

UK Coach – Your guide to benefits

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Staff Travel

national
express

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Learning &
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- Baby Hampers/vouchers
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Benefits



Concessionary Travel Passes

Eligible employees are able to apply for the following:

- Free travel on the National Express Coach network and free travel for a nominated family member (as defined in the policy)
- 50% discount on full fares on National Express coach network for up to four family members
- Free travel on the National Express Bus network of scheduled services (West Midlands based employees only)

Useful links:

[Company concessionary policy](#)

[Application for Staff Concessionary Travel Pass](#)

[Application for Staff Bus Pass](#)

50% Friends and Family offer

Your friend(s) and family member(s) can get 50% off their coach travel by visiting www.nationalexpress.com.

[Click here](#) to view the instructions in order to take advantage of this offer.

- Email commercialrequest2@nationalexpress.com if you have any questions about this offer.

Pension

Membership of a pension scheme is an important part of the package of benefits you receive from National Express. We have a pensions team which provides help and guidance on all aspects of the various company pension arrangements.

- The company operates the "National Express WorkSave Pension Plan", a group personal pension administered by Legal and General
- More information on the WorkSave Pension Plan may be found at [Legal and General](#)
- You may have questions about workplace pensions and saving for your retirement. More information on pensions and saving for later life may be found at <https://www.gov.uk/workplace-pensions>

General questions can be directed to pensions@nationalexpress.com

Life Assurance

- You are eligible to receive financial protection, that is paid to nominated individual(s), in the unfortunate event of your death whilst employed by National Express
- Cover is provided via Canada Life
- Please email pensions@nationalexpress.com for more information on your specific cover details

Health Bus / Wellbeing

- Our award-winning 'Health Buzz' is a specially converted single-deck bus which visits sites to offer confidential appointments to all staff with a health coach to discuss any health concerns they may have
- During an individual consultation you can have health checks on blood pressure, cholesterol, blood sugar, peak flow, oxygen levels and ECG readings, as well as dietary and fitness advice. The nurse will also be able to provide you with an assessment of the tests for you to take away with you
- We are unable to take the Health Bus directly to some sites, however, subject to suitable facilities, we will arrange for a Health Coach to visit a local site
- Email employee.benefits@nationalexpress.com with any questions about the Health Bus.

Cycle to Work

- All eligible employees have access to tax-free bike and cycling equipment
- Those wishing to buy a bike can do so at a reduced rate and pay in monthly instalments taken by payroll from their salary, saving tax and National Insurance contributions
- You effectively hire the bike for 12 months with an option to make one small additional payment to buy the bike outright thereafter, or you can return the bike at the end of the 12 month hire period and hire another bike, or leave the scheme
- To find out more visit the website: <http://www.cyclesolutions.co.uk/nationalexpress>

Employee Assistance Programme (EAP)

- The EAP covers a wide range of topics from work pressure, health problems, a relationship breaking down, moving house to money worries and more
- The EAP line can be contacted on **0800 015 5630**. There is also a website which contains a host of other information and tools. The link to this is <https://www.carefirst-lifestyle.co.uk/> Username = lifestyle1234, Password = carefirst
- Free counselling sessions can be provided, if deemed appropriate by a counsellor, either face to face or on the phone
- The confidential service is available 24/7 with fully trained counsellors on hand

Eye Tests

- Free eye test voucher provided for office based employees only as well as a voucher towards the cost of your prescription
- Email employee.benefits@nationalexpress.com in order to request a voucher

- We want to be able to support you through family related events and we have a range of supportive policies. Please refer to the individual policies for details

[Maternity policy](#)

[Shared parental leave policy](#)

[Parental leave policy](#)

[Adoption policy](#)

Tax Free Childcare Scheme

- This scheme replaces the previous Electronic Childcare Vouchers, which closed in October 2018
- For every £8 paid by the family, the Government will top it up with a £2 contribution, up to an annual cap of £2,000 per child, per year
- This scheme is arranged by HMRC and you will need to go onto their website to arrange it directly with them
- Please visit <https://www.childcarechoices.gov.uk/> for further information.

i-learn

- We have an online training tool, [iLearn](#), which is packed full of courses and learning pathways tailored for your role, it's easy to track your development and see what training is available to you
- Learn at your own pace and [log-on](#) at work or at home with your personal login details, which you will have received through the post
- If you have any questions or need help logging in please email ilearn@nationalexpress.com

Volunteer Day

All employees are entitled 1 day every calendar year to conduct voluntary youth work with any of our corporate partners, a local school or charity/organisation.

Each day will be granted with the following conditions:

- Day release can only be granted following approval by your local line manager
- Day release can only be on nominated days that suit the business
- National Express is entitled to seek confirmation from any of the partners or the local school regarding details of the day's voluntary work including location and the nature of the work involved
- All voluntary work is conducted at the employee's own risk
- Employees are strongly encouraged to get pictures of the day and provide the company with a summary of the activities, highlights and achievements of the day. Always ask permission to take photos on the day
- If you wish to carry out a day's voluntary work with any of the partners/charities or a local school you must seek approval from your line manager. The employee must provide all the details (including contact details) of the voluntary work to be conducted.

[Day release/Volunteer policy](#)

Additional annual leave purchase

- All UK Coach employees are entitled to buy up to a maximum of 10 days or 2 weeks annual leave (based on 5 days on, 2 off). This is pro rata for part time employees
- If you work a particular shift pattern that differs from the example given and would like specific advice on how much annual leave you can buy, please contact HR
- If you want to purchase additional annual leave, agree the amount of days to be purchased and the number of months within the current leave year over which you would like to repay the additional leave and your line manager can then email this request to HR who will raise the appropriate letter of confirmation for the employee to sign and return
- Please give your manager at least four weeks notice before you need to take the additional annual leave
- [Additional Annual Leave policy](#)

Employee Discounts

- In order to activate your account, you will then need to visit <https://nx.mystaffshop.co.uk/Account/CustomActivation>
- You will be asked for your date of birth and payroll number - this is to verify that you are a National Express employee
- If your account is already activated, you can use this link to log in: <https://www.mystaffshop.co.uk/Account/LogOn/>
- If you have any questions or problems logging in, please email Employee.Benefits@NationalExpress.com

Mobile Phone Discounts

- You can save up to 15% on new pay monthly Vodafone plans and 15% on any Pay Monthly SIM only plans. Minimum spend and one off membership applies
- Visit www.vodafone.co.uk/vea for more information and to claim your discount online (with a valid work email address) or alternatively, take your company badge, ID or payslip to your nearest store

EE discounts (with Voice Mobile):

- Reward Mobile are a multi-award winning, premier partner of EE, offering members discounts on the latest mobile phones, tablets and EE Home Broadband
- As a member of Reward Mobile, you can save on average, 28% over the lifetime of your contract on the latest phones, compared to EE direct*. Which means, you can make big savings and still be part of the UK's number one network for the past five years in a row! The EE network comes with addition benefits, such as, six months Apple Music, BT Sport and Data Gifting
- Plus, members can also extend these offers for up to five family and friends, which means the whole family can save
- *Savings compared to EE direct. Savings calculated over the lifetime of the contract. Prices correct on 24.01.19
- Visit <https://www.rewardmobilestore.co.uk/NX> or call **0800 0529 325**

Annual Values Awards

- This initiative celebrates those employees that are nominated by their peers and have made a significant contribution to the Company over the year
- Employees who win a value award receive a cash prize and internal recognition. There are 15 categories (three for each Company Value). Each category winner or winning team will receive £1,000. The winners from each business area will then go through to the UK judging panel who will select the five overall UK winners to go through to the Annual Group Value Awards, where they could win a cash prize of £5,000
- Click [here](#) to put forward a nomination – the window usually opens in March/April each year

Service Awards

- We recognise and reward employees who have demonstrated consistent and loyal service to the business at key milestones i.e. 10, 15, 20, 25, 30, 40 and 50 years with Love2Shop vouchers, which can be redeemed at various high street outlets

Extra Miles

- At National Express, we really value our people and when they go out of their way to make a difference, we like to go out of our way to show our appreciation
- Extra Miles is a nomination based programme. It's simple, if your manager sees you giving that little bit 'extra' and if they feel you deserve to be recognised, they can nominate you for any of our five Values - Excellence, People, Community, Customer and Safety, and allocate points to your account. If you receive Extra Miles points you will receive a letter from your manager
- To access your Extra Miles account please visit www.NE-extramiles.co.uk. You will require your username which is your payroll number as well as your password
- If you have any queries regarding your account please contact our Extra Miles team, Extramiles@p-mm.co.uk / 0845 266 9602 or email Employee.Benefits@NationalExpress.com

Baby vouchers

- A £40 Love2Shop voucher is provided on the birth or adoption of a child as part of the Maternity, Adoption or Paternity leave process

Interest-Free Hardship Loans

- At National Express, we care about the welfare of our people. If you are having a difficult time – perhaps because of the end of a relationship, illness in the family, or the sudden redundancy of a partner, we want to support you
- Our Helping Hands scheme is an interest free loan of up to £500, that will be paid back through payroll in instalments

[Read the Helping Hands policy](#)

[Complete the Helping Hands form](#)

Should you have any questions on any of the benefits listed, please contact the HR team via - employee.benefits@nationalexpress.com