



PROTECTING EMPLOYERS

HR / EMPLOYMENT LAW SUPPORT, LEADERSHIP DEVELOPMENT TRAINING & SAFETY SERVICES



WE HAVE BEEN PROTECTING EMPLOYERS FOR OVER 11 YEARS

AHR Consultants are a leading provider of HR / Employment Law support, leadership development training, and safety services.

We support businesses of all sizes and industry sectors throughout the UK.

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INTRODUCING AHR CONSULTANTS



Over ninety-three percent of our clients renew each year, and many are still with us after 11 years



Clients often find that the number of employment disputes reduce when they engage us



Our consultants have a wealth of knowledge with over 100 years of experience



We work closely with our clients who regard us as important members of their team



Our services are flexible and designed to meet your needs and budget



Our HR / Employment Law experience covers all sectors and all sizes of business



We are a CPD Certified training provider

HR SUPPORT

Our HR support solutions are cost effective yet comprehensive, providing you with legally compliant employment documentation, and unlimited advice and support.

Our aim is to help businesses deal with the day to day employee issues that arise in the work place.

Recognising that no two people or businesses are the same, we offer clients commercial, pragmatic solutions tailored to meet your specific needs.



A HR Support package for micro-businesses



A HR Support package for small businesses



A HR Support package for SME's



Key Benefits

- Access to unlimited telephone and written HR advice
- Monday - Friday, 10am - 4pm
- Access to a legally compliant staff handbook containing **16** key policies
- Auto updating as legislation demands
- 220 + letter and form templates
- Employment contracts and agreements
- All documents held within your own HR portal

Key Benefits

- Access to unlimited telephone and written HR advice
- Monday - Friday, 9am - 5pm
- Access to a legally compliant staff handbook containing **26** key policies
- Auto updating as legislation demands
- 230 + letter and form templates
- Employment contracts and agreements
- All documents held within your own HR portal
- Topical HR / Employment Law updates



Key Benefits

- Access to unlimited telephone and written HR advice
- 24/7 support
- A review of all existing documentation
- Access to a legally compliant staff handbook containing **41** key policies
- Auto updating as legislation demands
- 250 + letter and form templates
- Employment contracts and agreements
- All documents held within your own HR portal
- Topical HR / Employment Law updates
- Access to on-site consultancy support*
- Discounted Leadership Development Training*



* Terms and Conditions Apply

LEADERSHIP DEVELOPMENT TRAINING

It is widely recognised that ongoing training and development plays an essential role in the success of a business, helping to retain skills and meet personal development needs.

AHR Training is comprehensive, cost-effective and measurable.

Our courses focus on giving your managers the skills they need to manage effectively, professionally and within the confines of employment law, thus reducing the risk of employment issues arising in your business.

Our 'off the shelf' courses are designed to ensure that the fundamentals are delivered correctly for all sizes of business in any sector. Courses include:

Appraisals	Conflict Management
Difficult Conversations	Disciplinary: Capability
Disciplinary: Conduct	Equality and Discrimination
Grievances	Induction and Probation
Investigations	Management Essentials
Outplacement Support	Recruitment and Selection
Short Term Dismissals	Attendance Management

Throughout the year we also deliver open courses on each of these core courses.

More information on our leadership development courses can be found on our website, or in our training brochure.

Upon completion of a training programme, Clients have the option of a full follow up and reporting process to monitor how our training is being utilised in the workplace by delegates.

Our reports include: A summary of the courses attended, feedback from delegates, personal comments from the trainer(s), further recommendations, and a three month follow up quiz to establish how/ if delegates have implemented their new skills and knowledge in their roles.





The bespoke course AHR Consultants designed for us based on a 'true life case' allowed our managers to feel part of the scenario having dealt with similar incidents in their working environments.

It has encouraged them to drill into the 'what, why, when and how' of an incident and an understanding that the investigation stage must be thorough and watertight, they are after all the decision maker in the event formal action is required.

Our managers have embraced the skills afforded them from the bespoke training course and this is showing in their management of all HR matters they encounter in the management of our colleagues.

Jacqui Lewis, HR Manager, Wettons

CONSULTANCY PROJECTS

HR issues cannot always be foreseen.

HR issues by their very nature are often unforeseen and a successful outcome is determined by how quickly and professionally they are handled.

Professional on-site support is available from our team of consultants who have years of practical, hands on HR consultancy experience.

Working alongside your business we can deliver tailored HR solutions to meet your needs where additional support is needed.

Our practical, professional consultancy services can support any HR activity. A small number of examples of projects undertaken by our consultants include:

- On-site investigation and support with disciplinary, grievance and performance management issues

- HR due diligence, and dealing with the HR implications of acquisitions and disposals regulated by TUPE Regulations
- Management of redundancy programmes, including collective consultations
- Development and delivery of bespoke training programmes
- HR audits
- Senior Managers and Director's settlement agreements

As far as possible, projects will normally be the subject of a written proposal which defines the brief and identifies the costs.



When running a medium sized business, I find there are so many areas I cannot dedicate enough time towards. When it comes to HR I am completely confident as we have AHR Consultants engaged.

I find the team proactive and regard them as a department of our own company.

Salve Caruso, Classico Marble

CONSULTANCY TEAM

Our consultancy team ensures:

- A professional approach through our investment in highly qualified and experienced people
- A commitment to working closely with you and to add value to your business
- Qualified legal advice delivered in a pragmatic and commercial manner
- We do what we say we will do, when we say we will do it'
- We are open and honest in all our dealings with you
- A client centred approach that delivers excellent retention rates

The Team

Our consultancy team is led by Charles Waterlow, a HR professional with over 30 years of experience, gained at HR Director level within several blue-chip organisations, and market leading HR consultancies. His team is made up of qualified HR professionals and solicitors with extensive practical and commercial experience.

Rather than being prescriptive, the team ethos at AHR Consultants is to work closely with our clients to identify the problems they face, and where possible a range of solutions, which may then be related to the risk factors, commercial pressures and cultural values of the organisation. We believe this approach allows us to develop long-term relationships with our clients and sets us apart from our competitors.

PARTNERSHIPS WITH ACCOUNTANTS

Accountants are broadening the range of services they provide into other professional areas, and HR outsourcing is among some of the new services.

AHR Consultants have worked in conjunction with accountants for a number of years and facilitated them and their clients with our resources.

As part of our commercial strategy we want to work closely and transparently with more partners and have agreements in place which set out the commercial arrangements and referral commissions.

How have we worked with previous partners?

An accountant working with us under a referral partnership recently introduced us to a client of theirs, a design company based in London.

AHR Consultants were able to support the company and resolve an issue they had with one of their Directors. This was a sensitive issue that needed to be resolved quickly and indefinitely.

The company was impressed with our work, as was the accountant. The company referred AHR Consultants to one of their clients and our partner, the accountant, received commission from the retainer agreement and consultancy work.

TYPES OF PARTNERSHIPS & BENEFITS

Referral Partnership (Standard)

- 10% commission on first years CybHR retainer service fee
- 5% commission on consultancy projects
- 5% commission on on-site training programmes

Referral Partnership (Enhanced)

- Promotional marketing material (co-branding is optional)
- Unlimited marketing support
- 12% commission on first year CybHR retainer fee and 6% on second and subsequent years fee
- 10% commission on consultancy projects
- 10% commission on on-site training programmes
- Free client review to identify opportunities

EMPLOYMENT TRIBUNAL SUPPORT

If a tribunal claim has been made against your business or if you think an issue may result in a tribunal application, please call us on 0345 076 2288 as soon as possible.

Employment Tribunals (ET) are often unexpected and stressful. Our team of experienced solicitors and HR consultants are on hand to help you through the process, providing advice, guidance and support every step of the way.

AHR Consultants offer three employment tribunal support solutions:

FIXED FEE ARRANGEMENT

A fixed fee arrangement is split into different stages, and AHR Consultants can be engaged at any stage:

Stage 1

Preparing & submitting ET3

Stage 2

Preparation / settlements

Stage 3

Preparation /
Representation at hearing

CONSULTANCY BASIS

Our team will remain on hand for the duration, ensuring that you receive professional guidance and support, assisting you in preparation, negotiations, settlements and the ET itself.

Consultancy fees are subject to hourly and daily rates.

LEGAL EXPENSES INSURANCE

Provides peace of mind, covering the legal costs of representing you and your business in an ET and any awards made against you or your business.

Insurance is available to clients taking an advisory service with us.

Subject to policy terms and conditions.

LEGAL EXPENSES INSURANCE

Legal Expenses Insurance is advice driven cover.

Insurance is available to clients subscribing to a CybHR service with AHR Consultants.

Employment tribunal claims can be both daunting and overwhelming. The process itself is clearly defined with rules and regulations that can be extremely difficult to navigate. For complete peace of mind, clients taking out Legal Expenses Insurance are indemnified against the representation costs and awards of the employment tribunal, subject to policy terms and conditions.

Legal Expenses Insurance empowers you to protect your legal rights in the future. You could be protected from legal costs arising from:

- Employment disputes (including TUPE) and compensation awards
- Employment restrictive covenants
- Legal defence
- Compliance and regulation
- Loss of earnings

Premiums are based upon employee numbers, annual wage roll, and tribunal history.

The insurance is underwritten by ARAG PLC, an award winning insurer. Registered at: 9, Whiteladies Road, Clifton, Bristol. BS8 1NN. The insurance is administered by AHR Employment & Safety Services Ltd.

**The Ministry of Justice
published the Employment
Tribunal quarterly statistics
for the period:
April to June 2018**

Employment Tribunal receipts increased by **165%**

74% of claimants were represented by a lawyer

Employment Tribunal appeals increased by **12%**

The average cost of an employment tribunal (not including awards) for an employer is

£10k - £15k

EMPLOYEE ASSISTANCE PROGRAMME (EAP)

Employee Assistance Programme is a specialist support service that assists employees with personal problems and/or work related problems that may impact their job performance, health (mental and physical) and emotional wellbeing.

An EAP will offer free and confidential guidance, support, independent advice and if required short-term counselling.

A range of EAP service model options are available including telephone and face to face counselling supports.

OCCUPATIONAL HEALTH SERVICES

A further support service we have available is Occupational Health services which include;

- Sickness Absence Management
- Health Screening
- Health Surveillance
- Vaccinations
- Alcohol & Drug Testing
- Wellbeing Programmes
- Physiotherapy

Benefits include

- Dedicated Account Manager
- Personalised 'welcome call'
- Management Information*

*For clients with more than 100 employees

HEALTH & SAFETY

Putting safety first.

Our experienced health and safety consultants act as part of your team and provide advice across all business sectors.

Packages are built around your needs and can be incorporated within our HR offering.

This pro-active solution is structured to ensure that your business meets its obligations under current health and safety legislation.

Services include, but are not limited to:

- Annual risk review
- Assessments, including COSHH and DSE assessments
- Documentation, including health and safety policies
- Toolbox talks
- Management system
- Fire safety, including extinguisher checks
- CDM compliance, including F10 submission
- Training, including first aid

Health and Safety support is provided by our trusted strategic partner Hamilton Deed.

TESTIMONIALS

Don't take our word for it, our clients say more about our business than we ever could.

 As a practice we have been using AHR to support us with the trials and tribulations of employees. I have nothing but positive feedback to give. I find AHR to be responsive, knowledgeable and offer a great step by step support with any HR issues they get thrown at them.

Claire Henman, Balance Street Practice

 All members of the team are a pleasure to deal with, consistently providing us with the prompt and accurate service we require, but with that rare personal touch always needed when adapting to those unique circumstances that arise from individual staff.

Lloyd Phillips, Resapol

 AHR Consultant's small business service has proven to be the ideal support solution for our business, providing us with support on all aspects of our HR processes. The CybHR Support service package is customer focused and friendly. Unlike other complicated online systems, we have found CybHR very easy to use; it holds all of our bespoke documentation which is updated automatically, a huge bonus!

Lesley Whiting, 1st Stop Recruitment

 Friendly, honest, approachable, flexible and efficient. Out of all the external resources Capital Cash use, AHR Consultants are for me, personally, the best. I would also like to mention the training is excellent and is of a very high standard. Coming from a training background, I have seen none better.

Terry McArdle, Capital Cash

STRATEGIC PARTNERS

We have carefully selected strategic partners to provide additional and complementary services to our clients.



CPD

Our leadership development training is CPD accredited meaning that you can receive a certificate of attendance to attach to CPD logs as evidence of development once the training is complete. By Accrediting our training we are able to; present knowledge as industry experts, provide accredited CPD to delegates, and create new alliances with our clients.



HAMILTON DEED

Hamilton Deed support our health and safety service. Hamilton Deed commit to working with clients by adapting their approach to provide practical, timely solutions enabling clients to meet their goals safely; this is why we have chosen to work with them.



CEZANNE HR

One of the fastest ways to improve the efficiency of your HR operations is through the use of a modern online HR system. We have partnered with Cezanne HR to offer what we believe to be the most cost effective, complete and flexible online HR system.



ARAG UK

Arag are a leading provider of Legal Expenses Insurance. Cover from Arag protects our clients from legal costs arising from employment disputes, compensation awards, legal defence, compliance and regulation, and loss of earnings. Their robust cover is why we have chosen Arag to support our clients.



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VAT Registration No: 245736349

