of General Manager roles will result in a £1,000 payment being credited to your Marston's Rewards account. £500 when your connection starts their role with us, and an additional £500 after they've completed their probation period.



KNOW SOMEONE?

If someone you know is on the lookout to join an award winning team, let us know!



REFER THEM


Submit your referral simply by emailing our Talent team at Talent@Marstons.co.uk



CASH IN

We will add your Marston's Rewards points straight into your account once appointed and completed their probation.

Terms and conditions apply.

A young woman with blonde hair tied back, smiling and looking upwards. She is wearing a grey ribbed sweater and a lanyard with a badge. The background is a dimly lit bar with shelves of bottles.

**COME AS YOU ARE.
WE'LL CELEBRATE YOU
FOR BEING YOU.**

Made in Marston's

INCLUSIVE ENVIRONMENT

OUR DIVERSITY AND INCLUSION STRATEGY

We want everyone to feel like they can be themselves at Marston's and not feel judged, that's when we know we are at our best.

Our Pubs are the heart of our communities and it's the people in our pubs that make them what they are. We have a responsibility to create and foster safe environments where our teams and guests feel a sense of belonging, feel respected and feel valued for who they are.

We want Marston's to be a place where our teams:

- Relate to, feel represented by, and trust each other.
- Feel valued and supported.
- Feel involved in the bigger picture.
- Are appreciated as individuals.
- Communicate openly, have a voice, and are listened to.

We now have seven Network Groups, supporting our inclusion and diversity plans and activities at Marston's. They create spaces for our people to connect with one another, including but not limited to those who share similar characteristics or life experiences. In these safe spaces, our people can share their thoughts and experiences, influence change and work collaboratively with the business to deliver our inclusion and diversity strategy.

Find out more about how you can get involved on Campus using the Network links below or head straight to [Campus](#);





BUILDING PUBS TO BE PROUD OF.

CONTINUOUSLY REINVESTING

In the last year, we had 22 incredible transformations, all complete overhauls to make our pubs better than the rest and we're not stopping there. We've got about a hundred more foodie hotspots on our list, and we're determined to give them the magic touch they deserve. We're also set to spend some time outside and spruce up our garden dining areas.

We know that you're going to spend a solid amount of time at work, we want to make sure it's the best possible environment for you to spend that time in.

INVESTING IN OUR FUTURE

Marston's are leading the change in going green and embracing the electric future. We're proud to say that we've set up a 123 super-fast electric vehicle chargers across our pub estate. Marston's now has the UK's biggest network of rapid EV chargers in the whole hospitality scene! And we're not stopping there. We've got plans to add more than 400 more chargers over the coming years, supporting the growing wave of electric vehicles across the UK!

RECOGNISING YOU

Working for Marston's isn't just about grafting hard and knocking off at the end of the day. We see your work here as crucial to our continued success, which means that ensuring you're well looked after is our priority. Hiring and retaining the top talent in the UK pub industry means helping our people thrive – physically, financially, and mentally.

In short: now that we've got you onboard, we want to keep it that way (we're nothing if not painfully honest.) So we want to make sure you're recognised when you go above and beyond in achieving our goals.



**OVER £1.3 MILLION
PAID OUT TO OUR
TEAMS IN BONUS
AND INCENTIVES**

FY 2023 (Q1-Q3)

BONUS

ACHIEVING TARGETS

We recognise that it's a team effort and that we're all in this together. That's why, when your pub hits sales targets, we celebrate your hard work and dedication with a bonus. Every quarter where your pub hits or exceeds the sales budget, you and every Team Member gets £10 added to your Marston's Rewards account.

HOTEL BONUS

Our hotels are given a once over twice a year to make sure everything is in great shape for our guests. That means, twice a year, as part of the housekeeping team you could achieve a bonus of £50 Marston's Rewards points to spend at any one of the hundreds of online retailers if the Marston's Inn passes the audit!

INCENTIVES

SALES DRIVEN INCENTIVES

We are guest obsessed, we raise the bar and encourage growth.



Our sales driven incentives demonstrate our confidence in you and our commitment to rewarding your performance.

Here's how it works: when your pub hits specific goals, you'll be sharing in the success with some extra cash to spend directly on our rewards platform, Marston's Rewards. It's our way of saying thanks for your hustle, teamwork, and commitment to making our pub the best it can be.

DRINKS INCENTIVE

Never full, fancy another?



If you hit your budgeted drink sales for the period, drinks sold over the budget number accrue an incentive of 25p per drink to be shared across the team, paid directly into your wages.

TAKE 10% OFF YOUR PURE GYM MEMBERSHIP

PLUS NO JOINING FEE



JOIN NOW

A man and a woman are smiling and laughing in a bar or pub setting. The man is on the left, wearing a plaid shirt, and the woman is on the right, wearing a dark top. They are both holding glasses, suggesting they are drinking. The background is blurred, showing warm lighting and shelves.

DISCOUNTS AT OVER 1000 HIGH STREET RETAILERS

MARSTON'S 
REWARDS 

MARSTON'S REWARDS

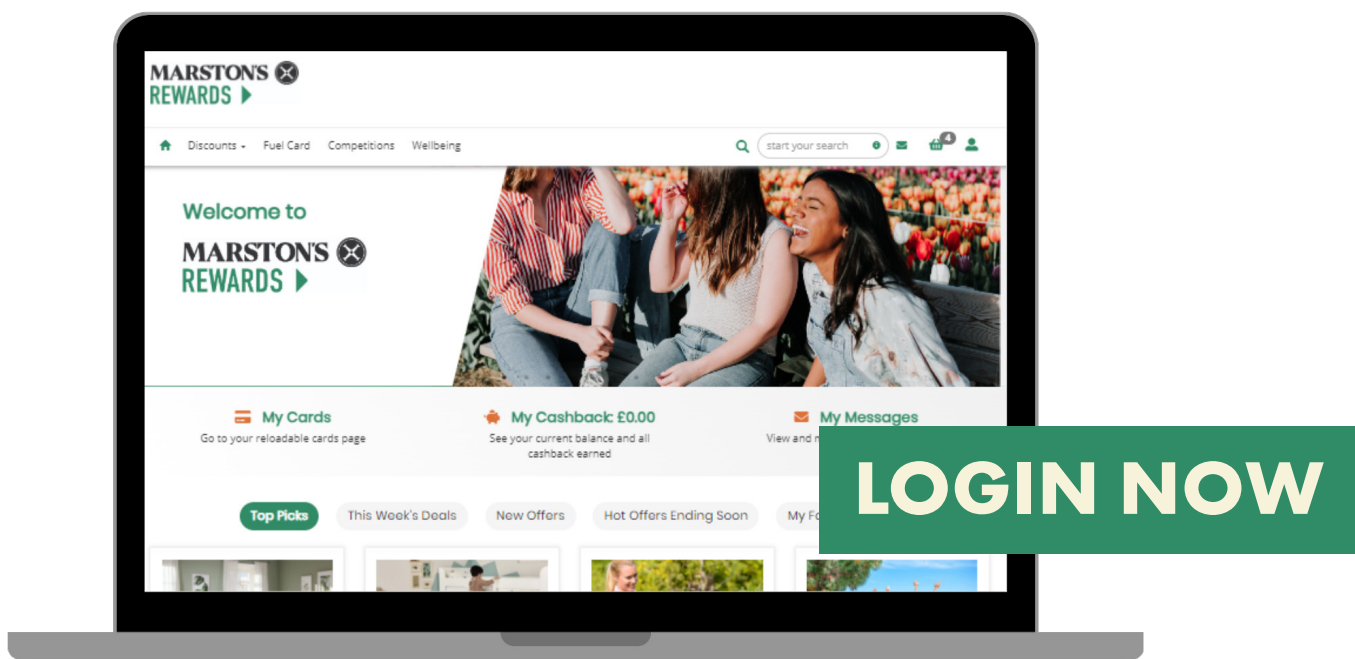
YOUR PORTAL TO DISCOUNTS

Marston's Rewards is our online rewards platform where you can enjoy extra benefits. It's a bit like a digital store where you can get cash back and great discounts when you shop at hundreds of popular high street stores.

It's our way of saying "thank you" by giving you extra perks when you shop.

Whether you're just looking to save on your weekly shop, the price of fuel or booking your next holiday - take a look at the money you could save first by looking at Marston's Rewards.

Marston's Rewards is also where you'll find your recognition 'points' awarded as incentive or bonus. These points can be redeemed just like cash at the store of your choice, simple!



NEW
LOOK

PRIMARK®

COSTA
COFFEE



+ 100'S
MORE

HOW TO LOG IN

1. Visit marstons-rewards.co.uk

2. Enter your username

This is MAR + your 8-digit employee number. For example, MAR12345678. You can find your employee number on your payslip.

3. Enter your password

If you have previously registered, please use the password you created that is unique to you. If you have forgotten your password, click on the forgotten password button on the log in screen to reset it.

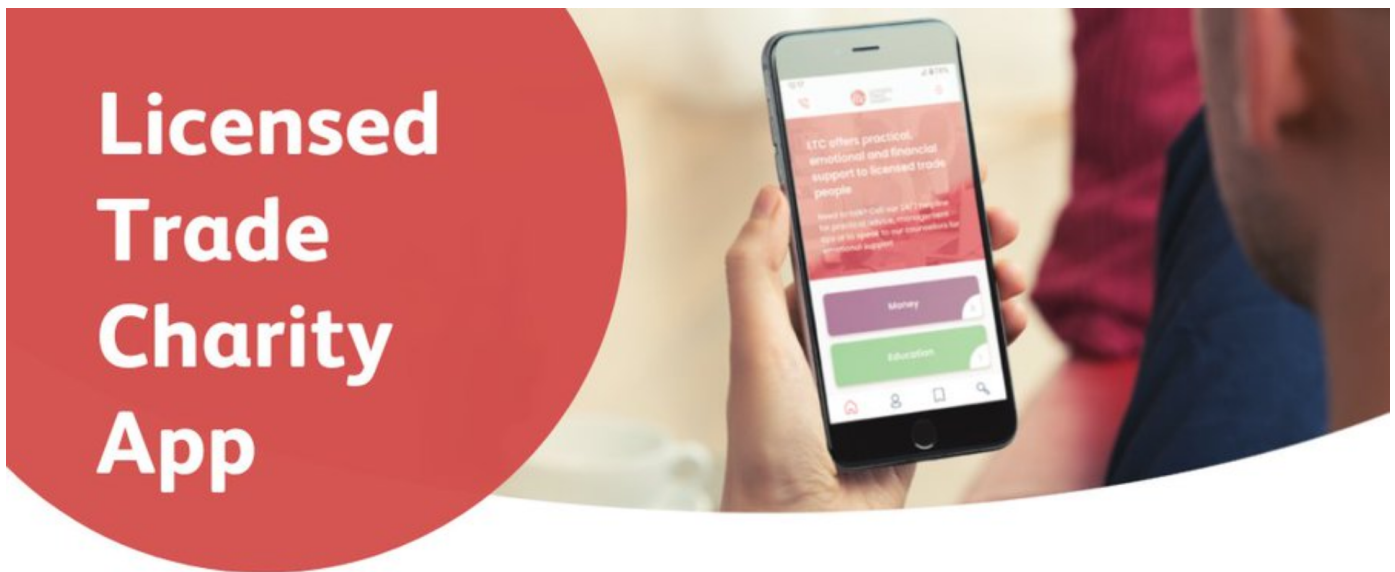
LOOKING AFTER YOU

HEALTH AND WELLBEING SUPPORT

EMPLOYEE ASSISTANCE PROGRAMME

Ensuring you thrive as a member of our team goes further than the money you earn. We know all too well that your personal life can reach into your work life and vice versa – so our Employee Assistance Programme (EAP) is designed to help manage the two in tandem.

The Licensed Trade Charity has been helping pub, bar, and brewery people for more than 200 years. From confidential advice from trained professionals (e.g. legal assistance) through to mental health services (like counselling and therapy), and even financial grants for tenured trade workers, think of the EAP as your go-to support as and when you need it. [Learn more here.](#)



BURNT CHEF PROJECT

The Burnt Chef Project is our new mental health awareness training partner, supporting us to deliver mental health awareness and resilience training to our line managers. This new partnership is helping us to fight the stigma associated with mental health in the hospitality industry. We are committed to providing a better environment for everyone. We are doing this by equipping line managers with the skills needed to have better conversations around mental health and how to recognise signs of stress.

As part of this partnership, you have access to resources accessible on [Campus](#) as well as support offered 24/7 using the Burnt Chef text helpline.

NUFFIELD HEALTH SCREENING

We offer discounted preventative health checks through Nuffield Health, to find out what is included head to the [Marston's Rewards website.](#)



THE BURNT CHEF
SUPPORT SERVICE

Text **BURNTCHEF** to **85258**

24/7 | FREE | CONFIDENTIAL

Need to talk?

Text

BURNTCHEF

to

85258

24/7 | FREE | CONFIDENTIAL

THE BURNT CHEF
PROJECT

BIT OF YOU TIME

REFRESH AND TAKE SOME YOU TIME

REFUELLING AT WORK

The average pub team member will cover over 20,000 steps a shift! It's really important that you take some time out and get a proper feed in to recharge during a shift.

We offer a cost-neutral £4.50 meal deal - an attractive and affordable alternative to a local supermarket or high street meal deal which is consistent across each format.

Each format has its own specific menu with the deals being a selection of popular dishes from existing menus, plus a post-mix, cordial, tea or coffee.

REFRESH AT WORK

Every day that you work in your pub for more than two hours you can enjoy the following, either immediately before, during or straight after your shift:

- 50% food discount for all Team Members working in a Marston's managed pub which operates a Company menu, which can't be used in conjunction with the Refresh at Work benefit.
- 50% drink discount for all Team Members, on post mix and cordial drinks.

This discount applies to all food on the menu and the specials board but excludes the children's menu.

If you have any questions, please speak to your line manager or email reward@marstons.co.uk.



PRIVILEGE CARD

DISCOUNTS TO SHARE WITH FRIENDS



MARSTON'S INNS



TERMS &
CONDITIONS



PARTICIPATING
SITES

LEARN MORE



PRIVILEGE CARD

Soon after joining us, you'll receive your unique QR code – "Privilege Card" – giving you 20% off food and accommodation at participating pubs and inns. While it shouldn't be shared with others to use individually, you're more than welcome to use it with those joining you while out, about and away.

Just save your QR code somewhere (or even take a quick screenshot), and start saving. Full terms and conditions, along with a list of where you can use your card, [can be found here](#).

YOUR DEVELOPMENT APPRENTICESHIPS

DEVELOP YOUR SKILLS WITH THE BEST IN THE BUSINESS

Apprenticeships at Marston's are a fantastic way to learn, develop your skills and progress within your chosen career. Combining a paid job with training, whilst working alongside an experienced team, our apprenticeships are industry recognised and sought-after qualifications with opportunities ranging from level 2, right the way up to level 7. All our programmes are available to brand new recruits and existing team members.

With Team Member, Chef and Management apprenticeships, you'll develop excellent standards of hospitality operations and become experts in delivering amazing guest service.

With regular mentoring and on-going support and guidance, you'll gain the knowledge and skills to take on new responsibilities and achieve a nationally recognised qualification.

Find out more and hear what it's really like from our team at our [website](#) or join the discussion on our Facebook group by searching 'Apprenticeships at Marston's' or [using this link](#).

INSPIRE THE NEXT GENERATION

If you're reading this, you already know all the benefits of a career within hospitality. Do you know someone in school with a passion for cooking, guest service, operations or even finance?

Marston's are proud to offer our "Take 5" programme which welcomes Year 10 and 11 students to join us for placements of up to 3 weeks. Here they'll experience different aspects of a pub business, learning more about the different roles, opportunities and career paths available. To find out more about our hospitality work experience placements, email work_experience@marstons.co.uk



**TOP 50
APPRENTICESHIP
EMPLOYER**

ASPIRE

YOUR DIRECT ROUTE TO INTERNAL PROGRESSION

At Marston's we recognise top talent, if you Aspire to be a General Manager, we have just the programme for you. The Aspire programme is the sole route to internally develop to a General Manager at Marston's.

Successful candidates complete a 90-day plan on a business and present the plan to two Area Operations Managers to achieve a place on the programme where they develop key leadership skills central to becoming a successful manager.

Our Aspire workshops are centred around our strategic values of 'We Are Guest Obsessed, We Raise the Bar and We Will Grow' that are delivered face-to-face over a three-month period.

If you are interested in becoming a General Manager or Pub Partner at Marston's, please speak to your line manager and/or your Area Operations Manager about your suitability and the next steps to gain a place on this amazing programme.

THANK YOU

Thank you again for helping us to bring people together to create, happy, memorable and meaningful experiences across our pubs and hotels. We truly appreciate everything that you do.

Don't forget to let us know what you think of your rewards and benefits in our "Your Voice" survey each month.

If you have any questions or feedback, please contact reward@marstons.co.uk