



Ms J Golding
Roots Human Resources
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8th February 2010

Dear Jan

Following the completion of the work you have undertaken with Red Ochre, you have asked for feedback and I am delighted to provide the following, which you may of course share with prospective or existing clients.

Red Ochre is a consultancy working with individuals and organizations that deliver social change and is also a social enterprise. We asked Roots HR to undertake an assessment of our terms and conditions of employment and associated policies, which you did via a day on site at our offices in London. Following this, you provided us with draft documentation on a phased basis which you and I then reviewed together to produce a final document. You also provided implementation advice which resulted in a very straightforward transition to the new terms and conditions following a simple consultation process with our team, and storage and retention advice with regard to personnel filing and policy access. When we agreed that some of the original work was no longer required, you suggested an alternative use of this time and we diverted these resources into risk management documentation to support the Health and Safety policy you prepared for us, complete with a short training package which you and I covered by phone in order for me to feel able to roll this out to our team.

Throughout the process, Roots HR has presented simple and practical documents underpinned by clear explanations where required. The manner in which you have worked with us has been professional, all deadlines have been met and availability to return emails or speak on the phone has been very good. We felt very confident in following your guidance which was very much tailored to the size and type of organization we are, so much so that we are now looking at the possibility of an ongoing COMPLY subscription with you. We have been very grateful for the help you have given us and have no hesitation in recommending Roots HR to other organizations; we would be happy to speak to prospective clients if requested.

I would like to take this opportunity to wish you all the best for the continued growth of Roots HR in your second year of trading.

Yours sincerely

Penelope Daly
Director