



MERAKI HR

## **What we do**

‘We enable you to achieve the right business results through your people.’

## **How we do it**

We work with management, leadership and employee teams to create and implement people related projects that help you achieve your business goals.

## **Why we do it..... our purpose**

Because we love to see businesses succeed through their people



# Our Mission & Values drive **EVERYTHING** we do

MERAKI HR



## Our Mission:

To make every business we  
work with –  
a great place to work!

### **Be Meraki**

We love what we do and want to see businesses succeed through their people.

### **Excellence**

Providing you with an exceptional level of service and support.

### **Professional**

It goes without saying really, but we do what we say we will, on time and on budget.

### **Integrity**

Doing what is right for your business and your business alone.

### **Commercial**

We look at the commercial aspect and the risk of every HR decision, before we make it together.

### **Practical**

We keep people policies, practices and solutions simple and easy to follow.

# Who we are

MERAKI HR

We are Meraki HR.

Meraki (MEH-RAH-KEE) is a word, often used by modern Greeks to describe doing something that you do with soul, creativity, or an absolute passion. Its when you put something of yourself into what you're doing and your people are our passion!

Meraki is who we are and what we believe in.

We provide the perfect blend of practical and professional HR solutions that work for a business and its bottom line. Working with us helps business to improve employee engagement, culture, people processes and procedures, which in turn will help deliver business goals. And we do it all with our special touch of Meraki!



# How we can support you

MERAKI HR

## Your HR Director

- Whether you need our HR expertise once a month, quarterly or just available by phone or email, there is a way that we can work together that suits you, your business and your budget.

## Training

- We create bespoke training courses to help your managers improve their people management skills as well as help to improve teamwork, communication amongst teams, and embed a company's culture, values and behaviours.

## Coaching

- Gallup and MBTI qualified, we work with you on a 1:1 basis or can help you to develop your Managers or Teams capability.

## Recruitment

- Following a review of your current process, we create a bespoke recruitment process for your business, addressing your concerns and training your managers on any aspect of the processes required.

## Ad – Hoc HR Projects

- HR projects delivered within an agreed timeframe, with experience and professionalism in managing and implementing change, process improvements, employee engagement, culture and values, re-organisations and re-structuring.



# Our Services

MERAKI HR

## Your HR Director

£900 per day

We work with you, and your management team, to develop your people strategy to ensure you meet your business goals. We can work within your business on a regular basis, that can be anything from once a week, to once a month, bi-monthly or quarterly. This can help us to understand your business and work with your managers and your employees to help you achieve the best results through your people.

## HR Compliance

### HR Health Check

£1,200

We will visit you at your premises for a discussion about your business and with your permission, we will review everything that you do from recruitment of an employee to exit of employees and everything in between! We will provide you with a detailed report and using a simple traffic light system, identify where you are not meeting employment legislation; **RED**, areas which you could improve upon to ensure you are able to attract and retain the best people for your business; **AMBER** and **GREEN** for areas where you are doing just fine.

### Your First Employee Pack

£500

This will include everything that you legally need for a new employee joining your business. A personalised Offer Letter, a Bespoke Contract of Employment suitable for your new employee, a Job Description Template, a Disciplinary Procedure and a Grievance Procedure, a Welcome Letter, as well as reference and induction templates.

### Individual Contracts of Employment

£275

Using your Company logo, a bespoke contract of employment will be created for your new employee if you supply the individual's personal details, name, address and job title, details of notice requirements. Bespoke employment contract templates for all types of Staff are available for example, part-time, fixed term, zero hours' contracts, consultants, freelancer agreements.

### Employee Handbook and Policies

£750

A Bespoke Staff Handbook tailored to your specific requirements and to suit the tone, culture and language of your business. The Employee Handbook will include policies on everything you need to recruit, retain, develop and exit employees ensuring that you meet employment legislation and ACAS best practice guidelines.

**Additional HR policies** as required and designed to your specific requirements are **£50 each**. A template Employee Handbook can be provided for **£500**.



# Our Services

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## Ad-Hoc HR Projects

### **Introduce a Competency Based Framework**

**£3,600**

After an initial meeting to discuss your requirements, we will hold a ½ day workshop with your employees, and managers to either explore their views on the competencies required for the business. These will then be written for your approval and then finalized. Once the competency framework is then designed, the competencies will be mapped across to all Job Descriptions. The competency framework can then be linked into your other people related processes such recruitment, performance management and reward.

### **Restructuring or Redundancy package**

**£1,750**

After an initial meeting to discuss your requirements, we will prepare everything you need to help you re-structure a team or make an individual role redundant. This includes scripts for meetings, all the relevant letters required and templates for the individual meetings. Some clients like to hold these meetings on their own, however if you would like our support throughout the process, we can provide you with an individual costing for this level of support.

### **Review or Design a Bonus System**

**£1,920**

After an initial meeting to discuss your requirements, we will design a reward or bonus system that will help you to deliver your business goals and motivate and reward the right levels of performance or behaviours that your business requires.

### **Appraisals**

**£2,700**

After an initial meeting to discuss your requirements, we will hold a ½ day workshop with your employees, and a ½ day workshop with your managers to either explore their views on your existing process or gather their views on appraisals in general and what they would like to get from the new process. We will then meet with you to discuss the findings and from our discussion, we will then create a bespoke appraisal process that meets with the needs of the business and its employees, which includes training your managers and your employees on the new process.

### **360 Degree Appraisals**

**From £1,995**

Getting honest feedback about people's real performance is difficult. Leaders often receive less and less candid information about themselves and their performance. Employees are sometimes afraid of displeasing those in leadership positions and may give less than frank feedback on a leader's performance when asked face to face. The benefits of undertaking 360 feedback for leaders and employees will; Increases self-awareness, clarifies behaviours, Measures "how" things get done as opposed to "what" get's done, encourages personal development, increases accountability, enhances performance.



# Our Services

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## Values and Behaviours

£2,880

Your business culture is critical to your success; get it wrong and you won't attract the right people to your business and the right people won't stay in your business either! We hold two workshops in one day; one with your managers and one with employees to obtain their views on the existing culture if relevant or to define the working culture you wish to create and establishing the values and behaviours needed to support this culture. We will then meet with you and your management team to present a draft culture, values and behaviours for the business which we can amend and agree together. This package also includes the written communication of these values and behaviours to your employees. However, if you require specific branding work to go with these written communications, then this work can be provided to your marketing/branding team to ensure it meets your brand guidelines.

## Recruitment Process

£1,995

After an initial meeting to discuss what is happening at the moment in relation to your recruitment process, we will then meet with you and your key people involved in the recruitment process to discuss ways to improve the process in general, which may include, a review of how you are telling/selling your brand story to candidates, the interview process itself, how you are assessing what they do and how they do it as the majority of performance issues stem from how people work rather than what they do. We will then create a bespoke recruitment process for your business, addressing your concerns and training your managers on any of the process as required.

## Settlement Agreement

£960

After an initial meeting to discuss your requirements, we will prepare everything you need to help you hold an exit discussion with an employee via a settlement agreement. This includes scripts for meetings, as well as the preparation of the Settlement Agreement and with me acting as your point of contact for any calls or emails between the employee's solicitor and yourselves to reach agreement. Some clients like to hold these meetings on their own, however if you would like our support throughout the process, we can provide you with an individual costing for this level of support.

## Bespoke Training Courses

£1500 per day/£850per ½ day

Do you or your managers need training on how to interview successfully, manage effective appraisal or performance meetings, manage disciplinary meetings, or reduce sickness absence? Whatever the topic, if its people related, then we can either develop a course for you or tailor an existing course for your specific needs, making it highly valuable and appropriate for your business. Minimum of 4 employees and a maximum of 12 per training day.

## Coaching

£275-£400 per session

We have a number of qualified coaches and can find the right one to work with you with, either in person or via Skype/Zoom if that's easier for you. We can work with you, your managers or a team to help them to be the best they can be and to work effectively with others using a variety of psychometric profiling tools.



# Our Services

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## Psychometric Profiling

£300

Getting under the skin of your employees or prospective employees and really understanding their strengths, how they liked to be managed and their motivations will help you to manage them more effectively as well as understanding how to develop them in the right way. These profiles can also be used as a coaching tool for the individuals and will help them to become more self-aware. This cost includes the cost to produce an initial report using Thomas International PPA or MBTI and an initial feedback session of one hour. Individual coaching sessions can then be arranged. To provide a PPA report for a client where we are working on site and can provide the coaching session as part of our visit schedule, the cost to produce the PPA is £150.

## On-Going HR Support and Advice

### 1. PAY AS YOU GO

When you need urgent help and support via telephone, email or at your premises. We can provide advice, draft letters and documents and help you to manage and resolve complex employee relations issues. This service is ideal for businesses who believe they will only need occasional advice, such as how to handle a disciplinary issue or support to carry out a recruitment or redundancy exercise. Pay as you go hours cost **£150** per hour and are invoiced as they are used.

### 2. PREPAID HOURS

Many of our clients prefer to buy a block of time in advance which can be used for telephone, email or on-site advice and support, as and when required. Hours can be bought in 4-hour blocks and are deducted in 15-minute slots. Any unused time is carried over to the next month, expiring after one year. At **£125 per hour**, this option provides a cost-effective solution for many businesses. All hours need to be paid for in advance to qualify for this preferential rate and need to be used within a 12-month period.

### 3. HR OXYGEN – As a subscriber to our retained HR advice line you will receive:

- Access to qualified HR and employment law advice from 9.00 am to 5.30pm Monday to Friday, by telephone and email. All letters/emails written for you to support you with employee issues (e.g. discipline, grievance, absence, maternity, dismissal, redundancy, capability, flexible working requests.)
- An annual review and update of all documentation if required.
- Regular newsletter and updates on HR practice and employment law.
- Access to 1 Free workshop per year to help you or your managers to manage your employees more effectively.

#### FEES FOR RETAINED HR SUPPORT & ADVICE LINE:

Nos. Employees	Monthly Fee
1-5	£150
6-10	£199
11-20	£249
21-30	£299
31-40	£349
41-50	£399



# Meet the Team ....

MERAKI HR



Elina Byrne  
Executive Assistant



Emma Browning  
Managing Director



Elise Chownes-Dove  
HR Consultant



Lynda Handcock  
HR Consultant



Kerry Bonfiglio Bains  
Recruitment Strategist



Nick Marlow  
Executive Coach



Marie-Pier Bélanger  
Executive Coach



Rebecca Mander  
Performance Coach



Lucy Whitehall  
Employee Wellbeing  
Expert

WE ARE MERAKI HR



# Award Winning Business

MERAKI HR



**50**  
TO WATCH

2019

sponsored by FREETHS  
SOLICITORS

**Congratulations to Meraki HR**

**Finalist in 2 categories of the "50 to Watch 2019" Awards:**

**"Hi-Tech or Innovative Businesses"**  
**AND**  
**"People To Watch"**

**BIO** 2019

OXFORDSHIRE'S BIGGEST BUSINESS  
SHOWCASE & NETWORKING EVENT

**UNLOCK YOUR  
BUSINESS GROWTH**



“Don't just take our word for it .....  
here's what our clients have to say  
about us.....”



**Becky Murphy**  
**Director, Babelquest**



We wanted to build a long term relationship with an independent HR specialist as we grow our business. We wanted to make sure that we have the right people policies and processes in place to ensure that we are meeting employment legislation as well as being able to attract, retain and develop the best people for our business. We chose to work with Emma as she seemed to just understand what we were looking for, and has been responsive and supportive with all of our needs to date. We plan on continuing to work with Emma on more challenging people projects as the business grows.

**Alex Andrea**  
**Managing Director, Fastlane Paint & Body Group**



On the 1st April 2018 my company bought a business from a large German motor manufacturer, this included the TUPE transfer of all 36 staff; 90% of whom were Trade Union Members. I could not have dealt with this process without the professional and friendly help from Emma and her team. Emma and her team simplified what felt like a complicated process from a due diligence stage, to the actual takeover itself and are now supporting us in our business on an ongoing basis. Thank you Emma!



**Mark Ashbridge**  
Executive Director, Ashbridge Partners



I met Emma at a Soho Farmhouse presentation she did to entrepreneurs. I was immediately inspired and impressed by her understanding and knowledge of how to recruit and retain the best people. As a part of this she also articulated the importance of ensuring all your team 'live the values' and know what we add to the world by doing our job. As a result we asked her to lead a team workshop to establish our values and our what, how and why. This was inspiring for all the team and helped us to collectively understand what we are about and why we are different from our competitors. We will definitely use Emma again for the next phase of our business journey.

**Melinda Kenneway**  
CEO, Kudos Innovations



As a start-up, we've required a variety of HR support over the early years of our growth, from the basics of putting good recruitment policies and plans into place, through to building an appraisal system from the "bottom up" – with whole team involvement to create a process that everyone has had a voice in creating. Emma and her team have been on hand to help – always responsive, professional and reliable. Emma has also helped us through challenging phases for the business too – ensuring both the needs of management and staff are fairly represented. We've been hugely impressed by everyone we've met from the Meraki team and I wouldn't hesitate to recommend them.





MERAKI HR

**meraki** [meh-rah-kee]

(v.) To do something with soul,  
creativity or love; to put something  
of yourself into your work

Your People  
Our Passion  
Your Success



MERAKI HR

**Want to get  
in touch?**



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[Click to schedule a call with Emma](#)

**Your People – Our Passion – Your Success**

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