



Your guide to

Our Services

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PENINSULA



Welcome to Peninsula

Success Starts Here

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1	Introduction	05
2	Welcome to Peninsula	07
3	Employment Law	10
4	Health & Safety	15
5	Advisory	18
6	Online Tools	23
7	Legal	26
8	Insurance	31
9	Small Business Services	34
10	Employee Assistance Programme	39
11	Employee Training	42
12	Additional Services	47
13	Testimonials	50



Peter Done
Group Managing Director and Founder
PENINSULA

1

Success Starts Here

I'm looking forward to working with you.

At Peninsula, we are serious about success; both yours and ours, so this is no mere slogan. Many years ago, I received some excellent advice. I was told to build my business on the strongest possible foundations.

It's advice that stood me in good stead, and more than that, it's the philosophy behind the services Peninsula provides to every single one of our clients today.

The foundation upon which we all build success is, I believe, no great secret. First, success starts with asking the right questions. But more important is knowing who to ask. Peninsula provides small and medium-sized businesses with the right advice. Our statistics show that Peninsula clients are 3.5 x more likely to be successful than the UK average. I firmly believe this is because they get their foundations in place by using Peninsula.

Fast forward more than three decades, and our organisation has grown significantly. At heart, though, our values are still those of the company that started out with a few people in a single room. We understand the challenges you face because we've been there ourselves.

I am a passionate believer in the importance of small businesses as the cornerstone of our economy, and nothing matters more to me than your continued success. With Peninsula on your side, you know that not only are you working with top professionals, but with people who genuinely care.

Peter Done
Group Managing Director and Founder,
PENINSULA

Welcome to Peninsula

How much more could you get done with the right advice and support?

When you run a small business, the most valuable commodity of all is the hardest one to find: time.

Time to concentrate on doing the things you do best. The things that made you set up in the first place.

The things that make your business grow. Because nobody sets up a business to spend their time learning about employment law or making sure they are up-to-date with their health & safety. Nobody except us, that is.

Peninsula is the UK's most trusted business advisor. We help more small businesses in the UK than anyone else, taking care of the details and leaving you free to see the big picture. All for a fraction of the cost of most professional service providers, thanks to our affordable service options.

We started out providing employment law and health & safety expertise, and over the years the range of services we offer has expanded in response to the needs of business owners. Today, we can support you with the kind of professional backup that big companies take for granted.

To put it simply, Peninsula puts big company backup at your fingertips.

Big company backup

A list of everything we can do for you would be pretty long. Read on and you'll find more detail about the services we offer. Of course, not all businesses need all our services; it's completely up to you to choose the support you need.

Broadly, we help people in the areas of employment law, health & safety, HR and employee wellbeing. In practice, this covers everything from recruitment advertising to risk assessments, insurance to legal representation, dispute resolution and dozens of other matters.

We're here to build partnerships for the long-term. For the day-to-day and when the unexpected happens, too. You can trust Peninsula to bring the expertise you need to solve your problems. We're always here to help.

When you know who to ask, the right answer is only a phone call away

Our most popular service is the Peninsula advice service. Any time of day or night, any day of the year, simply pick up the phone and we're here to help. You don't have to be an existing Peninsula client to give us a call.

Watch some of our video success stories at www.peninsulagrouplimited.com/case-studies

The whole process has been made so simple for us as a new small business. 100% recommend to anyone seeking HR / Health & Safety support.

Marcus Hedge, Retail Director, The E-Spire Group Ltd



Employment Law

Wouldn't it be nice to have an HR department for a fraction of the cost of an HR department?

With the Peninsula employment law team on your side, you do

The more you look into the legal and administrative realities of actually employing people, the more your heart might sink. The truth is that it isn't straightforward these days.

The rules and regulations are there for a good reason, of course: to protect you, your business and your employees, too. Even so, employment law can seem daunting if you're new to it.

The Peninsula employment team can support you with the day-to-day things like holiday and sickness record keeping; the tricky matters like grievance and discipline; and the necessities like recruitment, terms and conditions, contracts of employment and insurance.

Whatever your question, the answer's just a phone call away.



Begin at the beginning

With so many different things to think about, the first step is to look at the big picture. An HR audit is the best way to find out where you stand, where you might have problems, and what you need to do to make sure your business is covered.

Our list of services is comprehensive

Advertising, applications and interviews, job descriptions, terms and conditions, maternity, equal opportunities, confidential files, sickness, injury and disability, grievance and harassment, tribunals, terminations and dismissals, rights and responsibilities, induction, training and insurance... Where would you like to start?

Great to know as a busy employer who never has the time to keep up-to-date with employment law changes that Peninsula are there, giving peace of mind and that they have your back.

Rowena Henry, Operations Director, Paul Henry Architects & Project Managers Ltd



4

Health & Safety

Accidents will happen, but with Peninsula on your side you'll know that you've done everything you can to prevent them.

Just like employment law, the rules and regulations around health & safety in the workplace can be complicated, but they're there for a good reason, too.

Imagine that you, one of your employees, or a member of the public gets hurt. If it turns out that you haven't fully complied with your health & safety responsibilities... well, it can be enough to send a small business under.

The Peninsula health & safety team are here to stop that happening; our experts understand these demanding laws and how to follow them.

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Research & Development
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The health & safety service from Peninsula

When it comes to business health & safety, there's a lot to think about. It starts with a risk assessment and review. The Peninsula team will check over your business and let you know what you need to do to keep you, your people and the public safe.

Different businesses have different risks and requirements. That's why our team has specialists in a wide range of industries, so you can be sure you're dealing with someone who knows and understands your needs.

A business's safety checks are never complete, so our team will help you with everything including building checks like highlighting fire risks and eliminating them; improving and updating accident reports, using protective equipment and more.

These days, people at work report more health issues than safety ones. We'll help you look after your people through training and processes for manual handling, correct posture at a computer and much more. And, for an extra layer of protection, Peninsula offers you insurance cover and legal representation as part of your service.

Whatever your field, we have the procedures, documentation and cover to keep you and your business safe.



*Peninsula really opened
my eyes to what was and
is required of me and my
business. Their advice has
proved invaluable.*

Ian Campbell-Brown, Managing
Director, Lochy Caravan Park Ltd

**Call our FREE advice line 24/7
0808 145 3489**

Advisory

Isn't it reassuring to know that you can pick up the phone, any time of the day or night?

One number, all the right answers

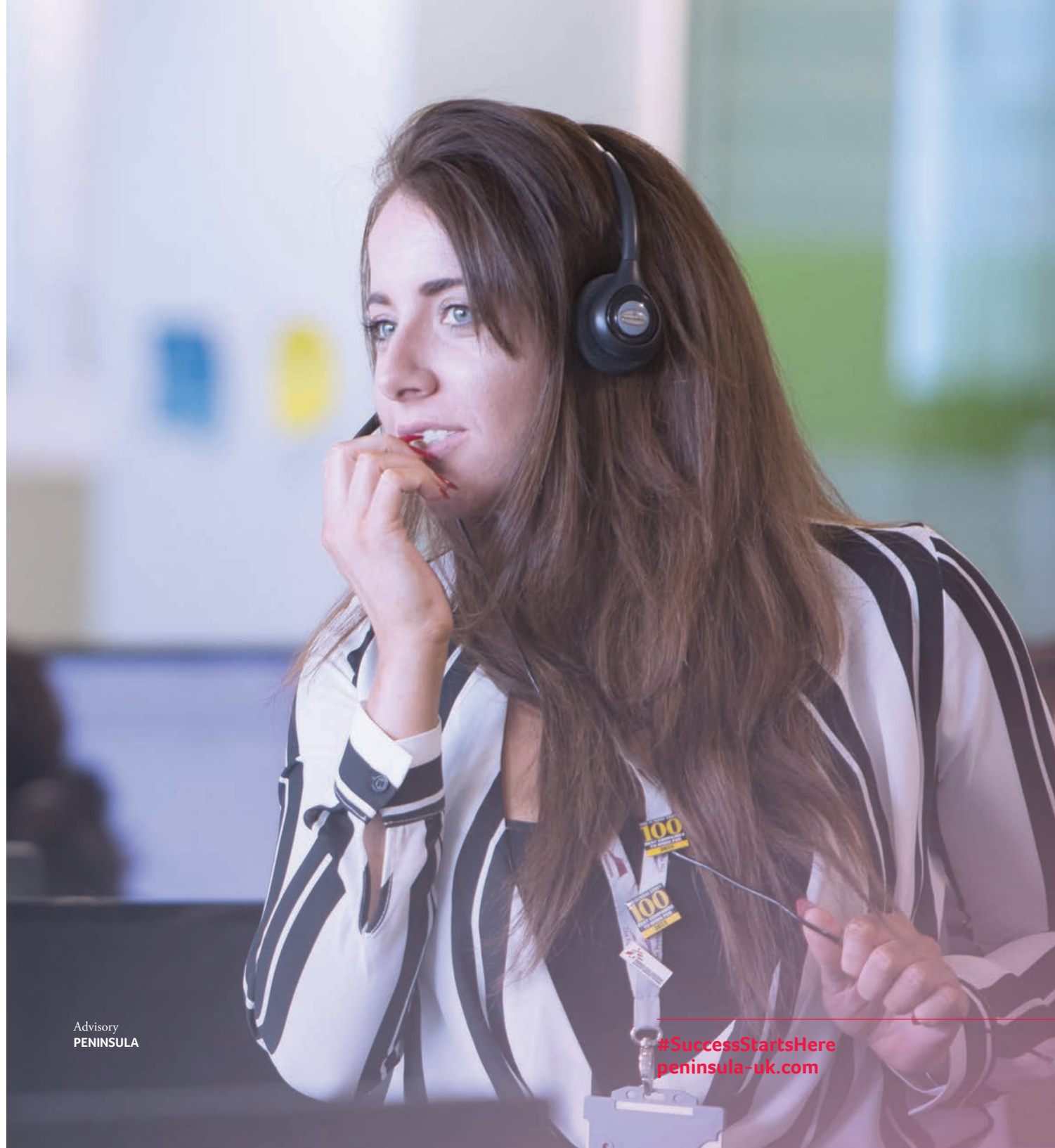
There's no such thing as a silly question. Whatever you need to know, we're always here to help.


There's an understandable frustration with call centres these days. At the exact moment that you need support the most, you are connected to an overseas handler with no specialist expertise. If you can get to speak to a person at all, that is.

At Peninsula, we do things differently. Some might say "properly". Our team are handpicked, highly qualified and UK-based, and there is always someone on the end of the line, day or night, every day of the year.

As we get to know your business better, we'll also give you direct access to our team; a direct line to a person who has professional experience in the same sector.

Advisory
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A person is sitting, wearing a grey sweater and blue jeans, holding a smartphone with both hands. In the bottom left corner, there is a red mug. The background is a bright window.

**Why wonder
or worry when
the answer is
only a phone
call away?**

**Call our FREE
advice line 24/7
0808 145 3489**

**You don't have to be an existing
client to give us a call**

**There's no
such thing
as a silly
question.**



6

Online Tools

Manage it all online with BrightHR

HR, absence management and employment law advice are often associated with piles of frustrating paperwork. Not anymore. Say goodbye to lost paperwork, mismatched documents and outdated personnel files with our easy online service, BrightHR. You'll be able to keep track of everything safely and securely, while freeing up more of your time to focus on the things that really matter.

BrightHR, our new 'digital first' service, understands that your teams aren't the traditional workers of old. BrightHR is effortlessly mobile, meaning that wherever you are, they're right there with you for on the go holiday approvals and absence management.

Add a confidential, expert advice service to this, and you can be sure you've always got the best possible information for your situation.

So what can BrightHR do?

You can approve holidays, log sickness, track lateness, access and update employee details, run business reports and allow your staff the freedom to check and manage their own time and entitlements.

The software is compliant, secure and instantly mirrored across all devices so your records are always updated in real time.

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 and interactions with the Peninsula Advisory Department.
- Check the status of your ongoing queries and look back at the ones now solved.

It doesn't stop there

When you join BrightHR, you are partnering with a team that understands that things are changing faster all the time. You'll be a part of the journey as they develop and grow, while always being assured that you have the most up-to-date technology and advice.

With all of that in hand, BrightHR gives your team back their time to focus on what really matters—with no lost form

Blip Clocking System

- Update your clocking in and out system with Blip, BrightHR's free mobile app for tracking your staff working hours. Monitor activity on the go with the iOS and Android apps.
- Update your clocking in and out system with Blip, BrightHR's free mobile app for tracking your staff working hours.

The main benefit is it's paperless! It's fantastic not to have forms and documents littering the desks and we no longer have the risk of holiday forms going missing.

Natalie Walton, Office Manager
Smoking Gun PR



Legal

When things get legal, do you know in advance where to turn?

Together, we do all we can to prevent problems. Sad to say though, they do crop up, and the last thing you need is to be making really important decisions about your legal representation in a rush or a panic. With Peninsula on your side, everything is taken care of by professionals who are there to put your business first.

Time is of the essence when it comes to health & safety prosecutions or employment tribunals. Let us know straight away and we can get on the case immediately. The Peninsula team will handle all the correspondence for your case and see it through from start to finish for you.

Should you ever face an employment tribunal, being a Peninsula client becomes priceless. Because instead of using a non-specialist, high street lawyer with spiralling hourly rates, our specialist legal team represents you for free.

Plus, with our legal insurance protecting you from any fees, your case will cost you nothing. And even if you don't yet need it, it's protection for your business and peace of mind for you.





Serious, thorough and precise; there's no other way

Everything Peninsula deals with for you is important; after all, you're trusting us with the future of your business. Legal matters are no different.

Our team can investigate incidents and accidents; advise, assist, and be by your side for interviews under police caution; guide you through enforcement action taken against you; explain charges, help you appeal and advise you at the end of a case, too.

One high-quality service; on your side and by your side.

Part of the process

There are lots of different paths a legal case can take. Whether it's conciliation, an employment tribunal or a court appearance, we'll do the research, prepare the case and stand up to represent you.

Here for the day-to-day,
and the emergencies too

As soon as a legal issue arises,
call our FREE advice line 24/7
0808 145 3489



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8

Insurance

The insurance can cover your legal costs and certain tribunal awards; subject to the terms of the policy.

Peninsula can arrange an optional commercial legal expenses policy for your business. The insurance can cover your legal costs and awards for unfair dismissal or unlawful discrimination; subject to the terms of the policy.

No one likes to imagine such a thing will happen, but imagine the damage to your business if it did.

The costs can mount up very quickly. Without cover, small business owners can soon find themselves in big trouble. Even if the case against you seems unwarranted, it can still be enough to cause you serious cash flow problems.

This is where insurance comes into its own. With your legal costs covered you can fight your corner and, unlike many similar insurance products, you will never be forced to settle.



I would definitely recommend Peninsula to other companies as you can't go wrong. The staff, from the initial call right through to legal advice, are amazing.

Donna Trotman, HR Manager, Calderkids
Adventure Playground Association

The compensation minefield

Today's employers are vulnerable to claims in more situations than ever before. Unfair dismissal claims can relate to things like conduct, capability, qualifications and redundancy.

Unlawful discrimination is even wider, covering race, colour, ethnic or national origin, religion or belief, sex, marriage or civil partnership, pregnancy and maternity, sexual orientation, gender reassignment, disability or age.

The rules are there for a good reason but that doesn't mean they aren't abused sometimes. Being covered will protect you from that abuse.

Legal Services
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**Don't delay, call our advice
line FREE to arrange
employer cover today**

0808 145 3489

Small Business Services

Do you know how important you are?

We do

Small businesses provide a third of the jobs in the UK and make up nearly 20 per cent of turnover¹. In other words, you are an incredibly important part of the economy. That's why Peninsula has created special versions of our employment law and health & safety services, designed for businesses with five or fewer staff.

They are the same high-quality professional services that all Peninsula clients receive, but set up to take into account the particular issues that a business your size faces. Like your business, they're small but perfectly formed.

1. House of Commons briefing paper 06125, December 2015
<http://researchbriefings.files.parliament.uk/documents/SN06152/SN06152.pdf>



Small business health & safety service

This is the Peninsula health & safety service, tailored for businesses with five or fewer staff. Just like its bigger cousin, it all starts with a site visit from one of our expert team. We work with you to evaluate your risks, and make sure you're doing everything the law asks to keep you and your staff safe.

Our advisers are always just a phone call away, and we will take out a policy for you to make sure you're covered if the worst ever happens. It's the fast, easy way to tick the health & safety box.

Small business employment law service

From our first assessment, the Peninsula team make a point of getting to know your business personally. That way, we can make sure that you have everything you need to keep you and your employees legal and fully covered.

Terms and conditions, management guides and an optional insurance policy are all part of the service. And if you ever need to go to a tribunal, we will prepare your case and represent you. Another problem solved.





10

Employee Assistance Programme

What's the most professional way to show that you care? Your people are your biggest asset. Look after them with an Employee Assistance Programme

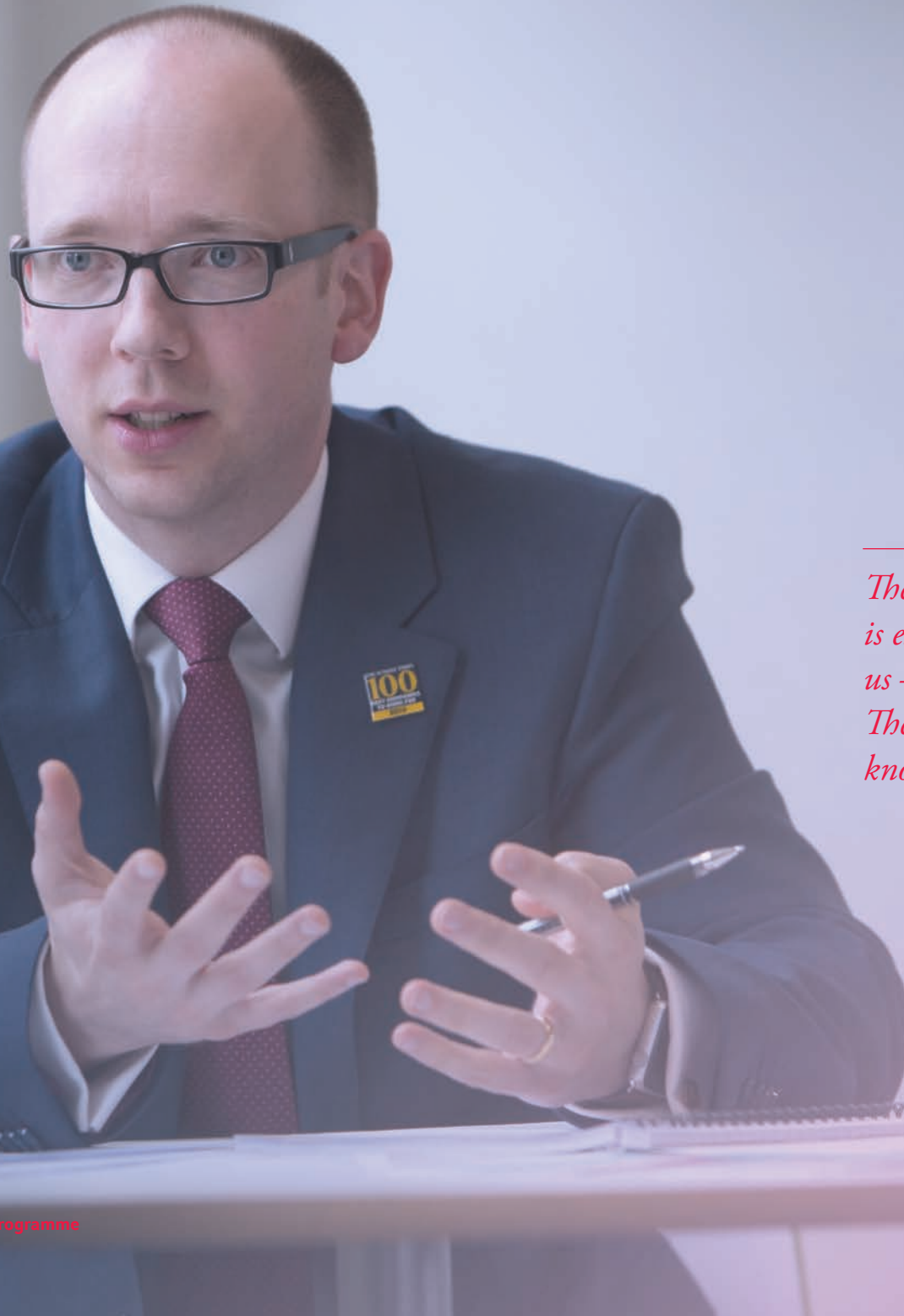
The Peninsula Employee Assistance Programme (EAP) is here to help your people, and you. When personal problems start getting in the way of work, it's asking a lot to expect you to be a shoulder to cry on as well as a boss. Indeed, staff might not want to talk at all out of fear or embarrassment. But you can see that there's a problem because something is affecting their work.

This is where EAP comes in. It's private, confidential counselling, advice and emotional support from qualified professionals. The Peninsula EAP is the only programme that offers up to eight sessions of face-to-face counselling, which includes the proven psychological technique CBT (cognitive behavioural therapy).

This is where an EAP comes in backed up with telephone and online support, meaning your people have access to help when they need it, and you aren't put in a difficult position. Ultimately, showing you care has practical business benefits too, reducing absence and improving people's performance.

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Worth every penny

Covering each of your staff with an EAP for a year costs less than one day of statutory sick pay.

It is good to talk

The Peninsula EAP is the only one that includes HSE-approved (Health & Safety Executive) personal coaching and lifestyle assistance as standard.

Studies demonstrate that an EAPs successfully reduces short and long-term absenteeism. Day one intervention for stress, anxiety or depression is important for getting the best possible results.

*The support and guidance
is excellent, they work with
us — feels like a team.
They are patient, helpful,
knowledgeable and efficient.*

Lucy Readshaw, Manager, Bannatyne Group Ltd

Employee Training

Is there a better investment than in your own knowledge and skills?

Take the chance to learn from our experts

As a Peninsula client, you're invited to join in our exclusive training programme. We have a range of online courses presented by top professionals that you can dip into, or if you want something a bit more specific to your business and your needs, just ask. We are always developing bespoke sessions on a variety of topics.

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E-learning

E-learning. It's an unusual word, but it just means a web-based seminar. Simple as that. Peninsula online training is a great way to get yourself up to speed with the basics of employment law and health and safety.

We might not make you an expert overnight, after all, that's what you use Peninsula for, but understanding the basics is not a bad idea when you're running a business day-to-day.

We all know that the rules and regulations are changing all the time. We update all our e-learning regularly so you can be sure that you're finding out the very latest information.

Bespoke training

A Peninsula trainer will come to your premises, or we can arrange another venue for your training. We run sessions for up to 20 people; there are no per delegate charges, just a fixed half day or full day price.

We will work with you before your sessions to plan exactly what you want to find out more about, how detailed you need the session to be, and what success will look like afterwards. This is how bespoke training works to make sure you get the best value for your time and money.

Some of our most popular bespoke sessions are about managing sickness absence, improving your performance management techniques, managing redundancy, and disciplinary issues. If what you want isn't on this list though, just call our training team to talk about what you are looking for.

After meeting with Peninsula I feel more confident, the process was explained clearly and now I have been given one-to-one training, it is as if Peninsula will be holding my hand through the process.

Bhargav Busa, Finance Manager,
UK College of Business & Computing

Events
PENINSULA



12

Additional Services

More services to support your business every day

At Peninsula, we are always developing the services we offer to make sure that small businesses have the support they need. Everything shown here is just a phone call away. Don't hesitate to get in touch for a free, no obligation conversation about how we can help. It's what we're here for.

Payroll service

The Peninsula payroll advice line is available free of charge to Peninsula clients. We get asked lots of payroll-related questions that are outside employment law, so whenever you need help with PAYE, tax codes, sick pay, holiday pay, student loans or anything else to help you manage your payroll, call us from Monday to Friday, 9am to 5.30pm.



Mediation

It's always better if you can resolve disputes without going to court or a tribunal. Mediation may be an informal process, but you still need an experienced, professional mediator to make it work. The Peninsula mediation service helps to resolve conflicts and bring people back together.

This might sound all a bit light touch, and there is an element of that; understanding people's feelings and giving them the chance to express them in a safe space. But it's more subtle than that, too. Our experienced mediators use techniques that build empathy, defuse aggression and open communication.

Often, it's a lot more effective than a formal, adversarial hearing. Mediation is especially valuable if used early in a disagreement, before things get out of hand. Alternatively, it can be used to rebuild bridges after a formal hearing, especially if someone is going to continue working for you.

On-site HR support

Now Peninsula can go a step further in being your in-house HR team. It's called Face2Face support. We can be there for you in person. If you need to investigate something like bullying, theft or harassment, we can do it for you. If you need to hold a disciplinary meeting or an appeal, we can do that too. Or, if you prefer to hold the meeting yourself, we can coach you beforehand.

With the Peninsula Face2Face service it's not just like having your own HR team, it's better than having your own HR team.

Testimonials

That's enough from us, we'll let our clients have the last word

Peninsula gives us peace of mind, they're always helpful and reply quickly. We have confidence that we are complying with all aspects of employment law and health & safety, which means we can concentrate on our core business issues.

Denise Prangnell, Manager, Little Angels Pre School

It is a perfect service for small/ medium-sized companies and provides you with the same HR support that a larger company would have in-house. We have been with Peninsula for many years and they can't be faulted.

Anne Capstick, Senior Finance Manager, MTCS Ltd

I feel safe and confident on the actions needed to be done because I know Peninsula is there supporting us.

Ana Plaza, Managing Director, Conewood Street Children's Centre



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0808 145 3489 peninsula-uk.com

Peninsula, Victoria Place, Manchester M4 4FB

