



# Our Riverside Deal



Our  
Riverside  
Way... 

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## **One deal for everyone**

We recognise the positive difference you make to our organisation through delivering great services to our customers, and to each other. In return, we are committed to investing in you, providing you with a set of competitive terms and conditions and access to valuable benefits, designed to support you during your time with us.

Our Riverside Deal is for The Riverside Group, Care & Support and Compendium colleagues.

Throughout the booklet you can click on most of the headings to find out more.

# Our Riverside Deal



## Welcome

I'm delighted to introduce you to the wide range of benefits we offer you as a colleague of The Riverside Group, from our enhanced family-friendly working arrangements to our lifestyle shopping discount scheme... and so much more. Please take some time to explore this booklet so that you can fully benefit from Our Riverside Deal.

Our Riverside Deal is our way of showing that we care and value our people. It's our people who make Riverside such a special place to work, living our values every day to deliver a great service to our customers and helping us achieve our vision of Transforming Lives and Revitalising Neighbourhoods.

Our values and Ways of Working are known together as 'Our Riverside Way'.

They are:



### **We care:**

We put our customers first every time and care passionately about people.



### **We are courageous:**

We stand up for what we believe in, owning our actions and challenging others to be the best we can be.



### **We are trusted:**

We work together to build positive relationships, protecting our customers and our Riverside.



That's Our Riverside Way, it's just who we are.

The benefits that make up Our Riverside Deal are what we offer you in return for putting our customers first and ensuring Our Ways of Working are evident in everything you do.

Designed with you in mind, Our Riverside Deal offers you far more than a competitive salary and generous holiday allowance. It provides you with opportunities to grow and develop your career, achieve a healthy work-life balance and be recognised and rewarded for the great work you do.

Take a look at what's on offer, be part of our great team and enjoy the many benefits we offer in return.

May I wish you every success in your Riverside career. It's great to have you on board!

*Carol Matthews*

Carol Matthews  
Group Chief Executive

# Core benefits

Our core deal offers you flexibility and supports you with enhanced family friendly benefits.

We know how important work-life balance is and we want you to be able to get the most out of your day so you make the most of your quality time at home.

## Agile working

Our vision for agile working will enable our people to work where, when and how they choose, putting our customer first with maximum flexibility and minimum constraints. This will help you to optimise your performance to deliver required business outcomes and great customer service. We are on a journey and developing plans for how we get there; so watch this space for more developments.

## Holidays

We all need time away from work. We'll help balance your home and work life with 25 days holiday plus bank holidays.\* If you stay with us you can gain an extra five days annual leave depending on your length of service. [Some variations exist across our business, see handbook for more information.](#)

\*Please check your contract of employment for details of holiday, bank holidays and flexible working entitlement.

## Family friendly benefits

Your family matters to you, so they're important to us. Aimed at supporting you through all of life's stages and responsibilities with enhanced maternity, paternity, shared parental leave, adoption and family friendly working hours.

## Flexible working and TOIL

Sometimes we need you to be flexible with your working hours - whether that's to help deal with an emergency, help meet a deadline or to make sure we get the job done. We must work together to do the right thing and deliver the standards expected. If it looks like you will be working longer than your contracted hours, talk to your manager and agree it's OK to work this time and claim it back as time off in lieu (TOIL). Some colleagues can also take 13 flexi days each year. [Some variations exist across our business, see handbook for more information.](#)



## Special leave

We know that sometimes life can throw things at you that aren't planned and you might need some time to get things sorted. At your manager's discretion you can take up to 10 days special leave throughout the year to cover these emergencies.

[Some variations exist across our business, see handbook for more information.](#)

## Sickness absence benefit

Your health is important to us. If you do experience any kind of sickness whilst in work our pay is above and beyond the statutory sick pay provision.

[Sickness absence benefits vary, see handbook for more information.](#)

## Canteen and free hot drinks

We have an on-site canteen at Head Office to help provide a variety of fresh and healthy food, saving you time when you've not been able to prepare anything yourself. All our offices have free tea and coffee facilities and the majority have vending machines, access to local shops and the facility to heat food on-site.

# Financial wellbeing

We want to provide you with a solid retirement plan and access to a range of financial benefits and knowledge, helping you to better manage your finances and make sure you're set up for the future.

## Base salary

We offer competitive salaries that are tested against the wider job market and regularly reviewed so that we can reward you for the hard work we know you do.

Salary bandings vary across the business – see handbook for more information.

## Real Living Wage

We are a Real Living Wage employer and believe all colleagues deserve a fair day's pay for a hard day's work. The Real Living Wage offers a higher rate of pay than the Government's National Living Wage.

## Company car or cash allowance

To help you get to and from work and out and about helping our customers, we offer company cars or a cash allowance to those eligible.

## Pension

Saving and planning for your future is important. You work hard so we want you to be able to enjoy your retirement. We have an occupational pension scheme, where the employer contributes 9% and colleagues pay 6%, an auto enrolment scheme which is 5% employer and 3% colleagues contribution.

Please note some colleagues may have a different legacy rate contribution and pension arrangement.

## Business travel expenses

When travelling out and about on business we have an arrangement so you can book your travel tickets and hotels to get you where you need to be. If you do incur any other allowable expenses when you're out and about, you will be able to claim these back to ensure you're not left out of pocket.



### **Relocation support**

On the rare occasion we might ask you to relocate in order to meet a clear business need, we promise to support you through this transition where possible, both financially and practically.

### **Access to loans**

To help you get to and from work we'll lend you the season ticket cost – interest free – and deduct it from your salary over the next 12 months and should you need an emergency loan, we may also be able to help.

### **Location allowance**

We pay a London Weighting Allowance where applicable to those colleagues working in and around London and our Dartford office.

### **The Workplace Trust**

This is a workplace charity set up and run by colleagues with the aim of helping colleagues, their family and friends in times of need. We aim to make a difference when it matters most by offering assistance as needs change as a result of accident, illness or disability. You can make a donation through your salary but you do not have to be a donor in order to apply for help.

# Health and wellness

We take your health and wellbeing seriously so we have a wide range of resources available to help you to be happy, healthy and motivated, both at work and at home. Whether you need signposting, reassurance for your family or someone to talk to, we can help.

## Group life cover

We're there for your loved ones in the unfortunate event of your death whilst you are employed by us. Our life cover will support your nominated beneficiaries with three times the value of your basic pay.

*Some legacy may exist within our business.*

## Mental health champions

We are committed to removing the stigma surrounding mental health in the workplace and reinforcing the message that it's OK to talk about these issues. Our mental health champions are here to provide advice and support to help colleagues through any circumstances affecting their mental health and wellbeing.

## Medicash health cash plan

Your health is important. We offer a choice of personal health cash plans to support you and your loved ones, with medical expenses, large or small.

## Colleague Assistance Programme

We offer an anonymous and confidential specialist information and counselling service for you and your family. The service is offered by AXA, an independent company from Riverside and is completely free of charge.

**Did you know?** You can also download the AXA health gateway wellness app, helping you to support, manage and monitor a healthy lifestyle.

## Eye care

These days we use a lot of technology and it's important to make sure our eyes are in the best possible health. We'll contribute £25 towards the cost of your eye exam and £50 towards any glasses or lens needed.



# Valuing people

Your expertise, commitment and hard work are key to our success. We believe in celebrating success, recognising and saying thank you for a job well done, living our values and putting our customers first.

## Our Riverside Stars

Our Riverside Stars awards aim to recognise the achievements of individuals and teams who are doing great work, putting our customer first, transforming lives and revitalising neighbourhoods in line with Our Riverside way.

## Long service awards

As a thank you for your many years of dedication, hard work and trust in us we want to say thank you for the part you've played in making a difference to not only our customers, but your colleagues and friends.

Some variations exist across our business, see handbook for more information.

## Supporting our teams

Managers also have access to small budgets for team building events.



# Lifestyle choices

We have a flexible benefits scheme which allows you to personalise your reward package in a way that best suits your lifestyle.

## Holiday purchase scheme

Exchange part of your salary and request to purchase up to five days of holiday a year – more opportunity to take that special holiday, do up the house or have some time to yourself.

## Reward Gateway

Access colleague discounts online or via the Gateway app, giving you access to instant vouchers, reloadable cards and cashback offers. From groceries to wellness products, travel, technology, domestic appliances, insurance and more, you can start saving more money right away, on things you're already buying.

## Childcare choices

Childcare choices allow you to apply online for tax-free childcare. Thinking of switching to the tax-free childcare scheme? The new government scheme replaces the childcare vouchers scheme which has now closed.

## Cycle to work scheme

Get on your bike, reduce your carbon footprint and get healthy. Exchange part of your salary in return for a bike to travel to work. You don't pay income tax or National Insurance on the price of your new bike so you could save £££ off the normal retail price.

## Payroll giving scheme

If you have a charity close to your heart and you would like to help make a difference you can set up a monthly donation through your salary.

## Volunteering and public duties

We give you time to give back and make a difference. All colleagues can take up to two paid volunteering days a year and if you're called for public duties, we'll work with you to make sure you're able to attend.



# Realising potential

We are committed to ensuring all colleagues have access to excellent learning, development and training opportunities. Enabling you to be knowledgeable and skilled, be the best that you can be every day, develop your talents and to carry out your role safely and effectively. No matter where you are in your career with us there are opportunities for you to learn and develop.

So whether you're looking to be brilliant at the basics or want to gain a qualification or become a future leader, there is something for you. Our learning framework is designed to support you on your learning journey.





### **Your Horizon**

Building our talent, developing professional skills and looking to support your future career.

### **Great Start**

Providing all new colleagues with the skills, knowledge and support they need in their first six months.

### **Best You**

Giving everyone regardless of the role position or location the opportunity to be the best version of themselves everyday.

### **Leading the Way**

Equipping managers with the skills and knowledge to be brilliant at the basics and delivering effective leadership and management.

### **Future Shapers**

Focusing on continuous improvement managing change and shaping our future.



# Working together

Your views really do matter. We need your honest opinions, ideas and insights in order to make Riverside an even better place to work. Through our forums, surveys and working groups you can discuss the key topics that matter and make continuous improvements in everything we do.

## Equality and diversity staff groups

We have a long-standing commitment to improving and promoting diversity and inclusion within Riverside and the communities we serve, always treating others with dignity and respect. Our staff groups are open to anyone, you just need to care about equal rights for everyone.



To support our Black, Asian and minority ethnic (BAME) colleagues.



To support disabled colleagues or anyone experiencing short or long-term disability or illness.



To support our Lesbian, Gay, Bisexual and Transgender (LGBT) colleagues.

## Ambassadors

Here to help us embed Our Riverside Way, so we can achieve our vision and are better able to serve our customers and make Riverside an even better place to work.

## Colleague forum

Our forums give you a platform to express your views and concerns regarding the workplace, at both local and national level.

## Colleague engagement

We're committed to improving our Ways of Working, colleague engagement and ensuring continuous improvement. We do this through internal surveys and externally through undertaking Investors in People assessments. In addition we undertake our annual temperature check.

## Trade Union

The recognised union within Riverside is Unite. Membership is open to everyone and you can choose if you would like to join. The union collectively and individually represents colleagues in matters relating to their employment and acts as a forum to generate ideas, influence policy and to further the objectives of Riverside.



## More information

We hope you find this overview helpful of everything on offer to you. For more specific information you can:

- View the Our Riverside Deal RIC page.
- Check your contract of employment.
- View the policies and procedures on the RIC page.
- Talk to your line manager.
- Call HR 0151 295 6118 to find out more.

