

PENINSULA

Service Guide

peninsula-uk.com



PENINSULA

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**“We are
serious
about your
success”**

**Peter Done - Managing Director & Founder
PENINSULA**

Welcome to Peninsula

Success Starts Here

Contents

	1 Employment Law	08
	2 Health & Safety	12
	3 Advisory	18
	4 Online Tools	22
	5 Legal	26
	6 Insurance	30
	7 Employee Assistance Programme	34
	8 Training Services	38
	9 Additional Services	42



PENINSULA

Service Guide

**Looking for advice about employment law or health & safety?
You're in the right place.**

Success Starts Here.

Welcome. As a client of Peninsula, your business is now one of thousands across the UK which is thriving with our help. We're the nation's most trusted employment law and health & safety adviser, taking care of the rules and regulations so you can concentrate on doing what you do best: running your business.

Over thirty years, Peninsula has grown – a lot – but we started out as a small business too. We still think that way, which is why we understand the challenges you face. This directory contains a full listing of our current services.

We're here to support you with advice and practical action whenever problems arise, and help prevent them too. Your Peninsula team is only a call away, 24/7.

For full contact details see the back of this booklet. If you have comments or questions about the directory itself, please contact:
client.experience@peninsula-uk.com

Overview

Wouldn't it be handy to have in-house expertise without the cost of in-house expertise?

Now you do.

Our team has experience in a wide range of business sectors, each with their own unique issues. And our services are provided by qualified professionals who are leaders in their fields. So whether you're in child care or retail, food service or manufacturing; whether you need support on payroll, HR or site safety, or dozens of other topics – we're here to help.

We know our clients value what we do, because you tell us. Peninsula has over 10,000 positive reviews on Feefo, and we've been acknowledged with prestigious awards including Sunday Times Best Companies and Financial Times Best Places to Work. You can expect the same high standard of service for your business. For more detail on each topic you can refer to our website.

The level of support you need, when you need it.

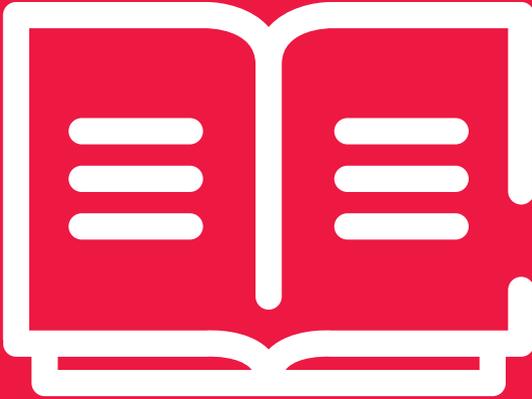
From occasional over-the-phone advice to a full on-site team support, we provide as much or as little help as you need. Our service levels are responsive, meeting your needs as they vary over time. Our expertise covers employment law and health & safety. Our health & safety support, gives you 24-hour advice, guidance on compliance and documentation, risk assessments, training, and much more.

We take all this complicated and time-consuming – yet legally vital – activity off your hands. Our employment law service cover also provides 24-hour support, as well as help with contracts, policies and procedures, legal representation, even day-to-day HR management should you require. We also provide employee assistance programmes, mediation services and much more.

It's like having your own professional in-house team.

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1



Employment Law

**Do you employ one person or twenty?
Either way, we're here to help.**

Peninsula employment law consultancy

By definition, businesses have staff. These days though, being an employer is an increasingly tricky proposition. If you don't have an HR team, expert help with the wide range of topics covered by employment law can save you a lot of headaches.

Our experts help clients with documentation and employee handbooks; forms, procedures and stationery; administration and guidance; audits, insurance and training; and legal representation. Our 24/7 helpline is there for any query you might have, and we also provide an online portal for secure, convenient access to all your files.

Employee handbook

- Salaries and wages
- Holiday entitlement and conditions
- Sickness/injury payment and conditions
- Disciplinary rules and procedures
- Capability procedures
- Disciplinary and capability appeal procedure
- Grievance procedure
- Personal harassment policy
- Anti-bribery policy
- Data protection, social media, email and internet

Employer's guide (stationery)

- Applications for employment
- Interview rating documentation
- Shortlisting matrix
- Equal opportunities monitoring form
- Employee induction documentation
- Health questionnaire
- Holiday request
- Sickness/injury records

Documentation

- Statements of main terms of employment
- Apprenticeship agreements
- Training agreement
- Restrictive covenant
- Competition agreement
- 48-hour opt out
- Deductions agreements



Online employment reference manual

- Equal opportunities
- Equal pay
- Job descriptions
- Recruitment advertising
- Interviewing
- Induction
- Return to work interview form
- Attendance records
- Employee appraisal documentation
- Disciplinary records
- Exit interview documentation
- Employee files
- Employee rights
- SSP
- Pregnancy/maternity
- Family friendly policies
- Non-dismissal termination
- Fair and unfair dismissal
- Disciplinary procedure
- Discriminatory dismissals

24-hour employment advice

Extend access to the 24-hour advice service to your managers; a confidential report of all requests for advice and information is available, helping you to monitor performance.

e-learning training

You are invited to attend our weekly online training courses, giving you the skills to handle routine employment issues positively and professionally.

Employers insurance

Insurance policies to protect you against out-of-court settlements, witness costs, legal expenses and most employment tribunal compensation awards.

Employment tribunal representation

We visit your premises, take witness statements, collate the facts, prepare the case, brief witnesses, undertake research and represent you at any hearings.

HR audit

A comprehensive HR audit is now available for clients, covering employee records best practice and compliance with immigration and HMRC regulations.

To find out more about the services listed, please contact 0844 892 2772.

2



Health & Safety

There's one word for businesses that
disregard health & safety. Liable.

Peninsula health & safety service

Some consider it a distraction, but make no mistake: as an employer, you have to get health & safety right. Get it wrong and it might not just lead to an accident or injury, it could cost you your business. These days it is an extensive subject, and it can be difficult to keep up to date.

The Peninsula team is here to take care of it for you. Our experts cover policy and procedures, arrangements and records, rules, risk assessments and employee training. Everything you need to ensure you're safe and sound.

Health & safety policy, procedures and responsibilities

- Health & safety general policy statement
- Organisational structure
- Management responsibilities
- Individual responsibilities and monitoring
- Monitoring procedures

Risk assessment

- General working environment
- Hazardous substances (COSHH)
- Process-related fire risks
- Display screen equipment
- Manual handling
- New and expectant mothers
- Young persons
- Premises fire risk

Health & safety management review

A review of your business measured against current health & safety legislation and accepted best practice.

An in-depth analysis of an organisation's work activities and documentation.

This includes interviews with key members of staff, measured against current health & safety legislation and accepted best practice.

SafeCheck review

A one-off, premises-based review to assess an organisation's operational practices to determine the level of compliance with health & safety requirements. A detailed report is then presented indicating compliance and improvement areas, within a user-friendly action plan.



24-hour health & safety advice

Extend access to the 24-hour advice service to your managers; a confidential report of all requests for advice and information is available, helping you to monitor performance.

Insurance

A policy to protect you against legal expenses incurred as part of health & safety or food safety enforcement action.

Legal representation

A solicitor to attend interviews under caution and advise and represent you in connection with any food or health & safety prosecutions or enforcement action; appeals against improvement and prohibition notices.

Safety arrangements (examples include)

- Risk assessments
- Hazard reporting
- Workplace consultation
- Accident reporting and investigation
- New and expectant mothers
- Employing young people
- Lone working
- First aid
- Contractor control
- Electrical safety
- Chemical substances and agents

Health & safety training

A range of training courses to give managers and staff the knowledge they need in support of health & safety compliance. We offer both bespoke training and training accredited by IOSH and CIEH.

**Health & safety
advice**
0844 892 2772

**Option 2
Advice**
or h&sadvice@peninsula-uk.com

**Health & safety
training advice**
0844 892 2785

**Option 3
Advice**
or bstraining@peninsula-uk.com

**To find out more about the
services listed, please contact
0844 892 2772.**

Peninsula health & safety service

Safety records (examples include)

- Accidents, incidents, diseases or dangerous occurrences
 - accident report forms
 - accident book records
 - accident/incident investigation report
- Electrical appliance asset register
- Equipment and machinery
 - equipment and machinery inspection and maintenance record
 - interlocking and fixed guards test record
- Fire prevention and control
 - fire procedures review
 - fire and emergency evacuation record
 - fire alarm tests record
 - fire extinguisher training record
 - fire equipment servicing record
 - Emergency lighting inspection, testing and maintenance record
- Hazard reporting
 - hazard log
- Health & safety training
 - employee training record
 - training matrix
- Personal protective equipment
 - Personal protective equipment issue records
 - Personal protective equipment receipt record personal
- Employee responsibilities, rules and procedures
- Information for employees
- Employee responsibilities
- Safety rules
- Consultation
- Fire/emergency procedures
- First aid
- Hazard reporting
- Occupational health
- Risk assessments



To find out more about the
services listed, please contact
0844 892 2772.

3



Advisory

Does all the jargon leave you feeling confused?
We can help to clear things up.

Peninsula advice services – 24/7, 365

We are the partner that speaks your language. When you need someone to talk to about a thorny business issue it's reassuring to know that you have all the expertise you could ever need – on your side and just a phone call away. No jargon, no buzzwords; just clear, practical, effective support.

As well as our gold standard 24/7 advice line, the Peninsula team provides a range of specialist services, so you can be sure you're getting the high level of support that all of our clients are used to.

Initial contact

Our consultants are available 24 hours a day, 7 days a week, 365 days a year.

Whenever you make that call, there will be someone on the end of the line, guaranteed. If it's your first call to Peninsula, a consultant will establish what services you are interested in, and set up security/confidentiality arrangements to give you peace of mind from the start.

Direct call access

With direct call access you're able to contact the consultant you want without the need to call the general telephone number to access the advice service. It's your direct route to whoever has been advising you about any ongoing issues.

Payroll advice service

The latest extension to the services we offer clients is our new free payroll advice service. We're offering a dedicated helpline to assist you with anything payroll-related that doesn't sit squarely within employment law.

With this new service, we can help to guide you through:

- Statutory payments such as SSP, SMP etc.
- P11D, P11D(b), P9D(b)
- PAYE
- Real time information
- Calculating holiday pay
- Repayment of student loans
- Tax codes

The payroll advice service is available now.

Clients can reach the service by dialing the usual number – 0844 892 2772 – and choosing option 3. This service is available from Monday to Friday, between 9am and 5:30pm.

Intelligent call routing

Intelligent call routing complements direct call access, by identifying the number you're calling from and linking you to the last person you spoke to. It's the fast, easy way to get hold of the consultant working for you.



Intelligent email routing

Another smart system that makes contact easy. If you can't recall the name of the consultant that's been advising you, simply email advice@peninsula-uk.com and your email will automatically be directed to the consultant that provided you with the previous advice you received from us.

Business protection

All our advice is supported by insurance, protecting your business against unforeseen significant legal costs:

- For any employment issues, you'll be covered for all legal costs associated with preparing and defending tribunal claims.
- Specified awards made at employment tribunal will also be covered.
- For health & safety issues, you'll be covered for all legal representation relating to any safety prosecutions or enforcement action.
- This also includes providing one of our specialist solicitors to attend interview under caution, as well as undertaking appeals against improvement and prohibition notices.

**Peninsula
advice line
0844 892 2772**

**Option 1
Employment Law Advice**

**Option 2
Health & Safety Advice**

**Option 3
Payroll**

**Option 4
Documentation**

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[peninsula-uk.com](https://www.peninsula-uk.com)**

4



Online Tools

Peninsula online portal and online HR management tools.

Peninsula online portal and online HR management tools

Online portal

Your first port of call for managing all of your Peninsula services. One single, secure login gives you access to the mix of services that's right for your business. The latest portal functionality includes:

- Client control: update and amend your own portal login details
- Share access: invite co-workers to use the portal
- Peninsula stationery (for clients who use personnel/employment consultancy services)
- Client documentation (for clients who use personnel/employment consultancy services)
- Review and accept draft documentation
- Access to all services

Peninsula Advice app

Crafted exclusively for Peninsula clients, the Advice App gives you fast access to the support you need the most: your Advice Department.

- Call the 24-hour advice line at the touch of a button and get the instant answers you need.
- Want an HR expert to visit you and solve a problem? Order an appointment in a click.
- See the recent history of your queries with us, and view or download PDF copies of letters and guidance notes.
- Check the status of your ongoing queries and look back at the ones now solved.

Plus, the app's bold design and slick navigation make it easy to follow your ongoing queries in real time, so you can feel secure knowing we're working hard to help you and your organisation.

Download it today. Head to the App Store or to Google Play and search "Peninsula Advice".

BrightHR



People are the biggest overhead for many companies. Our award-winning absence management system, BrightHR, gives you intelligent insights into absence patterns and how they impact on your bottom line. It's a secure, cloud-based system we offer to all our clients. The advantages are clear:

- Bespoke advice from our experts with instant insight into attendance patterns
- Safe storage of employee information
- Evidence and support for tribunal or legal issues
- Easy access to your Peninsula online portal via your BrightHR account with single sign-on
- Full audit trail of employee records including DBS, visa and passport information for complete compliance
- Working time patterns, holiday and absence information validated by experts, ensuring you conform to legislation
- Monitor activity on the go with the iOS and Android apps
- Update your clocking in and out system with Blip by BrightHR. It's a free mobile app for tracking your staff working hours



BusinessSafe Online

BusinessSafe Online is our secure, cloud-based, reliable business management service that stores all your health & safety documentation and stationery. It comes complete with a range of management tools designed to assist and guide you with the relevant legislation.

BusinessSafe Online is accessible on any computer and smart device. It can be used anywhere; you are not tied to a desk. BrightSafe provides you with the following invaluable features:

- Step-by-step risk assessment tool
- A comprehensive e-learning course library
- Accident log
- The ability to store health & safety documents and photographs in a single place

The reference files reflect current legislation and our range guidance notes and safety record pro-formas are available on demand – giving you what you want, whenever you need it.



To find out more about the services listed, please contact 0844 892 2772.

5



Legal

**How many business owners have their own legal eagle?
With Peninsula, all of you.**

Peninsula legal representation

It's an unfortunate fact that employment tribunals and health & safety prosecutions are increasingly common. Of course, we do everything we can to help you guard against these things happening in the first place. If they do though, it's reassuring to know that you have the experts on your side.

If you're presented with tribunal papers or faced with a health & safety prosecution from a current or former employee, notify our legal services department for employment or our health & safety department for safety issues, as soon as possible.

Employment tribunals

First we contact the Employment Tribunal Office and place ourselves 'on record'. This lets them know we're acting for you, and ensures all correspondence will be sent direct to Peninsula.

Case preparation

Your Peninsula litigation specialists instead then compile a bundle of documents to be used as evidence at the hearing; we will also liaise with the tribunal and the claimant's representatives, to deal with all orders for disclosure or inspection of documents as appropriate.

Research

We have an extensive library of legal resources available, and your litigation specialists instead will research all applicable legislation and established case law to aid in defending your case.

Conciliation

Where appropriate we will liaise with ACAS (Advisory, Conciliation and Arbitration Service) for England, Scotland and Wales, or the Labour Relations Agency for Northern Ireland in relation to possible conciliation or where you wish to take a commercial view regarding a settlement.

Attending tribunal hearings

We attend the tribunal to conduct the hearing, making submissions on the facts of the case and the relevant law, and cross-examining the claimant and their witnesses.

Resolution

On conclusion we discuss the tribunal's decision with you, and, if applicable, address matters of compensation or grounds for reconsideration or appeal.



Health & safety prosecutions

As a Peninsula client with health and safety, we provide the following services in the event of an incident.

Accident investigation

We will advise you on the steps you need to take following an accident/incident. A consultant may visit to investigate the event and advise you on any changes you should make to working practices; if needed, legal advice is provided by a health & safety solicitor.

Interviews under caution

We will advise you in relation to requests for interviews under caution, and accompany you to any interviews.

Prohibition and improvement notices

We will guide you through any enforcement action. Legal advice and assistance can also be provided on compliance with, or appeal of, the service of enforcement notices.

Court proceedings

We will advise you in relation to charges, liaise/negotiate with the prosecutor, advise you on your plea, obtain your detailed instructions, collate all relevant information, and represent you up to and including your attendance at court, whether at a trial or for sentencing.

Case conclusion

At the end of a case you will be advised on what additional remedial steps should be taken, in order to help you better manage your health & safety obligations.

Legal services

0844 892 2779

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6



Insurance

Isn't it good to know you're covered?

Peninsula insurance services for employers

We all know the value of a good insurance policy; that little bit more peace of mind. But insurance products for employers do tend to be a bit more complicated, and to get the full benefit you really need a policy that's tailored to your business.

That's where our insurance experts come in. We can arrange policies that aren't available to the general public – ones that meet your individual needs, and once complete, you will receive a copy of this insurance. Our two main schemes are described below, but if you have any other insurance needs don't hesitate to ask us about them.

Employment insurance scheme

We take out an insurance policy on your behalf with an FCA authorised and regulated insurer. This is to cover the legal costs of defending employment tribunal claims.

The cover will also pay basic awards (other than redundancy payments) and compensatory awards (subject to a maximum limit) determined by an employment tribunal in circumstances of:

Unfair dismissal

Cover extends to awards (subject to a maximum limit) for findings of unfair dismissal for a potentially fair reason for dismissal, such as conduct, capability and qualifications, redundancy, statutory ban, and some other substantial reason.

Unlawful discrimination

Cover extends to awards (subject to the maximum limit for unfair dismissal awards) for findings of unlawful discrimination on the following grounds:

- Race, ethnicity or national origin
- Religion or belief
- Sex or sexual orientation
- Marriage or civil partnership
- Pregnancy and maternity
- Gender reassignment
- Disability
- Age

In addition, cover allows funding for economic settlements, if this is felt to be viable. Please note that certain exclusions do apply; details are contained in your schedule of insurance. For more information about exclusions, contact your Peninsula representative.

** Insurance cover is always subject to all policy terms being met.*



Health & safety insurance scheme

We take out an insurance policy on your behalf, with an insurer authorised and regulated by the FCA, which provides payment of legal costs in attending interviews under caution and defending criminal prosecutions.

This usually relates to summonses under the Health & Safety at Work Act (1974) but will also fund the legal cost of undertaking appeals against Improvement or Prohibition notices.

To find out more about the schemes listed, please contact 0844 892 2772.

7



Employee Assistance Programme

Let's be honest, life isn't always easy.
But when the going gets tough, who can you call?

Peninsula employee assistance programme

The Peninsula Health Assured EAP provides peace of mind for employees and employers through the provision of empathic counselling and robust tax, legal and medical information services, together with an easy-to-use online health assessment tool.

Whether you require telephone assistance, face-to-face counselling or even a full-scale occupational health service, we can support you; just as your EAP will support your people.

Why choose Peninsula's EAP?

Helping staff deal with personal problems through qualified professionals is proven to have positive benefits for performance, productivity, health and wellbeing:

- Reduction in absenteeism
- Minimise impact of personal life issues on productivity
- Evidence you are carrying out your duty of care as an employer
- Immediate help available, day or night

Services explained

Peninsula EAP can include the following features:

- Unlimited telephone helpline access 24/7, 365 days a year
- Six sessions of face-to-face counselling (against an industry average of five)
- Inclusion of cognitive behavioural therapy (CBT) with the face-to-face sessions
- The only provider to include an HSE-approved personal coaching/lifestyle tool as standard
- Online health assessments; a recent audit showed 38% of users felt significantly healthier and had better lifestyle habits within just 90 days

One day's SSP (Statutory Sick Pay) costs more than the one employee's assistance programme annual premium. It's a small cost for a benefit that has real value.



To find out more about
employee assistance
programme please contact
0844 892 2493

8



PENINSULA

Training Services

If you don't invest in your team, who will?

Peninsula training services

e-learning sessions

All Peninsula clients are invited to attend our practical, interactive employment law training e-learning sessions. We regularly cover a range of invaluable topics, including:

- Professional handling of common employment issues
- Recognising potential employment problems at an early stage
- Changes in legislation, case law and best practice
- How to comply with employment law requirements

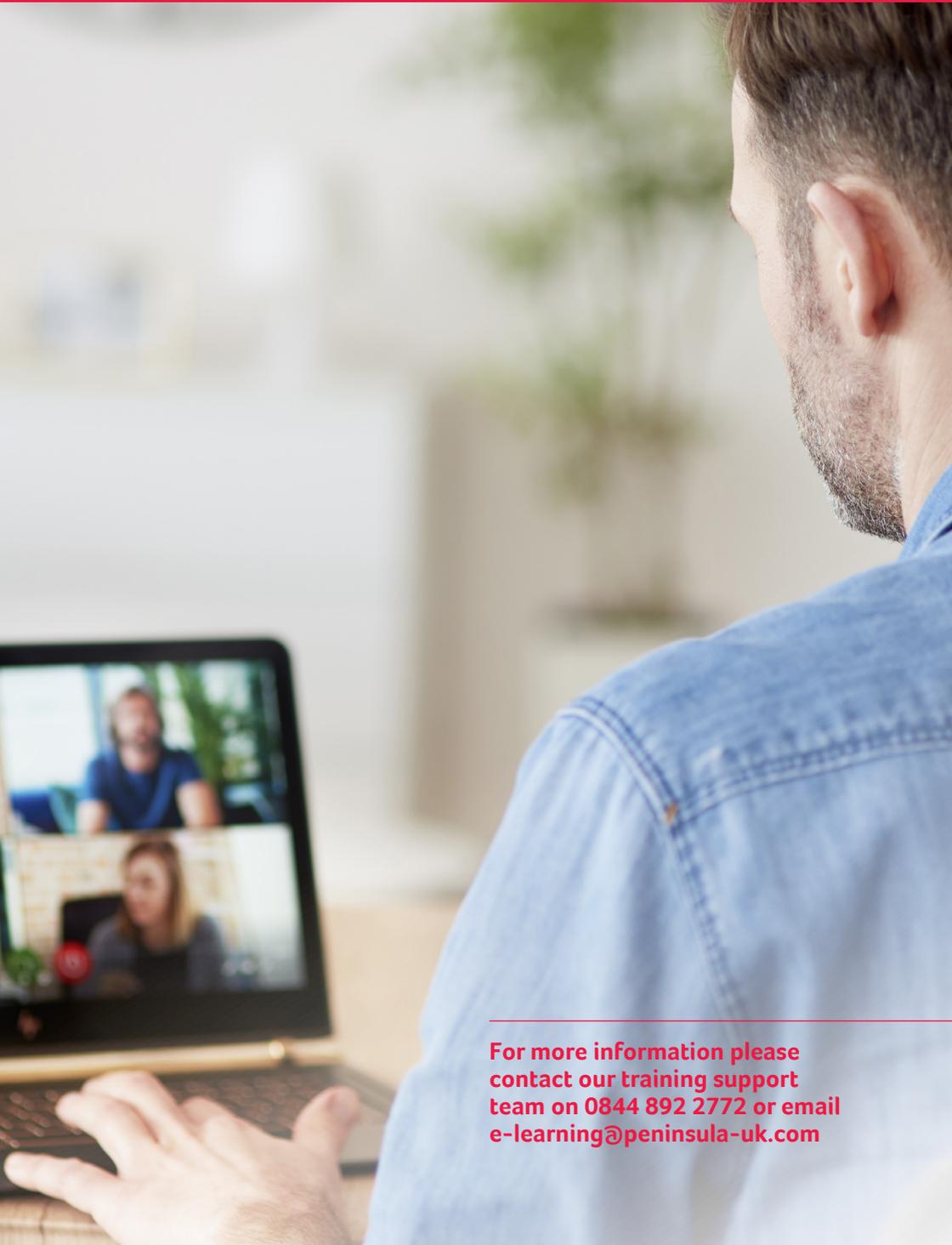
All sessions are presented by qualified trainers with practical experience of managing real life issues. As well as learning more, they're a great way to help avoid costly fines and compensation claims, because you'll get clear advice about the best point at which to call on Peninsula support.

Bespoke employment law, human resources and health & safety training

Bespoke training can add value to your business, match your needs and objectives, up-skill your staff and improve performance. Our training courses cover a wide range of topics, including:

- Managing sickness absence
- Driving and improving performance
- Key employment law requirements
- Redundancy and how to manage it
- Employment law & HR workshop (a one-day session covering recruitment and selection, managing disciplinary issues, equal opportunities)
- Health & safety:
 - Health & safety awareness
 - Manual handling
 - Fire safety
 - Risk assessment
 - Hazardous substances awareness
 - Asbestos awareness
 - A range of IOSH and CIEH-accredited courses.

We can run sessions at your premises or at an away location. There are no per-delegate charges, costs are fixed for half-day or full-day sessions. Up to 20 delegates can attend, making training a very cost-effective investment.



**For more information please
contact our training support
team on 0844 892 2772 or email
e-learning@peninsula-uk.com**

9



Additional Services

Is there anything else we can do for you?
We're sure there is...

The Peninsula team is constantly developing new ways to help our clients make the most of their businesses. The next few pages include some of our innovative services that may be of use to you.

Peninsula mediation service

Mediation is an informal process that involves two or more parties in dispute. It aims to bring you together, in an attempt to resolve differences through an in-depth, open and honest discussion.

The most common use for mediation is when there is conflict between two or more staff members. A certain amount of conflict at work can lead to healthy competition and better performance. However, some conflict can be negative, and if it isn't nipped in the bud it can disrupt the performance and wellbeing of the workplace.

What makes mediation successful?

- It explores the issues, feelings and concerns of all parties
- It allows parties to understand and empathise with the feelings of those they are in conflict with
- It gives parties an insight into their own behaviour
- It encourages communication

Mediation can work alongside other workplace procedures such as grievance or tribunal hearings. It can be used before or after such processes, or even as an alternative.

An experienced Peninsula mediator will facilitate a process for employees in dispute to come together, and provide a safe environment in which meaningful conversation between the parties can take place. The mediator will use special skills to facilitate the conversation and, importantly, allow each party to be heard by the other.

If you're struggling to manage a workplace conflict, contact our mediation team on 0161 827 8561



Peninsula Face2Face Support

The complete on-site solution

Holding formal meetings with employees can be difficult and daunting. If it's a matter of discipline or a grievance, the situation can be tense, stressful, even confrontational. It's the last thing you need when you're trying to run a business.

This service lifts this burden off your shoulders. Our professional HR team can come on-site and handle the headaches for you:

- Investigations/investigatory meetings (in cases of bullying, harassment, gross misconduct, theft or fraud)

- Grievance/grievance appeal meetings
- Supporting you if you have to chair a meeting about discipline, a disciplinary appeal, capability or a capability appeal
- Attending redundancy and TUPE consultation meetings
- Coaching and mentoring prior to challenging meeting

Find out more about Peninsula Face2Face Support call 0161 827 8561

HR audits

It's increasingly common for employers to find themselves with a tribunal claim for unfair dismissal. That's bad enough, but if it's discovered that you haven't got your documentation right – not issuing a written statement of main terms, for example – it can be really costly.

With an HR audit, Peninsula consultants review all your employee files and records to make sure that you're adhering to best practice and are operating in line with legislation, including immigration and HMRC regulations.

After all, you regularly audit your finances. These days, your employment files should be no different. Our team can:

- Provide HR support
- Identify shortfalls in your human resource processes
- Assist with management of employee files
- Ensure compliance with employment regulations and human resource best practice

So when HMRC decide to carry out a compliance check, you have the peace of mind that everything is in order. What's that worth?

HR audit visits are available now and clients can request a site visit by calling the employment consultancy team on 0844 892 2496 or emailing us at employment.consultancy@peninsula-uk.com

Additional services

Payroll advice

Now if only there was someone to advise me about payroll...?

The latest extension to the services we offer clients is our new free payroll advice service. We're offering a dedicated helpline to assist you with anything payroll-related that doesn't sit squarely within employment law.

With this new service, we can help to guide you through:

- Statutory payments such as SSP, SMP etc.
- P11D, P11D(b), P9D(b)
- PAYE
- Real time information
- Calculating holiday pay
- Repayment of student loans
- Tax codes

The payroll advice service is available now.

Clients can reach the service by dialing the usual number – 0844 892 2772 – and choosing option 3. This service is available from Monday to Friday, between 9am and 5:30pm.

**If you have any questions
or require any additional
information about any
of our services, please
don't hesitate to contact
our expert team:**

0844 892 2772



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Peninsula, Victoria Place, Manchester M4 4FB

0844 892 2772 peninsula-uk.com



Peninsula Business Services Limited is authorised and regulated by the Financial Conduct Authority for the sale of non-investment insurance contracts.