



WELCOME TO CO-OP

BIRTLEY FAQS



OWNED BY YOU.
RIGHT BY YOU.



CONGRATULATIONS ON YOUR NEW JOB WITH OUR CO-OP!

The Co-op is an ethical, inclusive and diverse place to work where you are valued for being yourself and supported in your development and career.

For details about becoming a Co-op member and the benefits that come with it, click here:

MEMBERSHIP

You will find out more in your first few days in the job but you can also find helpful information by clicking:

ABOUT US

Frequently Asked Questions

1. What do I need to bring with me?

Please bring photo ID (Passport, Driving Licence, BRP) to verify your identity.

2. What should I wear on my first day?

Wear something comfortable and warm, as we will be walking around the warehouse, including all chambers like ambient, chill, banana chamber, and freezer, to show you how everything works. This is also part of the health and safety introduction. Hi-viz and safety boots will be provided.

3. What are the temperatures like in the different chambers?

The temperatures in the various chambers are controlled. In the chill area, it's around 2°C, in the banana chamber, it's between 14°C to 18°C, in the freezer, it's -25°C, and in the ambient area, the temperature is moderate, above 18°C.

4. Is there a canteen available?

Yes, there is a canteen at each of our sites which provides hot and cold food. There is also access to fridges and microwaves. Free tea and coffee is available from the machines.

Site Specific Questions

1. What time do I need to arrive on my first day?

On your first day, we normally recommend that you arrive 15 mins before your shift starts to give plenty of time to get checked in with your trainer.

Normally, the induction lasts around 6-7 hours.

If you have any issues or concerns, please contact us on 07545210645.

2. Where do I park?

There is a large car park at the depot (disabled parking is available). When arriving at the car park entrance, there is an intercom - just press 'A1' on the intercom and it will put you through to reception. They will open the barriers.

Once you have started your role, you will be given access to open the barriers yourself.

3. Where do I go after that?

Go to reception, there will be someone there to welcome you and get you signed in.

4. Is there any public transport?

The number 21 bus (from Gateshead/Newcastle one way or Durham/Chester-le-street the other) stops at the Lambton Worm pub.

This is a 5 min walk from the depot through the housing estate and over the railway bridge (easily followed on Google maps).

If you are using public transport, it is important to note that you will struggle getting here for 6am or getting home after 10pm.

Most colleagues drive, car share or use a bicycle.

5. Should I bring anything?

Please bring a coat as you will walk around the depot and this includes a chill chamber and a freezer.



OWNED BY YOU.
RIGHT BY YOU.