

# Cl<sup>o</sup>ver HR

YOUR LOCAL TRUSTED PEOPLE ADVISORS







# WELCOME TO **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

# WE ARE ISO 9001 CERTIFIED



Having realised that the growth of our business was ahead of plan we recognised that we needed to ensure that our business processes were robust enough to enable us to deliver a quality service to our existing and ever-expanding client-base.

It was therefore an obvious decision for us to embark upon the implementation of our own Quality Management System to ensure that we were able to consistently deliver the highest level of service, with the appropriate structure in place to do so.

Having done so we are delighted to say this QMS has been certified to the standard for business management. This was not something our client-base requested or expected but by doing so we hope that this will demonstrate our commitment and professionalism to all existing and potential clients. Any knowledge gained from this way of working is also shared with our clients through the way that we work with them.

*"I am very proud of this achievement. For any business this is a significant milestone in its development, for one that is four years old it demonstrates our continued commitment to meet and exceed the expectations of our clients today, tomorrow and always"*

**- MICHAEL DOOLIN**  
**MANAGING DIRECTOR CLOVER HR**

*"The external verification that Clover HR works in this way is a moment of professional pride for me. This way of working has been developed within our organisation over the last 18 months to match our continued growth and delight our customers. The level of undertaking and knowledge of working in this way shown by all within the business is obvious, as is our desire to invest in our business. We will be able to apply this knowledge on to all clients as we continue to work with them to grow their businesses"*

**- JENNY RILEY**  
**DIRECTOR OF COMPLIANCE & STANDARDS, CLOVER HR**

*"Overall it is clear that there is an effective and meaningful ISO 9001 management system in place and the company can take pride in the high standard of compliance achieved at a Stage two audit"*

**- JAMES GIBB**  
**DIRECTOR ADVANCED CERTIFICATION**



CLOVER HR

# FREE HR HEALTHCHECK

You wouldn't skip your MOT, so why would you skip your businesses HR Health check?

With the ever-changing landscapes that we operate in, it is essential that in order to remain both competitive and compliant, you have the fundamentals in place.

We have helped a number of organisations understand their current HR landscape, identifying crucial areas for improvement and developing targeted action plans to quickly and effectively rectify any challenges. From basic legislative requirements to employee benefits and performance management, our HR Health check uses a series of detailed questions to audit and evaluate your current HR policies and procedures against key areas of UK Employment Legislation, including both current and upcoming.

One of our experienced HR Consultants will work closely with you, and your team to complete the Healthcheck. We will then provide you with a comprehensive feedback report recommending areas for review.

## WHAT DOES THE HR HEALTH CHECK LOOK AT?

- Recruitment
- Contracts of Employment
- Pay and Benefits
- Working Time Regulations
- Performance Management

Give yourself peace of mind and give your Business a clean bill of health.

## WHY IS HR IMPORTANT IN A BUSINESS?

HR is important in a business as not only do you need to comply with Employment Law, but a HR Professional can support you in ensuring that the way in which you structure your organisation and how you manage and engage your people, is done in the best way to deliver your organisational strategy/objectives.

## WHAT WILL HAPPEN DURING MY HR HEALTH CHECK?

During your health check we will take you through a number of areas in order to identify any gaps in compliance. This will include, for example, policies & procedures, performance management, and Employee terms & conditions. We will then write you a report on our findings that is personal to your business, and recommend ways in which you can address your compliance gaps.

## HOW LONG WILL THE HEALTH CHECK TAKE?

This will vary from business to business and will depend on the size and what you have in place already. Usually, the health check will take no longer than a couple of hours.

## DO I HAVE TO PAY FOR THE HEALTHCHECK

No, your HR Health check is a complimentary service.



CLOVER HR

# OUR CORE SERVICES

At Clover HR, we work in partnership with you to become an extension of both, your business and team, in order to develop and deliver 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 SUPPORT & ADVICE

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.



## HR DOCUMENTATION

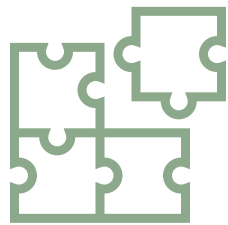
From drawing up contracts and crafting your staff handbook to policies and procedures, we will be on hand every step of the way to make sure you have all the correct documentation in place and help you to make sense of it all. Ensuring you have the right documentation in place for your employees helps to protect your company from disputes and facing being taken to an employment tribunal.



## PERFORMANCE MANAGEMENT

We will work with you to determine your priorities and establish ways to engage your teams in goals setting, proactive monitoring and feedback to drive better performance. 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.





## ABSENCE MANAGEMENT

Employee absence can be a huge cost for companies, while most absences are genuine, some may not be. Having a robust policy in place can help you manage absence effectively. We can provide you with trusted advice on identifying genuine absences, supporting your employee's recovery and return to work, as well as providing advice and support surrounding the current UK Employment legislation.



## HR SOFTWARE

Put your people first and free up time for what is important. Using a HR software can help you to streamline all HR requirements and functions that are involved in people management. With an abundance of tools and intuitive insights at your fingertips, our HR software can help clear your mind allowing you to track holidays, plan appraisals, manage expenses, organise shifts, monitor absences and much more.



## EMPLOYEE WELLBEING

Engaged Employees lead to better, successful employees. People who feel connected, valued and listened to, work harder and stay longer. Engagement touches every step of the employee lifecycle and has a huge impact on all areas of the business, from turnover and productivity to end customer experience. Our Services cover end to end wellbeing, from Occupational Health and EAPs to Wellbeing workshops and counselling.



CLOVER HR

# OUR PACKAGES

## GETTING IT RIGHT – FIRST TIME, EVERY TIME, IS OUR AIM.

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.

As your business grows, so do your people needs and challenges. We provide you and your team access to a flexible, dedicated HR function to manage or support all of your people needs and challenges at every stage of your organisations journey, from startups to larger organisations.

After years of working in partnership with and within SMEs across the UK, we have carefully designed our packages 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.

Our aim is to provide you with the right level of support and advice for you and your business, when you need it. Throughout our partnership we will review your package based on your unique needs, providing you with nothing more or less than you require.



## NURTURE PACKAGE

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 PACKAGE

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 PACKAGE

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 PACKAGE

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

# 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 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 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 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 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.



## CLOVER ASSESSMENTS

Our assessment service is accessible, professional and flexible with a team of chartered occupational psychologists who have a wealth of experience, specialising in the global assessment of your biggest asset- your people. We will advise on the best assessments for your given challenge, or should you prefer, deploy the assessments you instruct us to.

## CLOVER OUTPLACEMENT

Clover Outplacement assists organisations facing redundancy situations. We provide flexible, bespoke support through tailored Group or Individual work, focused on the individual needs of those affected. We work closely with our clients to develop a tailored Programme, on a modular basis, that suits the needs of both their organisation and their people which can be accessed as single services or a full end-to-end offering.



CLOVER HR

# OUR VALUE ADDED SERVICES



## 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.



## THE HR CONNECTION

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.



## 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.



## EMPLOYER 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.



## 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.



# 2020 CLIENT SATISFACTION SURVEY



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



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



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



CLOVER HR

# WHY BUSINESSES CONTINUE TO CHOOSE US

We are proud to work in partnership with so many brilliant businesses across the UK. Our partners span all industries and sectors each with a range of HR needs and challenges. To see what our partners think of us, and why they continue to choose Clover HR read their comments below.



When my colleague and I first met with Clover HR to discuss our requirements, their passion for Clover HR shone through! They were interested to learn about us and our work as a charity. We felt that Clover HR offered a more personable approach and an appointed HR Business Partner meant that we had a single point of contact who would understand the Foundation and to build a relationship with. Thank you for your support to date – we’re looking forward to develop our working relationship!

**HEART OF ENGLAND COMMUNITY FOUNDATION**



Clover are a professional HR business partner who have a caring and personal touch to the services they bring. As an SME 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 a positive change to our processes regarding HR.

**HIGHWAY TRAFFIC MANAGEMENT**



Our Business has been using Clover for around 18 months now. They have guided us through some difficult HR issues with confidence.

We have an excellent relationship with Clover; they are there whenever they are needed and we see them as an extension of our own HR Department.

**PRIME FACILITY SERVICES**





Clover HR is enthusiastic and passionate about helping people, shown through their sensitivity and appreciation of their clients.

Clover builds relationships well and challenges her clients to help them overcome their problems and enable them to achieve their goals.

**BREAKWELLS LLP**



After our first meeting with Clover HR, I knew I needed Clover HR to expand. So far the result has been brilliant. One thing which really strikes working with Clover, it is the relationship which is key for me. I would definitely recommend Clover HR to other businesses.

**A&F HAULAGE LTD**



During the midst of the Covid-19 issues, Clover HR played an important part in supporting and advising our Business, HFT Forklifts, through a myriad of diverse HR matters.

Their HR expertise and speed of response were excellent and helped us all enormously. We will continue our relationship post the crisis and can highly recommend their Business.

**HFT FORKLIFTS**



I've always found Clover to be very friendly, professional and informative.

After setting an action plan with our dedicated business partner I really looking forward to a productive year ahead.

**GROUNDWORK WEST MIDLANDS**



The background of the entire page is a lush, green, out-of-focus image of leaves, likely from a plant like a privet or similar, creating a natural and vibrant backdrop.

**CLOVER HR**

# **HOW CAN WE HELP YOU?**

**Are you at the stage where you want to take on your first employee and want to do things right from the start?**

**Have you grown your business organically, but you now realise you need to get some structured and necessary documentation and processes in place?**

**Are you facing a challenge within your team that you just can't seem to resolve?**

**Are you frustrated by the lack of support and advice you're getting from your current HR supplier?**

**Are you an internal HR Manager struggling with various projects due to significant workload and time constraints?**





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

# 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 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

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