



Places
Leisure

Part of Places for People

Whatever place you're into

The place for

ACTIVE

people

We've prepared this guide to help you find out more about us, our background, what we do and how we like to go about it!

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Welcome to Places Leisure

It is a pleasure to welcome you to Places Leisure and I very much look forward to working with you as we pursue our mission together to put our heart and soul into 'creating active places and healthy people'.

We care passionately about making a difference to our communities and it's our people that have the most significant effect. Nobody makes a difference by being average or mediocre so our expectations are much higher than that. Our people bring 'heart and soul' into our places; they bring a smile and a caring professionalism that makes the difference.

You've joined one of the leading Leisure Operators in the UK as one of our "Placemakers" at an exciting phase of growth. It really is the perfect time to achieve your career aspirations with us, whether that is by working your way up the career ladder, gaining new skills, knowledge and experience, or the job satisfaction from helping people in your local community.

This welcome guide brings together the information you need about your employment with us. It is important that you read this carefully and ask your colleagues or Line Manager if there is anything you may be unclear about. We are all here to help you and to make your first few days and weeks, and indeed your whole career with us, as enjoyable and enlightening as possible.

I am passionate about the training and development of our people and ensuring that everyone is given the opportunity to reach their full potential and be happy in their job role. At Places Leisure we encourage our colleagues to embody a set of values and behaviours referred to as SPIRIT: "Support, Positive, Integrity, Respect, Innovative, Together". In return we will provide you with the support, training and development to help you achieve your ambition.

I look forward to working with you and very much hope that you find your new role with Places Leisure to be rewarding and above all I hope you enjoy it as much as I do.

S Dodd

Sandra Dodd
Chief Executive





Who are Places for People Group?

We want you to know that Places Leisure is part of something bigger.

Places Leisure are part of Places for People Group, who are one of the largest property management, development and regeneration companies in the UK.

The Places for People Group has built on its long track record as a provider of affordable housing to become a large-scale placemaking, leisure, investment and regeneration company. Our Group companies are market leaders in their fields, providing relevant and high quality services to our customers at every stage of their lives, from students to first-time buyers, through to retirement. By taking a commercial approach to sustainable placemaking, we also deliver a strong and positive impact on our communities – this is what makes us unique and makes us a “workplace like no other”.

Together we impact on the lives of millions.

We provide homes to live in, communities to retire.

Spaces to stay active, supported homes for independent living.

And student accommodation where great minds can learn and discover.

Our 12,000 people create places that work for everyone.

We've over 195,000 homes and £4 billion of assets.

Our boundless ambition means we have huge plans for the future.

And we want you to be part of them.

Careers are exciting and challenging here.

We're encouraged to be curious and brave.

We're trusted and enjoy modern ways of working.

We're inspired to be creative and commercial to change peoples lives.

We're the place for ambitious people.

Caring people, positive people.

Big ideas people, life changing people.

Jump right in and right first time people.

Can do, make a difference people.

The place for talented people.

A workplace like no other.



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Our philosophy in a nutshell

Places Leisure is a social enterprise with heart and soul. We are a business that develops and manages leisure facilities in partnership with local authorities. The real reason why we do it is to make communities more active, in order to make a positive difference to people's lives.

We are passionate about improving the opportunities for communities to be physically active, enhancing the health and vitality of PEOPLE and making PLACES really work.

Why? Little more than 20% of the population are physically active and only 15% attend a health or leisure centre. That's why Places Leisure understands it has to challenge convention to fulfill its mission.

Most people know that exercise is good for you, but the challenge they face is actually getting on with it. Sometimes they feel intimidated or just not sure how to go about it. So it's our job to help people overcome the barriers stopping them.

We do this by recognising that **everyone is on their own personal journey**, whatever that is. It could be that they just want to lose a few pounds. Or not feel out of breath when they've climbed a flight of stairs. Or even just hang out with their friends. But by understanding this individuality, **we recognise that everyone's different, with their own ways of getting there**. This shows that Places Leisure is the best choice for all kinds of people, in whatever way that suits them best. We're here for these people.

For simplicity we'd like you to know:



WHO YOU WORK FOR

Places Leisure



WHAT WE DO

Create active places and healthy people



HOW WE DO IT

Through promotion of fitness, sport and good health



WHY WE DO IT

To make a difference to our society



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S

Support

Always there to help customers and colleagues

P

Positive

A 'can do' attitude; encouraging others to achieve

I

Integrity

Always delivering on promises; being open and honest

R

Respect

Treating people fairly and with understanding

I

Innovative

Open to new ideas; not afraid of failure

T

Together

Believing more can be achieved by working well with others

The PEOPLE behind our PLACES and our values

We recognise that in order to fulfill our mission and make a difference to our communities, it's our PEOPLE that have the most significant effect.

We have over 8,000 employees UK wide who we believe provide the heart and soul into our organisation, our PLACES and the communities they serve. They bring a smile, fun and a caring professionalism that makes a difference.

We believe nobody makes a difference by being average or mediocre, so our expectations are much higher than that, in fact the word we're looking for is **outstanding**. In our desire to keep things simple, we expect all of you to be delivering outstanding customer service that will either sell a subscription or an activity or encourage someone to return.

What we do and how we do it is important to the success of achieving our mission 'to create active places and healthy people.'

At the heart of our approach are our SPIRIT values, which have been developed with our people. These demonstrate what is important to us, underpin our culture and define our approach.



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Our achievements and our partners

Places Leisure began life in 1991 and has been trading for over 25 years.

We pride ourselves on our commitment to quality and our awards are a testimony to that. We'd like you to know what a great company you've joined, so here's a brief summary of some of our achievements to date;



Quest "Excellent" Rating for Sports Development
The UK's Number 1 Team
Quest Facilities Management
3 of the 4 sites graded "Outstanding" nationally are PfPLM sites



UK Active Leisure Centre Operator of the Year
2008/09, 2009/10, 2013/14, 2014/15, 2012/13



UK Active Code of Practice Member



Facilities Operator of the Year Award
Winner 2011/12



Street Mark Accredited
Approved for Doorstep Sport



Royal Society of Public Health Award for Health and Wellbeing
2013/16



Demonstrating Corporate Commitment Award
2008



CHAS Accredited



RLSS Approved Training Centre



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Your exclusive benefits

At Places Leisure we provide great benefits for you.

We are constantly looking at ways to add value to your employment. Here are some great benefits you can enjoy:

Staff and spouse membership

For you and your family, be active at our healthy places! From day one you will enjoy free membership, including gym, swim and dry sports/casual classes (as long as these activities are available at the time). During your first year's employment with us, you can add a spouse and up to 3 dependent children for £20 per month. After a full year's employment, they enjoy free membership! A 20% discounted full membership is also available.

Cycle to Work scheme

Get up to £1,000 loan for a bike and accessories and enjoy cycling to and from work.

Retail discount

20% off full price shop items!

Employee Assistance Programme (EAP)

Access to an EAP with EmployeeCare, providing you with free confidential support to help maintain a work/life balance, including advice on wellbeing, lifestyle, family support and money issues.

Annual leave purchase scheme

The Company is committed to positively promoting your health and well-being, and having the option to purchase annual leave supports you in balancing your home and work life.

There may be instances where a special event or trip is planned, extra leave may be required for personal reasons or you may simply like more annual leave (up to 5 additional days, pro rata).

Our Place Rewards

Use our Our Place Rewards to access a great range of discounts, cashback and other offers on your favourite retailers, plus special offers on suppliers to the Group. The Our Place Rewards Smart Spending app puts the discounts in your pocket. You can also access Cycle to Work and a wealth of wellbeing modules.

Westfield Health

Discounted health insurance! Access is online - an easy and convenient way to access your account details round the clock.

Eye care

A £19.95 contribution towards the cost of an eye test will be paid by the company and the company will provide £75.00 towards the purchase of glasses.

Boilers and radiators

You can purchase Baxi boilers and Stelrad radiators at a greatly discounted price.

Apple/Microsoft products

Special discounts on Microsoft office and other programs and on the latest Apple products and accessories.

For more information, see the Benefits Guide. If you would like further information, please speak to your line manager.

All benefits are subject to terms & conditions and eligibility.



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Your development

Your personal development is as important to us as it is to you.

We have a comprehensive company training programme and are committed to helping you reach your full potential.

With Places Leisure, you can expect to;

- Have an annual performance appraisal where you can discuss your role, your objectives and how they fit in with the Company's wider objectives and your career aspirations. The Company's performance appraisal process is based on an annual review, a sixth month interim review, regular 1 to 1s and ongoing feedback.
- Attend internal training courses (on site) and continuous professional development training
- Carry out e-learning on My Learning Place
- Have the opportunity to be nominated for our Aspiring Internal Managers Programme, Leisure Duty Manager Programme or our Rising Stars Programme. These talent development programmes are for individuals who are OUTSTANDING and have the ambition and drive to be our future leaders.
- Enrol onto learning courses, with apprenticeships provided through our partnership with Lifetime. We have been working with Lifetime for over 10 years and they are integral to the development of our people.



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Quinyx

We've prepared this section to help you understand what Quinyx is and how it works. If you have any further questions, please speak with your Line Manager.

Quinyx enables you to view your rota, book available shifts, request leave, communicate with your manager(s) and colleagues and let us know when you are free to work. Best of all, this can be done on the go from your smartphone, tablet or laptop!

The mobile app can be accessed on Apple and Android smart phones (Samsung, Nokia, Windows and HTC). The app is free. Download on the App Store or Google Play, search for Quinyx and the app is called 'Quinyx Mobile'. The web portal is found on the Company's intranet page.

What does Quinyx mean for me?

As a general rule, managers will have full responsibility for the scheduling of their staff which includes contractual hours and any additional hours (agreed overtime) or casual hours worked. This is unless you carry out PT and Private Swim sessions where you will have access to log these sessions directly into your own schedule for approval of your manager.

All site employees are expected to 'punch in and out' (clock in and out) on time against their scheduled shifts in Quinyx. For ease, this can be done via the mobile app or on the web punch screen accessed on a PC /tablet at site. You are required to be in the building to punch in and should be ready for work at your shift start time.

To support you in getting around, we've introduced learning resources on **My Learning Place** - this includes a user guide, FAQs, video tutorials and our workforce management policy.

Pay day

Our pay date is the 28th of each month unless this day falls on a weekend or bank holiday in which case we normally pay on the Friday before. Salaries are paid on a current month (one twelfth of your annual salary) and we run our payroll to capture any overtime and casual hours worked from 16th of the previous month to the 15th of the current payroll month. It is the company's policy to provide payslips by email, therefore you will be asked for your email address when you start with us. This can be a personal one or, if preferred, a company email address. Please note no paper payslips will be provided.



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The way we do things

QMS (Quality Management System)

To help us achieve high standards across all our sites, Places Leisure have implemented a QMS that defines our standards and procedures required to operate our facilities, in simple terms 'the way we do things' here. Whatever your role within our organisation, you will be required to work within those quality systems and be familiar with them through your work with us.

The quality systems can be found in the following areas and is a useful place to find many answers to the questions you might ask;

Sports Development, Finance, Marketing, Sales and Membership Administration, Operations, HR, Safety, Food and Beverage, Health & Wellbeing, Technical, Fitness and Food and Beverage.

The QMS is continually reviewed and we always welcome any suggestions you may have on how this can be improved. If you have any creative ideas/suggestions, please don't hesitate to drop us an email today at suggestions@pfleisure.org.

All of our policies are non-contractual and may be reviewed/ amended from time to time.

Sport
Places
Health
Active
Wellbeing
Physical activity
Inspire
People



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What to expect now

Your first few months will involve you settling in, being trained and seeing how you can make a difference to our organisation.

We want you to feel comfortable and confident in your role as soon as possible and in order for this to happen, you should expect to have the following;

- An introduction to your colleagues
- An informative all staff induction
- A job specific induction

Activities will range from simply showing you around to an explanation of your role and key duties and responsibilities. You may even be assigned a work buddy to work alongside whilst you get to know the ropes and attend other training courses/learning opportunities to prepare you for your career at Places Leisure.

You've started a new adventure embarking on a journey to create active places and healthy people.

We ask that you stand by our promise, quite simply follow the SPIRIT values.

Relish every moment with us and if you are unsure of anything, please start a conversation and ask.



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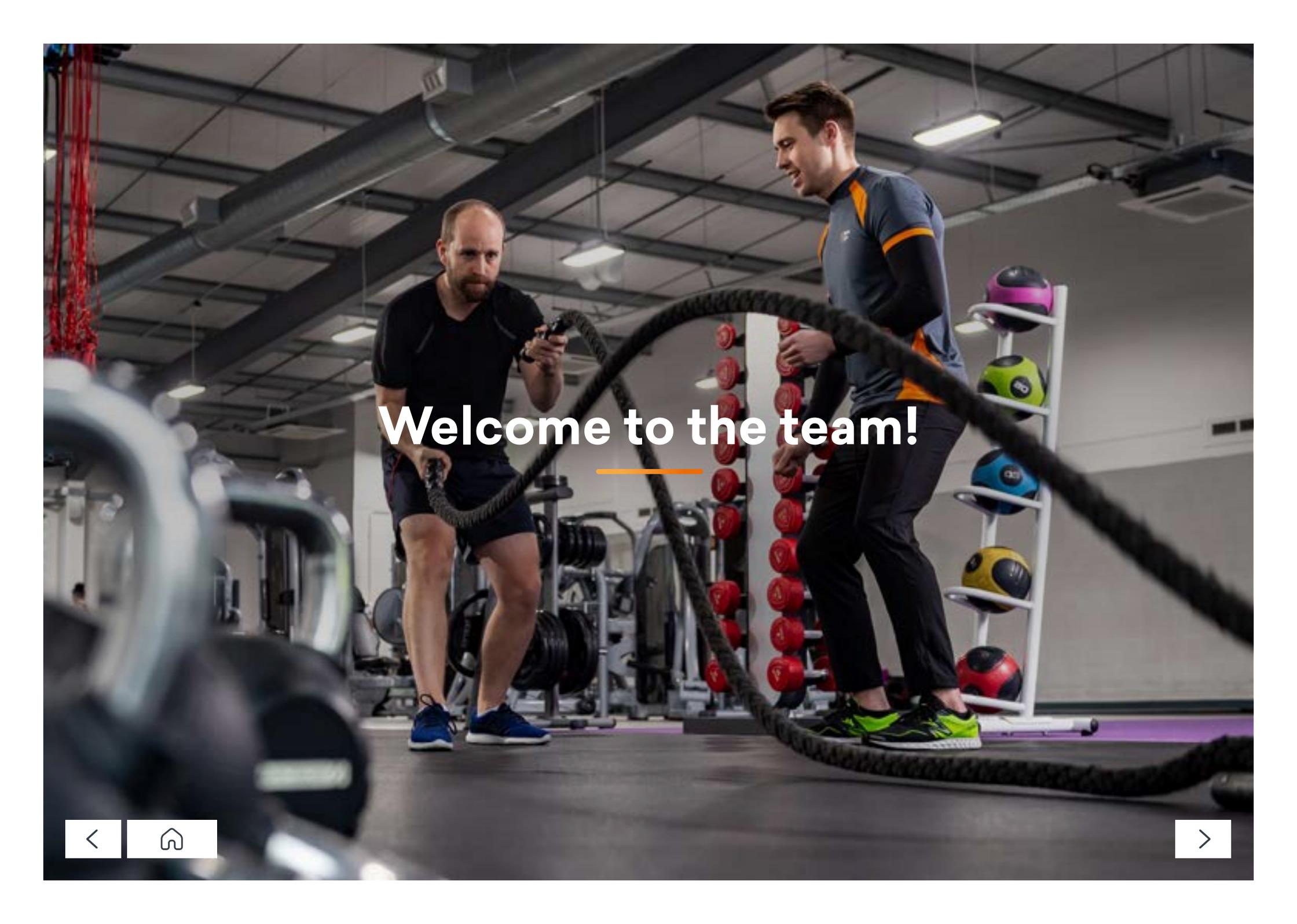
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A photograph of two men in a gym setting, working out with battle ropes. The man on the left is wearing a black t-shirt and shorts, while the man on the right is wearing a grey and orange long-sleeved shirt and black pants. They are both holding the handles of a thick, black battle rope. In the background, there is a rack of red dumbbells and a rack of colorful medicine balls. The gym has a high ceiling with exposed pipes and lights.

Welcome to the team!

