

Transdev Onboarding FAQs

This document assists new employees by answering questions about their first days and weeks in their new role.

What time should I arrive?

Our core business hours are typically 9am-5pm. However, this can vary depending on your team's location and operational requirements.

Unless your recruiter or manager has informed you otherwise, please arrive at 9am on your first day.

Where do I go when I arrive?

Your recruiter or manager will have provided you with details on where to go for your first day. Please follow these instructions and ask for your manager on arrival.

All our sites have secure access, so we'll also need to arrange an access card for you.

What do I do if I'm running late to work?

Please call your manager. We'll have provided their email and number to you before your first day.

Is there on-site parking or public transport nearby?

Transdev supports greener ways of moving and encourages public transport where possible – after all, we are a transport operator! However, some sites have limited parking available. Please refer to the 'Location' link in your onboarding dashboard.

What should I wear?

Our offices are typically business casual however you'll need to be mindful of offsite visits and/or safety requirements (e.g. enclosed shoes). Guidelines for dress code are provided in the onboarding dashboard and, if in doubt, please feel free to have a chat to our People & Culture team.

What do I need to bring with me on my first day?

Please bring any outstanding documentation that has been requested by your manager or recruiter as part of the new hire process. Everything else will be provided to you on your first day.

What will happen on my first day?

A plan for your first week will be provided to you on your first day. The checklist you'll find on the onboarding dashboard provides some examples of the activities you can expect.

Should I bring lunch?

Each location has a kitchen with a fridge, microwave and coffee/tea for your convenience. The location information on your onboarding dashboard also includes local cafes and restaurants. If possible, we try to welcome each new Journey Maker with a team lunch. Your manager will let you know if one is planned for your first day.

When and how will I receive my pay?

You can find your payment method and frequency within 'Schedule 1' of your employment contract. If you are paid monthly, you'll receive your pay on or before the 15th of each month. This is for two weeks in arrears (the weeks that have already passed) and two weeks in advance. More information on your pay cycle will be provided to you on your first day.

What expenses am I allowed and how do I claim them?

We have a policy to determine what expenses can be claimed and what's covered during work-related travel. It's available on 'The Station' – our intranet – under 'Policies and Procedures'. This page will become accessible once you've started with us.

What do I do if I'm unwell or can't attend work?

You'll need to let your manager know if you're unwell or can't attend work and enter any time off you take into work@transdev so your manager can approve it. User Guides for completing this task are available on work@transdev.

Will I be issued a laptop and can I take it home?

All employees are provided a laptop to be used both when working from home and in the office. Non-Transdev devices cannot be connected to the Transdev network without prior approval from IT.

Who can I ask if I have questions about my role or Transdev?

Please speak to your manager or a member of the People & Culture team. Both will be happy to answer any questions you may have.

Will I be required to do any training?

Yes. On your first day, you'll need to complete some online training, including an induction which includes information about our organisation, policies, procedures and key resources.