

## HR Case Study: Trade Association

**Client Profile:** Our client is a 'not for profit' body working to promote the professional status of its members' interests as well as providing information and training services.

**UK Employees:** 15

**UK Locations:** Surrey

**HR Service Highlights:**

- Employment advice and support
- Contracts of employment
- HR policies and procedures
- HR consultancy services
- On-site support



### The Requirement

Provide a Trade Association with Human Resource Services.

### The Service

Our HR Managers have supported this Company with a diverse range of requirements including:

1. Provision of a telephone and e-mail support service which provides the General Manager and Board Members with advice and support in the provision of 'routine' employment activities relating to statutory rights and employees' contractual entitlements. We also support the Company in the management of employment issues such as disciplinary events and poor performance ensuring that rights and obligations are understood; options and risks are evaluated with practical guidance as well as the production of correspondence.

The General Manager is also supported with the provision of an on-site presence as and when required to address more complex issues; examples include attending disciplinary and appeal hearings, supporting responses to employment tribunal claims and supporting the management team with its restructuring programme.

2. Development of contract of employment templates and the production of all offers of appointment for employees including temporary and fixed term appointments.
3. Development of an electronic staff handbook including customised employment policies and procedures manual which includes maternity, paternity and parental leave, expenses, IT usage, disciplinary and grievance procedures, flexible working requests and retirement.
4. Development of a staff appraisal system.

In consultation with the Company, new and revised policies and procedures have been introduced over time to comply with legislation as it has arisen such as age discrimination regulations and retirement; in addition, the staff handbook and employment contracts were updated to reflect changes in legislation as they arise as well as the Company's own requirements.