



Living it!



Welcome to the PGL staff team

Working with us is a world away from the standard 9-5.

This is just a taster of what to expect. We've tried to think of everything you might want to know before you arrive, so make sure you read this before you start.

Once you arrive at your centre of work, you will be given more details about our company policies, procedures and what to expect once you're working.

You will also find more details available in your MyPGL account.

Your MyPGL account incorporates a wealth of staff welfare information, hopefully helping to keep you happy, safe and informed during your time with us.

Your working adventures are just about to begin.

Food and wages

Food

Menus are on a rolling two week rota. Fresh fruit, salad bar and a vegetarian option are always available. If you have any other specific dietary requirements due to allergies or religious faith, please let the PGL Recruitment Team know in advance of your arrival.

If you are employed in the UK and France as an Apprentice you will be provided with 3 nutritious meals a day at no cost to yourself until your pay is reviewed which will be after 34 weeks of employment. Once your pay has increased, you can continue to take advantage of 3 meals a day at a substantially discounted rate by purchasing a season ticket which is by far the most popular option. You may choose other catering options, including purchasing meals at our normal restaurant prices, details of which can be discussed with the centre management team nearer the time.

www.pgl.co.uk/samplemenu

Wages

We offer a competitive wage, paid monthly into your UK bank account. Your pay dates for the season can be viewed in the 'Staff Info' section of your online MyPGL account.

You will need to bring your UK bank account details with you (account number, sort code etc) and P45 from a previous job or Jobcentre.

If you are working in France and Spain, you must set up a UK bank account prior to travelling abroad. If you are a PGL employee without a UK bank account, PGL use 'OnePay' payroll cards (with Visa) for payment of your wages. It is easy to apply for a card and your centre HR representative can organise this for you. PGL will cover the initial set up cost and cover the upload fee for your first 3 payments.



Living at a PGL centre

Staff accommodation

Accommodation is usually in basic shared rooms. In our centres in Spain and most of Southern France (and some UK centres during the summer) you will be in tented accommodation. All indoor accommodation has electric sockets but you may wish to bring a power surge-protected extension lead or multi-plug. Please note there may be a limit to the number of electrical items you can have plugged in at once.

Centre facilities

You can read detailed information about the facilities available at your centre on the Centre Information sheet, but you should also be aware of the following:

- Car parking is normally available on centre but can be limited. Please make sure you have adequate European breakdown cover and insurance if you are taking your car overseas. You will also need to take proof of your insurance, vehicle ownership and your driving licence if you plan on having a car on centre.
- If you decide to take a TV to your UK centre you must have a TV licence. Your TV will not be covered by any licence held by the centre.
- All centres have internet / wi-fi access for staff in designated areas, please refer to your Centre Information sheet for details. However, if you plan on taking your laptop (at your own risk) you will not be able to stream or download large files. You may find it beneficial to set up your own independent internet access via an internet dongle (though the quality of signal will vary from centre to centre).



What to bring

Bedding & towels

Bedding is provided for all staff working in the UK and at our four centres in Northern France (Le Pré Catelan, Château de Grande Romaine, Château du Tertre and Château d'Ebblinghem). You will receive a pillow, pillow case, bottom sheet, duvet and duvet cover. You may want to bring a spare duvet cover, pillow case and sheet for personalising your room or for use when your supplied bedding is in the laundry. No towels are provided at any PGL centre so please remember to bring your own.

If you are working at one of our centres in Southern France or Spain, you will be provided with a bed sheet only so please bring your own sleeping bag or bedding for a single bed.

Valuable items

PGL cannot accept responsibility for any damage or loss to your personal belongings, so please do not bring anything of significant value. If you do decide to bring items such as iPods, laptops etc, it is at your own risk.

Your ID

It is imperative that you bring your original, official ID documents with you to centre to prove you have the right to work in the UK and that you are who you claim to be!

It is your responsibility to bring:

- Right to Work ID e.g. Passport OR full birth certificate AND National Insurance document
- EHC card (if working in France or Spain only)
- Original activity qualification certificates. Please ensure that your NGB memberships are up to date and all qualifications are valid
- Bank details and P45 from previous employer or Jobcentre

What to pack

Whilst there is limited room for luggage, you may wish to bring some 'home comforts' (photos, mug, alarm clock etc). If you are attending a training course then please be aware that these are pretty intensive and you may not be able to get to a shop for a few days, so remember to bring toiletries.

The list on the next page has been compiled as a rough guide of items to bring. You can print a copy of this list from the 'What to Bring' section of your online MyPGL account.

These items will vary depending on your job role and location and you may not need everything, so please don't spend lots of money before you arrive at your centre.

UK or Northern France-based Activity Instructors: Please bring an old jumper or jacket, pair of trousers and shoes/boots that you don't mind damaging for use on Challenge Course sessions.

Field Studies Instructors: You may find a pair of Wellington boots useful if working in rock pools.

Watersports Instructors: If you are undertaking a training course in the UK during the earlier / colder months of the year, you will need to bring your own thermals, dry cag/ trousers, spray deck and wetsuit for example. You will be required to wear PGL approved kit whilst working but can wear / use your own equipment during training and staff development courses.

Staff at Château d'Ebblinghem: You will be provided with a number of T-shirts and a waterproof jacket with a fleece lining that forms part of your uniform. Please bring with you a pair of black shoes (no trainers) and two pairs of smart, black trousers (no jeans) which can be purchased in the UK prior to travelling. Please keep the receipts from these items as you will be reimbursed for the shoes and trousers in your first wage payment. All staff working on contracts under 2 months in length will have a £25 uniform allowance; staff on contracts lasting more than 2 months receive a £50 uniform allowance.



SUGGESTED PACKING LIST

- Warm jumper / fleece
- Watch - waterproof and not expensive!
- Notepad and pen
- Waterproofs
- Lightweight trousers / tracksuit bottoms
- T-shirts
- Shorts
- Hard-wearing trainers or hiking shoes / boots
- Swimsuit / shorts / bikini
- Sunglasses
- Reef type sandals / flip flops
- Sturdy footwear / non-slip covered footwear if you are working in the kitchen
- Torch
- Alarm clock
- Passport / ID
- Bank details
- Extension lead / multi-plug
- European plug adaptor (if working in France or Spain)
- Toiletries
- Towels

Insurance

Personal possessions

Your personal possessions are not covered by PGL insurance. If you are bringing anything of value please remember we have limited facilities for keeping possessions safe. If you have not already done so, you should obtain personal possessions insurance for your belongings. Do check first however, as you may find that your belongings are covered under the home contents cover where you live currently so check with the policy holder.

European Health Insurance Card (EHIC)

If you are working in France or Spain you will need to obtain a free EHIC before you travel to your centre. This will entitle you to emergency medical cover whilst working overseas.

Please ensure you send a copy of your EHIC card to the PGL Recruitment Team. **You must take your EHIC card out to France or Spain with you as you will need to present it should you require medical treatment.**

EHIC cards are available to all EU citizens and those from non-EU countries holding a valid work visa / permit and National Insurance number.

Apply for your EHIC card: online www.ehic.org.uk; in person at your local UK Post Office; by phone 0300 330 1350.

If you are an EU citizen and don't yet have a National Insurance number, you can apply for your country's own version of the EHIC card. More information on this can be found on the EHIC website

www.ehic.org.uk.

Personal liability, accident and emergency medical insurance

All PGL staff are covered by the personal liability, accident and emergency medical section of the PGL Staff Travel Insurance Policy whilst working, providing you follow PGL approved procedures. A PDF of this policy can be viewed on the 'Insurance' section of your MyPGL account.

Pre-existing medical conditions

If you are working overseas you will need to inform our insurers, Fogg Travel Insurance Services, of any pre-existing medical condition that affects you or a member of your immediate family prior to starting to work with us. If you have already declared this information, you may be able to claim for reasonable travel expenses if you are working overseas and need to return to the UK at short notice. Fogg Travel Insurance Services can be contacted on +44 (0)1623 635 958 and quote 'Scheme Name PGL Staff'. If you are going to be working in France or Spain and require prescription medicine, you should try to take enough with you to last the season as it may be expensive or difficult to obtain once abroad.

MMR Inoculations

Due to living and working in close proximity with a lot of other staff and travelling guests, if you have not already been vaccinated for MMR you may wish to consider having the jabs (both doses) prior to commencing your contract. This is not compulsory, just a precautionary measure in case of an outbreak which in the residential environment can be contagious for people who have not had the vaccination.

Travel to centre



You must arrive at your centre prior to the start time on the commencement date stated on your contract. If you are going straight to your centre from a training course, PGL will arrange your travel details.

Working in the UK

Travelling by public transport: You will need to make your way to the nearest train or bus station to your centre or training venue; whichever you need to go to first. Your Centre Information sheet gives details of the closest coach, bus and train stops to the centre. When you arrive at the station /bus stop, call your centre and they will arrange for transport to collect you and take you to centre.

Travelling by car: Your Centre Information sheet, available for download within your MyPGL account, includes a map and directions to your centre or training venue.

Working in France or Spain

Return transport from a British departure point is provided, as long as you complete your contract of employment with us. You will receive confirmation of your departure point, time, date and other travel details approximately two weeks prior to your departure. Please note that meals are not provided during travel. You will need to bring money in Euros for any food you wish to eat on your journey or take your own snacks with you.

If you prefer to make your own way to your centre, directions are provided on your Centre Information sheet. Please let the PGL Recruitment Team know if you are working overseas and are planning to make your own way to centre so we know not to expect you at the departure point and can advise you on the best time to arrive.

PGL will not pick up the cost if you choose to make your own way to centre and you must not arrive earlier than your designated start date. Please make sure you are insured to drive in Europe and have adequate European breakdown cover if you are taking your car overseas.

You must call us at least two or three days before your arrival with your anticipated arrival time.

Becoming part of the team

Your PGL uniform

You will be given your free PGL uniform once you arrive on the centre you are working.

You will be issued with different items and quantities of uniform depending on your job role, centre location and length of contract. All staff whose role requires them to regularly work outside in colder and wetter weather will also be supplied with a waterproof jacket and trousers free of charge.

If you are employed in a catering or maintenance role, you will receive separate specialist uniform items that adhere to health and safety standards and are appropriate for your duties. If you are working in the kitchen, dining room or in an activity role you will be required to remove any facial piercings in line with food safety legislation and company health and safety operating procedure. In addition to this only plain band wedding rings and 1 pair of sleeper earrings are acceptable when working in the kitchen. You may also be required to cover up /remove any body piercings and jewellery.

Safeguarding our guests

As you will be working with children, you will be involved in ensuring that the welfare of our guests is paramount and each guest is treated with respect. You will have a duty to report any safeguarding concerns through the appropriate channels throughout your employment with PGL.

PGL staff discounts and offers

As a member of the PGL team, you will gain access to a variety of offers and money saving discounts. Details are provided on centre.

and finally

Remember to check your MyPGL account to ensure that you have at least two references returned and that you have completed your Post Office ID checking form so that your DBS check is processed. Don't forget to bring with you your passport as proof of photo ID, EHIC card (if working in France or Spain only), any original work related qualification certificates, your bank details when you start (training or work) and your original overseas Police Check (if required).

If you do not have a passport, please bring your full birth certificate AND your UK National Insurance Card or documentation with you. We are unable to let you start work or your training course without this so it's really important!

