



Our Services

Your guide to our HR, employment law
and health & safety services

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HR & Employment Law

Whether you have an HR team, dedicated HR Manager, or HR is just one of your many responsibilities, Croner has a range of options to fulfil your employment law obligations.

We provide

- **24/7 Advice Line** - For HR and employment law issues, available **365 days a year**
- **Online Document Library** - Including documentation & procedural reviews and updates to ensure compliance
- **Crisis Support** - Including on-site support and action plans
- **Software** - Our online management system to centralise documentation, policies, and manage holidays, absences & rotas
- **Optional Insurance** - Advice-dependent legal expenses insurance
- **Commercial Legal, VAT & PAYE Advice** - Available 9-5, Monday to Friday
- **Bespoke Documentation** - Reviewed and/or created from scratch

About HR & employment law

From sick pay to holiday pay to bonus pay. Maternity leave to paternity leave. Supplier disputes to parking disputes. Occupational health to mental health. From your first day to your retirement party... Our service is designed to protect you and your business.

What our clients say about us

"Always a positive experience when dealing with HR issues - feel confident in their advice and will help guide you through the toughest of HR problems."

Emma Agnew, Dignity Action Group

Speak to an expert

We're here to support you

 **0800 015 4937**

Health & Safety

No matter the size of your organisation, the industry you operate in, or the nature of your business, you'll have health & safety obligations. Stay safe and compliant with Croner's support.

We provide

- **24/7 Advice Line** - For health & safety issues, available **365 days a year**

- **Document Templates** - Including documentation & procedural reviews and updates to ensure compliance

- **Crisis Support** - Including on-site support and action plans

- **Software** - Our online management system to create risk assessments, policies, and guides on workplace hazards

- **Optional Insurance** - Legal fees, representation & crisis management

About health & safety

We know exactly what the law demands of your organisation. Our comprehensive mix of services gives you the flexibility to choose the right combination of software & support to keep you compliant and meet the ongoing and changing needs of your business.

Cut out the paperwork, free up your time, and get the reassurance you need with Croner's team of experts today **📞 0800 015 4937**.

What our clients say about us

"Very professional and informative, with plenty of key information provided to assist with the day to day H&S matters within our business and advice where needed to develop our systems further."

Adrian Laishley, Building Technology Systems



Software

BrightHR

BrightHR's secure, cloud-based system lets you cut back on your most time-consuming HR processes.

- > **Need to book leave?** Receive and approve holiday requests in seconds with the BrightHR staff holiday planner
- > **Staff working shifts?** Create rotas with BrightHR's shift planning software and instantly share them with your employees using the app
- > **Employees sick or turning up late?** Staff can use the BrightHR app to call in sick, and you can record their absences in a click. Use BrightHR to track when employees start work, and spot the ones who are never on time
- > You can also use BrightHR's **clocking-in and clocking-out app**, Blip, to automatically record when your staff arrive and leave
- > **Manage staff expenses** with ease and approve them on the go with PoP, our expense tracker app

BrightSafe

BrightSafe online software makes your everyday health & safety tasks easy. Simply login to BrightSafe to:

- > Create and manage your risk assessments to the standards set by the HSE in a few clicks of your mouse
- > Access all your documents in BrightSafe's secure cloud-based storage, including policies written just for you by Croner health & safety experts
- > Get an online library of checklists and guides to tackle any workplace hazard

What our clients say about us

"Using BrightHR makes us much more organised and centralises our processes, making it quicker for us to manage sickness and holidays."

Ella Ferris, Nottingham Credit Union

Speak to an expert

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HR Case Tracker

HR Case Tracker can help you to support your HR or Line Managers through our expert HR advice service.

Whether you have one site or one hundred, you'll be able to see, at-a-glance, important details of each case and use version control to record the sequence of events. Plus you'll receive all of these benefits:

- 24/7 telephone advice service staffed by our corporate advisory team
- Life-time tracking of HR & employment-related issues
- Full visibility of advice given, next steps and documents associated with each issue
- Call & issue management reporting
- Croner-i Human Resources portal
- Croner document library – access to over 250 template letters, precedents & forms
- Client document hosting
- Training library

What our clients say about us

"It's a great comfort for ourselves that we've got a specialist to go to, to double check and to seek clarification, so that legally we know we're making the right decisions."

Dana Humphries, KFC

"First class service, knowledgeable staff that always provide the answers required to enable me to deal with all situations. I would without a doubt recommend HR Case Tracker."

Natalie Hendricks, Service Innovation Group (SIG) Europe



EAP & Employee Wellbeing

Happier, healthier employees are more motivated and productive. So when your people do better, your business does better.

Employee assistance programmes (EAPs) are benefit programmes designed to help employees deal with personal problems that might adversely impact their work performance and health & wellbeing.

EAPs generally include assessments, short-term counselling and referral services for employees and their immediate family. Our partner company, Health Assured, offers an EAP with the following features:

What our clients say about us

"A large number of our staff benefit from the phone and face-to-face counselling."

De Montfort University

- Up to 6 sessions of face to face, telephone or online counselling, including telephone and face to face CBT counselling, per employee, per issue, per year
- Full case management protocols for all structured counselling cases
- Unlimited access to 24/7, confidential telephone helpline
- Self, manager, HR, physiotherapy, trade union and OH referrals
- Coverage for dependants and retirees (up to three months) within HMRC guidelines
- Legal information services
- Debt & financial information
- 24/7 critical incident telephone support
- Family advice line on topics such as childcare and eldercare
- Manager consultancy and support

Request a demo

Speak to an expert today

📞 0800 015 4937

Croner Face2Face

No one said HR was easy...

Grievances. Disputes. Dismissals. Redundancies. Some of your meetings will end in tears. Others may end in court. But with Croner Face2Face, you never have to handle a difficult HR issue alone.

Rely on us to reduce the time, stress and legal risks that come from handling any difficult HR issue. Get a FREE consultation and express HR support today.

Thousands of businesses trust Croner to handle their most challenging workplace issues. Here are just some of the ways you can use our support:

- Investigating grievances
- Dealing with fraud, theft or abuse at work
- Resolving disputes through mediation
- Training, coaching and mentoring for difficult HR processes, such as redundancy
- Holding disciplinary meetings
- TUPE consultations

What our clients say about us

"We, as a business, required some urgent HR advice. We phoned the Croner helpdesk and received immediate advice with on-site attendance arranged the same day.

"The professionalism of both the phone assistance and the on-site support is excellent."

Phil Bodycote, Robert Stuart Ltd

"I'd definitely recommend the Croner Face2Face service and I have done already... When I hear people complaining about their HR problems, I always point them in Croner's direction."

Alan Cooper, WMTR



Partnership Opportunities

Croner work in partnership with over 100 trade associations, including the CIPD, REC and the British Safety Council.

Partnership benefits

- 24/7 employment law advice
- Health & safety assistance
- Commercial Legal, VAT & PAYE advice
- Free business seminars & webinars
- Adds value to your membership offering
- Professional marketing support
- Creates new revenue stream
- Exclusive discounts for your members
- Relevant, regular industry insight & updates
- Alignment with a reputable brand

About our partnerships

Partnering with Croner provides benefits that make a real difference, helping you to retain your members and attract new ones.

What our partners say about us

"We're delighted to offer such an exciting further service for our members, in partnership with Croner."

Peter Cheese, CEO, CIPD

"Having the HR and employment law advice is a unique selling point for members compared to our competitors. Having Croner as a partner is great as the brand is well recognised and trusted by business owners. It has definitely broadened the scope of benefits and resources for Numark members."

Carol Burgess, Commercial Manager, Numark

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Pay & Reward

An employee's financial reward is one of the primary motivations for them to come to work; it's also one of the organisation's highest costs. Croner can help keep expenses to a minimum.

We Provide

- **Salary Benchmarking** - Our SalarySearch tool gives you instant salary benchmarking data for job roles across the UK

- **Job Evaluation Tool** - Assesses job roles objectively and analytically so you can develop successful pay policies

- **Market Rate Reports** - Tailored to individual jobs, departments, or full organisations. Can be produced as needed, or annually

- **Pay Gap Reporting** - We produce the report so you don't have to. Also, receive advice on closing your gap and how to report it

- **Reward Consultancy** - Our consultancy team can support the development of a pay & reward structure

About pay & reward

Achieving the balance that suits staff members and benefits your development goals is one of the most difficult challenges you may face.

If you've got a remuneration issue, and aren't sure where to start, let one of our Pay & Benefit Specialists provide you with the support and guidance you need.

What our clients say about us

"We have been working with Croner Reward for the past 11 years... It's really important that we have a sense of sector-wide salaries to ensure competitiveness and fairness in our salary framework, and Croner data provides us with this."

Carolyn Nutkins, Parkinsons UK



Let's talk

PHONE 0800 015 4937

ONLINE croner.co.uk

Croner Group Limited registered
in England & Wales,
No. 8654528.

Registered Office:

Croner House,
Wheatfield Way,
Hinckley, LE10 1YG.

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