



# ChamberHR Service Handbook





## Welcome to your ChamberHR Service Handbook

### Did you know?

As a Chamber member you have **FREE access to the following:**

- Unlimited access to the ChamberHR advice line – access is available 24/7, 365 days a year
- Unlimited access to an HR website which includes a document library of over 550 documents

Access to this premium quality service is included in the membership fee because of the investment made by the Chamber. We believe that our member businesses need supporting and protecting and **we think our members are worth that investment.**

The following pages will explain everything you need to know

- How to access the ChamberHR service
- Why you need to use this service
- What you can call about
- What you can find in the document library



## Frequently Asked Questions

**To give you a flavour of what you can access here are some frequently asked questions.**

### **ChamberHR – What Is It?**

- Advice Line – unlimited access to experienced HR advisors and available 24/7, 365 days a year
- Website – access to over 500 template documents, letters, policies to download and edit plus an HR Health Check.

### **How Do I Access ChamberHR?**

- Advice Line – call 01455 852037. You will be asked for your name and company name and which Chamber you are a member of.
- Website – click this link to access your Chamber site. You will need your personal username and password. If you don't know it you can call the Chamber or the advice line for assistance.

### **What Can I Use ChamberHR for?**

- Anything related to HR and employment law. So it's not just if you have a problem – we are here to help with positive aspects of HR as well. If you have a question
- You don't have to wait until you have an issue or a serious problem before you call. The advice line will help answer any questions you may have.



## Who you gonna call? The ChamberHR advice line of course!

The ChamberHR advice line is here to help you... and not just if you have a serious problem or issue. They can help you with any questions you may have, whether they be positive or negative. These are the kind of subjects the advisors can help with.

<b>HR / Employment Law</b>
Guidance on access to web documents
Staff grievances and disputes
Disciplinary issues
Absenteeism
Disability issues
Medical capability
Equal pay
Maternity / paternity allowances
Shared parental leave
Contracts of Employment
TUPE issues
Eligibility to work
Managing apprentices
Calculating settlement agreements
Redundancy
Calculating holiday pay / sick pay
Maternity leave
National Living Wage
Working time regulations

Please note:

These are only examples – you can call about any employment related matter



## Shhh! You are in the library

### Discover the ChamberHR document library

One of the main features of the ChamberHR website is the comprehensive Document Library, which has over 550 downloadable template documents.

They cover a range of subjects that can guide you through the complete employee lifecycle – from recruitment to exit:

HR / Employment Law
Recruitment & Selection
Induction & Probation
Contracts of Employment
Employee Handbook
Performance Management
Training & Development
Employee Reward & benefits
Grievance, Mediation & Discipline
Attendance Management
Exit Management
HR Administration

It is easy to navigate your way around the ChamberHR Document Library, but there may be times when you may not be sure which document you actually need. In this case just call the ChamberHR advice line on 01455 852037 and they will be happy to help you.

#### Other features of the ChamberHR website are:

- My Account Area – to store your frequently used documents
- HR Health Check – free and quick to complete with an instant response
- Newsroom – get legislation updates and hot topics
- Access - you will need your unique login details. If you cannot find them call your chamber on the ChamberHR client services on **01455 850000**.



## Be aware

### You need to manage your employment affairs – there may be consequences if you don't

Whilst the threat of financially crippling employment tribunals has diminished there are still many pitfalls facing employers and they can have serious financial consequences. All employers should be aware of these threats and if you need advice on how to avoid the unpalatable results please call the ChamberHR Advice Line and get practical advice from the ChamberHR advisors

Topic	If you do this	These are the consequences
<b>Contracts of employment</b>	Failure to give employees a contract of employment	It will cost you 2-4 weeks pay - £950 for 2 weeks - £1900 for 4 weeks pay
<b>Flexible Working</b>	Breach of flexible working regulations	Compensation due to the employee up to a maximum of 8 weeks pay or £3800
<b>National Minimum Wage</b>	Failure to pay the National Minimum Wage	Fine of up to £20,000 per person and being publically identified on the Government Naming and Shaming list
<b>Right to Work in the UK</b>	Failure to check that employees have the right to work in the UK	Increased penalties now in force and applied on a sliding scale. For a first breach in a 3 year period the penalty is £15,000 per illegal worker. For a second or subsequent breach the starting point is £20,000
<b>TUPE</b>	Failure to consult and inform on TUPE	Fines of up to 13 weeks pay – not capped at statutory rate
<b>Unfair Dismissal</b>	Dismissal of an employee that is challenged and deemed to be unfair	No minimum limit on a weeks pay. Based on a capped amount of £475 per week

Use ChamberHR to help you manage your HR and employment matters – all you need to do is use it!



## Open all hours Your Online Chamber Shop

As a member you have access to an online shop where you can easily purchase key HR, employment and health & safety services at special member rates.

These services are available on an ad hoc basis so you can buy what you want when you need it. No contracts involved!

HR / Employment Services	Health & Safety Services
HR Audits	H&S Audits
Contracts of employment	Audit reports & training needs analysis
Employee handbook	H&S training courses
DBS checks (standard & enhanced)	
ID & financial checks	
Eligibility to work checks	
Driving licence checks	
HR training courses	
Human Job Analysis	

### ChamberHRPlus

If you are looking for a higher level of support which will include an audit, the support of a fully qualified consultant and bespoke contracts and handbooks, then you can access all the support you need with ChamberHRPlus

For further information call **01455 852028** or email **[sales@qdosconsulting.com](mailto:sales@qdosconsulting.com)**

These services are available at exclusive chamber rates and on one year contracts. There's no need to shackle your business to a five year contract.



## The A to Z of ChamberHR

**In this A to Z of ChamberHR you can see examples of the HR topics covered by the Chamber service and how it can help you**

<b>A is for</b>		
Absence	Staff with short term absence can cause disruption to production and the business. If you have employees who take time off for this then you need to discuss it with an advisor and they will try to keep you safe. You may incur added claims such as disability discrimination.	To find out what action you need to take to be safe call the advice line.
Apprentices	Legislation has changed in relation to apprentices, giving slightly more protection to employers.	For more information on current legislation and the right kind of apprenticeship for your business call the advice line.
<b>B is for</b>		
Best Practice	The advice line will give advice on best practice aimed at keeping you safe. They will also look at all the options available to you to assist your business needs in managing staff.	To understand your risk level and the options available to you call the advice line and speak to an advisor.





C is for		
Commercial	Whilst Employment Law dictates the way things should be done, the advisors can also look at more commercial routes and help you manage your risks and give you options you may want to take.	If you find the letter of the law somewhat unpalatable you may want to look at a more commercial route. The advisors will give you options.
Consultancy	If the core HR service does not meet your specific needs then you can purchase HR and employment law services on an ad hoc basis. These services, which include reviewing documents and on site consultancy, are available at very competitive rates.	Call the advice line for advice and a quotation.
Contracts of Employment	Employers can get a very basic contract of employment from the website by “mixing and matching” clauses. However a more bespoke contract is available, either as a one-off purchase or as part of a retained service.	Call the advice line or the HR team for a no-obligation bespoke quote.



D is for		
Disciplinary	Following a process in line with the ACAS Code is vital if you want to avoid added cost should a claim be made and fail. Up to 25% can be added to the compensation if you have not followed this.	For policies and guidance on how to avoid this prospect call the advice line and the experienced advisors will assist you in this matter.
Disability	Disability Discrimination is part of the Equalities Act. Did you know that approximately 50% of people could be classed as “disabled” according to the Employment Law definition? Awards can be unlimited if you inadvertently fall foul on the management of these matters and staff can claim from day one of employment for this.	Call the advice line and they will help you take the right routes to suit your needs and try to help you reduce your risk.
E is for		
Eligibility to Work	Staff of all nationalities need to demonstrate that they are eligible to work in the United Kingdom. Employers have a duty to record that you have checked eligibility. Employment of Illegal workers can bring a fine of up to £20,000 per worker.	Call the advice line for advice on the appropriate things to check.



Equal Pay	Employers need to understand exactly what is included when determining Equal Pay.	Call the advice line and they will help you check.
<b>F</b> is for		
Flexible Working	Successive Governments have got behind the idea of flexible working for parents and carers. Now the right to request flexible working has been opened to all and an increasing number of workers are taking advantage of this change, making it more difficult for you to manage your business.	You need to understand the process, know how to stay safe and what your rights are as an employer? Ring the advice line for help.
<b>G</b> is for		
Grievance	A grievance does not have to be a formal grievance. Grievances can be informal and resolved accordingly.	If in doubt call the advice line and the advisors can offer telephone advice. If the issue is more complex you may need a more in depth consultation or onsite support. You can get a no obligation quote for this.
<b>H</b> is for		
Holidays and Holiday Pay	Holiday Pay can be difficult to understand at the best of times. However it has now been made even more difficult now that staff can legitimately claim holidays back whilst off sick.	For calculation issues or just guidance on what is applicable with holidays call the advice line.



Handbook	You can use the website to compile a basic employee handbook. However you may need something more bespoke that is focused specifically on your business .	Call the advice line for guidance and a no obligation quote.
<b>I</b> is for		
Industrial Relations	Even in small businesses it is common to see problems in industrial relations. Problems can arise when you least expect them and no employer should be complacent.	When you have an issue, or even if you suspect one is imminent, call the advice line for practical advice.
<b>J</b> is for		
Judgements	The last thing that you need as a business is an Employment Tribunal Claim. It is time consuming and costly even if you were to win.	To stay safe and keep any indemnity you may have with your insurer call us at the start of an issue and we can advise you.
<b>K</b> is for		
Keeping in Touch with Absent Staff	Many employers do not know if they should or could contact a member of staff who is off for whatever reason. They worry about being accused of harassment.	The advisors can help you with letters to avoid this accusation that will protect you but will assist in getting you to where you need to be.



<b>L</b> is for		
Litigation	Litigation is not anything an employer wants to get embroiled in, but sometimes it is unavoidable.	Call the advice line and the advisors will review your situation and advise accordingly. If settlement is the best option for you they can guide you through the process.
<b>M</b> is for		
Medical Capability	Sadly sometimes staff become incapable of carrying out their duties because of long term illness and fitness. In these cases there is a route that you can take that can be handled with sensitivity and care, whilst remaining aware of the associated risks.	The advisors will help you avoid damaging claims for unfair dismissal or disability discrimination. It is vital to call the advice line at the start of the process.
Maternity Leave	Staff who are pregnant have increased rights and protection under the Sex Discrimination Act. They do not need 2 years' service to make a claim for this form of discrimination. As awards carry no limit you could face a hefty bill if you are not fully informed of your obligation.	To avoid this risk call the advice line and the advisors will help with advice on pay, leave and health and safety issues.



Managers	Good management practice can often avoid escalation of delicate situations. Good managers operate in a fair manner and command respect. Training and structured professional development will increase confidence and help avoid damaging disputes.	Call the advice line or the HR team for suggestions on appropriate training courses .
<b>N</b> is for		
National Living Wage/ National Minimum Wage	In 2016 the National Living Wage will be in force and employers will need to implement the changes. If an employer fails to pay National Living Wage or National Minimum Wage they could be fined up to £20,000 and be included on the Government Name and Shame list.	Call the advice line for advice on the rates of both for all ages.
<b>O</b> is for		
Organisation	It is important to ensure that your HR processes are organised and compliant. To find out where you are with this you can take a free HR Health Check, which is available on the website or you can purchase on audit with a consultant.	To find the HR Health check visit your service website. For further information on audits call the advice line for a quote.



<b>P</b> is for		
Paternity Leave	Paternity leave is now a well-established right for employees, as is Adoption Leave, and Parental Leave. Rights to these are always being updated and amended and it is important for employers to ensure they are up to date.	Call the advice line for advice on process, pay, qualification and hidden benefit issues that may affect your business.
<b>Q</b> is for		
Quality and Qualified	It is important that employers take advice from qualified and experienced experts to ensure you do the right thing.	The advice line only employ high calibre, experienced advisors who have a full understanding of employment law and yet offer practical advice.
<b>R</b> is for		
Rest breaks	Rest breaks fall under the Working Time Regulations. The issue of what can be taken, opted out from and compensated for is complex.	The advisors will help you understand your obligations.
Redundancy	Redundancy can be misinterpreted by businesses, perceiving it to be the panacea to all problems, a misnomer in itself that can be costly. As with TUPE the definition and the grounds for redundancy are complex and so advice should always be taken as failure in this could result in multiple and hefty claims to your business.	The advisors can take you through the process step by step, but if you need onsite support this can be obtained from the HR team and the advisors will be happy to give you a no-obligation quote.



S is for		
Shared Parental Leave	If parental rights were not confusing enough with maternity, paternity, and adoption leave businesses now have to cope with the added right of request for shared parental leave.	Call the advice line for clear and practical advice on these issues, delivered in a language that you can understand.
Sick Pay or SSP	The Government has now passed the liability to the employer to pay this complicated payment with no claw-back form the HMRC available. Therefore it makes it even more important to manage absence in a proactive way to keep this cost down.	The advice line can help you with rates and absence management of these issues.
T is for		
Transfer of Undertakings Protection of Employment (TUPE)	This complicated piece of legislation affects anyone who buys or transfers a business or a service provision where the work is still to be carried out afterwards. Cleaning contractors, security firms, manufacturers and charitable organisations are among the many industries affected by this legislation. Failure to follow the process or maintain terms and conditions of staff after transfer can lead to hefty awards.	To stay safe on the principals of TUPE ring the advice line at the very start of your issue.





<b>U</b> is for		
Unlawful Deductions	Taking Money from a staff members' wages, unless you have specific clause in the contract that is signed to do so, can lead to unwanted issues. The right to claim is not confined to 2 years' service and can be claimed for up to 6 years after the event.	To avoid falling foul of this then call the advice line who can assist you in recognising the risks.
<b>V</b> is for		
Variation to Contract	This can be a tricky subject for employers. Needing to change the contract of employees when the business demands it, such as hours of work, pay days, contractual benefits where they may be a detriment, may lead to breach of contract claims and unfair dismissal claims for those that qualify. You should always seek advice on this to be safe.	Give the advice line a call to navigate the path of contract law and legitimate business needs changes.



<b>W</b> is for		
Website.	Members have access to the HR website which features a comprehensive document library containing over 550 downloadable template documents including letters, a very basic contract of employment, employee handbook and a range of policies. Invitation letters for all types of meetings and HR scenarios are also listed there. An invaluable tool for your business to save you scratching your head and not knowing if you are safe in what you say.	If you cannot find the documents you need call the advice line and they will help you.
<b>X</b> is for		
X-ray	Have you looked inside your HR practices lately and updated your contracts, policies and procedures to reflect the ongoing change in Employment Law? Take the Health Check on the website.	Call the advisors who can tell you if you are up to date or take the HR health check that is featured on the website.



Y is for		
Young Workers	Age discrimination protection law is not confined to the old or the more mature in the work force. It also covers the young as well. Be sure not to fall foul of selecting staff for redundancy on length of service as it could cost you dearly. As with all discrimination claims the awards are potentially limitless and costly.	Ring the advisors before you act to get the best out of our services and advice from the start.
Z is for		
Zoom	Your business can “turn suddenly upwards” if you manage your people well.	Call the advice line or the ChamberHR team for advice that can help your business to grow.