



FAQs For Your First Day at Hydro



What time should I arrive on my first day?

Your supervisor will contact you and let you know when to arrive.

Do I need a pass card or key to get into the building on my first day?

No, your supervisor will meet you on your first day to help you get set up and to go over the access requirements for your area.

Will someone other than my supervisor be available to help me settle into my new role?

Yes, you will be assigned a Buddy who, along with your supervisor, will be your go-to person as you settle into your new role here at Hydro. Your Buddy is a member of your team who understands our expectations, especially around our safety culture and a respectful and inclusive work environment, and they will be happy to support you and answer any questions you may have.

Who do I notify if I'm running late?

Please contact your supervisor if you are running late or have any other questions regarding your first day.

What should I do if there are adverse weather conditions impacting travel or potential building closures?

If you work in Hydro Place, you can call our Storm Line (709) 737-1401 for up-to-date information on building closures. For all other locations check with your supervisor about the notification procedure.

Is there on-site parking?

Yes, free on-site parking is available at all locations and will be clearly marked. Some areas have accessible parking, Blue Zones or Permit Parking, for employees with special permissions.

Regardless of your location, please always ensure your vehicle is backed into the parking space to comply with our Back It Up Policy.

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

- 1) Bring a void cheque or a bank letter with your deposit information to set up payroll.
- 2) Safety boots and other applicable PPE, if required for your position.

Does Hydro have a Scent-Free Policy?

Yes, we ask that all employees respect our Scent-Free Policy for all facilities and vehicles.

Are there food services available?

Food services are not available at our facilities but there are common areas, such as kitchens, where employees can eat their lunch.

What should I know about payroll?

Employees are paid bi-weekly. Your supervisor will discuss the requirement for all employees to complete timesheets when you start but it's important to remember to submit your timesheets on time – by noon, **every** Monday.

What should I do if I'm unable to report to work?

Contact your supervisor as soon as possible.

What can I expect the work environment to be like?

Safety is our number priority and is at the heart of everything we do. As one of our core values, we don't compromise when it comes to the safety and wellbeing of our employees or our customers. We foster a respectful work environment free of harassment and discrimination and we value diversity and inclusion of all employees.

Will there be opportunities for me to support my community or volunteer?

Through our Energy from the Heart Community Program, we support charitable groups and non-profit organizations all around our province through community partnerships, in-kind support and financial donations, volunteering, and scholarship programs.

Will I get a company cell phone?

Depending on your position you may get a company cell phone. Your supervisor will advise once you start.

Can I work hybrid or remote?

Please discuss hybrid or remote work possibilities with your supervisor when you arrive.

Are there designated smoking or vaping areas on Hydro property?

While all Hydro facilities and fleet vehicles are considered non-smoking, there are designated outdoors areas where smoking and vaping are permitted.

What sort of recognition and wellness programs does Hydro offer?

Hydro has several recognition programs like our service awards, On-the-Spot recognition and the President's Awards. We also offer wellness programs and information through our Health and Wellness Committee, presentations and training.

Do people socialize together?

You can connect with your supervisor to find out the Social Club Representative, Community Champion and/or IDEA Ambassador for your area.