



Supporting Businesses for Over 80 Years

Prepared for:



Welcome to Croner

About Us

Our **HR, employment law and health & safety** services free you from admin, **reduce your legal risk** and give you more time to grow your business.

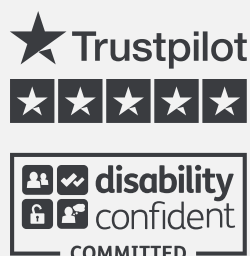
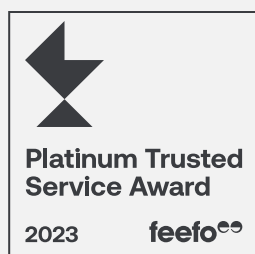
How do we do it? By providing you with **24/7 expert advice** on any workforce challenge. And by giving you access to a **team of legal experts** ready to fight your case if you face an employee dispute, grievance or tribunal. We also provide **industry-leading software** that cuts the time you spend on workforce management.

We're like hiring an **HR team, a health & safety manager and an employment law solicitor** all in one. Except we're a **fraction of the cost**. That's why over 14,000 UK businesses rely on us to keep them safe and successful.

Our Accreditations

We pride ourselves on our **quality service**. That's why we're so proud to have achieved the accreditations that we now have. Our employees are the **best of the best** and consistently deliver an **outstanding level of service**. It's thanks to them that we have a **five star trustpilot rating**, and a **platinum trusted service award** from Feefo.

Take a look for yourself at some of the **incredible accreditations** and feedback we've received.



Proposal Summary

We are **delighted** to submit our **proposal** based upon our recent meeting.

The purpose of this proposal is to deliver **detailed information** relating to the proposed **Croner products and services**, and the wider solution benefits. It should also give you continued **confidence** that Croner has understood your **key organisational drivers/requirements** and has demonstrated a solution which can deliver on the overall **business needs**.

Croner is committed to delivering a **valuable solution** to meet all of the current requirements detailed in this document, however Croner is also aware that as companies grow and change, so do their requirements. This is why we have a **comprehensive review and account management** process designed to make sure we continue to meet your changing needs.



24-hour HR Advice

Our HR consultancy services in the UK includes access to expert advice 24/7, 365 days a year. Industry experts are available around the clock with expert support..



Contracts & Documentation

Croner create legally binding employment contracts that get the best from your staff and protect your business from disputes.



HR Software

A key component of our HR management services is our award-winning BrightHR software. Store all of your documents and keep them secure on the cloud.



On-site Support

Get expert support on-site. Our HR consultants will mediate disputes, investigate grievances, and hold disciplinary meetings for you.



HR & Employment Law

Your local HR Consultant or office based HR Consultant will complete a full employment law review to update your employment documentation. This will ensure compliance with current legislation and best practice, as well as provide flexibility and protection from staffing challenges.

The review includes the statement of main terms of employment, as well as a comprehensive employee handbook including all relevant policies, procedures, rules, standards and expectations. The associated documentation related to employment law is also included documents such as restrictive covenants and training agreements.

This includes:

- Your **principal statement of main terms** of employment for each employee within your business.
- An **employee handbook**, covering common HR challenges such as absence, performance, and holiday entitlement conditions.
- An introduction of your **employment management systems** via e-learning once produced, including an HR audit of your current employment files and practices.
- **Annual consultancy review** by an HR Consultant to discuss, review and make any changes required to your documents.
- **Unlimited changes and updates** to your documentation via office-based HR Consultants, Monday to Friday.
- Access to **employment stationery** and your bespoke **employment documents** for day-to-day needs online. These will be updated according to changes to employment law or your business needs.
- Fortnightly **employment law e-learning sessions** for you and key management. Our e-learning is continually kept up to date with changes in legislation, case law and best practice.
- **Regular updates** on changes in employment law.



The **Croner Advisory Service** consists of practising solicitors and experienced HR professionals. Our specialist teams provide specific support for complex case or sector specific issues.

This includes:

- **HR professionals** with up to CIPD Level 7 qualification and many years' experience. We also have a team of solicitors to support you with more high-risk issues.
- Our **intelligent call routing** recognizes your telephone number and automatically directs your call to the consultant you last spoke with.
- Our **operational service level agreement** has a 1-hour call back system should you wish to take advice from the same consultant. If not, you can take advice immediately from another consultant. Additionally, any emails sent will be responded to within 3 hours.
- You will receive support from the same advisor **throughout a case** which is particularly beneficial during a complex issue.
- You will also receive **pro-active calls** from your advice team during a 'live' case. This ensures that issues are dealt with efficiently and allows you to concentrate on running your business.
- Advisors are **based in the office** and work around the clock with access to your account history, calls and previous advice.
- **Bespoke documents** will be drafted by your consultant to ensure legal compliance, plus you'll be provided with an audit trail through procedures followed.
- Our **team of solicitors** can provide assistance on **commercial legal matters** and on areas such as Company Law, Tort Law, Commercial Contracts, Insolvency, Intellectual Property, Partnerships, Property, LLP's and Sole Traders as well as advice on Data Protection matters.
- **Advisory App:** At the touch of a button, you have 24/7 access to view all of your Employment Advisory interactions; manage open and resolved cases and call your Advisory team directly from the app.



The Advisory App

We understand that managing a business may mean that you aren't always at your desk to view emails or make calls. The Advisory app allows you to view any advice that you have received any time, day or night, through your phone or tablet.

This includes:

- Call our **24-hour Advisory line** at the touch of a button.
- See recent history of **queries and interactions** with our team.
- Check the status of **ongoing queries** and look back at those we have resolved for you.
- **Arrange a call back**, video or email advice directly from the app.



BrightHR

BrightHR. An award-winning, secure, cloud-based absence management system that allows you to manage all staff data, leave and absence, whilst powerful reporting gives you intelligent insights into absence patterns and the impact on your bottom line.

Here are just some of the ways it can help you:

- More **tailored advice** when you contact the employment advice service, with instant insight into absence and lateness patterns.
- One **safe and secure** place to store employee information, providing evidence and support for any tribunal or legal issue.
- Secure, fast and simple access to your **bespoke Croner documentation** with the functionality to communicate documents company wide.
- **Remain compliant** with a full, auditable trail of employee records including DBS, visa, and passport information.

- Working time patterns and holiday & absence information are validated by **employment law experts** meaning you conform to legislation.
- Monitor your **business activity** on the go with the IOS and Android apps.

To learn more about how BrightHR can help you to record, monitor and manage all of your people data, [click here](#).

A simple clocking in system for small businesses. Using QR Codes and Smartphones you can track the hours your employees work, monitor lateness and overtime whilst ensuring you are satisfying your NLW requirements.

Save time by getting all of your data entered for you, and master BrightHR by taking part in our in-depth training day. Supply us with your data and we'll set up your employees, their permissions and teams, and their working time patterns for you.



Tribunal Support

We act for thousands of clients in **employment tribunals**. Our business ethos is centred around the prevention of tribunal litigation and the reduction of time spent by you and your management on HR and employment law matters. But to give you complete **peace of mind**, insurance will be provided covering the defence of any future employment tribunal.

This includes:

- Cover for awards and economic settlement for unfair dismissal and indirect discrimination, provided you take and follow advice, and all policy conditions are met.
 - The right to decide to settle the case if economically viable to do so, a choice most rival companies wouldn't allow.
 - Grievance hearings
 - A dedicated specialist appeals team; providing a full service from start to finish, up to and including the European courts where appropriate. The service is unique to Croner.
 - If advice has been followed, we will not automatically settle a case simply because it is more commercial to do so, we will also not decline cover purely in the event that prospects of success seem poor.
- Effectively, an entire legal department on a retainer, this consists of a mixture of bar qualified, solicitor-trained employment law specialists & advocates.
 - £200,000 per insured claim.
 - £2,000,000 for all claims and prosecutions brought against you in any one-policy year.

Our consultancy service as described in this proposal will be tailored to your specific needs. The proposed service fee is:

Subscription Term based on 4 employees	Monthly Fee
36 Months Employment Service / BrightHR / ES Insurance / Documentation reviews	£126.59

Our fee, including the optional insurance, is based on your current size and will be fixed for the duration of the initial agreement term with no provision for Croner to increase the fee due to inflation, tribunal claims, service usage or organic growth in your employee numbers etc.

*Fees quoted are valid for 30 days from the date of issue and are subject to VAT & IPT

Your Proposal

Now that you have seen what Croner can do, we would be delighted to become your trusted advisor. This proposal is a basic outline of the services we discussed at our recent meeting and along with the details of the service fees.

What our clients say:



"It's a great comfort for ourselves that we've got a specialist to go to, to double check and to seek clarification, so that legally we know we're making the right decisions."

Dana Humphries, KFC



"Croner tailor their advice to our business needs. They have absolutely delivered on what we needed since signing up, their support has been superb."

Karl Housley, PK Education



"Amazing service, superb support that we use when needed. The business would not function without this facility. It has just helped develop the business to another, more efficient, level."

Lloyd Murray, Outdoor Ambition



If you have any questions, please do not hesitate to contact me.

Account Manager: Leah Hoebee

t: 07974 894409

t: leah.hoebee@croner.co.uk

Let's Talk

t: 0800 015 4939
w: croner.co.uk

Croner Group Limited registered in England & Wales, No. 8654528.

Registered Office:

Croner House, Wheatfield Way, Hinckley, LE10 1YG.

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