

As an organisation, The Salvation Army always wants to do more - more for our communities, more for our service users, and just as importantly more for our employees.

In return for your amazing co​ntribution to our cause and our work, we offer you more than just your monthly salary. We also offer access to a great range of employee benefits that we hope you will use, enjoy and engage with during your employment with us.

Our hope is that our benefits offer can enhance your life both in and outside of the workplace in three different areas – Health, Finances and Lifestyle.

To find out more about each of the benefits please click on the sections below. If you think you'll be accessing this page regularly why not make it a “Favourite" on your web browser so you can find your way back to us with just a single click. ​​

If you have a question or want to make a suggestion about your employee benefits, please email us at [hrrewards@salvationarmy.org.uk](mailto:hrrewards@salvationarmy.org.uk)​ .

Health “accordion” section

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**Your confidential and free support service**

be supported is accessible 24/7/365 either by phone or online as follows:

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| --- | --- |
| ​Telephone: | **​0800 0727072​** |
| ​Website: | ​[**axabesupported.co.uk**](https://www.axabesupported.co.uk/) |
| ​[**​**](https://www.axabesupported.co.uk/)Username: | ​**salvationarmy** |
| Password: | ​**supported​** |

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[**be supported flyer June 2018**](https://ourhub.salvationarmy.org.uk/hr-hub/Documents/besupportedflyerJune2018.pdf)

[**be supported poster June 2018​​**](https://ourhub.salvationarmy.org.uk/hr-hub/Documents/besupportedposterJune2018.pdf)

Sometimes, daily life can seem full of challenges. Wouldn't it be reassuring to know you've got somewhere to turn when you need reliable information or support, and someone to talk to when things don't run as smoothly as you'd like. be supported is a 24/7 confidential  support service available to both you and your immediate family members to provide you with the help you need. The service is provided by AXA PPP Healthcare.

You can call as often as you like, whenever you want. When you call, you'll speak to a fully trained counsellor who will start by asking a few questions to understand what support you need.

The service is completely confidential and be supported will not share with The Salvation Army any details that can trace a specific caller to a specific issue.  You don't even have to give your name when you call if you'd prefer not to. The only information given to The Salvation Army is very general usage statistics to help us monitor how the service is operating.

You can access the support services through a number of different pathways as follows:

**Counselling**

People decide to seek counselling for a variety of reasons, including feelings of depression and anxiety, career or relationship issues, trauma, bereavement, as well as many other concerns. Counselling can help to improve the quality of people's lives, through providing a safe, confidential space to explore areas of difficulty and focus on necessary changes.

By listening attentively to your concerns, a counsellor can begin to understand the difficulties you describe from your point of view and can help you to see things more clearly, maybe even from a different perspective. A counsellor listens objectively and non-judgmentally, which means that you can talk about whatever is on your mind. This can help to make better sense of situations: increasing self-esteem, awareness, understanding and improving your personal and professional relationships.

Through be supported you can call 24/7/365 and speak to a qualified counsellor for immediate help. If you then need further support, subject to a clinical assessment, you can also get up to five scheduled telephone, face to face or email counselling sessions.

**LifeManagement**

A LifeManagement Consultant can provide an independent “listening ear", enabling you to talk through your concerns and offering possible approaches to progress the situation. They will not provide legal advice but will focus on giving you the means to make an informed decision about how to proceed. LifeManagement can provide support about any situation you find yourself facing including:

* Consumer issues – your rights, house purchase, travel, lost credit cards
* Family care – bereavement, childcare, adolescent issues, elderly care
* Financial – organising finances, debt, court claims, state benefits, mortgages
* Education – special education needs, grants, bullying, schooling problems
* Legal – probate, custody, divorce, wills, neighbour disputes
* Health – patient charter rights, NHS provision, private medical cover
* Housing – landlord and tenant rights/responsibilities, leasing and letting, insurance

**Health at Hand**

Health at Hand offers a range of telephone based support specialising in a variety of health and medical topics including:

* Healthy Living – exercise, diet, drinking and smoking, disease management
* Pills and Prescriptions – side effects, mixing drugs, pain relief, latest research
* Family – pregnancy to elderly care, children's behaviour, separation and divorce
* Men's Health – prostate issues, testicular cancer, fertility, sexual issues
* Women's Health – fertility, menopause, cervical cancer, sexual issues, osteoporosis
* Travel – inoculations, taking children on holiday, finding an English speaking doctor

Qualified nurses are available night and day, every day of the year to give you the benefit of their expertise. Midwives and pharmacists are also available every day but not on a 24 hour basis. If appropriate, they can also send you written information and give you a follow-up call if requested. Whilst the Health at Hand service does not diagnose or prescribe and is not designed to take the place of your GP, it can provide you with valuable information to put your mind at rest.

**be supported online**

be supported online provides you with a huge range of information, tools and guides on a variety of topics whenever you can get online under the following categories:

* Mental wellbeing
* Your health
* Your life
* Your money
* Your work

**Simplyhealth - Health Cash Plan**

When you add up the costs of everyday health care you and your family pay for - visiting the dentist, buying new glasses, prescription charges, or osteopathy treatment for a bad back for example – it can quickly add up to a significant sum of money. The Simplyhealth cash plan is designed to help you keep on top of these costs.

How it works is that you pay a fixed monthly premium, starting from £13.43, by direct debit to Simplyhealth and in exchange you can claim money back (up to the the stated maximum values) for a range of everyday healthcare services. You choose the level of cover you want to suit your needs, up to four children are covered for free, and you can choose whether to add your partner to your policy. For full details of the available benefits and costs please read the [**plan booklet**.](https://ourhub.salvationarmy.org.uk/hr-hub/Documents/Simplyhealth_booklet_August_2019.pdf)You can also learn more about the plan by watching this Simplyhealth [**video​**.](https://ourhub.salvationarmy.org.uk/hr-hub/Documents/What_Is_A_Cash_Plan.mp4)

Although you pay for the plan yourself, by joining through The Salvation Army you are able to access an enhanced range of benefits at a better price than you could as a private individual.

You can pay for the plan either through a monthly direct debit arangement or monthly deduction from your salary. To join please call Simplyhealth on 0330 102 5325 stating that you work for The Salvation Army. Make sure you have your bank details or payroll ID number to hand depending on whether you'll pay by direct debit or through salary deductions. Please read the [**"How to join" guide**](https://ourhub.salvationarmy.org.uk/hr-hub/Documents/Simplyhealth_How_to_join.pdf)for more details.

Alternatively, please contact the Pensions Unit at [**pensions@salvationarmy.org.uk**](mailto:pensions@salvationarmy.org.uk) for a hard copy application form. ​​​

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**Eye Care Vouchers**

Having a regular eye test is one of those simple health checks we should all do. Did you know that an eye test can pick up early signs of eye disease before you're even aware of any symptoms.

Although many opticians offer free eye tests, if your optician does charge a fee you can request a voucher from us to cover the cost of a basic sight test every two years. We have partnered with Edenred to provide the benefit to you and their vouchers are accepted by over 96% of optometrists across the UK.

To be eligible for an eye test voucher you will need to be a regular user of display screen equipment as part of your everyday work. To request a voucher please complete the [**Request for Eye Test form**](https://ourhub.salvationarmy.org.uk/hr-hub/_layouts/15/DocIdRedir.aspx?ID=DEE33MWF5ZJU-2057483005-28) to apply for a voucher and email your completed application form to [robina.malik@salvationarmy.org.uk](mailto:%20robina.malik@salvationarmy.org.uk) . Your Head of Department is required to sign the form to approve your eligibility to the voucher.

The voucher is sent to your home address so you can expect to receive it 5-7 working days after submitting your application form.

If you require glasses specifically for using display screen equipment (you will need to request a valid certificate of recommendation from your optician), you may also claim a voucher worth £55 to help towards the cost of your glasses every two years. Please contact Robina Malik for further details.​

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Finances “accordion” section

**Life Assurance**

Have you ever put any thought into what would happen, from a financial perspective, to your loved ones if you were to pass away? Would they for example have enough money to pay the bills and keep a roof over their heads? One way in which The Salvation Army is able to support employees should this outcome occur is by providing you with life assurance cover.

Active members of the Salvation Army Defined Contribution Pension Scheme are automatically covered for life assurance and a lump sum is payable in the event of your death.  The value of the lump sum is three times your basic salary.

It is important that you complete and keep up to date an [**Expression of Wish form​**](https://ourhub.salvationarmy.org.uk/pensions-unit/Documents/SAEDC_Expression_of_wish_Form.pdf)**​​**which you use to indicate to whom a payment should be made to. The Trustees of the pension scheme will consider the details on the form alongside any other relevant information to determine who the appropriate beneficiary/ies will be.

If you require any further information, please visit the [**Pensions Unit OurHub page**](https://ourhub.salvationarmy.org.uk/pensions-unit/Pages/default.aspx) or contact the team at [**pensions@salvationarmy.org.uk**](mailto:pensions@salvationarmy.org.uk)**​**​​​​​​

**Pensions - The Salvation Army Employees Defined Contribution Scheme**

The Salvation Army is proud to offer its employees the opportunity to participate in the sector-leading “The Salvation Army Employees Defined Contribution Scheme". We strongly believe in the importance of you making regular and meaningful savings during your working life to help you secure a decent level of income when you retire. To help you reach this goal The Salvation Army will make a valuable contribution to your pension fund.

**Opting In**

Employees can opt to join the pension scheme on commencing employment and can choose their level of contribution.  Employees do not need to wait until their probation period is over to join.

**Auto Enrolment**

Employees who do not join the pension scheme will automatically been enrolled on the lowest contribution rate of 2% after three months of employment, providing they meet the enrolment criteria.

**Generous employer contribution**

If you contribute between 2% and 6% of your basic salary into your pension fund each month, The Salvation Army will pay an amount into your pension fund equivalent to double your contribution up to a maximum of 12%.

If you require any further information, or are a member of a pension scheme other than the defined contribution scheme, please visit the

[**Pensions Unit page**](https://ourhub.salvationarmy.org.uk/pensions-unit/Pages/default.aspx)**​**or contact them at [**pensions@salvationarmy.org.uk**](mailto:pensions@salvationarmy.org.uk)

**Reliance Bank**

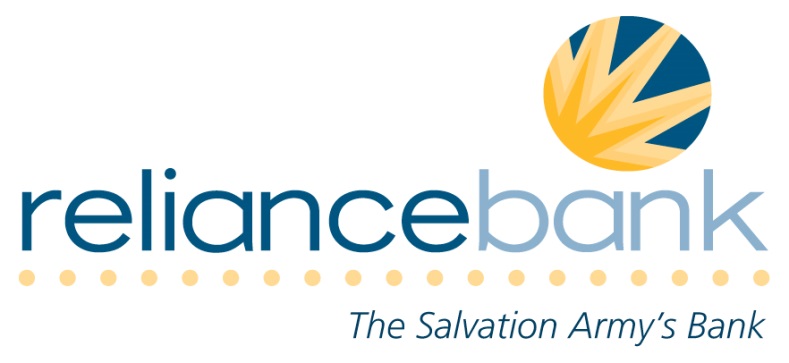
Reliance Bank, originally known as The Salvation Army Bank, has been providing banking services for over 125 years and its purpose is, “To be a distinctive, solid and safe bank with strong Christian and ethical values that delivers as part of the “One Mission" of the Salvation Army by serving our customers with a bespoke approach that measures our impact in society."

You can join the bank as an individual customer and enjoy all the usual banking services such as current accounts, savings accounts, ISAs, internet banking, contactless visa debit cards, UK and international payments, personal loans, mortgages and children's' accounts for example. As an employee of The Salvation Army, you can benefit from the following exclusive offers:

* If you take out a mortgage with Reliance you can claim back £250 towards your fees and get a discount of £250 on valuations
* A 1% discount on the Reliance standard personal loan interest rate​

If you're interested but are dreading a complicated and time consuming switching process from your existing bank, Reliance Bank is a participant of the Current Account Switch Service, which makes switching current accounts simple and hassle-free.

For further information please visit the [**Reliance Bank website**​](http://www.reliancebankltd.com/), or contact the bank on 020 7398 5400. ​​​​

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**Travel Loan**

The cost of travelling to your place of work can be significant and if you use public transport you can often make a saving by purchasing an annual travel pass rather than buying it weekly or monthly.

To help you meet the upfront cost of an annual travel ticket and therefore take advantage of any available savings, you may be eligible to apply for an interest free loan (up to a maximum of £8,000) which you repay back to us directly from your salary over a ten month period.

For full details please refer to the [**Handbook of Employment**](https://ourhub.salvationarmy.org.uk/hr-hub/_layouts/15/DocIdRedir.aspx?ID=DEE33MWF5ZJU-2057483005-1)

Please follow the link to the ​**[Abellio Corporate Travel website](https://www.abellioseasontickets.com/tickets/salvation-army" \t "_blank)** to apply for or renew your season ticket.​

**Fares increase for tickets required over the 2019/2020 Christmas and New Year period**

The annual fares increase takes effect from Thursday 2 January 2020. To avoid the fares increase, tickets need to be ordered and approved by 17:00 on Friday 13 December 2019 through the Abellio portal and have a start date of 1 January 2020 or earlier​

**SAGIC**

SAGIC is the Salvation Army's fully owned insurance company. SAGIC has partnered with Surewise.com and can offer discounts to employees on personal insurance products such as:

* Household insurance - 20% discount
* Mobility scooter insurance - 20% discount​
* Appliance insurance - 10% discount
* Home emergency - 10% discount
* Home buyers protection insurance - 10% discount
* Self storage insurance - 10% discount
* Wheelchair insurance - 10% discount
* Carers and Personal Accident insurance - 10% discount

For further information please visit the[**SAGIC website**](https://www.sagic.co.uk/employee-benefits/)**.**



Lifestyle “accordion” section

**Annual Leave**

While we value the effort and contribution you make to The Salvation Army through the job that you do for us, we also recognise the value of the time you spend outside of the workplace to refresh, re-charge and just have fun. All full-time employees are entitled to a minimum of 25 days annual leave plus bank holidays (or the equivalent in hours if you work shift patterns). If you work part-time your entitlement will be pro-rated based on the actual hours that you work.

In recognition of our longer serving employees, when you have attained 6 years' service your annual leave entitlement increases to 26 days. It then increases by an additional day for each completed year of service up to a maximum of 30 days.

Further information about annual leave is detailed in the [**Handbook of Employment**](https://ourhub.salvationarmy.org.uk/hr-hub/_layouts/15/DocIdRedir.aspx?ID=DEE33MWF5ZJU-2057483005-1)**​**and your manager can explain the process that you need to follow to book leave.​​​​​​​​​

**Long-Service Recognition**

One of the ways by which we recognise and show our appreciation of the contribution our longest serving employees make to The Salvation Army is by offering long-service pay. Employees, on completion of 10 years' service, are awarded long-service pay for each 10 years' service. For full time employees long-service pay is currently £10 per week.

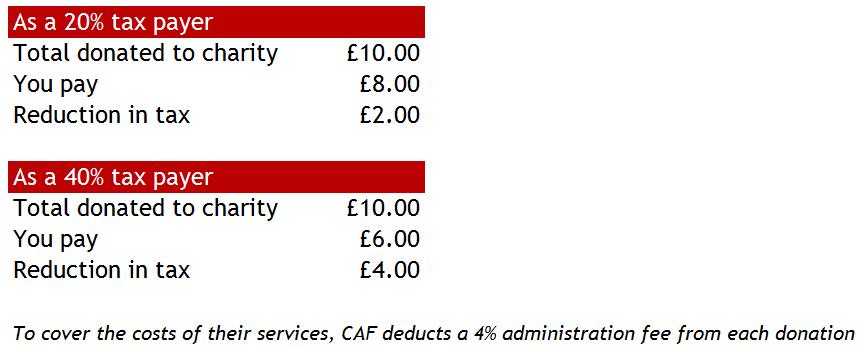
Long-service pay is subject to the normal income tax and national insurance deductions and is treated as non-consolidated pay so it is neither pensionable nor is included in any calculations related to cost of living increases for example. ​​​

​**Payroll Giving**

The Salvation Army has partnered with The Charities Aid Foundation (CAF), the UK's leading payroll giving provider, to offer a payroll giving scheme through which you can donate to your favourite charities directly from your salary.

You benefit because the scheme enables you to donate to the charity/charities of your choice each month through your salary before any income tax deductions are made which provides you with a tax saving as shown in the example below.

How is it calculated? Making a £10 donation to charity would work as follows:



Your chosen charity benefits because they get a regular and reliable source of income, and a reduction in administration as they don't have to claim for gift aid from HMRC.

If you don't have a favourite charity and want more flexibility you also have the option of creating your own CAF Individual Charity Account. You still make a regular contribution from your pre-income tax salary through the payroll, but instead of it going directly to a specified charity the money is paid into your own charity account which you use just like a bank account and make your charitable contributions whenever and to whoever you wish to.​

To join, you need to complete a very simple ​ [Payroll Giving online form](https://www.cafgiveasyouearn.org/MzQwMDAwMjU2NjA1) . You’ll see your first contributions displayed on your payslip in the following pay period. For further information please refer to the [Frequently Asked Questions​](https://www.cafgiveasyouearn.org/Content/Documents/FAQs.pdf)​ prepared by CAF.



**AmazonSmile and Give As You Live**​

We are always on the lookout for ways to help with making your salary go a little bit further and we’ve found a way you can help raise money for The Salvation Army, or any other UK registered charity, when shopping online without it costing you a penny.

The AmazonSmile service from Amazon automatically donates 0.5% of the total cost of your purchase to a chosen charity. Give As You Live enables you to shop at over 4,000 online stores, with varying percentages of your purchase going to charity. There’s nothing extra for you to pay, making it a simple and great way to raise money.

If you are a regular online shopper, please think of using either AmazonSmile or Give As You Live as your purchases can mean some much needed funds are given to charity. You can choose from a wide variety of charities, but we hope you choose The Salvation Army!​

It takes just a few minutes to sign up. For more details, visit [www.smile.amazon.com](https://smile.amazon.co.uk/) or [www.giveasyoulive.com​](https://www.giveasyoulive.com/)

​**Employee Volunteering**

The Salvation Army encourages employees to make use of our Employee Volunteering Policy that entitles employees to spend up to three days a year volunteering in a Salvation Army corps or setting. This offers the opportunity for you to develop in your role and help you gain a better understanding of The Salvation Army in a different way.

Further information can be found on the [**Employee Volunteering page**.](https://ourhub.salvationarmy.org.uk/Volunteering/Pages/Employee-Volunteering.aspx)​

Further information about annual leave is detailed in the [**Handbook of Employment**](https://ourhub.salvationarmy.org.uk/hr-hub/_layouts/15/DocIdRedir.aspx?ID=DEE33MWF5ZJU-2057483005-1)**​**and your manager can explain the process that you need to follow to book leave.​​​​​​​​​

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