

RETAINED EMPLOYMENT ADVICE

The Employment Advice Service:

- **Is cost-effective;**
- **Ensures consistency of delivery;**
- **Gives you practical advice;**
- **Has no legal jargon;**
- **Provides you with answers immediately;**
- **Provides you with the questions to ask the employee where appropriate;**
- **Provides you with forms and letters as necessary, supporting your query.**

The Employment Advice Service is supplied by HR experts with both operational and human resources experience. You are assigned one consultant per case so that you receive continuity and consistency of service.

The service is provided to you via the telephone and email and all telephone queries are followed up with an email confirmation of the conversation. The service operates Monday to Thursday 8.30 am to 5pm and Friday 8.30am to 2pm, excluding Bank Holidays, with an answer machine facility for out of hour's emergencies.

The retained package includes the following:

- Employment Advice Line service – return of telephone call within 10 hours or reply to email within 10 hours*
- Letters and forms required in the course of the advice service
- Bi-monthly Employment Newsletter
- Options:
 - Complete set of HR procedures OR
 - Complete set of HR policies OR
 - Complete set of employment forms OR
 - Complete set of employment letters OR
 - Update of employment contracts as and when employees join the company

The service is a monthly retainer cost - plus VAT.
allows for up to 60 hours of employment advice within the 12 month period.

**The annual packages include employment advice only. Site visits or production of requested additional documentation or project work, e.g. total workforce consultations, employee surveys, etc, will be charged at the consultancy daily or hourly rate as appropriate LESS 15%*