

MEMBER HANDBOOK



FOUR SERVICES

FOR YOUR PROTECTION AND PEACE OF MIND.
DISCOVER WHAT YOU HAVE ACCESS TO.

THE HR SERVICE • THE HEALTH & SAFETY SERVICE • THE LEGAL SERVICE • THE TAX SERVICE



WOW!



LOOK WHAT'S INCLUDED

THE HR SERVICE • THE HEALTH & SAFETY SERVICE • THE LEGAL SERVICE • THE TAX SERVICE

UNLIMITED ACCESS

The four services include unlimited access to the following:

- HR / employment law advice line
- HR website with a document library
- Legal advice line
- Online library of template legal documents
- Health & safety advice
- Online library of health & safety documents
- Advice on tax and VAT matters



IN SUMMARY

You have unlimited access* to five business advice lines and over 750 free business document.

Access to this premium quality service is included in the membership fee because of the investment made by your Association.

We believe that our members need supporting and protecting and we think our members are worth that investment!



LET ME IN!



HOW TO ACCESS THE SERVICES

THE HR SERVICE • THE HEALTH & SAFETY SERVICE • THE LEGAL SERVICE • THE TAX SERVICE

ADVICE LINE



This number gives access to five advice lines - HR, legal, health & safety, tax and Vat. Members have unlimited access to all lines and the HR and legal lines are available 365 days a year. The lines are manned by very experienced advisors who can answer any questions you may have or help resolve issues

To access the advice lines call **0116 243 7857**



WEBSITE



The website, which is a fantastic knowledge hub and source of information has many features.

The main feature is the Document Library with almost 800 free downloadable template documents covering employment, health & safety and legal services.

- HR and Health & Safety Healthcheck
- Book a call back facility
- Newsroom with HR and Health & Safety articles
- Legal Document Library has a link to the Debt Recovery Service where you can get a solicitors letter sent for just £15

To access the website visit your Associations website.





WHO YOU GONNA CALL?



THE ADVICE LINES ARE HERE TO HELP YOU...

The advice lines are here to help you... and not just if you have a serious problem or issue. They can help you with any questions that you may have, whether they be positive or negative. These are the kind of subjects the advisors can help you with...

The HR Service **0116 243 7857**

The Legal Service **0116 243 7857**

Employment law

TUPE issues

Legal disputes

Guidance on access to web docs

Eligibility to work

Contract disputes

Staff grievances and disputes

Managing apprentices

Commercial law

Disciplinary issues

Calculating settlement agreements

Company law

Absenteeism

Redundancy

Director's disputes

Disability issues

Calculating holiday pay / sick pay

Data protection

Medical capability

Maternity leave

Insolvency

Equal pay

National living wage

Collecting debts

Maternity / paternity allowances

Small claims court procedures

Shared parental leave

Landlord or tenant issues

Contracts of employment

GDPR





The HS Service 0116 243 7857

The Tax Service 0116 243 7857

Start-up requirements

Treatment of benefits in kind

VAT & Tax return form help

Protective equipment

Corporation tax calculations

VAT registration

Training

Liabilities to capital gains tax

EU Reverse charge mechanism

Gap analysis

Property income and expenses

Place of supply rules

Compliance issues

Residency status

Partial exemption

Completing risk assessments

Remittance based on foreign income

VAT on land and property

Health & safety policies & documents

Stamp duty land tax liabilities

VAT rates on output services

Fire safety

Travel and subsistence costs

Recovery of foreign VAT

Accident reporting

Inheritance tax and estates

First aid requirements

HMRC enquiries / investigations

Hazardous substances

Penalties

Employee safety handbook



SHUSH! YOU'RE IN THE LIBRARY



DISCOVER THE DOCUMENT LIBRARY



One of the main features of the website is the comprehensive document library, which has over 750 free downloadable template documents covering employment, health & safety and legal matters.

HR Document Library	HS Document Library	Legal Library
Recruitment & selection	Getting started in H&S	Checklists & documents
Induction & probation	Developing a H&S policy	Company law
Contracts of employment	First aid & RIDDOR	Debt recovery
Employee handbook	Risk assessments & audits	GDPR guides & checklists
Performance management	Fire safety	Intellectual property
Training & development	Manual handling & lifting	Online trading
Employee reward & benefits	Working at heights	Property
Grievance, mediation & discipline	Workplace equipment and vehicles	Suppliers & contracts
Attendance management	The working environment	Business documents
Exit management	Vulnerable groups	Business letters
HR administration	Food safety	Company documents
	Physical & psychological hazards	Company meeting documents
	Construction & CDM regulations	Partnership documents
	Chemical substance & biological hazards	Landlord & tenants



One2One Services

DISCOVER REVIEW COMPARE

Book a complimentary meeting with a Quest Business Support Manager

Three choices - what suits you best?



DISCOVER

Find out how to make the most of the The HR Service and see how it can help you and support your business. A Quest Business Support Manager will cover the scope of The HR service, how The HR advice line can help you, what is included in the Document Library, other featured services available via the website, how to access the service and hours of operation etc.

REVIEW

An opportunity to talk to a Quest Business Support Manager about how your business may be changing, where you were and where you are going to. What HR issues does this raise? The meeting will cover areas of risk, your responsibilities and what you need to have in place to ensure you are compliant and protected. Effectively this gap analysis will identify what you need to do.

COMPARE

If you have an existing outsourced HR service you may wish to do a comparison with The HR Service to see if it can fulfil your needs. A Quest Business Support Manager will look at your current provision and explain how The HR Service differs from it. The HR Service is included in your membership fee so it may be that you don't need to pay anything extra to anyone else!

NEXT STEPS?

To request an appointment please call Myles Day on **07725 557434**

Or email mday@questcover.com

Please quote "DISCOVER", "REVIEW" or "COMPARE"

Employer Defence Services

From Quest... Your Trusted Advisor



If you are worried or threatened by an Employment Tribunal, don't worry, Quest can help and support you through what is always a difficult and stressful time.

As a member you have access to a range of free or discounted services that you can use to resolve the matter and hopefully avoid the need to go to a Tribunal.

- Advice Lines - as a member you have unlimited access to the HR Advice Line included in your membership fee.
- Document Library - as a member you have unlimited access to the HR Document Library with access to over 400 template employment documents. This is also included in your membership fee.
- One2One Services - as a member you also have access to free One2One Services. These meetings with a Quest Business Support Manager will identify the best solution to help you resolve your situation.
- ACAS Early Conciliation Service - as a member you benefit from exclusive rates for our conciliation service. Our experts will work with you to communicate with ACAS to find a solution that avoids the need to attend a tribunal
- Settlement Agreement - as a member you can benefit from a discounted price for a Settlement Agreement, a legally binding document that will prevent the case going to Tribunal
- Legal Services - if all the above fails and you must attend a tribunal then our legal company can undertake your defence, including preparation and defence. There are exclusive rates for members.

For HR advice MEMBERS ONLY can call 0116 243 7857 OR email Myles at mday@questcover.com



ANY QUESTIONS...ANY DOUBTS?



Do you know the answers to all these topical questions?

Facing a complex issue, or a situation affected by changes in legislation can be stressful and doing the wrong thing can be very expensive. When you need to act you need to ensure you get it right first time!

The good news is that members need not worry. If you have any questions about any of these topics you can call the Chamber HR Service – access is included in your membership fee, it's available 365 days a year and members have unlimited access.

Redundancies

Do you need to make redundancies?

Are you sure you understand the correct redundancy process?

You must follow correct procedure – don't let your heart rule your head

Any questions ...any doubt...call The HR Service advice line.

Debt Recovery

Are you having difficulty recovering monies owed to you?

Don't know what to say and unsure of your rights?

Members have access to advice and template documents

Any questions ...any doubt...call The Legal Service advice line.

EU Trading

Are you trading with the EU?

Are you confused by changes to VAT and duty?

Members can speak to a VAT specialist to clarify matters

Any questions ...any doubt...call The Tax Service advice line.

HOW TO ACCESS



ADVICE LINE

MEMBERS ONLY CAN CALL FOR ADVICE ON **0116 243 7857** FOR HR, HEALTH & SAFETY, LEGAL, OR TAX ISSUES.



WEBSITE

VISIT YOUR ASSOCIATIONS WEBSITE



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*Subject to fair use policy

