

## Terms and Conditions

We are Milestone Operations Limited, a company registered in England with our registered office at Milestone Operations Limited, 9<sup>th</sup> Floor, 125 Shaftesbury Avenue, London, WC2H 8AD. We refer to ourselves as "Milestone", in this document. Our company registration number is 05533420. Members of the Smile Miles loyalty rewards scheme are referred to as "Colleagues" within this document.

Changes to terms and conditions: These terms and conditions were most recently updated on the 1st January 2013. Milestone reserves the right to amend these terms at any time without notice. Any amendments to these terms and conditions will be posted on our website – [www.milestoneops.com](http://www.milestoneops.com)

### 1. Eligibility

- The scheme is currently available to Milestone LGV Colleagues only.
- Colleagues are automatically eligible once the registration process is successfully completed and a Colleague works their first shift with Milestone.
- LGV Drivers from partner agency suppliers are not eligible for the scheme.
- Other Colleagues, including Colleagues working on Commercial and Industrial contracts are not eligible for the scheme.
- There is no 'opt-out' process. However, Colleagues are not obliged to claim their Smile Miles at any point if they do not wish to participate in the scheme.
- Milestone reserves the right to disqualify any Colleague from being eligible for the scheme where reasonable to do so, for example in the case of gross misconduct.
- Colleague Smile Miles will be recorded internally on the Colleague record.

### 2. Criteria for earning Smile Miles

The current criteria for earning Smile Mile is as follows. This criteria is subject to change without notice depending on the needs of the business.

*Working a shift without an incident - 5 Smile Miles*

*Colleague starts with Milestone - 25 Smile Miles*

*Colleague recommends a friend - 500 Smile Miles*

*Colleague works on a Bank Holiday or Christmas peak day - 20 Smile Miles*

Colleagues are also able to earn additional bonus Smile Miles at the Site/Branch Manager's discretion. For example, a Colleague may be able to earn 10 Smile Miles for demonstrating flexibility and working a shift with less than 2 hours' notice.

### 3. Definition of 'incident'.

An incident is anything that negatively impacts on the delivery of the service to the client (Site Manager and Branch Manager decision is final). Examples may include: poor communication at a store, a late delivery, arriving late for a shift, an accident and so on.

### 4. Recommend a Friend

Colleagues will be awarded an additional 500 bonus Smile Miles as per Milestone's 'Recommend a Friend Scheme'. Colleagues are eligible to earn this bonus for their first referral only and not for any subsequent referrals.

## **5. Redemption of Smile Miles**

- In order to redeem their Smile Miles, Colleagues must be 'available' for work. The definition of 'available' is as follows. A Colleague must have worked a minimum of 5 shifts with Milestone over the previous 3 month period.
- In the case where a Colleague has not worked a single shift over the previous 3 month period, their Smile Miles points balance will be cleared and will revert to '0'.
- To redeem Smile Miles for a reward, Colleagues cannot be involved in an on-going disciplinary process.
- Milestone reserves the right to review the status of Colleague Smile Miles on a case for case basis.
- Colleagues must have a minimum of 500 Smile Miles before the first claim can be made. Any claim made thereafter can be made at any point.
- Smile Miles are not redeemable for a cash payment or equivalent at any point.
- Colleagues can redeem Smile Miles for any number of rewards, so long as the Smile Miles value of the rewards does not exceed the number of Smile Miles a Colleague has.
- The Colleague will lose all unredeemed Smile Miles when they stop working for Milestone

## **6. Rewards**

- Colleagues can currently exchange their Smile Miles for Red Letter Days vouchers, personal protective clothing and Milestone uniform subject to availability.
- Milestone will use their preferred supplier for uniform and all items will be Milestone branded and may be subject to additional postage costs.
- All Red Letter Days vouchers will be sent to the Site/Branch where the Colleague works and will be marked for the attention of the Site Manager
- Once a Red Letter Days voucher has been ordered, the request cannot then be withdrawn.

## **7. Red Letter Days**

- Milestone will not be held liable for any false advertising, errors or omissions on the Red Letter Days website.
- Milestone are not responsible and will not be held liable for any losses or accidents incurred as a result of the Red Letter days experience.
- Upon receipt of the Red Letter Days voucher, Colleagues should refer to the terms and conditions outlined by Red Letter Days. These can be found using the following link <http://www.redletterdays.co.uk/Terms>
- Reproduction, resale or trade of a Red Voucher is strictly prohibited. Any attempt to carry out any of these will potentially void the Voucher at our discretion.
- The Voucher expires on the date specified on the Voucher.
- Milestone are not responsible for lost or stolen Vouchers.

## **8. Data Protection and Privacy**

### **We protect your personal information and data**

- When a voucher is ordered from Red Letter days we will only give your first and last name to Red Letter Days. We will not reveal any more personal information.
- Milestone will not be held responsible for any information volunteered by Colleagues when a Red Letter Days account is created.
- Milestone reserves the right to use any information supplied by Colleagues for advertising and promotional purposes, unless specified otherwise by Colleagues.
- Milestone will not share personal information with any third party providers.