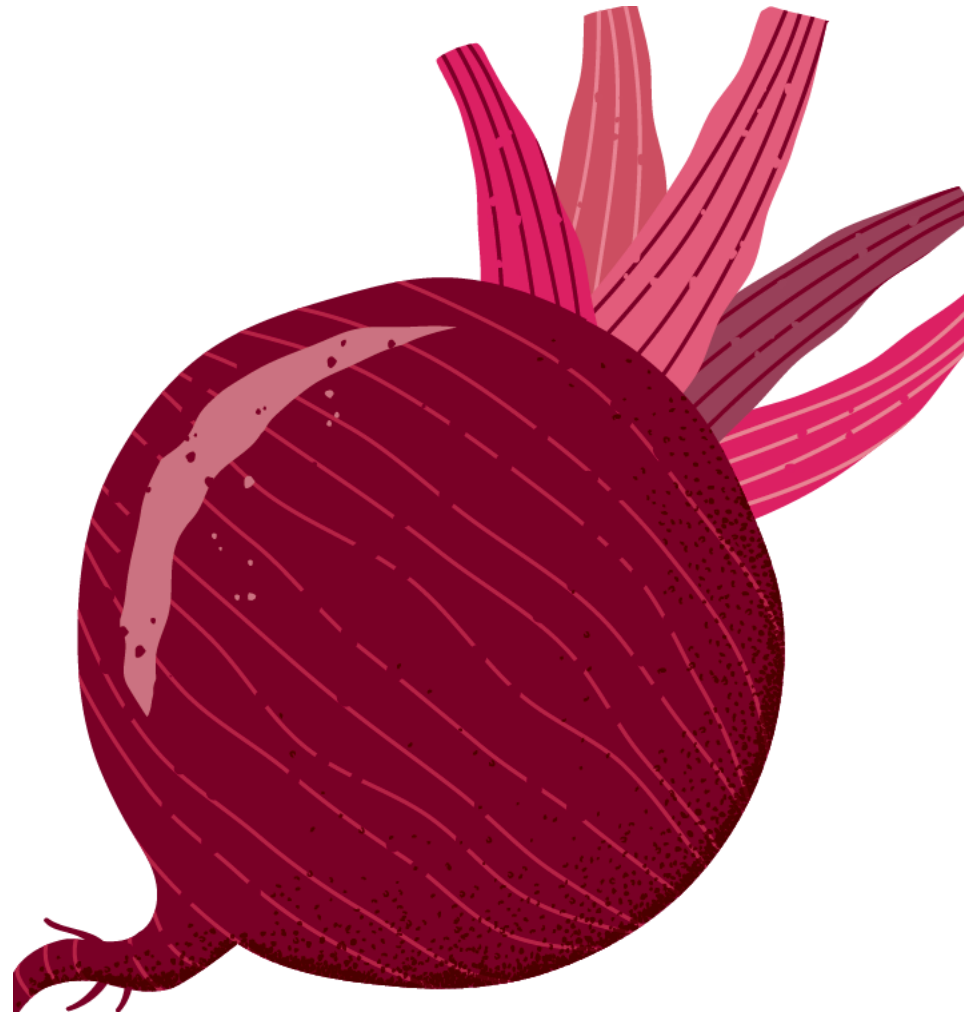




Responsibly Prioritise
& Implement
Initiatives
That Values
A
Diverse Range Of
Socioeconomic
Backgrounds
Especially In Times Of
Uncertainty

★ PRET ★

A case study





75-100 Rising Stars annually.
3-month +ve graduation
80.4%.
60% at 6 months



Welcomed 275+ Ukrainian refugees
Counselling
Community groups
English tuition
Low turnover
(24%)



1253 students (aged 16-18) virtual work experience.
93 apprentices on programme



ROUSHNI CUP

CLASSIC TEA	
Latte	2.75
Capuccino	2.75
Hot White	2.75
Mocha	3.25
Americano	2.50
Espresso	1.50
Muffin	2.50
Filter Coffee	1.50
Milk & Honey	1.50
Add-on	1.50
Tea & Cream & Mocha	1.50

OTHER BEVERAGES	
Mocha Caramel Macchiato	3.25
Espresso Caramel Macchiato	2.75
Chai Latte	2.75
Hot Chocolate	2.75
Milk Tea	2.50
Smoothies	4.50

SWEET DELICIOUS	
Bagels & Pastries	2.50
Salads & Snacks	2.50

ALLERGENIC	
Gluten Free	1.50
Dairy Free	1.50
Vegetarian	1.50

SUGAR ALTERNATIVES	
1/2 & 1/2 Sweetener	1.50
1/2 & 1/2 Sweetener & Tea	1.50

Capturing diversity data.
86% of our Managers
started as
Team Members.

A few reflections...

1. On Culture

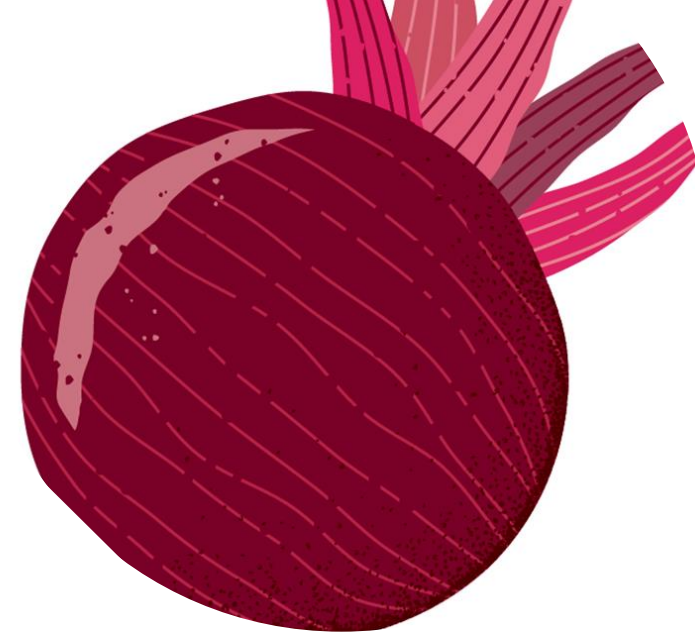
- ★ Independent inclusion audits
- ★ Global cultural review
(Competing Values Framework)
- ★ Ongoing Storytelling & Comms,
backed by data Forums,
Governance Board, ERGs –
intersectional lens
- ★ Continuous listening (Peakon)

2. On Lifecycle

- ★ Attraction /Recruitment
 - ★ Behaviours only, no CV, shop
experience
 - ★ Diversify outreach/access to
work experience (virtual)
- ★ Development /Progression
 - ★ Transparency in pay bands
(hardship funds, shoes for
crews)
 - ★ Apprenticeships – TM to
Manager pathways, degree
included (paid the same)
 - ★ Virtual mentoring and coaching

3. On Equity

- ★ For refugees, people
experiencing homelessness,
prison leavers...
 - ★ Counselling, language
tuition, training, mentoring,
networks, travel covered –
 - ★ 12 weeks of labour
centralised
 - ★ CEO, MD buy in/governance
 - ★ Result: Retention.
Engagement



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Thank
You!