

# Protect and progress your business

A better way to deal  
with the complexity of  
employment law, HR,  
safety and compliance.

primed 



Right **advice**, at the right **time**, for the right **price**.

## About **primed**

Primed offers a blend of employment law, HR, health & safety and compliance advice for a fixed monthly price.

Delivered by the Outset UK Group, Primed has been specifically designed to add real value to your business with advice that is practical, commercial, manages risk and available when you need it.

Essential business support from:

**outset.**



A fixed price service, designed to give you **peace of mind**, so you can focus on your strengths, whilst enjoying the value of ours.

Primed will provide you with essential employment law, HR, health & safety and compliance support to protect your business.

Delivered by highly skilled, experienced professionals, we work in partnership with you, gaining a real understanding of your needs and helping to achieve your goals.

Our expert service will quickly and effectively mitigate risk from potential issues, providing you with peace of mind and allowing you to concentrate on doing what you do best.

The fixed monthly fee, based on your number of employees, makes Primed an accessible and invaluable asset to your business.

## Essential advice & support

 Employment Law & HR

 Health & Safety

 Primed Access, our online information system

# Primed Employment & HR Service



## What makes Primed different?

In any situation, you'll have access to two levels of advice – at your discretion:

### Best practice options

Helping you handle employment law and HR issues in a way which reflects your own policies, and which we consider to be fair, non-discriminatory and within accepted principles of employment law and best practice.

### Wider and complex options

Where more complex issues need a different approach, or there is a good commercial reason to do things differently, we will let you know what other options may be available and the related risk.

Following best practice options allows you to benefit from the protection of having any tribunal costs covered.

If a situation requires a more commercial approach, we'll advise you on the risks, along with the steps to take to best manage that risk and get to your desired outcome. This advice is only available to the users that you authorise, and we'll always let you know before you take any steps which may put your tribunal cost cover at risk.

**We call this commercially risk-managed advice - because we know that sometimes just following practice and procedure is not the right commercial approach.**



## Unlimited advice from a named specialist

Unlimited advice from named, qualified professionals on virtually all aspects of employment law, when you need it. Whether HR, legal or safety, our multi-disciplinary team has the right expert to help you with any issue you may come across.



## Tribunal costs covered

Where you follow our advice and provide all the relevant details, your legal costs for defending an employment tribunal claim are included within the fixed price.



## Privileged legal advice

Legal advice on wider and complex options is provided by a regulated law firm to offer the best protection against it being made available to an aggrieved employee - either through a tribunal order or subject access request.



## Management reporting

We will provide reporting on who in your team has taken advice and the types of issue on which advice has been taken. This allows you to track whether people issues have been properly dealt with as well as identifying HR related trends, helping you spot any potential training needs.



## Templates

We will provide templates for contracts of employment, employee handbooks and key HR policies. We will also keep you updated on changing employment legislation and help you keep your policies up to date.



## User access

Primed allows you to determine which members of your team have authority to access appropriate levels of advice from us. This ensures you have full control over the kind of advice sought and received by your team.

“We've always got access to clear and up to date HR advice, and legal advice if needed, which is a massive plus. We have a diverse workforce which Outset understands, and it's so helpful to have one port of call whenever advice or support is needed.”

Kathy Smart - Head of Governance & Support Services, Charlton Athletic Community Trust

# Primed Health & Safety Service



## Annual audit

Our annual audit will review your key performance indicators, the way in which you manage health and safety and any practical issues you may be facing - all in the context of your specific activities. Through discussion with your senior management team and workforce, we will examine tasks and activities undertaken, the equipment and machinery you use and any interactions you have with third parties.

Your audit report will assess your current approach against legal requirements and best industry practice and it will set out an audit score to benchmark your overall safety performance. It will also include recommendations for corrective actions and improvements with suggested timescales, to help you formulate and implement a health and safety plan, as well as achieve site compliance.



## Safety management system

We will review your existing safety management system and either update it or implement a new one, depending on your needs. We'll ensure your system clearly sets out your policies and includes structured arrangements for implementing and monitoring them, helping to keep your team safe and demonstrating hazards have been identified, risk assessed, eliminated or controlled.



## Competent person / advice line

Providing you with competent and practical health, safety and environmental advice. Perfect for companies looking to protect and develop their staff and business, as well as enhance their reputation and competitiveness. This includes certificates of appointment and CV's for the team.



## Primed safety certification

You'll receive a Primed certification, enabling you to demonstrate your high standard of health and safety compliance to third parties.



## RIDDOR reportable accident investigations

We will provide advice, support and guidance on up to 3 RIDDOR reportable accident investigations in any 12 month period.



## Regular news and updates

You'll receive regular news and updates on topical health and safety issues, meaning you'll always be up to date on important changes.



## Support on HSE and local authority investigations

In the event of any investigations carried out by either the HSE or any relevant local authority, we will provide support up to a cost of £2,500 (based on our standard charges) where you have implemented our recommendations.



## Discounts on training

You'll have access to preferential rates on our range of health and safety training programmes and e-learning, including first aid and food safety.

“Training and development is core to our business as it enables us to deliver the best results to our clients. It is therefore essential that we use a training provider that meets our requirements. We have been using their training services for over 4 years and are very pleased with the training content and quality. Their services are always delivered in a professional and interactive manner, resulting in positive feedback from our management, staff and ultimately clients.”

Sylvia Opara - Group Head of Human Resources, Alandale Group







# Primed Access

Primed Access is our online information system, providing your users with 24/7 access to a range of useful templates, policies and guidance.

## Areas covered

- Employment law
- HR
- Health & safety
- Cyber Essentials
- Data protection & GDPR

## Key features

-  Optimised for tablets and mobiles.
-  Maintained and regularly updated by our specialist teams.
-  Primed Access will also include your own storage area to save and manage other related internal policies and template documents.
-  Easy access to regularly used documents whenever you need them.

## Data protection & GDPR

Primed Access includes templates for common data protection documents such as a privacy notice, subject access request, data controller notification and security breach notification.



### What is Cyber Essentials?

Cyber Essentials is a Government backed set of basic measures designed to help businesses protect themselves against common online security threats.

As part of Primed Access we'll provide you with a toolkit of documents which once implemented by you, will reduce the risk of cyber security threats and help you attain the Cyber Essentials accreditation.

# Additional bolt ons

Primed covers an extensive array of typical employment law, HR, health & safety and compliance issues but some elements do fall out of the scope of our monthly fixed fee.

We can also provide Primed clients with these additional services at preferential rates:

## Employment Law

- Advice about self employed consultants and those who are 'workers' rather than employees
- Writing tailored meeting invitation and outcome letters
- Conducting settlement agreement and early conciliation negotiations
- Negotiating with third parties on TUPE transactions
- Share scheme advice
- Support in meetings with your people
- Conducting employment investigations
- Identifying personal data following subject access requests
- Data mapping and tailored privacy notices
- Defending or pursuing appeals against tribunal judgments
- Intellectual property advice
- Sponsor licence application support
- Business protection agreements

## Cyber Security

- Cyber Essentials Plus accreditation
- ISO 27001 management system

## Health & Safety

- Additional premises audit and report
- Ad hoc inspections and reports
- Additional health and safety manuals
- PQQ and tender submissions
- Contractor assessment scheme applications
- Fire risk assessment and support
- Asbestos survey
- ISO quality management systems: 9001, 14001, 45001

## Cloud based HR Information System

People management software which centralises HR processes and manages:

- On-boarding
- Performance reviews
- Project time tracking
- Leave and absence
- Payroll information
- Expenses

## HR Consultancy

- Senior level HR management
- Interim and long-term in-house HR support
- Coaching, mentoring and outplacement

# Access to Outset services as a Primed client

As a Primed client, you'll also have access to preferential rates for all other Outset services and products including;



## Corporate Law Advice

- Business sale and purchase
- Management buy-out or buy-in
- Shareholder arrangements and share option schemes
- Private equity and venture finance
- Business investments
- Bank and finance arrangements including secured lending
- Company restructuring
- Advice to directors and shareholders



## Commercial Law Advice

- Customer and supplier contracts
- Contract management and training
- Framework agreements
- IT outsourcing agreements
- GDPR and other Data Protection matters
- Procurement including competition law
- Distribution and agency agreements
- Web development, hosting and design agreements
- Intellectual property and licensing
- Software licensing, development, maintenance and support agreements



## Commercial Property Law Advice

- Buying commercial property
- New leases, renewals, assignments and extensions
- Secured lending
- Property portfolio management
- Property aspects of corporate transaction

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“

I have found Outset to never rest on their laurels and constantly strive to work in partnership with us, ensuring their advice reflects our commercial ethos and approach to risk management.”

Malcolm Frier - HR Director, Fujifilm Speciality Ink Systems



# Signing up

In the first 7 days we will arrange with you the assessment of your immediate business requirements.

We will also arrange:

- ✓ Review of employment contracts and handbooks
- ✓ Arrange your health & safety visit
- ✓ Provide details of Primed Access
- ✓ Discuss any other service needs

**We'd love to work with you. To sign up please contact:**

Mark O'Shaughnessy, Client Engagement Team at  
Mark.OShaughnessy@outsetuk.com or call 01622 474165 / 07701 362446

Or speak to your existing contact in the Outset team.

# About Outset UK

Primed is brought to you by the Outset UK Group. Established in 2002, Outset is a progressive professional services group delivering support through its specialist Legal, Consulting and Safety divisions.

We were founded on the belief that things could be done differently, and better, to create real value for our clients. We still believe that value should be at the heart of everything we do.

Focussing on understanding and addressing client needs, we have built a reputation for delivering innovative, results-orientated and cost-effective solutions for complex business challenges. All group divisions adopt a personal, relationship-led approach with an emphasis on price transparency and certainty.

Our unique blend of skills, experience and technology reduce client costs and business risks; ensuring quality, compliance and awareness of leading edge best practice. By enabling clients to stay focussed on driving their business forward, we have become the 'partner of choice' for organisations large and small.



Legal, HR &  
safety advice



innovative



results  
orientated



value  
driven



**primed**   
protect & progress your business

**Maidstone**

Vinters Business Park,  
New Cut Road,  
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