



Cl^over HR

YOUR TRUSTED PEOPLE ADVISORS



WELCOME TO

CLOVER HR

At Clover HR we understand that you built your business to do the thing you love and are good at – not necessarily managing people - so we are committed to providing quality and trusted advice and support that you can rely on.

Our sole purpose is to add value by supporting you to get the very best out of your team so you can drive the business forward and grow. Our mantra of 'do the right thing' drives us to excellence, to exceed expectation, to never settle for second best and to have as much fun as possible doing what we love.



CLOVER HR

ABOUT US

Clover HR specialises in providing bespoke HR consultancy services and solutions, to SMEs across the UK.

With over 25 HR Business Partners, our team has been carefully chosen to ensure we provide our clients with a complete HR Service, wealth of knowledge and sound advice, spanning all areas of HR and the end-to-end employee lifecycle.

Clover HR provides you with not only expertise but with peace of mind, to know your people priorities and challenges are being taken care of.

With a partnership focus, collaboration is key at Clover HR. We will pair you with a dedicated HR Business Partner who best meets your requirements and ensure a true understanding of your business and your people.

We ensure your Business Partner is as local as possible to provide the most responsive and flexible services as well as offering you remote support 7 days a week (including out of hours advice and support).



CLOVER HR

OUR MISSION

TO BE OUTSTANDING, TRUSTED PEOPLE ADVISORS AND
PARTNERS TO BUSINESS EVERY DAY.

Through honest, focused, responsive and innovative HR
support, we will transform people problems to solutions,
enabling our clients to be employers of choice with an
engaged and motivated workforce.

CLOVER HR

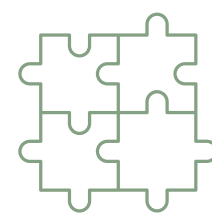
OUR VALUES



TRUSTWORTHY



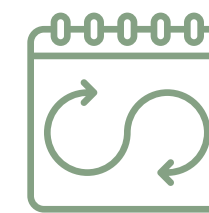
EXCELLENCE



SUPPORTIVE



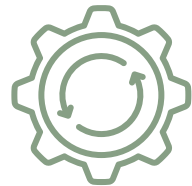
RELIABLE



FLEXIBLE

CLOVER HR

YOUR NEEDS



HR POLICIES,
PROCEDURES AND
PROCESSES



LEGISLATIVE
COMPLIANCE



HR ADVICE, GUIDANCE
AND SUPPORT



ADMINISTRATION OF
HR DOCUMENTATION



SECURE RECORD
KEEPING OF ALL DATA



ACCESS TO OUR HR
NETWORK



WHAT WE DELIVER FOR YOU

At Clover HR, we can offer you a separate or combined delivery of bespoke services. We work in partnership with you to become an extension of both, your business and team, in order to develop and deliver a completely personalised service, tailored to the needs and requirements of you and your team. Providing expert advice and guidance, we not only, help you with day-to-day HR but also support you with any potential challenges you may face.



HR POLICIES, PROCEDURES AND PROCESSES

We provide a full suite of Compliance documents and templates of all HR Policies, Processes and Procedures in line with current legislation and UK Employment Law. We will ensure these are kept up to date and help you understand the importance and use of them all.



LEGISLATIVE COMPLIANCE

With a wealth of experience in all aspects of Employment Law and Tribunals, we are able to offer you trusted legal guidance and will support you through any HR related legal challenges, as well as the support you may need to ensure that you remain fully compliant.



HR ADVICE, GUIDANCE AND SUPPORT

We provide you with a local, dedicated consultant, who will act as an extension of your team as your 'on-site HR Manager'. They will provide you with up-to-date advice, expert guidance on all HR related issues and the support you need, especially handling complex and sensitive issues from performance appraisals to dismissals.



ADMINISTRATION OF HR DOCUMENTATION

From drawing up contracts to crafting your staff handbook, we will be on hand every step of the way to make sure you have all the correct documentation in place and help you to make sense of it all.



SECURE RECORD KEEPING OF ALL DATA

We are accredited BreatheHR Partners, providing you with a cloud-based solution to capture, centralise and manage all Employee data including holiday reporting and absence management with the ability to generate customisable reports.



ACCESS TO OUR FULL NETWORK

Alongside your dedicated Business Partner, you have access to the whole Clover Team, with a wealth and breadth of unrivalled HR experience, knowledge and understanding. We will never leave you without an immediate point of contact, whenever you need us, we will be there for you.

OUR PACKAGES

At Clover HR, we understand that not one size fits all. Our packages are tailored for businesses at every stage, from startups to larger organisations, we have the right service offering for you. Our packages are designed to work for you and your business as you grow and develop, providing the right support, guidance, tools and resources for every step of the way.



NURTURE

For those with no or little HR function, we will provide you with the support, guidance and expert knowledge to kick start your HR journey and address all your basic HR requirements and challenges.

What's included:

- Contracts of employment
- Employee Handbooks
- Template documents and production of bespoke letters
- Legal Compliances
- Annual Employee survey
- Access to one hour of ER advice per month on the telephone
- Visit from Clover HR once a quarter/4 times a year
- Clover HR newsletter and Blogs



DEVELOP

With the basics in place, as your dedicated HR function, we will work with you to further develop your people practices and processes, allowing you to focus on developing your business.

What's included:

- Disciplinary and Grievance Issues
- Performance Management issues
- Absence management issues
- Review of/ implementation of an employee appraisal process and employee development plans
- Access to three hours of ER Advice per month on the telephone
- Phone call from Clover HR each month



GROW

With continued business growth comes a wealth of additional HR requirements. We will provide you with peace of mind that your people matters are taken care of while you continue driving forwards.

What's included:

- Staff & Managerial Training Workshops
- Annual salary review/pay rate review benchmarking: coordination of letters and payroll notifications
- Development planning
- Access to six hours of ER Advice per month on the telephone
- Visit from Clover HR each month



BLOSSOM

Enable your people to reach their full potential. Maximise the capabilities of your dedicated HR function with expert knowledge, resources and tools to enable your people and your business, blossom.

What's included:

- Address Manager / Director Issues
- Complex Disciplinarys
- Employee branding and culture package
- Annual review and update of HR policies and procedures
- Talent management programme
- Employee communication
- Employee engagement programmes
- Unlimited access to ER Advice on the phone
- Visit from Clover HR each month

CLOVER HR

THE CLOVER WAY

“You never really understand a person until you consider things from his point of view ... until you climb into his skin and walk around in it.”

- (Atticus Finch - To Kill A Mockingbird, Harper Lee)

At its core, great HR is about treating people fairly and putting them at the heart of a business. It's understanding the context of a situation, looking at things from more than just a legal standpoint and coming to a fair and just resolution. We add value to businesses in the way we support, equip, encourage and genuinely care for those that work with us.

We don't just simply help managers and leaders to become legally compliant employers. We form strong relationships with our clients and actively partner with them to deliver positive change, creating a culture that gets the very best out of their people within a framework that protects both employer and employee.



CLOVER HR

HOW WE WORK



DISCOVER



UNDERSTAND



SUPPORT

We understand that every client is unique with their own individual strengths, weaknesses and challenges. At Clover HR we do not operate a 'one-size-fits-all' approach but take time to get to know you, to discover what makes you truly great, learn where there is room to develop and understand the specific challenges you're facing.

Once we have been on that journey, we then work with you to create a roadmap of support so you can get the very best out of your people and have peace of mind knowing that we are walking alongside you. We will help you put the right contracts, documentation and processes in place to ensure that you, and your team, have the right frameworks of support and a sound legal foundation on which to move forwards.



CLOVER HR

OUR STORY

Clover HR Managing Director Michael Doolin spent over three decades as an HR director for a number of global brands including PwC, DPD and BA. But he had the vision to make world-class HR accessible to more than just the top 1% of businesses; to use his experience and expertise to support other business owners and their staff and to help put value back into businesses Clover HR was born in 2017 and has grown steadily.

All our consultants have been hand-picked for their specialisms in their particular field so we can meet the huge variety of complex employment challenges faced by business owners. We're not the biggest and we're not the cheapest. But we don't want to be. Our ambition is to build an HR company that offers an unrivalled level of service that puts people - and not processes - at the heart of all it does.

CLOVER HR

VALUE ADDED SERVICES

Clover HR offer a number of free value-added services and resources available to all our partners at no extra cost.



CLOVER CONNECT

Our monthly newsletter, designed with our clients in mind. We share valuable, relevant information with you, along with links to our latest blogs, webinars and employer guides; ensuring you are kept up to date and well informed.



CLOVER GUIDES

We have an archive of Employer Guides, created with you, as Employers, in mind. Our Guides cover various HR topics, providing an excellent additional resource and point of reference.



CLOVER WEBINARS

Our free webinars are a signature resource of ours. Our team put together a number of interactive webinars every month focused on current HR topics to provide advice and guidance helping you to overcome some of the people challenges you may face.



CLOVER BLOG

As a trusted source of information, our blog is updated regularly with articles, best practise guidance and 'how-tos' and lots of fantastic content to provide our readers with the latest in HR news and guidance, informative and engaging, helpful resources.

CLOVER HR

ADDITIONAL SERVICES

Beyond our core HR services, Clover HR offer a range of additional services, available to all our existing partners to provide you with the most complete HR service from a single source, saving you time and money.

CLOVER RECRUITMENT

Whether you are looking for permanent or interim staff, Clover Recruitment will help you find the right person quickly and efficiently, managing the end to end process from job description creation and contract negotiations to tailored new starter checklists and onboarding.

CLOVER HEALTH & SAFETY

With a legal duty to protect your people, Clover H&S will help you understand and identify potential risks within your business to ensure accident prevention creating a safe working environment and positive safety culture. We provide guidance on documentation, training and communication needs assessments and aid in H&S and fire risk audits.

CLOVER MEDIATION

Unhealthy conflict can be damaging to those caught up in it and can impact on the well being of your workforce, their productivity and can end up with high staff turnover and even litigation. Mediation is a non-adversarial way of resolving conflict. We have skilled, professionally qualified mediators who acting impartially, can help the disputing parties have an open and honest dialogue so they can secure a mutually agreed outcome so avoiding the use of formal processes.

CLOVER COACHING

Clover Coaching provides organisations with confidential one to one and team coaching sessions for managers and employees covering areas including staff performance, personal development, Board conflict management, career transitioning and personal stress management and support.

CLOVER CV

We work with individuals at every stage of their career offering professional guidance for executives at Board level, for those starting their careers and for every stage in between. We believe that creating a CV is very much more than putting words on a page. Clover CV also includes supporting individuals to create effective LinkedIn profiles.

BreatheHR

Clover HR are proud to be silver credited BreatheHR partners. BreatheHR is a cloud based HR software solution designed to give businesses more time to focus on their people. With customisable reports, automated and streamlined processes, this HR system is quick and easy to use, giving you the tools you need to support your business.

CLOVER HR

ADDITIONAL SERVICES

CLOVER MARKETING

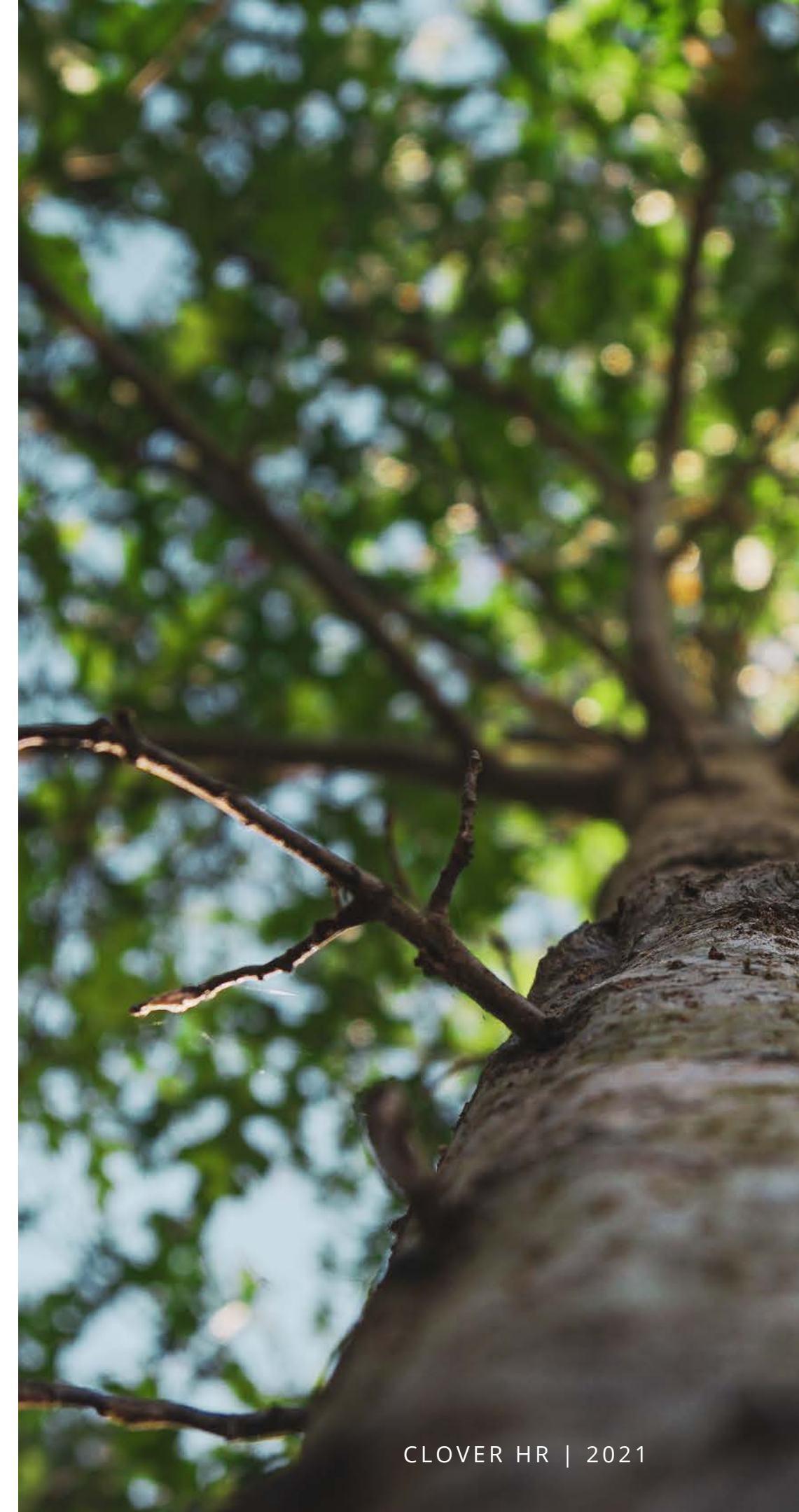
Clover HR have a dedicated in-house marketing department that can provide you with the latest HR news and updates in the form of social media posts, webinars, mailshots and monthly newsletters, dependent on your needs and requirements, - all personalised with your brand, in partnership with Clover HR. This means your workforce will receive expert, trusted HR guidance and advice as well as updates on all the latest, relevant changes. We are also able to support you with your internal communications and external marketing assets.

CLOVER TRAINING

Clover Training will provide you and your team with the understanding, knowledge and skills to develop a robust training programme to effectively remove obstacles, challenge performance and deal with underlying issues in the workplace so that you can drive your business forward.

CLOVER BENCHMARKING

We are able to access up to date National Salary Benchmarking data to help you ensure that your Salary and Benefits are competitive and in line with current market conditions. We can also work with you in implementing a Reward framework to help position your Business with appropriate job families that are benchmarked and evaluated. This will help you save money whilst improving engagement in your Business.



CLOVER HR

2020 CLIENT SATISFACTION SURVEY

100%

Of our clients believe their dedicated HR Business Partner is the **right fit** for their business.

93%

Of our clients **would recommend** our services to another business.
(7% - 'Too early to say')

100%

Of our clients rate our communication as **excellent** or **very good**.

CLOVER HR

WHAT OUR PARTNERS SAY

"I've always found Clover to be very friendly, professional and informative. After setting an action plan with our dedicated Business Partner, I am really looking forward to a productive year ahead"

"The positive energy and vibe given off by them.
This gives me confidence in getting the help and support I need"

"Clover are a professional HR Business Partner who have a caring and personal touch to the services they bring. As an SM, we don't have the resource to operate our HR function as effectively as we had hoped in the past but since working with Clover, it has given us the support and extension to that department that has seen positive change to our processes regarding HR"

"We are happy to utilise the expertise that Clover HR provides- it makes the day to day running of our business much more efficient as our Clover HR contact is always there to help and advise"

"That extra peace of mind that HR is being looked after. We are a new business and having Clover HR by our side means that mistakes are reduced to a minimum in relation to employee matters"

"A great support, a great team with a friendly, approachable service, up to date with the latest requirements to meet all your HR needs"



Clover HR 2020
CLIENT SATISFACTION SURVEY

OUR PARTNERS

CASE STUDY



By engaging with Clover HR Advanced Couriers have achieved the following;

- Comprehensive HR policies and procedures across the business, which included an employee handbook;
- A variation of employment contracts which are now aligned to different types of worker within the business; and
- A focus on HR and brought the Company up to date with employment legislation.

Established since 1991, Advance Couriers have built a reputation as the industry leaders in bespoke dedicated urgent deliveries in the Worcestershire area. Advanced Couriers offer a wide range of resourceful vehicles and operate from three locations. Advanced Couriers have 22 employees, which are mostly made up of drivers and operational staff. After taking over the business 4 years ago, the business has grown rapidly and continues to have ambitious growth plans. There was minimal HR process and procedures in place, leaving the business exposed.

Clover HR has implemented an employee handbook which complements the contract of employment and also HR policies and procedures, and include specific sections which were important to the business. A full HR policy review was conducted and all policies were updated in line with current legislation and new policies were introduced as best practice for Advanced Couriers moving forward. Additionally, Clover HR develop specific policies to Advances Couriers business operations.

Clover HR have supported Advanced Couriers to ensure they meet the basic requirements of HR compliance in the employment relationship and will continue working with Advanced Couriers to ensure compliance as the business grows.

Please visit our website or get in touch to find out more about this case study.

OUR PARTNERS

CASE STUDY



Established in 1995, Highway Traffic Management (HTM), is one of the most reliable and experienced temporary traffic management companies in the country. HTM have 131 employees, with a diverse workforce and mixture of office employees and road operatives and drivers. By engaging with Clover HR Highway Traffic Management (HTM) achieved the following;

- Ability to confidently take action when employees breach company policies and procedures;
- Freeing up management time from HR actions;
- Support, training and development to managers to ensure they have the confidence to take HR actions;
- A reduction in wasted time due to streamlined processes and the new HR system;
- Creating the new role of HR admin to address and support ER issues;
- Improved recruitment processes and onboarding.

Clover HR have supported HTM to streamline their HR function and support their continued business growth and will continue to work with HTM who are passionate about their employees and their wellbeing.

Please visit our website or get in touch to find out more about this case study.

Clover HR

YOUR TRUSTED PEOPLE ADVISORS

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