

HR Case Study: Water services installation, maintenance and supply company

Employees: 30

UK Locations: Surrey

HR Service Highlights:

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

The Requirement

Following the review of this company's HR policies, procedures and employment contracts we were selected to provide advice and support to the MD and his management team on a continuous service basis.

The Service

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

1. Provision of an unlimited telephone and e-mail support service which provides the management team with advice and support in the provision of 'routine' employment activities relating to statutory rights and employees' contractual entitlements. We also support managers in the handling of employment issues such as disciplinary events and poor performance ensuring that rights and obligations are understood; options and their relative risks are evaluated and practical guidance is provided to managers including the production of correspondence as appropriate.

The management team is also supported with the provision of an on-site presence when required to address more complex issues; examples include managing poor performance issues, attending disciplinary and appeal hearings, producing responses to employment tribunal claims, understanding and developing commission scheme rules for sales staff and supporting the management team

with restructuring and redundancy plans.



2. Development of contract of employment templates and the production of all offers of appointment for all staff as well as temporary employees and fixed term contracts.
3. Production of a suite of customised employment policies and procedures including maternity, paternity and parental leave, vehicle provision, IT usage, disciplinary and grievance procedures, alcohol and substance abuse policies; flexible working requests and retirement.
4. Development of an electronic Staff Handbook.
5. Development of staff appraisal systems specific to sales, engineering and support staff.

In consultation with the Company, new and revised policies and procedures have been introduced over time to comply with legislation such as age discrimination regulations and retirement; in addition, OPS is also charged with updating the staff handbook and employment contracts to reflect changes in legislation as they arise as well as the Company's requirements.