



COASTAL

# Working with us





## Office Environment

Offices are light, airy and informal in an open-plan style. Plants and even an aquarium add a touch of tranquility. Kitchens are well equipped.

We have a continuous improvement programme in workstation technology.

Our Swansea office incorporates Café Nisse where staff enjoy a generous discount.

We always support your personal development to build on skills and gain new ones. You'll be encouraged to identify your own training needs as well as suggesting how the training would be best achieved.

*It's all about you...*



## Starting off

From the outset you'll get a comprehensive induction, tailored to meet your skills and experience. You'll be mentored by an experienced colleague who'll show you the ropes and have regular meetings to see how you are getting on. Induction provides opportunities to spend time with colleagues doing other jobs for a wider picture of how various roles combine to provide a good service.

## Flexible Hours

Whether full time or part time, we are very flexible in the way you can work your hours. Full time hours are 35 per week and, depending on your role and where you work, you have a choice of work patterns such as a 4 day week or 9 day fortnight, allowing you to achieve the best balance between your work and home life. For even more flexibility you could build up flexi hours to take off when you need them. We understand that personal circumstances change so we'll do our best to accommodate your wish to change your work pattern.



## Something for everyone....

We use all types of opportunities for training. We offer traditional training and on-line courses; distance learning; participation in focus or work groups, including projects to continuously improve how 'work works'. We do research projects for other departments; secondments in the organisation; networking at conferences and encourage active participation in departmental meetings which we see as an opportunity to share ideas and learn something new.

## Evening Classes

If an evening class would be helpful to your role we may pay your fees. Over the last few years we have sponsored people to undertake plumbing, sign language, ECDL and counselling.

## Welsh lessons

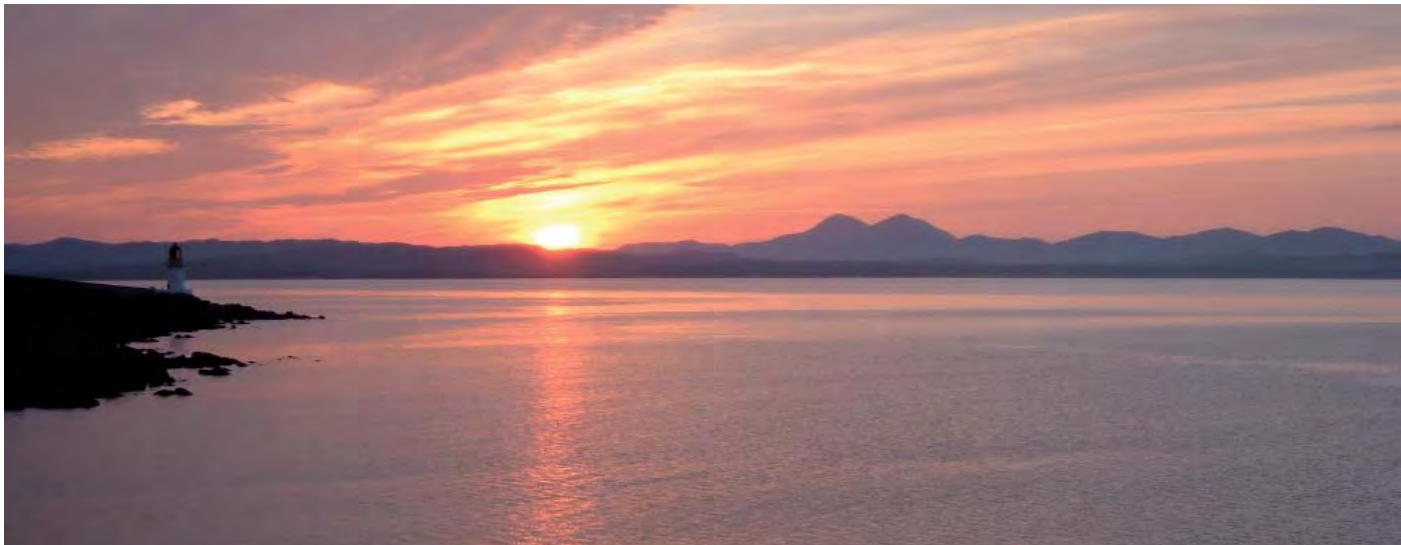
Siarad Cymraeg?  
We provide free Welsh lessons and discussion groups in our offices suitable for beginners and improvers.

## Sponsorship

We encourage study for professional qualifications such as Degrees, HNCs and HNDs through sponsorship of fees, day release, paying for books and allowing study leave for revision and exams.

Some people choose colleges or universities for fixed terms as day or part-day release, whilst others have opted for distance learning to study in their own time and at their own speed, for example with the Chartered Institute of Housing.





## Holiday Essentials

From the start, we offer 25 days holiday which increases by a day each year up to a maximum of 30 days. With 8 days bank holidays and an extra two days in December, you get a full 7-8 weeks holiday a year. If you are part-time your holidays are calculated on a pro rata basis.

You can plan ahead to take extended periods of annual leave as one long holiday by saving some holiday entitlement over a couple of years. We've had employees taking up to 8 weeks leave in one go to travel to places such as Australia, India, New Zealand and Asia.

## Career Breaks

We don't want you to become stale in your job and recognise that seeking new horizons is just as vital for enthusiasm at work.

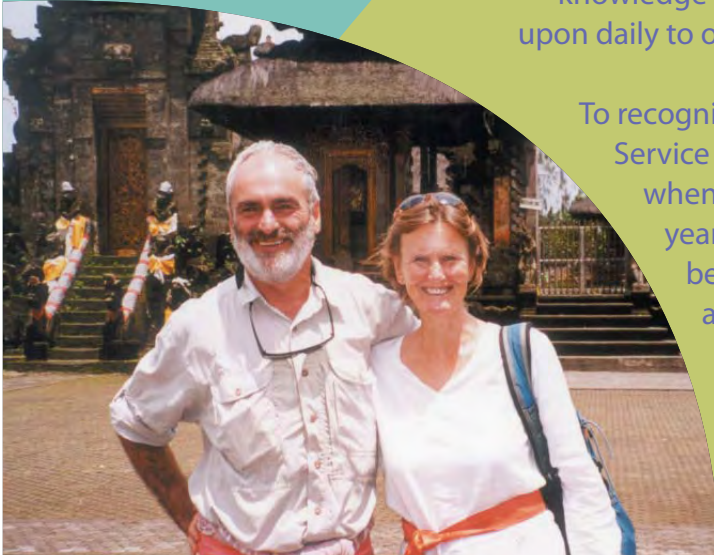
We offer 'career breaks' which are basically periods of unpaid leave. Some people have taken us up on this offer to pursue personal ambitions.

## Long Service Awards

We must be a likeable bunch as many of our employees have been with us for years and years. Some employees even left and then came back and some who were 'temporary' are still here!

We understand that the skills, experience and knowledge of our employees is priceless in value and called upon daily to offer stability to our clients and business.

To recognize this wealth of knowledge we offer Long Service Awards which give one week's extra holiday when employees have been with us for: 10 years, 15 years, 20 years, and 25 years. This extra holiday can be taken at any time before the next long service award. You can plan longer breaks or even 'sell' the award back for a cash equivalent.





## Environment Check

Buying green, recycling, reducing energy use.

We are very committed to green policies. Our BURD initiative encourages employees, tenants and working partners to adopt environmentally-friendly ways of doing things.

We recycle paper, cans, bottles, plastic, cardboard and old furniture and equipment. We buy green products where we can, have power savers on fridges and sensors and time switches for little-used areas. We also buy computers which use less power and recycle old equipment.



# BURD

Best Use, Replacement, Disposal

We encourage tenants to recycle, provide free energy-saving light bulbs for new tenants and, when building new homes, introduce environmentally-friendly measures.

We also encourage cycling to work, provide secure bike storage and showering facilities and participate in the cycle to work scheme. All staff are encouraged to suggest ways where we can make improvements.

## Listening/Team Meetings

Good communication is the key to our success. We hold regular team meetings within sections and across departments. All forms of communication, informal or formal, are encouraged, promoted and facilitated. Some of the best ideas are a result of conversations in the kitchen.

Communication is encouraged from the bottom up as well as from the top down. Regular working parties are set up to address specific issues for the organisation.

## City Wheels & Cycles

As an employee you may appreciate use of one of our Pool Cars, but it doesn't stop there!

You can join our City Wheels Car Club to get around in your leisure time without the worry and costs of owning a car yourself. To become a member you simply pay a key deposit and then you're billed economical rental time and mileage charges.

City Wheels Car Club is also available to our tenants and bookings are made on a 'first come, first served' basis.

Alternatively, you may opt for one of our environmentally-friendly bikes for business use, freeing you from the city centre traffic congestion!



## Permanent Health Insurance

Coastal provides free health insurance cover for permanent employees.

The purpose of the insurance is to provide replacement income for you if you are unable to work due to long term illness or injury. This is currently half of normal salary. Some exclusions apply.

## Promoting Ability

We are committed to good practice when recruiting new employees and also retaining employees who become disabled.

If you have a condition that makes it difficult for you to manage your job we will review working arrangements to see what adaptations we can make to help.

If you are off work for any length of time we will work with you to ensure your transition back to work is as smooth as possible.

You can have a free eye test and if you need spectacles for VDU use, we will help you towards the cost of these.

## Seeing clearly

## Gym Membership

We have negotiated a corporate discount at LC2 Swansea that enables you to use the facilities at economical rates and attend free fitness classes.

## Wellbeing

We understand the importance of maintaining physical and mental wellbeing and offer staff various ways to keep these in balance.

You can choose to have a regular assessment of your general health based on information you tell a professional health advisor in confidence. The free assessment helps to promote an awareness of the benefits of a healthy lifestyle.

Our free weekly yoga class suits all ages and abilities, concentrating on breathing, relaxation and stretching - a great way to de-stress and re-energise mid week.

Greatly discounted prices have been arranged for relaxing holistic treatments offered by a therapist who makes monthly visits to the office and a beautician provides a range of pampering treatments at reasonable cost on a regular basis.





## Discounts for Employees

A number of local and national suppliers offer discounts to our employees. The list is always expanding.

## Pensions

Our popular Final Salary Pension scheme is a worthwhile benefit to have. Your payments depend on your age and in addition Coastal pays a generous contribution on top. The reason this scheme is amongst the best for pensions is because it is worked out as a percentage of your average salary for the final three years before you retire.

## Making Savings

### Bicycles

We offer a chance to buy discounted bicycles and accessories through a monthly salary sacrifice. You choose these and then benefit from a government tax exemption on this part of your salary.

The scheme enables us to offer a benefit to enrich your personal life through improved fitness and help to reduce traffic congestion and pollution.

### Childcare

If you are a working parent you can choose to have a proportion of your salary paid as childcare vouchers, allowing you to take advantage of government tax incentives.

### Christmas Savings

We offer a Christmas Savings Scheme directly through payroll. If you join you choose a fixed amount to pay from your monthly salary. Interest from the savings is donated to charity.

### Credit Union

You can join a local Credit Union, a not-for-profit savings and loan organisation. If you join, you tell us how much you wish to save from your salary each month. When you need some extra cash you can take a low interest credit union loan based on a multiple of the amount you have saved without having to spend your savings!



## Professional Subscriptions

We pay your membership subscriptions to one professional body related to your work.

# Having Fun

We always find reasons for celebrating and socialising, whether this is one of the popular quiz nights held in our café, winning awards, birthdays, engagements, anniversaries or even just because its payday! Whatever the occasion we love to party and no excuse is too small.



# Fund Raising

We regularly take part in fund raising events for our own charitable fund.

From raffles, 100 club, Easter bonnet parades to other national events such as Jeans for Genes, Sport Relief and Comic Relief. Employees have been known to abseil down buildings or clamber over wet and slippery inflatables for a good cause.

Employees and contractors are always keen to join in the fun and are generous with their time and money. As a result, over the last few years we have made generous donations to Llys Nini Animal Shelter, Wales Air Ambulance, Singleton Hospital's coronary care unit and cancer ward, MacMillan Nurses and the Breathe Easy Foundation from our own charitable fund.

