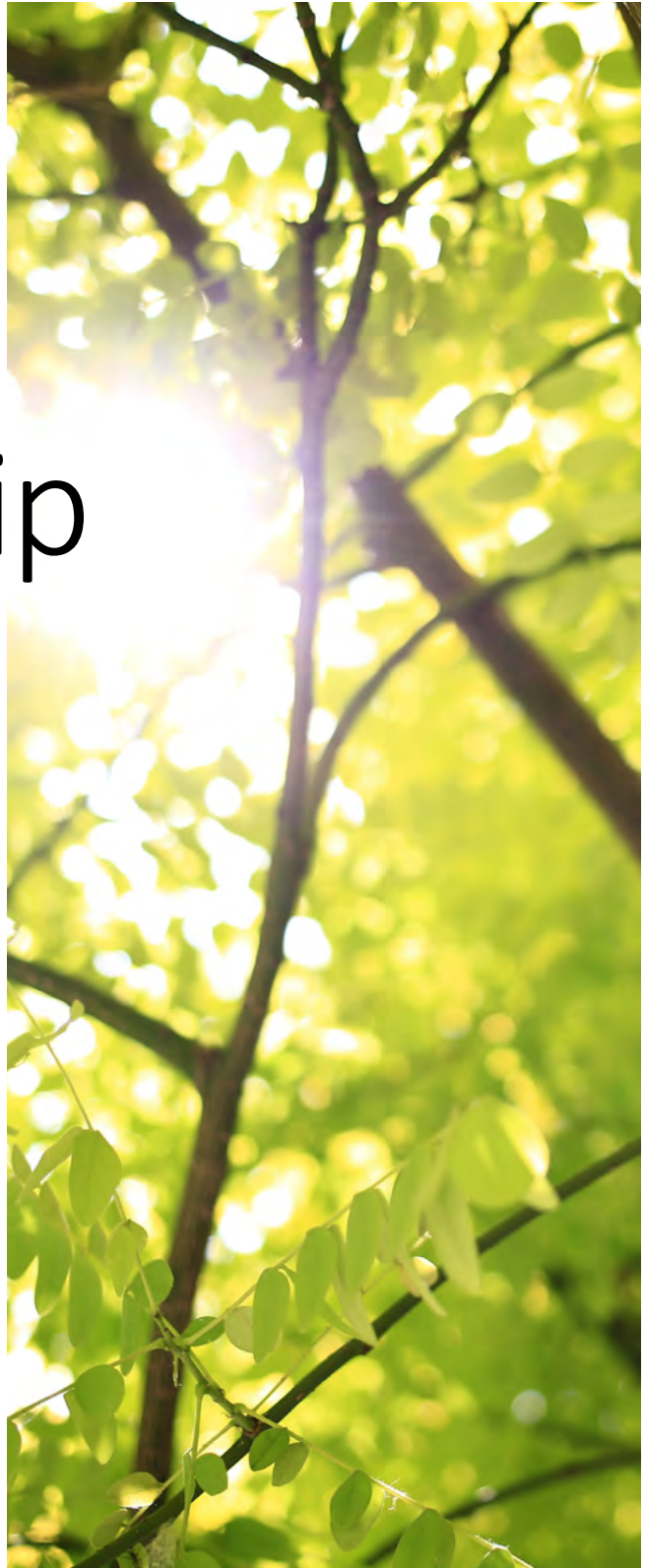


# A Natural Partnership

Proudly helping your  
business to grow



AMICA HR  
YOUR PEOPLE, OUR EXPERTISE

# Hello.\*

We're Amica HR and we proudly support our clients with all aspects of human resource services with a friendly and approachable attitude.

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We really take the time to understand your business and provide consistent HR support with our team of friendly in-house experts. In short, we're here to help.

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# About Us



The overarching principles that guide our approach are based on integrity, collaboration, empowerment, responsibility and respect. We go the extra mile with our commitment and willingness to deliver a truly positive experience for our business clients.

Since our formation in 2012 as B&G HR our company has changed and evolved. We have worked for large blue chip organisations such as AMEC Foster Wheeler, EDF Energy, NHS, National Coal Board and Experian. This experience was invaluable and has enabled us to share our knowledge with clients of all sizes. In 2017, we re-branded as Amica HR, and although our brand name changed, our core values remained untouched.

Our service is fundamentally based on the highest standards of Human Resource Management, effective communication, trust and a friendly approach. We'll take the time to get to know your business first by listening and talking to you, or visiting you on-site in order to get a full understanding of your needs.

You can be confident that your company is operating in accordance with Employment Law and regulations, enabling you to minimise the risk to your business and creating a healthy workplace with happy employees.

We can be your local HR Department regardless of your location; whether you are a small, medium or large sized business; a retained client or a customer who needs a simple HR advice over the phone. To us, every single client is equally important.

These brand pillars help bring our promise to life. They help us to provide experience that supports you in doing what you love best, without having to worry about employment law changes. It's little things that make the difference.

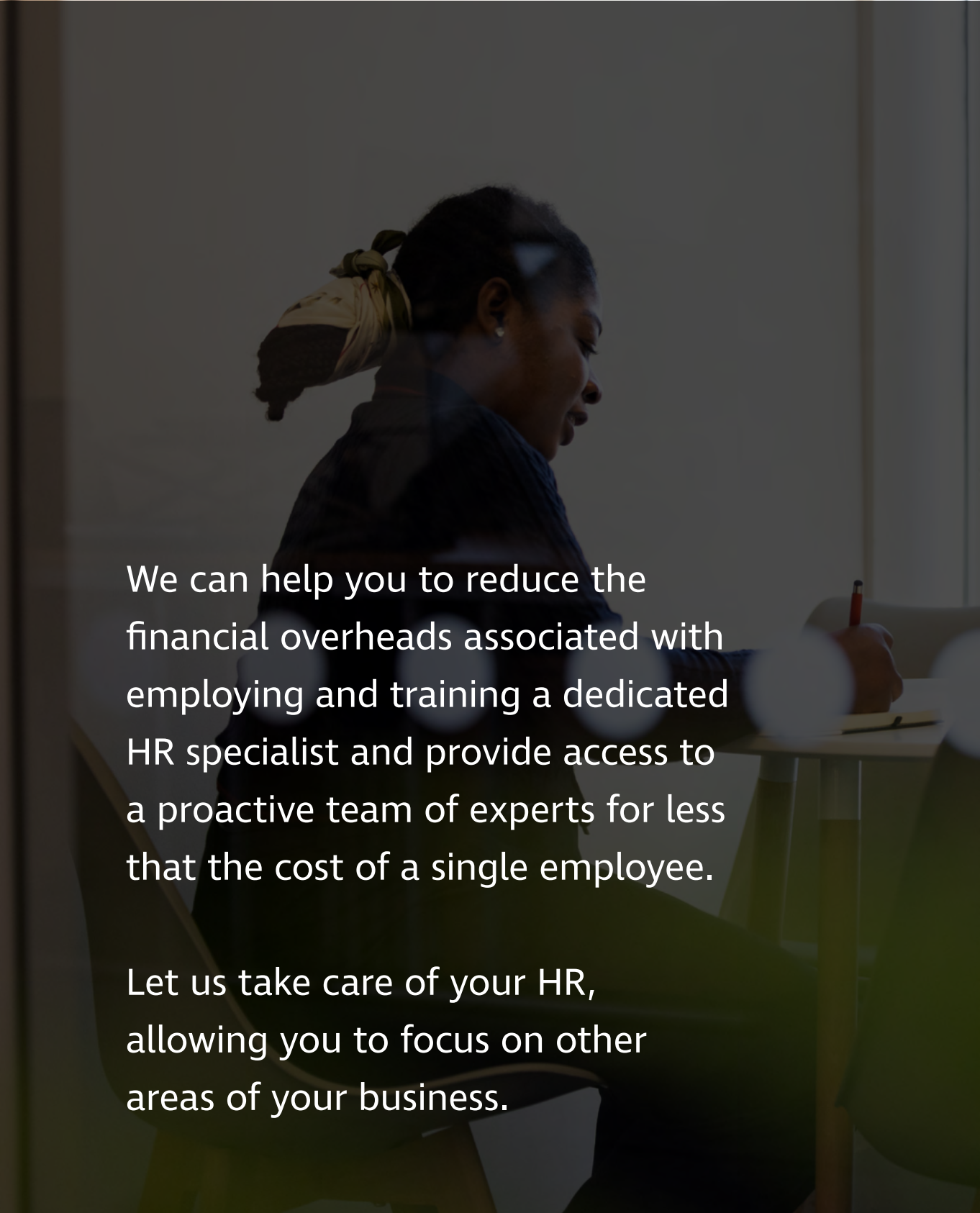
In the end, it's all about your successful business story.

One of the things that makes us different is that our team of experts are all in-house, working from our offices in Lincoln and London. Meaning you get the consistent support you need, when you need it.

**Senior Team**

# Meet the Amica HR Team\*

**Operations & Admin Team**



We can help you to reduce the financial overheads associated with employing and training a dedicated HR specialist and provide access to a proactive team of experts for less than the cost of a single employee.

Let us take care of your HR, allowing you to focus on other areas of your business.

# Why Choose Us?

Our clients tell us we are like no other HR company they have worked with before. So what makes us different?



## **HR with a Difference**

We take the time to get to know your business, designing processes and solutions that are a perfect fit.



## **Consistent Support**

Support from our HR team to cover employee holidays and absences, ensuring consistent HR services.



## **Independent & Objective HR**

You can be guaranteed of conducting your business in a legal and professional manner.



## **An Expert Team By Your Side**

Our team of HR experts are all in-house, giving you the support you need, when you need it.



## **Flexible Services**

We adapt our support and style of delivery to suit your individual business and culture.



## **Cost Effective, Efficient & Sustainable**

Reduce financial and personnel overheads with a monthly or ad-hoc HR service.



# How Can we Help You?

With a combined experience of over 100 years and by working in partnership with you and your business, we can support you with our depth of HR services, including:

- **Compliance Audit**
- **HR Documentation**
  - Contracts of Employment
  - Employee Handbooks
  - HR Policies & Procedures
- **Employee Relation Cases Support**
- **Conflict Resolution**
- **Recruitment Support**
- **Business Analytics**
- **24-Hour HR Advice**
- **Training & Development**
  - Assessment Centres
  - Talent Training & Management Academies
  - Psychometric Testing

## Compliance Audit

Protection for your company to ensure your HR policies, procedures and practices are compliant with the latest legislation, including:

- Employee handbook
- HR practices, policies & procedures
- Hours of work & holidays
- Recruitment, references & probationary periods
- Grievance & disciplinary
- Dismissal & redundancy
- Equal opportunities
- Family rights
- Bullying & harassment
- Personnel files
- Employers' Liability Insurance

We will produce a report and discuss with you the best way we can help your business to straighten out any problems identified.

There are two types of audit:

Paper - A review all your documentation/ paper processes remotely from our office.  
On-site – A review all your documentation with the team members at your premises.

## HR Documentation

From employee handbooks and contracts to all of your policies and procedures, we can create these from scratch or review and amend your existing documents.

**Contracts of Employment:** An employment contract gives the employee clarification about their rights and what is expected from them and are required by law to be given to all employees who have been employed for at least one month. We can create various types of employment contract or support you with a review of your existing contracts.

**Employee Handbook:** To support your terms and conditions of employment we can provide you with a bespoke Employee Handbook, which clearly communicates your employment policies and procedures needed to ensure you and your employees are aware of their rights and responsibilities.

**HR Policies & Procedures:** We can provide a suite of essential policies and procedures, carefully tailored to your business needs - no blank templates here! All employment issues are covered, giving you confidence that your company is operating in accordance with Employment Law and regulations.

## Employee Relation Cases Support

Remote guidance or on-site, face-to-face HR case work support for any difficult or complex employee relations situations that may arise including:

- Workplace Investigation
- Grievance
- Disciplinary
- Bullying & Harassment
- Discrimination
- Change Management
- Dismissal & Termination
- Sickness Absence
- Redundancy, Restructuring, TUPE Transfer
- Performance Management & Appraisal



This service is tailored to meet your individual circumstances but can include a review and advice on case papers and other supporting documentation; on-site support at relevant meetings; attendance and advice at any hearings; assisting managers with investigations; etc.

Our mission is to help you create a healthy workplace with happy employees, enabling you to focus on your business, without having to worry about HR issues.

### **Conflict Resolution**

Reasons for conflict can be as simple as someone being left off an email circulation list, or someone stealing someone else's ideas, to serious physical abuse or bullying and harassment. Either way, it's important that the conflict is dealt with quickly before it escalates. The effects of conflict can cause increased sickness absence, lack of motivation or decreased productivity.

Our team of qualified and experienced mediators will help with cause investigation, finding a resolution and preventing it from happening again.

### **Recruitment Support**

Ensuring that every job description, person specification or vacancy notice is relevant and correct. Making sure that you only have to deal with the serious candidates. Our fixed fee resourcing service can include:

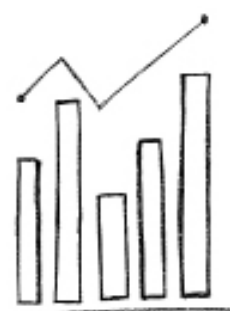
- Job description / Job specification writing
- Vacancy notice writing & posting
- CV screening / short-listing
- Arranging and conducting interviews
- Informing unsuccessful candidates
- Pre-employment checks
- Employment offer writing

### **Business Analytics**

We understand how important analytics are to our clients, being aware of employee engagement trends can have huge strategic benefits to organisations that like to plan for the future. Not only this, but it is crucial to understand the 'why' to be able to generate solutions to deliver business benefits. We partner with Habit 5 to gather data on matters such as customer satisfaction, employee engagement and communications development.

### **24-Hour HR Advice**

Amica HR are committed to driving innovation via new technologies and offer access to our services on a 24 hour basis, in multiple languages and across all time zones. This chat-bot service can be added to the HR contract in a very flexible way, from starting with the set up to deal with transactional HR queries, all the way through to providing personal responses via integrations with existing client systems (such as Employee Management systems and Payroll systems).



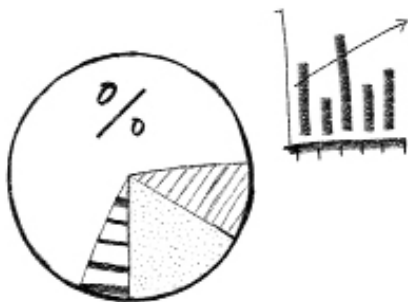
## Training & Development

**Assessment Centres:** An effective way to measure the skill and abilities of a candidate for a senior level vacancy. We work in partnership with your business to create a recruitment process that will give you candidates specifically suited for your organisational needs.

### Talent Training & Management Academies:

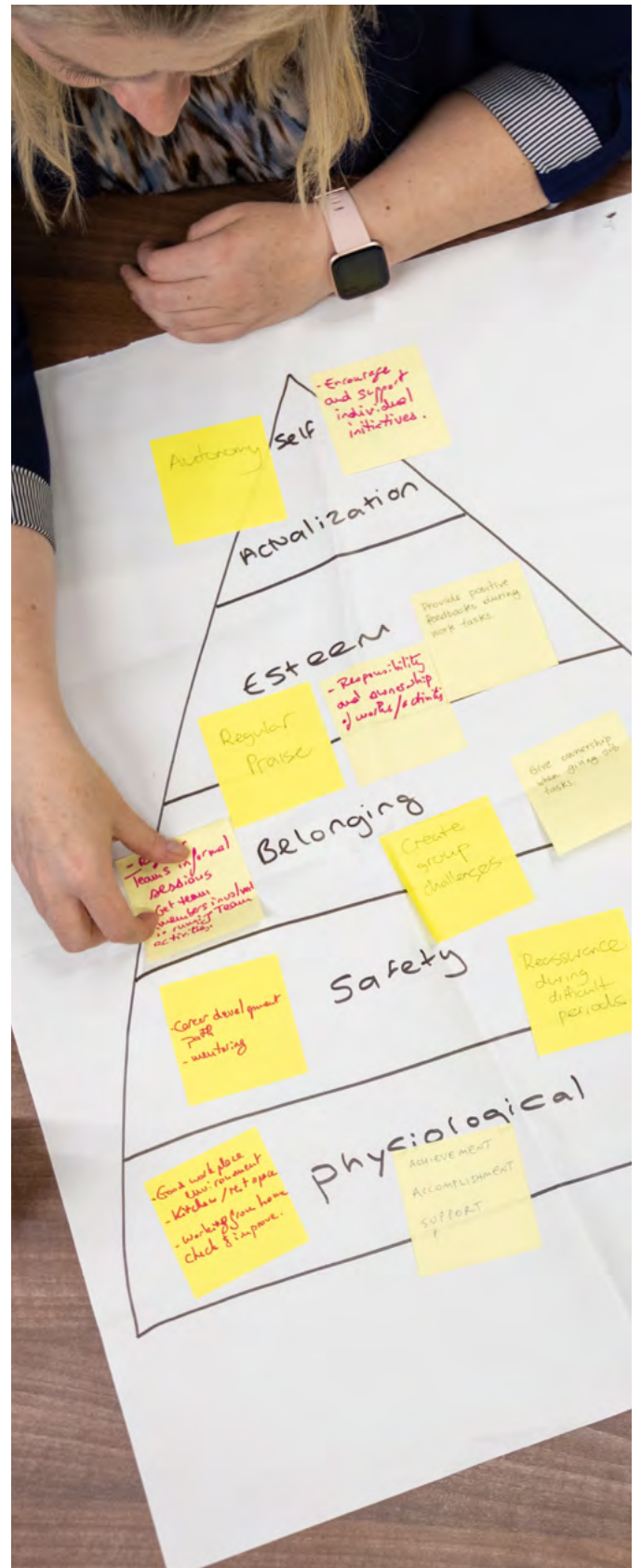
We can provide remote or on-site staff training, informed by the needs of your business. Helping your workforce grow by creating training content that is holistic, engaging, and informative. We can cover:

- Giving/receiving feedback
- Managing performance
- Delegation skills
- Motivating/engaging staff
- Having difficult conversations



**Psychometric Testing:** Personality and Preference Inventory (PAPI) testing is a trait-based psychometric testing tool that we use, in partnership with Cubix, to help you hire the right person for the job.

The Psychometric tests we use can also be a powerful tool for the personal development of your staff, and can be crucial for them to gain a deeper understanding of their abilities, potential, aspiration and motivations. This testing can be used on an individual or team basis. Having an understanding of this can also improve the well-being of your staff.



# How it Works\*

We have developed bite-sized, flexible packages that can be tailored to your specific needs and budget. Helping you to branch out and flourish, whether you're a seedling or a grand old oak.



## 01

### **Ad-hoc Support & Project Delivery**

Perfect for occasional support or projects that need outside expertise. Quickly providing support, as and when you need us.



## 02

### **Retained HR Support**

Our retained HR service package is designed to be bespoke to your specific business needs each month.



## 03

### **Your Fully Outsourced HR Department**

A partnership with Amica HR can transform the way your business works and bolster your expertise without the cost of hiring an additional team member.

You can rely on our friendly team of in-house HR experts to help you with a consistent level of HR support.

You and your business success are the most important thing. To keep everything running smoothly, we continuously research and invest in digital service solutions.



# We Make Things Easier

Every element of our service to you is designed to be helpful. From communication to project management, our digital systems allow quick and efficient service provision.

Everything at Amica HR is as digital as possible, secure and tracked. For project management, we use an online system where you can check the status of anything and upload documents at any time, where ever you are. In addition to this, our time recording system allows the team to keep an accurate account of hours spent against your project.

We know you're busy and so our digital contract tools and secure e-sign system are integrated into our work-flows, helping to keep our processes speedy, efficient and secure.

To ensure that all of our staff and processes continue to provide the best possible service to you, we work with a set of strict KPI's.

Everything we do and provide is constantly checked and we pride ourselves on making your life a whole lot easier.

# What You Can Expect



If you decide to work with us here at Amica HR, firstly we'll be over the moon, then we'll get up close and personal and really get to know the details of your processes and business patterns.

**Whether choosing to outsource your HR needs or you're changing from another provider, we know you'll have concerns about how this might impact on your day to day business.**

We aim to make any transition as simple and stress-free as possible. We like to look closely to every detail, ensuring that we get to know you, how you work, your processes and your business. Working in close partnership to assess any areas for improvement before implementing any changes.

With this detailed view and close partnership, you can be confident that your HR solutions are tailored to your bespoke needs and that our in-house team are always available to help things run smoothly.

Many of our clients have had the experience of being 'passed around' and not knowing who they're speaking to when contacting their HR provider. Unlike other providers, you will be introduced to and get to know the names of our lovely team of in-house HR experts that you can speak to directly.

We pride ourselves on supporting all of our clients with friendly and a consistently high level of customer service.



# What Our Clients Say About Us

95% of our clients are through recommendations

“

I am delighted with the services provided by Amica HR, these have included a revision of our staff hand book and other HR policy documents, management of our hiring and leaving processes, transferring outsourced staff to headcount and they have helped us to successfully manage various personnel matters which otherwise could have been time consuming and complicated. I have no hesitation recommending Amica HR to other firms looking for a professional and approachable HR agency.

**Jeremy Thorpe, General Manager**

**Tillotts Pharma UK Ltd**

I found your Appraisal Workshop really informative and a massive help. The whole session was also great fun.

**Jane Judd, Director**

**Lace Law Ltd**

I really appreciate that you make us feel like no question is a silly question, and how you keep researching the cases for us to strive for easier and better (smoother!!)

**Bradley McKenny, Operations Director**

**Distract Ltd**

I have found Amica to be very professional and responsive to our HR needs. Specifically, they have provided us with valuable help to maintain a balance between often complex legal requirements while properly caring for our most valuable resource, our employees.

**Scott Vallette, Managing Director**

**J. L. Priestley & Co Ltd**

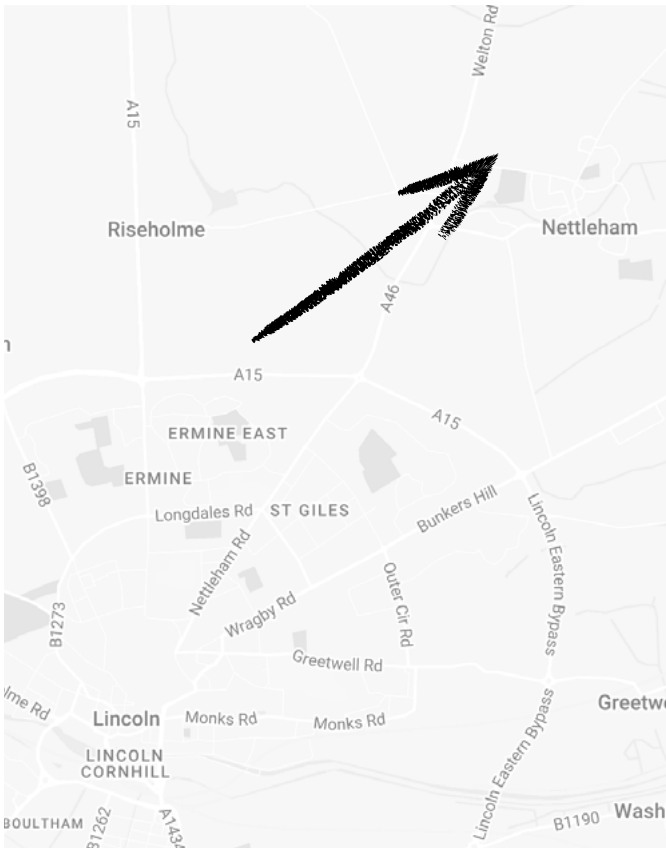
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## Some of the clients we've helped.

CLM Fireproofing



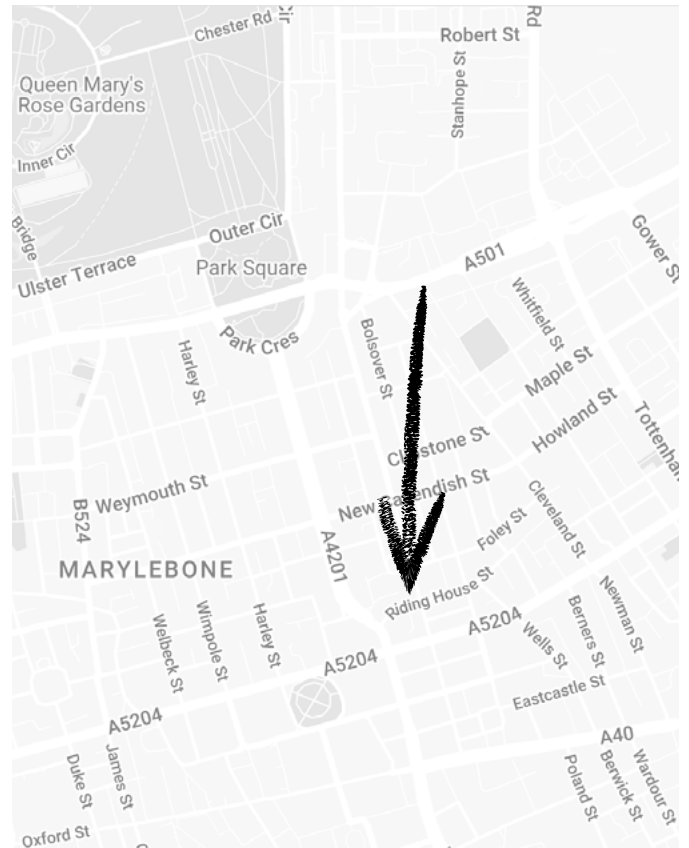
# Where to Find Us



## Lincoln

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## London

### London Office

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W1W 7LT  
+44 (0)20 7110 0006



# Contact Us

We're here to listen to  
your HR needs

Get in touch with our friendly team today to  
find out how a partnership with Amica HR  
can benefit your business and team.

Call us on 01522 370190 or 020 7110 0006

Or Email [info@amicahr.co.uk](mailto:info@amicahr.co.uk)



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