

New Employee Frequently Asked Questions

Pay

When is my first pay day?

If your first day is on 1st – 15th of the month you will be paid on the last Friday of that month. If you join on the 16th-31st of the month you will be paid on the last Friday of the next month and will receive your salary for the days worked in the first month plus the full month.

When is pay day?

Pay day is the last Friday of each month.

Annual Leave

How do I book annual leave?

Complete the 'Holiday Request Form' found in your Zimbra text parts and send an email to your line manager for approval.

When can I book annual leave?

On your first day HR will ask you to submit the dates of any pre-booked holidays you have. Following that employees will then be able to submit holiday requests after 3 months of employment.

How do I know how many days of annual leave I have?

The holiday year runs April 1st – March 31st and employees have a holiday allowance of 30 days including bank holidays. During your first year of employment you will have a pro-rata holiday allowance – HR will send you an email on your first day confirming how many days of annual leave you have for the first year.

How do I know how many days holiday I have booked in the current holiday year?

You can view the annual leave booked via Zimbra> Employee Portal> Absences

Lunch and Breaks

How long is my lunchbreak?

45 minutes.

Do I have any other breaks?

Yes, all employees have 2 additional 10-minute breaks per day. The first of these breaks should not be taken prior to 10.30am.

Where can I go on my break or lunchbreak?

If you'd like to stay indoors then you can use the break out area in Suite 2 or the benching in the Suite 1 Coffee Room however we encourage employees to get fresh air during their break times and the Imperial Park is a 2minute walk from the office and a lovely spot for lunch or break time.

Your colleagues will be happy to share with you some local cafes

Benefits

How do I sign up for Perkbox?

You will receive an email to your Flashbay email address on your first day. Simply follow the instructions to complete your registrations and then download the app on your phone or visit their website to start saving!

How do I enrol in the pension scheme?

You will automatically be enrolled in the pension scheme after 3 months of employment. Our pension provider are The People's Pension and they will send an information pack to your home address once you have been enrolled.

Do I have to enrol in the pension scheme?

Yes. Legally we must enrol all employees into the pension scheme however employees can opt out of the pension scheme. If you opt out at any time during your first month in the scheme then you will be refunded your contributions however if you opt out after this you will not be refunded.

How do I opt out of the pension scheme?

You can either call our opt-out service on 0300 330 1280; or you can opt out online (you won't need to set up your Online Account to do this). You'll need to have:

- *your customer number (you can find this on your joining letter or email)*
- *your date of birth*
- *your National Insurance numbers.*

Other

When will I receive my Key Fob for the main office door?

You will be contacted by the Office Coordinator after your first week of employment to collect and sign for your key fob. Please note if you lose your Key Fob you will have to purchase a new one at the cost of £20.

What should I wear?

Our dress code is business casual. Full details can be found in the Employee Handbook.

Where can I smoke?

Please smoke outside and away from the entrance to the Flashbay office. Please dispose of cigarette ends in the bins provided.

Is parking available?

Flashbay own 8 parking spaces in the Imperial Wharf underground car park. The cost of each space is £50 per month. If you are interested in renting a space please email hr.uk@flashbay.com.