

## HR TIPS

- ▶ Always issue a Contract of Employment to all employed staff regardless of how many hours they work.
- ▶ The Contract of Employment should be accompanied by a set of policies and procedures known as an Employee Handbook.
- ▶ The recruitment process is fraught with potential pitfalls, it sounds obvious but the most competent person should be offered the position in order to avoid claims of discrimination. Always document your recruitment and selection process and decisions.
- ▶ If you employ five or more people, provide a Health & Safety Policy.
- ▶ Manage performance effectively through regular review meetings especially during probationary periods. Training and development should be focused and relevant, it should be aimed at improving the performance of the individual and be in relation to their specific role.
- ▶ Manage absence effectively regardless of what your absence statistics show.
- ▶ If you employ five or more people, access to a stakeholder pension scheme should be made available.
- ▶ Never use redundancy as a vehicle to resolve poor performance issues.
- ▶ If you are in any doubt, always seek specific advice from a competent qualified HR advisor.

*"Our business had access to Qdos' services through membership of the local Chamber which gave us access to hundreds of template documents and policies through the web and constant support from the advice line. We always found them to be excellent in their advice. We decided to upgrade to the ChamberHR System product and are so pleased we did. It is well worth the investment in many ways. It means that we have no need to employ a HR person in house as we have our own dedicated consultant whom we can contact whenever necessary.*

*Qdos reviewed our procedures which flagged up the 'holes' and we are now working with our dedicated consultant to implement a course of action. We can rest assured that we are in the hands of experts."*

Ray Armstrong, MCS Control Systems Ltd

[www.chamberhr.co.uk](http://www.chamberhr.co.uk)

**ChamberHR advice line  
02920 349 614**

**To discuss additional support  
telephone 01455 852028  
or email  
[qedsales@qdosconsulting.com](mailto:qedsales@qdosconsulting.com)**

**A valuable  
member benefit**

*A complete human  
resource service providing  
compliant documentation  
and advice*



## PROACTIVE HUMAN RESOURCE SUPPORT

### HAVE YOU CONSIDERED THESE FACTS?

- ▶ There was a 56% increase in accepted claims last year
- ▶ The increase is due to a rise in multiple claims and the changing economic climate
- ▶ There has been a major peak in the number of part-time workers claims
- ▶ The average award for unfair dismissal is £9,120
- ▶ It costs an average of £5,000 in legal fees to defend yourself
- ▶ There is no ceiling on awards related to discrimination, age, sex, race etc
- ▶ If you employ one person they should be issued with Terms of Employment or Contract of Employment

### WHERE DO YOU GO FOR HR SUPPORT?

Are your human resource policies up to date? Are your procedures compliant and legal? How do you deal with an employee who raises a grievance?

Finding someone you trust to keep you legally compliant is not easy however as a Chamber Member one of your many benefits is access to ChamberHR.



[www.chamberhr.co.uk](http://www.chamberhr.co.uk)

### CHAMBERHR

ChamberHR, developed with the British Chambers of Commerce, its partners Qdos Consulting and Composite Legal Expenses, is an invaluable service for keeping you up to date with the latest legislation and giving you practical assistance to help with employment law and human resource issues.

Delivered through the ChamberHR web site and a dedicated human resource telephone advice line, ChamberHR can be used in conjunction with the Chamber Legal Expenses Scheme, providing additional peace of mind to members of subscribing Chambers. As a result not only will you receive proactive advice through ChamberHR but also reactive insurance to cover the cost of representation and awards in respect of Employment Tribunal claims (*subject to terms and conditions*).

### THE CHAMBERHR WEB SITE ...

... is an excellent HR resource and gives you the facility to create a Contract of Employment (one of the minimum requirements to ensure compliance) along with your own Employee Handbook. You also have the ability to manage your policies and procedures by downloading and editing documentation from a bank of hundreds of templates.

In brief ChamberHR gives you:

- ▶ A compliant Contract of Employment
- ▶ A compliant Employee Handbook
- ▶ A compliant Health & Safety Policy
- ▶ A description of the law and considerations relating to the major pieces of legislation covering employment law and health & safety
- ▶ Access to over 250 downloadable policies, forms, documents, letters, templates and fact sheets
- ▶ A 'My account' area which includes a document store
- ▶ An improved online health check
- ▶ Access to document validation, pre employment checks and written advice

### THE CHAMBERHR TELEPHONE ADVICE LINE ...

... allows you unlimited access to a 24 hour, seven day human resource advice line which gives:

- ▶ Guidance from friendly, qualified professionals
- ▶ Advice on good HR practice
- ▶ Assistance regarding the use and interpretation of the contents of the ChamberHR website



**Telephone: 02920349 614**

### FOR ADDITIONAL SUPPORT SEE OUR QDOS EMPLOYER DEFENCE (QED) RANGE OF PRODUCTS

Whilst ChamberHR provides the information and guidance required for you to manage your HR requirements, many employers choose to outsource this management in order to apply their time to their core business. There are a range of upgrade options available through Qdos Employer Defence (QED) which can include an outsource management programme that is tailored to your business needs.

- ▶ Employment contracts, policies and handbooks are designed and delivered
- ▶ Dedicated named advisors are on hand to assist you when you call
- ▶ Consultants will visit your premises for prescribed consultancy and training
- ▶ The excess is removed from the legal expenses insurance policy removing any additional cost in the event of employment disputes.

Either to assist your current HR management or to become a dedicated outsource HR support, Qdos Employer Defence 'Your Trusted Advisor' is the sound choice for businesses that like to concentrate on their core operation and leave the necessities of running a business to dedicated experts.