

Pret a Manger workers will get bonuses at pre-pandemic rates after U-turn by bosses

Pret a Manger workers will get bonuses at pre-pandemic levels but bosses are sticking by their decision not to pay workers for breaks.

The service bonus is linked to a staff member's performance as judged by a mystery shopper, and this was paid at a rate of £1 an hour before the pandemic.

As the sandwich chain cut costs to survive, the bonus was scrapped and then reintroduced in April at the lower rate of 50p an hour.

Confirming the lower rate on Thursday morning, a spokesperson said the business is "still trading significantly below pre-pandemic levels".

But on Thursday afternoon, following reports that staff were preparing to strike, chief executive Pano Christou sent an email to them, saying: "We have taken your feedback into consideration, and we've reviewed our decision.

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"That's why we will be returning the Mystery Shopper Bonus back to the pre-pandemic level of £1, effective from the start of September.

"The business is still in recovery but it's important that we continue to invest in and support our teams however we can."

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Mr Christou added: "We got this wrong, and I'm very sorry for the upset we have caused."

There does not appear to be any movement on management's decision not to pay staff for their breaks, a policy which began in September last year.