



# **HR DIAGNOSTIC TOOL**

Designed to identify your HR risks.

# **HR RETAINER SERVICE**

Support for your business as  
you need it.

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**SYLO** | **BEYOND  
HR.**  
Your People...Your Business

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## Introduction

Businesses succeed through their people and how they look after them. Providing support which is both legally compliant and developmental is complex and time-consuming.

We founded [SYLO | Beyond HR](#) more than 10 years ago, to provide HR services to businesses just like ours. HR is what **we** do best. All those people-related support, development and management functions are 'our thing'.

We can guide you through the maze, starting with diagnosis using our new [HR Diagnostic Tool](#), through analysis of results, and then a discussion of what level of support you might need:

## HR Diagnostic Tool

### Step one... You

Our NEW HR Diagnostic Tool is quick and easy to use to carry out a quick health check on your HR functions. Use this free, online [HR Diagnostic Tool](#) to assess where your company sits in 4 key areas:

- Contracts of Employment
- Company Policies and Procedures
- Employee Wellbeing
- Employer Responsibilities

### Step two... Us

Within 24 hours you'll receive our [Diagnostic Report](#), which advises you of your company's HR compliance and risk level in those key areas, identifying any gaps and recommending action where risk is high, such as



### Step three... Together

If you'd like to run through the Diagnostic Report with us, we can discuss any support you might need (or not!). There are different levels of HR support available through our [Retainer Service](#), which scales according to your needs.

Think of us as part of your team, providing expertise in what we do best, HR, freeing you up to concentrate on what you do best – focus on **Your People and Your Business**.



## HR Retainer Service

We have developed our [HR Retainer Service](#) to free you up to focus on your business goals, whilst we look after those people-related tasks.

Whether you are new to employing people, are an established business with no HR Department, or have a stand-alone HR professional in house, who would value external HR and Legal support, the Retainer Service has an option to suit.

### What is the HR Retainer Service?

A package of ongoing HR support, with 4 tiers, to support you as your business evolves

**HR Essentials:** first level, with a HR health check and access to templates in client area

**HR Essentials +:** second level, includes employment contract and essential docs and advice helpline

**HR Scale-up:** third level, includes handbook, policies reviews, access to legal support

**HR Thriving:** highest level, includes executive coaching and board level HR support

The new Retainer Service can be found at [Retainer Service - SYLO Beyond HR](#)

## HR Retainer Service 'at a glance'

Services Offered	HR Essentials	HR Essentials +	HR Scale-Up	HR Thriving
Dedicated HR Lead	✓	✓	✓	✓
Initial Health Check	✓	✓	✓	✓
Document Portal (your client area)	✓	✓	✓	✓
Quarterly Legal Updates	✓	✓	✓	✓
Annual Diagnostic Review	✓	✓	✓	✓
Contract of Employment & HR Essential Docs		✓	✓	✓
Six-month Review		✓	✓	✓
Employee Handbook & Annual Review			✓	✓
HR & GDPR Policies & Annual Review		Free first hour consultation	✓	✓
Telephone Helpline & Email Advice*		Free first hour consultation	✓	✓
Access to our Legal Advisors			✓	✓
Monthly Activity Meeting			✓	✓
Business or Executive Coaching: 6 x 1hr sessions				✓
Strategic HR Support at Board level				✓
<b>Monthly (min 1-year Contract)</b>	<b>£50.00</b>	Tailored to requirements	Tailored to requirements	Tailored to requirements

Optional Extras	HR Essentials	HR Essentials +	HR Scale Up	HR Thriving
Cloud-based HR System	✓	✓	✓	✓
H&S Handbook & Policies	✓	✓	✓	✓
Occupational Health Services	✓	✓	✓	✓
HR Operational Support Service	✓	✓	✓	✓

\*Covers:

- Managing probation and induction
- Data protection
- Sickness absence and performance management
- Family-friendly rights: maternity, paternity, parental rights
- Pay and benefits
- Disciplinarys, grievances, dismissals and handling appeals
- Flexible working
- Bullying and harassment
- Small scale redundancies/restructuring (3 roles or less)
- Managing employee exits and resignations

## HR Retainer Service 'in detail'

### 1. HR Essentials (HRE)

HRE is our first level service, giving you control over what you do, when. It includes:

- An initial check of your HR Foundations, using our online HR Diagnostic Tool, which reports on which essential HR documents you have or lack
- Access to your client area and our document portal, in which you will find customisable templates to create and/or update those documents
- Quarterly legal updates which advise on any changes to employment law that you should be aware of and may result in you updating your practices accordingly.

After 12 months, we suggest you conduct another check with our HR Diagnostic Tool as a way of assessing where you are and what you need to address.

Price: £50/month for minimum of 12 months

### 2. HR Essentials + (HRE+)

HRE+ is our second level service. It includes all the elements of HRE, plus extra support:

- A review and update of your Contract of Employment and your Essential HR documents and creating or updating these where necessary (these include a Data Protection policy, Grievance, Disciplinary, Health and Safety Policy and Family Friendly Policies)
- Access through us to our Legal Advisors, with a free first-hour consultation
- Access to our telephone helpline and email HR advice service, with a free first-hour consultation each month to cover topics such as:
  - Managing probation and induction
  - Data protection
  - Sickness absence and performance management
  - Family-friendly rights: maternity, paternity, parental rights
  - Pay and benefits
  - Disciplinary, grievances, dismissals and handling appeals
  - Flexible working
  - Bullying and harassment
  - Small scale redundancies/restructuring (3 roles or less)
  - Managing employee exits and resignations
- A review meeting after 6 months to ensure we are providing you with the support you need

Price: Follows discussion of needs

### 3. HR Scale-up

HR Scale-up is the ideal service if you are looking to embed current and consistent HR policies and practices across your business. HR Scale-up includes all the elements in HRE+ and builds on it, as your dedicated SYLO HR contact works alongside you to:

- Review and/or create your Employee Handbook, tailored so it covers:
  - your story and purpose
  - terms and conditions
  - employee wellbeing
  - standards and business operations
- Review and / or create your contract of employment
- Review or create your HR policies tailored to your business and people requirements
- Review your GDPR policies - creating or updating where necessary

You also benefit from:

- Access through us to our Legal Advisors
- Telephone helpline and email HR advice service directly with your HR Lead
- Monthly activity meeting to discuss specific issues and to be able to support proactively on your People Plans
- A review meeting after 6 months to ensure we are providing you with the support you need.

We set the level of support based on a reasonable level of support, tailored to your requirements and for the business of your size.

Price: Follows discussion of needs

#### **4. HR Thriving**

HR Thriving provides you with a full suite of services and acts as your fully outsourced HR Department. Your HR Lead (and other specialists) become an extension of your business, delivering not only documentation and policy advice and support but also:

- Strategic HR Support at board level, contributing to your people strategy and helping to implement your plans to deliver your business goals
- Business or Executive coaching (6 x 1 hour sessions/annum) to enhance performance at a senior level.

We set the level of support based on a reasonable level of support, tailored to your requirements and for the business of your size.

Price: Follows discussion of needs

## Optional Extras

Cloud-based HR System - Breathe
<p>We are a Gold Certified Partner for Breathe, a cloud-based HR Admin System, which allows you to swap spreadsheets for software and learn how to put your people first. Breathe manages:</p> <ul style="list-style-type: none"> <li>• Storage of all company and people documents safely in the cloud</li> <li>• Holiday planning and requests</li> <li>• The management of appraisals and people performance documentation</li> <li>• The tracking and monitoring of sickness and absence</li> <li>• Organisation of teams through Rota Scheduling Software</li> </ul>
Health & Safety Handbook and Policies
<p>We are a Partner with European Health and Safety Consultants Ltd, who provide health and safety services to ensure that you keep you and your Employees safe. EHSC offer a wide range of services, which include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Provision of a competent Health and Safety person</li> <li>• H&amp;S audits, inspections and gap analysis</li> <li>• Writing of Health and Safety policies and procedures</li> <li>• Health and safety training</li> <li>• Writing or reviewing of risk assessments</li> <li>• Assistance with hybrid/home working procedures and forms</li> </ul>
Occupational Health Services
<p>We work with professional OH providers to provide support including, but not limited to:</p> <ul style="list-style-type: none"> <li>• Absence management</li> <li>• Employee screening</li> <li>• Help with alcohol and drug issues</li> <li>• Employee wellbeing</li> <li>• Developing health and wellbeing programmes</li> </ul>
HR Operational Support Service
<p>Operational HR Support provides virtual / in house HR Admin support for your business and includes:</p> <ul style="list-style-type: none"> <li>• Onboarding / Offboarding of employees</li> <li>• Contract production</li> <li>• Change of terms / salary letters</li> <li>• Keeping Breathe updated (if business uses this HR Software)</li> <li>• General HR queries</li> <li>• Collaborating with external (payroll &amp; benefits) companies</li> </ul>

## Pricing

Retainer Service	Pricing
HR Essentials Service	£50 per month (minimum 12 months)
HR Essentials + Service HR Scale-up Service HR Thriving Service	<p>Pricing takes into account the following:</p> <ul style="list-style-type: none"> <li>• Number of employees</li> <li>• Whether you have: <ul style="list-style-type: none"> <li>○ An HR contact in your company</li> <li>○ A Contract of Employment</li> <li>○ An Employee Handbook</li> </ul> </li> </ul>

Would you like to know more?

Email [retainers@sylobeyondhr.com](mailto:retainers@sylobeyondhr.com) and we will arrange a call, or  
Contact [sally@sylobeyondhr.com](mailto:sally@sylobeyondhr.com) or [sarah@sylobeyondhr.com](mailto:sarah@sylobeyondhr.com)