



YOUR QUEST SERVICE GUIDE

**HUMAN
RESOURCES**



**HEALTH
AND SAFETY**



**EMPLOYEE
WELLBEING**



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ABOUT QUEST



HUMAN RESOURCES | HEALTH & SAFETY | LEGAL ADVICE | TAX

With over 20 years of experience, Quest provides bespoke HR and HS solutions to ensure compliance and mitigate risks for small and medium size businesses.

Supporting over 100,000 organisations for the British Chambers of Commerce and various Trade Associations, Quest can design tailored packages for your business, no matter its requirements.

We've made it our responsibility to fully understand our clients' individual needs before personalising our services. This ensures that all our HR, Health & Safety and training solutions compliment your organisation's strategic plans, allowing you time to focus on your business.

Quest provides a suite of essential HR and HS services, recognising that many small businesses do not have the right expertise to effectively manage issues such as employee contracts, absence management, disciplinaries, and more.

Quest boasts a wide range of HR and HS packages that will not only ensure compliance, but also mitigate any risks. These made to measure services are provided by professional HR and HS specialists, who are on hand to deliver trusted, practical, pragmatic, and cost-effective advice at the times when you, and your business, need it most.

THE QUEST WAY

The British Chambers of Commerce have partnered with Quest HR and Health & Safety for a number of years, successfully serving Chambers of Commerce and Members with their commitment to excellence, expertise, and customer service.

What sets Quest Cover apart is their focus on relationship building, adaptability, and deep understanding of the UK Chamber Network - which has proved pivotal to the sustained success of our partnership.

Luke Flinders, Head of Member Partnerships, The British Chambers of Commerce



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BOOK YOUR ONE2ONE REVIEW

SCAN QR CODE TO BOOK



YOUR BUSINESS
OUR PRIORITY



Professional Guidance

Don't let uncertainty stand in your way! Connect with our dedicated Business Support Managers for a complimentary and no-obligation One2One Business Review, and let us guide you through the intricacies of HR and HS compliance.



Personalised Approach

Expect a candid and personalised approach as we dive head-first into all the challenges your business is currently facing, and emerge with a bespoke roadmap to guide you on the very best ways of safeguarding your business.

Discover...

Learn how to maximise the services available to you. Support your organisational growth with our Advice Lines, Document Library, and much more.

Review...

Analyse how your enterprise is evolving, discuss potential HR, HS and legal implications, and use gap analysis to ensure you are protected.

Compare...

Evaluate your existing outsourced service to see if they meet your current needs, or whether you might benefit from partnering with Quest.

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EMPLOYER OBLIGATIONS

ASSESS YOUR HR AND HEALTH & SAFETY COMPLIANCE WITH THIS EXPERT CHECKLIST

HR CHECKLIST

- Employment Contracts ☐
- Recruitment and Selection ☐
- Eligibility to Work Checks ☐
- National Minimum Wage ☐
- Onboarding and Induction ☐
- Probation Procedures ☐
- Annual Leave and Holiday Allowance Calculation ☐
- Performance Management ☐
- Absence Management ☐
- Working Time Regulations ☐
- Maternity, Paternity, Adoption and Shared Parental Leave ☐
- Carer's Leave Policies ☐
- Flexible Working Requests ☐
- Disciplinarys and Dismissals ☐
- Grievance Procedures ☐
- Sexual Harassment Policy ☐
- Equal Opportunities Policy ☐
- Monitoring and Surveillance ☐



THE QUEST WAY

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H&S CHECKLIST

- Main Health & Safety Policy ☐
- Risk Assessments ☐
- Emergency Procedures ☐
- First Aid Provision ☐
- Fire Risk Assessments ☐
- Fire Safety and PEEPs ☐
- Hazardous Substances ☐
- Accident and Illness Reports ☐
- Equipment Maintenance & Inspection (PUWER) ☐
- Operating Machinery ☐
- Safety Signage and Training ☐
- Managing Asbestos ☐
- Manual Handling ☐
- Working at Height ☐
- Lone Worker Policies ☐
- DSE Regulations ☐
- Contractor Management ☐
- Noise Management ☐
- Vibration Management ☐



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HUMAN RESOURCES

HR INITIAL SUPPORT

- ✓ Permanent, Temporary, and Part-Time Contracts of Employment
- ✓ Employee Management System (EMS)
- ✓ Employee Handbook
- ✓ HR Document Library
- ✓ HR Advice Line Service
- ✓ Optional EPI Insurance

QUEST EMS

- ✓ Record Absence, Holiday, Sickness, and Lateness
- ✓ Log Expenses and TOIL
- ✓ Employee Docs Storage

HR PROTECT PACKAGE

- ✓ Permanent, Temporary, and Part-Time Contracts of Employment
- ✓ Employee Management System (EMS)
- ✓ HR Document Library
- ✓ HR Advice Line Service
- ✓ Optional EPI Insurance
- ✓ Dedicated Support from our HR Business Team
- ✓ Document Review and Editing Services
- ✓ Custom Contracts and Employee Handbook
- ✓ Remote HR Audit and Detailed Report

HR COMPLETE PACKAGE

- ✓ Permanent, Temporary, and Part-Time Contracts of Employment
- ✓ Employee Management System (EMS)
- ✓ HR Document Library
- ✓ HR Advice Line Service
- ✓ Optional EPI Insurance
- ✓ Dedicated Support from our HR Business Team
- ✓ Document Review and Editing Services
- ✓ Custom Contracts and Employee Handbook
- ✓ HR Compliance Audit and Detailed Report
- ✓ Full Day of Additional HR Support
- ✓ Full HR Letter and Doc Creation Services

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HEALTH & SAFETY

HS INITIAL SUPPORT

Comply and Protect

- ✓ HS Compliance Audit for Low-Risk Premises
- ✓ HS Compliance Report for Low-Risk Premises
- ✓ HS Advice Line Service
- ✓ HS Document Library with Policy Templates and Guidance Notes

QUEST CMS

- ✓ HS Compliance Tracker
- ✓ Market Leading Software
- ✓ Online Learning Modules and HS Resources

HS PROTECT PACKAGE

- ✓ HS Compliance Audit for Low-Risk Premises
- ✓ HS Compliance Report for Low-Risk Premises
- ✓ Annual Creation of Fire Risk Assessments
- ✓ HS Advice Line Service
- ✓ HS Document Library
- ✓ Health & Safety Policy
- ✓ Statement of Intent
- ✓ Dedicated Support from HS Business Team
- ✓ HS Compliance Audits
- ✓ Annual HS Doc Updates
- ✓ Access to Quest CMS

HS COMPLETE PACKAGE

- ✓ HS Compliance Audit for Low-Risk Premises
- ✓ HS Compliance Report for Low-Risk Premises
- ✓ Annual Creation of Fire Risk Assessments
- ✓ HS Advice Line Service
- ✓ HS Document Library
- ✓ Health & Safety Policy
- ✓ Statement of Intent
- ✓ Dedicated Support from HS Business Team
- ✓ HS Compliance Audits
- ✓ Annual HS Doc Updates
- ✓ Access to Quest CMS
- ✓ Full Day of Additional HS Support
- ✓ Tailored HS Compliance Audit and Report
- ✓ Full Day of HS Training

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EMPLOYEE WELLBEING

QUEST EAP

Employee Assistance Programme

- ✓ Confidential Advice Line
- ✓ Professional Counselling Services
- ✓ Critical Incident & Crisis Management Software
- ✓ Training and Mediation
- ✓ Family, Financial, and Legal Support Services

CONSULTANCY

Additional HR and HS Consultancy Support

- ✓ Full Day and Half Day Consultancy Support
- ✓ Drafting Documentation
- ✓ Professional Disciplinary and Grievance Support
- ✓ Tailored Work Training
- ✓ Settlement Agreements
- ✓ Audit/ Risk Assessments

HR TRAINING

- ✓ HR for Non-HR Managers
- ✓ Managing Performance
- ✓ Delegation and Managing Remote Workforces
- ✓ Coaching and Mentoring
- ✓ Sexual Harassment
- ✓ Absence Management
- ✓ Equality and Diversity
- ✓ Bullying and Harassment
- ✓ Additional HR Training



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HR AND HEALTH & SAFETY



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