



## A True HR Business Partner

Providing high quality transport, storage and distribution, James Pugh & Sons had a growing team of 20+ people. They needed a HR supplier who would be a true business partner... they chose Hallidays Ethical Resourcing (HER).

### Before

- An MD who was spending too much time on HR matters at the expense of the business.
- Frustrations with the impersonal service they were receiving from their HR advisers. Never speaking to the same person and constantly having to recap on issues took valuable time away from running his company.
- A business owner who recognised the importance of having professional HR expertise but who was struggling to find the right provider.

### After

- A close business partnership with HER who demonstrated a real in-depth knowledge of the haulage industry, giving the MD the confidence to take ideas forward.
- An outsourced HR department with dedicated HR advisers; David always speaks direct to his personal adviser and doesn't need to keep recapping on issues.
- HER's ideas have helped David improve overall communications with his team, address difficult issues and given him guidance with disputes due to our supportive sounding board.

## Outcome

The company is now able to largely 'ignore' HR. They are confident that when there is an issue they can call their HR Adviser and receive prompt, personal and timely advice. In between times they know that they will be updated on any employment law changes affecting the business and that we will be in regular contact with ideas about how to be an even better employer!

Moving forward, they are getting to grips with auto enrolment, salary sacrifice and a range of employee initiatives with our help and support.

## What the client said

*“ Since we chose HER, the service and support we have received has been exceptional. They are available to help us deal with any issues and are involved with all aspects of HR in our firm. When needed, they are on hand to support us personally with issues and they have helped us develop our people, teams and processes. ”*



David Mather

Operations Director - James Pugh & Sons Ltd