



**protecting
your business
is our business**



Peter Done, Managing Director.

*We can give your business a
safer and more certain future.*

*Giving **you** the peace of mind
and time to focus on profitability.*



Peninsula

Join our network of clients and share in our success

We have around 24,000 businesses who have already integrated Peninsula to work as part of their HR and Health and Safety departments. Our sheer size ensures that we can attract, and retain, the very best people from the HR, Health and Safety and Legal Services industries to come and work for Peninsula. Our financial strength allows us to offer the services and skill of our specialist people to work for our clients at an absolute fraction of the real cost.

Business Owners, Directors and Senior Managers are often so completely involved in running their businesses that staff related issues can easily be neglected and can even be seen as an unwanted distraction. However, one thing none of us can ignore is the continuous increase in Government legislation and the responsibility that is put upon employers to conform and cover for every eventuality. We can help guide you through, whether it's an Employment Law or Health and Safety at work issue. Over the years our list of services has increased to include everything to mirror an in-house human resources department.

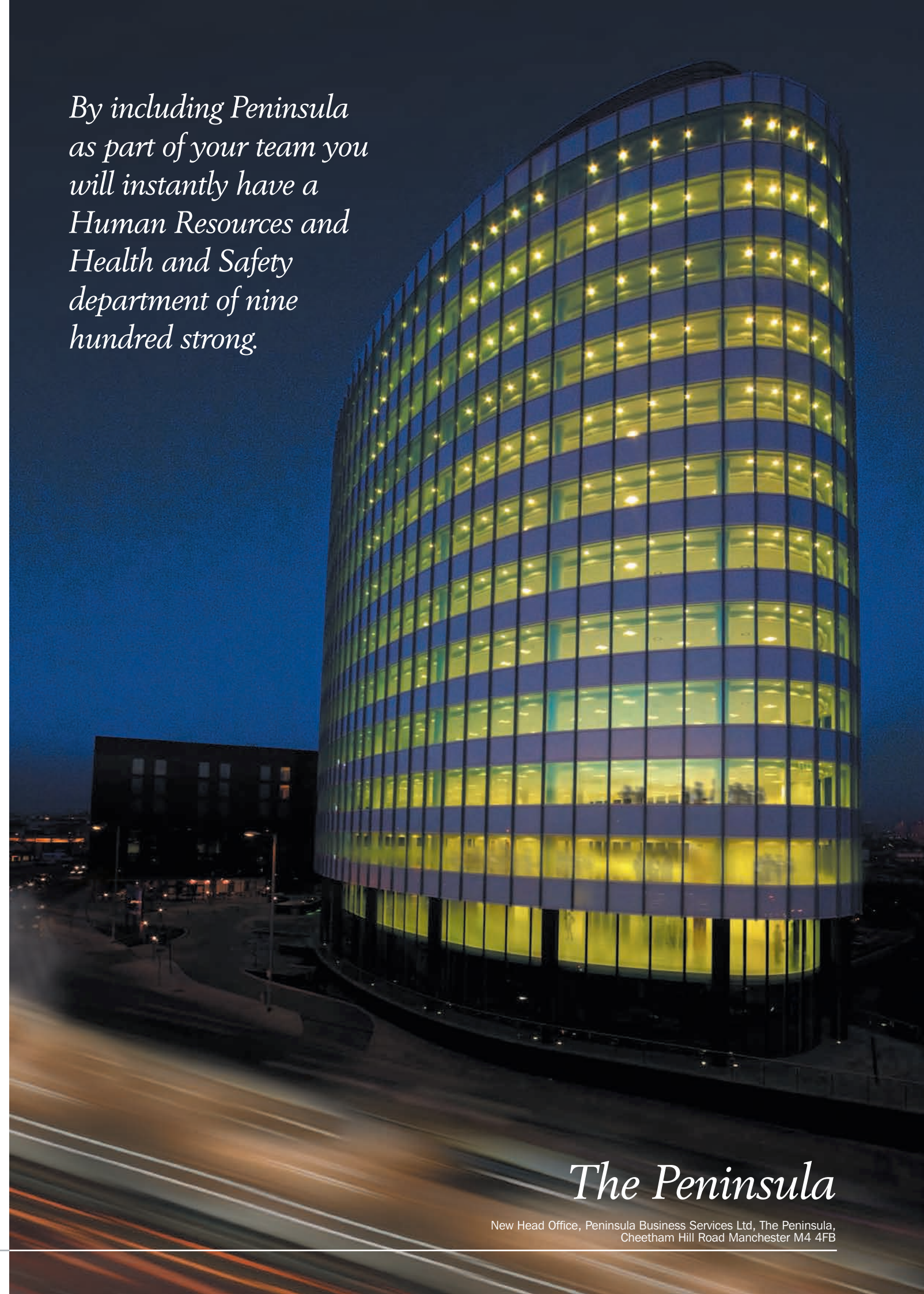
The services we can offer are;

- **24 hour Employment Law Advice Service**
- **Full update of current documentation**
- **Contracts of employment for staff**
- **Policies, procedures and staff handbooks**
- **Legal representation in the event of a Employment tribunal**
- **Indemnity against tribunal awards**
- **Complete outsourced HR solution**
- **24 hour Health and Safety Advice Service**
- **Site compliance review visits**
- **Preparation of company Health and Safety management system**
- **Risk assessment training**
- **Provision of appropriate Health and Safety documentation, including guidance notes**
- **Legal representation and liaison with Enforcing Authorities**
- **Inclusive group training**
- **Inclusive online management system (BusinessWise)**

We believe we offer the most comprehensive, professional and far reaching employment law support service in the UK. It's because of our continual desire to extend and improve our services, we've become the Country's leading Personnel/Employment Law and Health and Safety Consultancy.

Employment tribunals in Northern Ireland are known as Industrial tribunals and Fair Industrial tribunals.

By including Peninsula as part of your team you will instantly have a Human Resources and Health and Safety department of nine hundred strong.



The Peninsula

New Head Office, Peninsula Business Services Ltd, The Peninsula,
Cheetham Hill Road Manchester M4 4FB

Employment

the service

The Peninsula Employment Documentation Service covers:-

Installation of a system ensuring compliance with employment law covering all aspects from recruitment through to termination which includes:- Management control documentation and records to provide for efficient work arrangements including:-

Documentation

- Equal Opportunity Policy
- Applications for Employment
- Interview Rating Documentation
- Statements of Main Terms
- Holiday Requests
- Sickness/Injury Records
- Disciplinary Records
- Exit Interview Documentation
- Employee Files

Employee Handbook

- Holiday Entitlement & Conditions
- Sickness/Injury Payment & Conditions
- General Information & Procedures
- Disciplinary Rules & Procedures
- Capability Procedures
- Disciplinary Appeal Procedure
- Grievance Procedure
- Personal Harassment Policy

Guidance

An online Reference Manual covering topics including:-

- Equal Opportunities
- Equal Pay
- Job Descriptions
- Recruitment Advertising
- Interviewing
- Induction
- Employee Rights
- SSP
- Pregnancy/Maternity
- Family Friendly Policies
- Non-dismissal Termination
- Fair and Unfair Dismissal
- Disciplinary Procedure
- Discriminatory Dismissals

24 Hour Employment Advice

Access to the 24 Hour a day Advice Service for your management to guide them through the day to day Employment problems, providing for a more confident and effective style of management in your workplace. A confidential report to yourself of all the requests, for advice and information, to enable you to monitor performance and situations as they occur within your company.

Inclusive Group Training

All Peninsula's clients are invited to attend our practical and interactive one day training courses. The courses are designed to enable participants to handle common employment issues that may arise in a professional and positive manner.

Employment Tribunal Representation

Should you become involved in a tribunal, which is often unavoidable in today's climate, we visit your premises, take statements and collate the facts, prepare the case, brief witnesses, undertake research and represent you at the Employment tribunal.

Indemnity

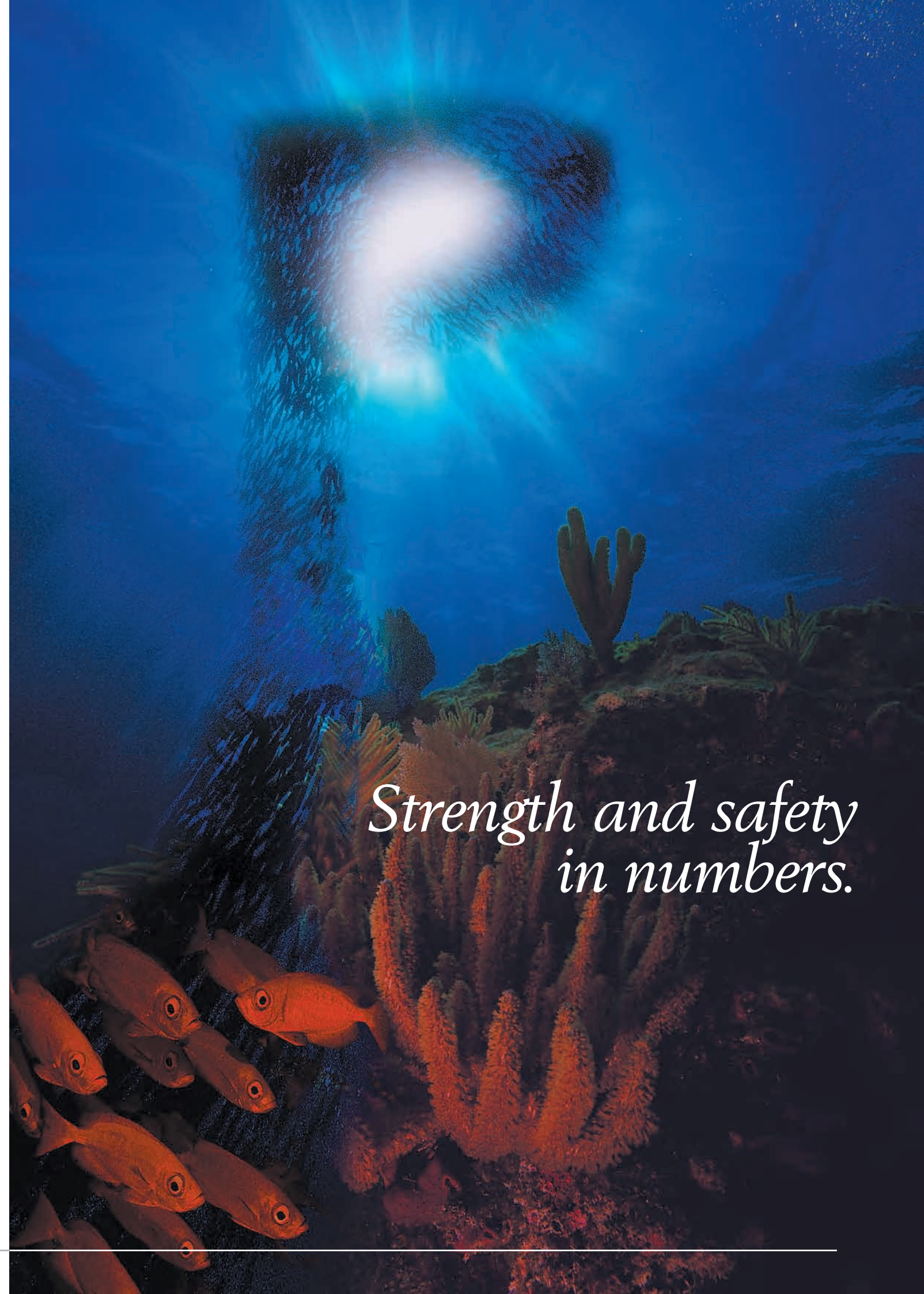
Our indemnity policy taken out on your behalf protects you against out of court settlements, witness costs, all legal expenses and some Employment tribunal compensation awards.

Online Management System 'BusinessWise'

BusinessWise is a secure and reliable business management tool. EmployWise is the section of the system that relates to HR. Always reflecting current legislation and allowing you to proactively manage any forthcoming HR deadlines and responsibilities. These systems can be accessed anytime of the day from any location in the world - keeping you in control!



*Strength and safety
in numbers.*



Health and Safety

the service

The Peninsula Health and Safety Service covers:-

A review of your premises and undertakings that will identify areas of non-compliance in respect of Health and Safety Law, followed by a report advising you of the best way to achieve compliance with legislation. The preparation and installation of a Health and Safety system including the organisational and monitoring arrangements for implementation which will typically include the following:-

Health and Safety Policy and Procedures

- Health and Safety General Policy Statement

Organisation and Responsibilities

- Organisational Structure
- Management Responsibilities
- Individual Responsibilities and Monitoring
- Monitoring Procedures

Specific Arrangements

Employee Responsibilities, Rules & Procedures

- Information for employees
- Employee Responsibilities
- Safety Rules
- Consultation
- Fire / Emergency Procedures
- First Aid
- Hazard Reporting
- Occupational Health
- Risk Assessments

Risk Management Pack

- General Working Environment
- Hazardous Substances (COSHH)
- Process Related Fire Risks
- Display Screen Equipment
- Manual Handling
- New and Expectant Mothers
- Young Persons

Safety Records

- Accidents, Incidents, Diseases or Dangerous Occurrences
 - RIDDOR Report Forms
 - Accident Book Records
 - RIDDOR Implementation Checklist
 - Accident / Incident Investigation Report
- Electrical Installation and Portable Electrical Equipment
 - Electrical Test Register
 - Portable Electrical Appliances Certificate of Inspection
- Equipment and Machinery
 - Equipment and Machinery Inspection and Maintenance Record
 - Interlocking and Fixed Guards Weekly Test Record
- Fire Prevention and Control
 - Fire Procedures Review
 - Fire and Emergency Evacuation Record
 - Fire Alarm Tests Record
 - Fire Extinguisher Training Record

- Fire Appliance Servicing Record
- Fire Fighting Equipment Inspection Record
- Emergency Lighting Inspection, Testing and Maintenance Record
- Hazard Reporting
 - Hazard log
- Health and Safety Training
 - Employee Training Record
 - Group Training Record
- Personal Protective Equipment
 - Personal Protective Equipment Issue Record
 - Personal Protective Equipment Receipt Record
 - Personal Protective Equipment Maintenance Record

Visitors Safety Rules & Visitors Safety Records

Guidance Notes

24 Hour Health and Safety Advice

Access to the 24 Hour a day Advice Service for your management to guide them through the day to day health and safety problems, providing for a more confident and effective style of management in your workplace. A confidential report to yourself of all the requests, for advice and information, to enable you to monitor situations as they occur within your company if required.

Bespoke Training

All Peninsula's clients are invited to attend our practical and interactive one day training courses. The courses are designed to enable participants to handle common health and safety issues that may arise in a professional and positive manner.

Legal Representation

We will provide a Solicitor to attend Interviews under Caution or to defend any Safety Prosecutions or Enforcement Action.

Indemnity

Our indemnity policy taken out on your behalf protects you against all legal expenses.

Online Management System 'BusinessWise'

BusinessWise is a secure and reliable business management tool. SafetyWise is the section of the system that relates to Health and Safety. Always reflecting current legislation and allowing you to proactively manage any forthcoming Health and Safety deadlines and responsibilities. These systems can be accessed anytime of the day from any location in the world - keeping you in control!



*The troubled waters of
Health and Safety
Regulations can drown
your business.*

*Peninsula's rescue team
will light your way and
protect you from the rocks.*



Inclusive 24 Hour Advice

the service

We are available 24 Hours a day

One of Peninsula's greatest strengths is that we are available at any time, day or night, with our 24 Hour Advice Service that can guide your management through any Personnel or Health and Safety issues. This help can be invaluable if there is a sudden crisis at work, or if you need the privacy of a conversation out of office hours.

We only employ the best to look after your business

In our large department we employ the most highly skilled and qualified Consultants who will provide you with straightforward, commercial and pragmatic advice. Every member of our team has an in-depth knowledge of Employment Law or Health and Safety and what gives them the edge is the enormous wealth of experience from a variety of backgrounds in industry, commerce, trade unions and other professions.

We stand by what we say

Peninsula clients can access confidential information on all the requests for advice and information on all cases to enable them to monitor the use of the service.

We will represent you

Our personal attention extends through every stage. Should a dispute result in an Employment Tribunal, we have specialist Advocates in our Legal Services Department who will visit you to prepare your case. This includes collating all the facts, taking statements, briefing witnesses and undertaking legal research, culminating in the representation of your organisation at tribunal.

For Health and Safety, we will provide a solicitor to attend interviews under caution or to defend any safety prosecutions or enforcement action.

We believe that prevention is better than cure

Besides advice regarding current problems, our Consultants are well placed to advise on policy issues to anticipate as far as is possible any future problems (particularly with issues like constructive dismissal). We can then prepare tailored policies and procedures to meet the future needs of your business.

We can become part of your team

The 24 Hour Advice Service is not an emergency number or just for serious industrial disputes or accidents. It is designed to assist you with any employment or health and safety related query, no matter how routine. This can cover any range of issues such as retirement, wages, safety policies etc. Also matters that may lead to disciplinary, a tribunal claim or litigation.

We provide your business with full protection

All our advice is fully supported by an insurance indemnity protecting your business against legal costs. For Employment issues you will be covered for all legal costs associated with preparing and defending tribunal claims, this will also include cover for certain awards due.

For Health and Safety issues you will be covered for all legal representation relating to any safety prosecutions or enforcement action. This also includes providing one of our specialist solicitors to attend interviews under caution.

Legal representation can be extremely costly for a business from both a financial and time perspective. Having our Indemnity cover in place will give you the peace of mind to know that your business will not suffer. Rest assured we will be with you every step of the way.



*We will be with
you every step
of the way.*

We always
remember that...

...protecting
your business
is our business.



Inclusive

Employment Group Training

All Peninsula's clients are invited to attend our practical and interactive one day training courses. The courses are designed to enable participants to handle common Employment issues that may arise, in a professional and positive manner.

The courses will aid delegates to recognise potential problems at an early stage so that they can utilise Peninsula's 24 Hour Advice Service to their best advantage, avoiding costly fines and awards of compensation.

Delivered by qualified trainers with practical experience of managing real life issues, our training is continually kept up-to-date with changes in legislation, case law and best practice. These sessions provide delegates with a comprehensive understanding of how to comply with employment law requirements.

Bespoke

Employment and Health and Safety Training

Training is essential, empowering your people with the correct knowledge will save your business time, hassle and money. Our bespoke Employment and Health and Safety training allows you to tailor the sessions to the specific needs of your business. Sessions are available upon request.



*We will invest in you
and your people.*



Legal Representation

for Employment Tribunal and Health and Safety Prosecutions

What you can expect from us:

In the event that you are served with Tribunal papers or you are faced with a Health and Safety prosecution from a current or former employee, you should notify our Legal Services Case Preparation Department for Employment or our Health and Safety Department as soon as possible.

Upon such notification, we will see the case through from inception to conclusion by undertaking the following activities:-

Employment

Tribunal Contact

We will contact the relevant Employment Tribunal Office and place ourselves 'on file' with them to let them know we are acting on your behalf and to ensure that all correspondence in relation to your case will be sent direct to ourselves. We will then submit the response on your behalf.

Preparation of Case

Your case will then be allocated to a Legal Services Consultant.

The Legal Services Consultant will also take away any relevant documentation to create a bundle of documents to be used as evidence at the hearing. Preparation also includes continual liaison with the tribunal and the claimant's representatives to deal with all orders for discovery or inspection of documents as appropriate.

Research

Your Legal Services Consultant will take advantage of the wide-ranging library of legal resources available to them to research all applicable legislation and established case law to aid in defending your case.

Conciliation

Depending on the progress of your case, either the Legal Services Case Preparation Department or your Legal Services Consultant will liaise with ACAS (Advisory, Conciliation and Arbitration Service) for England, Scotland and Wales, or the Labour Relations Agency for Northern Ireland, in relation to possible conciliation for 'nuisance value' or 'damage limitation' purposes or where you wish to take a commercial view regarding settlement of the case prior to the hearing.

Attendance at Employment Tribunal Hearing

It will be, in most circumstances, the Legal Services Consultant who prepared the case who will attend the tribunal to conduct the hearing. This will entail making submissions on the facts of the case and the relevant law, and cross-examining the claimant and their witnesses.

Case Resolution

On conclusion of the case your Legal Services Consultant will discuss the tribunals decision with you, and, if appropriate, address any matters with regard to compensation or possible grounds for review or appeal.

Health and Safety

Accident Investigation

We will advise you on the steps that need to be taken following on from an accident/incident. That could very well involve a personal visit from one of our Consultants; you will also be provided with legal advice and assistance from a Health and Safety Solicitor should that be required.

Prohibition and Improvement Notices

Our Advisors are on hand to guide you through the implications arising from any enforcement action taken against you by one of the relevant Statutory Authorities. Legal advice and assistance can also be provided on compliance and appeals, in connection with the service of Enforcement Notices.

Interviews under Caution

You will be provided with legal advice and assistance in connection with investigations undertaken by any one of the relevant Statutory Authorities. That will involve advising you in relation to requests for interviews, and accompanying you to any interviews that are arranged.

Court Proceedings

In the event that you are prosecuted, you will be provided with legal representation throughout the entire process. That will involve providing you with advice in relation to the charges. Liaising, and where appropriate, negotiating with the prosecutor advising you on plea, obtaining your detailed instructions, collating all relevant information and representing you up to and including your subsequent attendance at court, whether at a trial or for sentencing.

Case Conclusion

At the conclusion of a case, you will be advised on what additional remedial steps should be taken, so as to help you better manage your health and safety obligations.



*We will defend
& protect you.*



Indemnity Insurance

the cover

Employment Indemnity Scheme

We take out an insurance indemnity policy on your behalf, with an insurer authorised and regulated by the FSA. This cover will pay for the legal costs in defending claims which arise out of Employment tribunal applications including all proceedings brought under collective and individual employment legislation.

This will involve the fees for Peninsula Business Services, to handle Employment Tribunal cases on your behalf, being paid for you by the insurance company.

Employment Tribunal Award and Compensation Cover

This cover will pay basic awards (other than redundancy payments) and compensatory awards (subject to the maximum limit) determined by an Employment Tribunal in circumstances of:

(i) Unfair Dismissal

Cover extends to awards (subject to the maximum limit) for findings of unfair dismissal for a potentially fair reason for dismissal, these being conduct, capability or qualifications, redundancy, retirement, statutory ban (contravention of a duty or restriction imposed under an enactment) and some other substantial reason.

(ii) Unlawful Discrimination

Cover extends to awards (subject to the unfair dismissal maximum limit) for findings of unlawful discrimination on the grounds of race, colour, ethnic or national origin, religion, religious belief/political opinion, sex, marital status, sexual orientation, gender reassignment, disability or age.

In addition, this cover allows funding for any economic settlements reached in such cases, if this is felt to be viable prior to attending a merits hearing, or to minimise compensation instead of attending a remedies hearing.

Limit on Claims

There is a limit on all claims of £100,000 per insured event (or series of events linked by time or cause) and a maximum of £2,000,000 for all claims in one policy year.

Health and Safety Indemnity Scheme

We take out an insurance indemnity policy on your behalf, with an insurer authorised and regulated by the FSA, which provides payment of legal costs when defending criminal prosecutions, which can be very costly. Principally, this would relate to summonses under the Health and Safety at Work etc Act 1974 and would also fund the legal cost of raising appeals against Prohibition or Improvement Notices, support for interviews under caution or when enforcement action is being contemplated by the Enforcing Authority.

Limit on Claims

There is a limit on all claims of £100,000 per insured event (or series of events linked by time or cause) and a maximum of £2,000,000 for all claims in one policy year.



*When you need us
most, we will be
there for you.*

FSA

Peninsula Business Services are authorised and regulated by the Financial Services Authority (Registration No. 468574).

PENINSULA BUSINESS:WISE

Inclusive Online Management System

Online management

Peninsula BusinessWise is our fantastic free online service, available exclusively to Peninsula clients. This key service provides a head start in successfully managing day-to-day Employment Law (EmployWise) and Health and Safety (SafetyWise) obligations.

Secure

BusinessWise is a secure and reliable business management tool which always reflects current legislation and allows for proactive management of upcoming deadlines and responsibilities. Based on the business data entered to the account, reminder messages linked to email alerts ensure our users are always aware of forthcoming responsibilities ahead of time.

Perfect vision

With the range of features available, including the essential (EmployWise) Absence Management System and the indispensable (SafetyWise) Responsibilities Planner, our clients can manage essential personnel and/or Health and Safety matters easily, and in conjunction with our consultancy services, are able to effectively deal with issues or problems as they arise.

Anytime

Our 24 Hour Advice Service ensures that whenever an important matter does arise we are available to help day or night and with BusinessWise our clients are able to log requests for advice electronically, and always have records of that advice to hand.

Innovation

We are always seeking to expand the methods by which we can deliver our services to our clients, and BusinessWise provides us with the perfect platform from which to do so. This essential service demonstrates the continuing commitment we have to providing a quality service and to help each of our clients to protect their business.

Simple

Simple to use and readily accessible - BusinessWise is a key aspect of our portfolio of services.

Some of the exclusive features available include:

Always up to date

Access to ongoing legislative updates and news items ensuring you are always able to stay one step ahead since our online reference materials are also always updated to reflect changes to Employment and Health and Safety Legislation.

Full reports

An Absence Management System that will allow you to accurately record an employee's absences online and provide you with essential management information reports, both individually and across your organisation as a whole.

Bespoke documentation

On-demand access to the Personnel or Health and Safety documents specifically created for you and your business as well as our useful standard reference materials.

Important Reminders

An interactive Responsibilities Planner allowing you to manage and control important deadlines in respect of your ongoing and reoccurring health and safety obligations.

At your finger tips

Ability to request and receive advice online; manage advice issues electronically and access to the Advice Service security details we hold for your organisation.

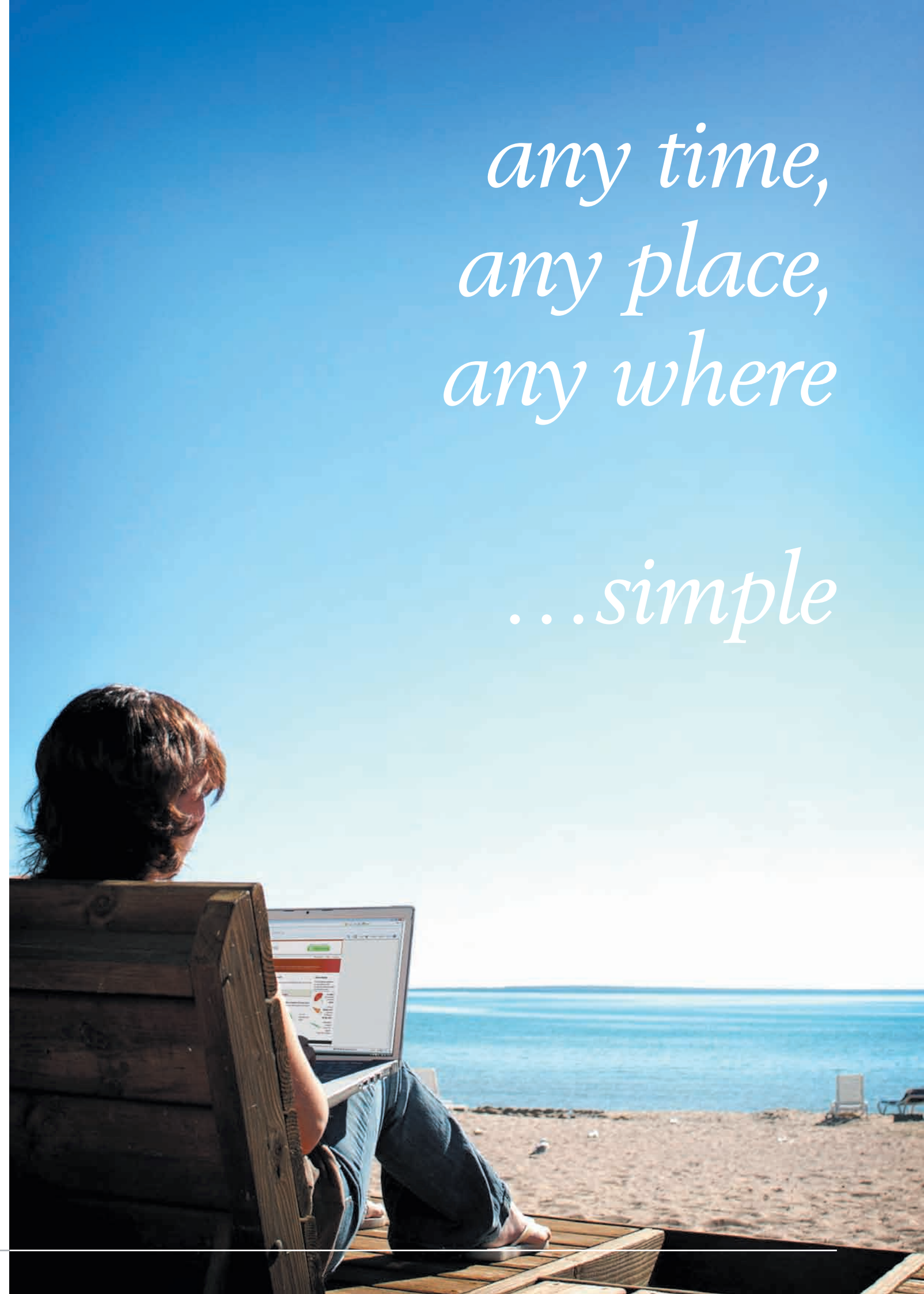
Anywhere

Your username and password will allow you to login to the service anytime, anywhere the internet is available; this means you will always have access to BusinessWise whether you are at work, at home or away on business via www.pbsnet.com



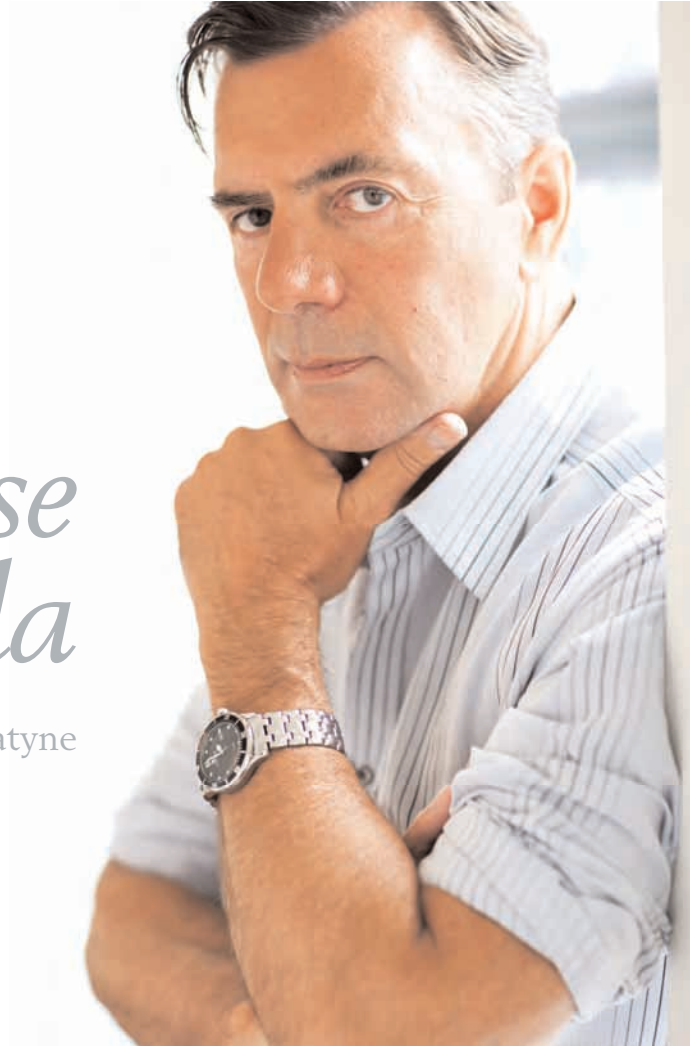
*any time,
any place,
any where*

...simple



Why I choose Peninsula

Duncan Bannatyne



Over the years I've learned to take a bit more time when making important business decisions. I like to get my facts and find out about the alternatives that are available. It is essential for me to do some homework on new suppliers, I often ask for testimonials from their existing clients.

As an employer, my staff have always been a vital part of my success so making sure all the correct procedures and contracts are in place is crucial. When it comes to Employment Law and Health and Safety in my workplace – I use Peninsula.

They give all the support and help I need. They are professional, quick to respond and always give me the right information. I know that because of Peninsula's help, my senior managers can now spend less time with staff related issues and more time building my business.

For a really small monthly fee I get a really huge HR and Health and Safety team at my disposal. The fee is based on my company payroll so whether you are a large corporation or small business you will still enjoy amazing value for money!

0800 328 9348
www.peninsula-uk.com