



# **Welcome** to Lowell Leeds

Frequently Asked Questions

### What are the shuttle bus times and pick up locations?

Our free shuttle bus has three pick up points in the city centre of Leeds, these are York Street in front of Mecca Bingo, Sovereign Street opposite the Hilton and Apex View.  
For shuttle bus times, please see the timetable on [page 5](#).

### What should I do if I miss the shuttle bus?

If you miss the shuttle bus there is public transport that runs every ten minutes from Leeds City Bus Station.  
> **Arriva bus service 110:** Leeds City Centre Bus Station, Crown Point (Black Bull Street), and Hunslet Road.  
> **Arriva bus service 444:** South Parade, Park Row, Boar Lane, the Bus Station at stand F5, Crown Point (Black Bull Street), and Hunslet Road.

### Where can I park my car?

On your first day our car park attendants will direct you to a parking space. You must then go to reception and let them know you will be driving to work. You will need to complete a form in order to receive a car parking pass which you need to display in your car.

### On my first day, where should I go and who should I ask for?

On your first day go to reception and let them know you are a new starter and give them the name of your line manager. Reception will provide you with a temporary pass that will allow you to go through the turnstiles. You will also be issued a locker and a key, you must use it to store your personal belongings such as bags, and mobile telephones.

### Who should I call if I am late on my first day?

If, for any reason, you believe you may be late on your first day please let us know as soon as possible. Call **0345 3009410**, and request extension **30501**. This will ensure that the message is directed to your line manager as soon as possible.

**Are there any documents I need to bring on my first day?**

You will need to bring your contract, offer letter, job description and P45. Also any other documents we have requested such as bank statements / proof of address / proof of ID.

**Is there a cycle to work scheme?**

Yes, we have a flexible benefits scheme called **My Benefits**. You can purchase a bike through the scheme. More information is available on the intranet in the **My Benefits** section.

**If I cycle, is there somewhere to lock my bicycle?**

There are secure bike stands in the basement. You will need to speak with **Office Services** who will issue you the code to get into the basement.

**Are there any other benefits?**

In addition to your basic pay and standard benefits (such as life assurance) Lowell provides an additional **3% Flex Cash**. You can take this as a cash amount in your salary or put it towards a range of benefits. Benefits on offer include things like: pension, holiday purchase, critical illness cover, dental insurance, cycle to work, medical cash plan, childcare vouchers, taste card, give as you earn and more. You can find out more information in the My Benefits section on the intranet.

**What is the dress code?**

The dress code is smart business wear. Further information on which items of clothing are acceptable is provided in your welcome pack. If in doubt on your first day, dress to impress!

**When will I be paid?**

Pay day is on the **28<sup>th</sup>** of every month. If the **28<sup>th</sup>** falls on a bank holiday, you will be paid on the Friday before.

**Are there any dress down days?**

Yes. Every **Friday** is a dress down day. You will be able to wear casual clothes such as jeans, t-shirts, shorts (no excessively short outerwear) and most other casual types of clothing. Football shirts and sportswear, however, are not permitted. (See guide for more information).

**How do I book in holidays?**

Holidays are requested through our online self-service system called **LIFE**, which is located on the intranet. Holidays will need to be approved by your line manager.

**Do you have an on-site gym facility?**

We have an on-site gym facility. In order to join the gym you need to collect a form from reception and pay a one off fee of **£20**. The **£20** fee is to cover your induction with a personal trainer. You can book additional personal training sessions if you want. We have male and female changing rooms on site along with showers and hairdryers.

**Is there a cash point on the premises?**

Unfortunately, there are no cash machines in the building. There is a cash point a five minute walk away at **J&S Coffee**.

**Does the canteen offer halal food?**

Yes, the canteen does offer halal options as well as vegetarian food. If you have any dietary concerns or allergies we would advise you check with a member of restaurant staff before you buy.

**What kind of food does the restaurant serve?**

The restaurant is subsidised and offers a wide range of options for breakfast and lunch as well as snacks, tea and coffee.  
There is a sandwich and panini bar, a soup and salad area, as well as an assortment of hot meals. Our menus change weekly, and can be viewed on the intranet.

**Can I bring in food from home?**

Yes, there are large fridges in the fitted kitchen on the ground floor where you can store food. There are also a number of microwaves for you to heat up food as well as brew areas on each floor for drink making.  
There are also a number of vending machines dotted around the building where you can buy snacks and hot and cold drinks.

**Are there any social events I can attend?**

We hold different social events throughout the year from parties to charity comedy nights. You can find out more on our **intranet**.

**What are my work hours during my first week of training?**

Look at your offer letter for training hours.

**What time should arrive on my first day?**

Arrive at reception **15** minutes earlier than start time and someone will be there to collect you.

# Ellington House and Darwin Shuttle Bus Timetable

Full Timetable as from Monday 4 September 2017

## Route Leeds City Centre to Leeds Valley Park

Services run Monday to Friday unless otherwise stated

											
<b>York St Bingo</b>	<b>06:40</b>	<b>07:10</b>	<b>07:25</b>	<b>07:30</b>	<b>07:55</b>	<b>08:25</b>	<b>08:35</b>	<b>09:25</b>	<b>10:15</b>	<b>11:15</b>	
<b>Sovereign St</b>	<b>06:45</b>	<b>07:15</b>	<b>07:30</b>	<b>07:35</b>	<b>08:00</b>	<b>08:30</b>	<b>08:40</b>	<b>09:30</b>	<b>10:20</b>	<b>11:20</b>	<b>16:30</b>
<b>Apex View</b>	<b>06:50</b>	<b>07:20</b>	<b>07:35</b>	<b>07:40</b>	<b>08:05</b>	<b>08:35</b>	<b>08:45</b>	<b>09:35</b>	<b>10:25</b>	<b>11:25</b>	
<b>LVP</b>	<b>07:00</b>	<b>07:30</b>	<b>07:45</b>	<b>07:45</b>	<b>08:15</b>	<b>08:45</b>	<b>08:55</b>	<b>09:45</b>	<b>10:30</b>	<b>11:35</b>	<b>16:45</b>

## Route Leeds Valley Park to Leeds City Centre

Services run Monday to Friday unless otherwise stated

										
<b>LVP</b>	<b>14:15</b>	<b>14:40</b>	<b>15:25</b>	<b>16:25</b>	<b>16:35</b>	<b>17:25</b>	<b>17:35</b>	<b>18:25</b>	<b>19:25</b>	<b>20:10</b>
<b>York St Bingo</b>	<b>14:25</b>		<b>15:35</b>	<b>16:40</b>	<b>16:50</b>	<b>17:40</b>	<b>17:50</b>	<b>18:40</b>	<b>19:35</b>	<b>20:20</b>
<b>Sovereign St</b>	<b>14:30</b>	<b>15:00</b>	<b>15:40</b>	<b>16:45</b>	<b>16:55</b>	<b>17:45</b>	<b>17:55</b>	<b>18:45</b>	<b>19:40</b>	<b>20:25</b>
<b>Apex View</b>	<b>14:35</b>		<b>15:45</b>	<b>16:50</b>	<b>17:00</b>	<b>17:55</b>	<b>18:00</b>	<b>18:50</b>	<b>19:45</b>	<b>20:30</b>

Friday  
only

To support Flexi Friday