



THE BURNT CHEF
PROJECT

WORKPLACE WELLBEING CERTIFICATION

INTRODUCTION

With 4 out of 5 people working in the hospitality industry having reported poor mental health and wellbeing whilst in the industry (The Burnt Chef Project 2020), this accreditation has been created to try and remove the stigma surrounding mental health and put in place best practices within the industry

It is open to all companies within the hospitality industry, whether they are single operating independents or multi-site high street conglomerates.

The certification is the first of its kind and will guide organisations through what is considered best practice and how they can achieve certification. It has been created by hospitality professionals specifically with the needs of the industry in mind.

We recognise that due to operational and financial restraints it may not be possible for some employers to implement every facet that is expected in the assessment, therefore to ensure fairness across the industry, this certification has been created allowing employers to achieve: bronze, silver and gold levels of mental health and wellbeing in the hospitality industry awards.

The certification will focus on six key aspects all of which will be assessed collectively. It is not possible to provide accreditation without all areas being assessed. The key aspects are:

- Policy
- Learning and Development
- Management
- Wellbeing
- Culture
- Employee Engagement

SCORING

Throughout the accreditation process, organisations will be asked to provide documentation and proofs of work that is going on. This will be scored between 0 and 3. Generally these scores relate to the following:

SCORE	DEFINITION
0	THE ASSESSMENT CRITERIA IS NOT BEING MET.
1	THE ASSESSMENT CRITERIA IS PARTIALLY IN PLACE AND MEETS STATUTORY REQUIREMENTS OR BEST PRACTICE.
2	THE ASSESSMENT CRITERIA IS FULLY IN PLACE AND MEETS STATUTORY REQUIREMENTS OR BEST PRACTICE.
3	THE ASSESSMENT CRITERIA IS FULLY IN PLACE AND EXCEEDS STATUTORY REQUIREMENTS OR BEST PRACTICE.

- Furthermore, when being assessed an employee survey will be issued. The results of this will be taken into account as it may be possible that whilst a company has put a lot into practice there is a divide between the actions of senior management and employees.
- Once all responses have been collated and the assessment completed, a total score will be provided which will correlate with the level of accreditation given.

Bronze	70 - 99
Silver	100 - 129
Gold	130+

Any organisation that meets less than the bronze accreditation scoring will not achieve a certification and will not be able to reapply for one year.

After certification has been granted, a full report will be provided to help the organisation see where they were excelling and areas that will need more focus.



THE WITS END

DISHES

- TO START -
UNSUPPORTIVE STRUCTURES
- FOLLOWED BY -
ANTISOCIAL HOURS
- WITH SIDES OF -
DEPRESSION
- AND -
ANXIETY
- TO FINISH -
TOTAL BURNOUT

THE BURNT CHEF PROJECT
40+ HOSPITALITY PROFESSIONALS EXPERIENCE MENTAL HEALTH STRUGGLES AT THE BURNT CHEF PROJECT. WE'RE HERE TO CHANGE THE MENU.

NEW AND IMPROVED

DISHES

- TO START -
WORK/LIFE BALANCE
- FOLLOWED BY -
MANAGEMENT TRAINING
- WITH SIDES OF -
WELLBEING TOOLS
- AND -
MENTAL HEALTH SUPPORT
- TO FINISH -
A THRIVING, POSITIVE TEAM

THE BURNT CHEF PROJECT
DISCOVER HOW THE BURNT CHEF PROJECT HAS CHANGED THE MENU FOR THE HOSPITALITY INDUSTRY.
THEBURNTCHEFPROJECT.COM

ASSESSMENT PROCESS

For any organisation wishing to become certificated in workplace wellbeing in the hospitality industry they will need to submit an application.

After the initial application, you will be asked to submit documentation regarding mental health, culture, and wellbeing within your workplace. Alongside this, you will be asked to complete some questions regarding the management of mental health and work/life balance within your workplace.

- Once the documentation has been submitted a questionnaire will be made available for all employees to complete. This will be completed anonymously and submission will be analysed by The Burnt Chef Project.
- A call may be organised to during the assessment process to analyse the culture effects of the submissions provided.
- Once this has all been completed, a report will be created outlining any certification given and feedback regarding what further actions can be taken and highlighting areas of strength and weakness.
- The assessment process will take anywhere between 8 and 12 weeks.
- The assessors will all be highly trained in the certification process, to ensure fairness throughout. Benchmarking will also take place to further ensure compliance.
- All information provided during this process will be treated with the strictest confidentiality and in accordance to GDPR. At points, it may be necessary for the submitter to redact information to protect their employees information. Further guidance on this can be found in supporting information.

PRICE STRUCTURE

The cost of certification falls into two categories:

- Submission, analysis and reporting
- Certification

The cost for the submission, analysis and reporting will be:

Category	Size	Price
SME	< 250 employees	£500
Corporation (single site)	> 250 employees	£2250
Corporation (multi-site)*	> 250 employees	£2250 + £250 per site

***For multisite corporations the initial £2250 will be for Head Office Submission, with each site paying a further £250 if they wish to apply for certification.**

The formal certification will cost:

	Bronze	Silver	Gold
First Year (1 site for 1 year)	£250	£350	£450
Second Year (1 site for 1 year)	£250	£350	£450
Third Year (1 site for three years)*	£450	£550	£750

***This applies if the certification has been held at the same level or shown improvement**

ESG



ASSESSMENT CRITERIA





POLICY

- ✓ All employees are required by law to have a **minimum of 11 hours rest break** between shifts (12 hours if under 18). This break level helps allow them to rest effectively and helps to avoid mental and physical burnout.
 - ✓ Whilst working, if the shift is six hours or longer all staff are **entitled to a 20 minute break** (30 minutes every 4.5 hours if under 18). This is a legal requirement, even if the employee does not wish to take it. During this time, they have the right not to be disturbed. The assessment will look at whether breaks are taken and the quality of the staff facilities for a break will be assessed under a different criteria.
 - ✓ Although there is no legal requirement (currently) for when a rota should be published, but to help with work / life balance and to aid mental wellbeing, The Burnt Chef Project suggests best practice that finalized **rotas are published a minimum of two weeks in advance**. Through practice, it is advisable that rotas given in this time so that any issues are tackled in advance without disrupting people's lives or the operation of the business.
 - ✓ **No employee should be working more than 48 hours per week over a 17 week rolling period** without having signed a Working Time Directive Opt Out. However, best practice would see employers ensuring this does not happen, and have procedures in place to prevent this.
 - ✓ **A contract is a legal document stating the particulars of the employees working conditions.** It is a day one right and they should be given ample time to read the contract before signing it. There should be provisions in place so that if they have any questions regarding their contract they should be able to ask without intimidation and receive the answers they require.
 - ✓ Zero hour contracts, whilst useful within the industry, should not be exploitative. **Minimum hour contracts should be used where possible with the allowance for employees to work above the minimum hours if they so wish.** Fixed hour contracts should not use the phrasing xx hours but with hours to meet the requirements of the business as this could easily become exploitative, effect work / life balance and strain mental wellbeing.
 - ✓ **If an employee is under 18, their contracts should (where possible) be countersigned by a parent / guardian or a trusted person over 18.**
 - ✓ **The Burnt Chef would expect to see the following policies in place within the workplace:**
 - Absence and Return To Work
 - Mental Health and Wellbeing
 - Equal Opportunities / Equality, Diversity and Inclusion
 - Bullying and Harassment
 - Menopause
 - Leave
 - Alcohol and Drugs
 - Stress Risk Assessment
- This should not just be a paragraph within the contract, but a lived policy accessible to all, which is written in an understandable manner which is easily accessible to all employees. This could be via an app, on noticeboards, or easily accessible handbooks. There should be a system in place where all employees should be able to access HR support if there is confusion over the policy. In lieu of an HR department Line Managers should be trained to a confident and competent level in these policies.
- There should be evidence of reviews on all policies to reflect changing best practices, and clear instruction over how issues should be reported.



TRAINING

LEARNING AND DEVELOPMENT

- ✓ **It is a legal requirement to ensure all employees are trained**, however, there is no legal requirement regarding the level of training. Provided the work is carried out safely and in an appropriate manner it can be considered that training has taken place. However, with this certification, all aspects of learning and development will be examined. Whilst we will not be dictating which training is required, it is expected to know how, where and when learning and development is introduced to the work culture, and what is offered to the workforce.
- ✓ **Ensuring that learning and development is part of the culture will help employees feel engaged** with the organisation, and can help foster a supportive workforce which in turn aids mental health and wellbeing.
- ✓ **It is expected that all organisations have a formalised probationary period.** The duration of the probationary period should be relevant to the position of the employee – is it suitable for a member of bar staff in the high street bar to have a six month probationary period? During the probationary period, the employee should be aware of what is expected from them, both personally and professionally. There should be opportunities for the employee and their line manager to have formalised meetings to discuss their progress. It is also considered best practice for all new employees to be provided with a 'buddy' system to ensure they have access to knowledge and skills throughout the probationary period.

Within the contract the probationary period should be stated, however, for this process, it will be examined whether there are provisions in place for extending probationary periods and whether or not they are fair, or in line with the learning and development culture.
- ✓ **Once an employee has passed their probationary period, there should be continued opportunity for personal and professional growth through formalised progression plans** (how to progress within the organisation and the opportunities that arise through promotion) and learning and development structures: including appraisals, access to external training courses, and both formal and informal one-to-one sessions with their line manager.
- ✓ Learning and development throughout the entire life cycle of the employee should allow for clear communications. Aligning the management and business objectives with the needs and desires of the employee.

“THE ONLY THING WORSE THAN TRAINING YOUR EMPLOYEES AND HAVING THEM LEAVE IS NOT TRAINING THEM AND HAVING THEM STAY.”

HENRY FORD



MANAGEMENT AND WELLBEING

✓ **The role of management plays a vital part in the creation of a safe work environment, fostering good mental health and wellbeing. This includes management at all levels from newly instated managers to founders and CEOs of organisations. The assessment will look at:**

- Communication skills
- Openness
- Mental Health Training
- Budget regarding staffing
- Reactiveness vs Proactiveness

The notion of wellbeing, can be considered in many ways, therefore, this section of the assessment, whilst having criteria, will also take into account the individual circumstances of employees and each organisation.

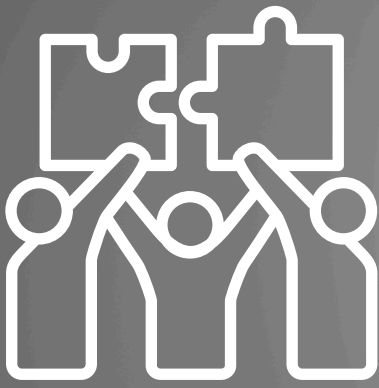
The Burnt Chef Project recognises the constraints that operating in the hospitality industry has. However, there are some criteria that should be considered no matter the size of the organisation.

✓ It is considered best practice to have an employee that takes a lead on the well being of the employees. This does not necessarily need to be a senior manager, but one that may have a particular interest in wellbeing, or someone, that is approachable. This person does not need to be a trained therapist, but rather someone who knows how to communicate effectively, understands the need for wellbeing within the workplace and will be competently able to sign post any employee that approaches them.

✓ The organisation will be assessed on their use of additional benefits to the employee that can help with wellbeing. This includes having an EAP (Employee Assistance Programme) in place, facilities for employees to use during their break times (again this can vary according to the location and size of the organisation, but ultimately, there will be facilities available to all employees without a charge) and access to earned pay before pay day.

✓ This section will also investigate the work/life balance of employees. Whilst part of the part assessment will be the communications regarding work/life balance, the questionnaire sent to employees will also play a major part in exploring their opportunities to have this balance.

As an additional criteria for this category, for certification at specific levels, the company website and communications will be assessed to see if mental health and wellbeing is advertised externally on their website, social medias and in job advertisements.



CULTURE



Similar to wellbeing, the culture of an organisation changes from venue to venue and with each individual. Therefore when assessing this category, several different aspects will be examined, by looking at the practicalities of applying policies and procedures within the workplace.

For example: an organisation may have a sick policy stating that return-to-work interviews need to be completed, you will be asked how regularly and how they are completed.

- ✓ The culture of an organisation can influence its employee engagement through surveys, communications, and job stability. This category investigates how statutory procedures and best practices are taken off the page and become part of the living organisation. Their influence on the performance of the organisation and the individual working for that company. Whilst the questionnaire will have an impact on the outcome of this category, the organisation may be asked to submit references of cultural practices and how they are proactive rather than reactive.

Ultimately, the culture of an organisation will have a major impact on whether employees are happy and healthy and that is what will be examined within this category.

“CORPORATE CULTURE MATTERS. HOW MANAGEMENT CHOOSES TO TREAT ITS PEOPLE IMPACTS EVERYTHING FOR BETTER OR FOR WORSE”

SIMON SINEK

SUPPORTING INFORMATION

Confidentiality

All information received and investigated throughout the assessment and certification process will not only be handled with the strictest confidence but in line with the current requirements of the General Data Protection Regulations and Data Protection Act 2018. If during the process an organisation has any questions regarding sensitive information, they should contact The Burnt Chef Project and all reasonable adjustments will be made. No sensitive information will be provided to external parties, and any information gathered will be completely anonymised.

Impartiality

Whilst this is provided by The Burnt Chef Project, there will be no bias in the assessment for any company previously or currently affiliated with them.

This certification process works on a merit basis only.

To ensure further impartiality, benchmarking and regular evaluations will take place regarding the assessment of subjective matters.

Review

The Burnt Chef Project will review this document a minimum of annually, though may depending on changes of legislation and best practice may need to make alterations. As far as possible, The Burnt Chef Project will try to inform all those involved with the process, however, reserve the right to make any and all alterations without notification.



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