



# COMPLY

**Subscriptions to take the risk out of managing your workforce**

For micro, small and medium-sized social sector employers



**WITH  
UNLIMITED  
USAGE!**

## COMPLY

**Are you a social sector organisation with no, or limited, in-house HR support looking for people management and employment law advice?**

Our market-leading, affordable COMPLY service is delivered by social sector HR experts to micro, small and medium-sized social sector organisations.

COMPLY clients can access our HR advice line which provides guidance for authorised leaders and managers within your organisation to enable them to handle:



Responses to general day to day people management queries  
e.g. flexible working requests, family leave queries, complex annual leave calculations

Employee casework  
e.g. managing sickness absence, handling a grievance, managing underperformance

Operational HR requirements  
e.g. safer recruitment practices, terms and conditions of employment, home / hybrid working

Planning change in managing your people  
e.g. restructuring, reviewing pay and benefits, managing service transfer (TUPE)

## OUR COMPLY SERVICE

### Options and Prices

We offer COMPLY in 4 different ways, to suit your organisation's needs.

### General information about our COMPLY advice line

The service can be accessed by phone, email or video link such as Teams.

Our office is covered, and our COMPLY services delivered, between 8.30 am – 5 pm, Mon – Fri. We close on public holidays and from the last working day before Christmas Day until the first working day after New Year's Day.

If you contact us by phone, we will normally respond within 4 working hours. If you contact us by email, unless highlighted as urgent, we will reply within 1 working day.

We ask for a list of authorised people in your organisation at the beginning of the contract and will advise only those individuals until otherwise instructed in writing.

Our advice is employer-led; we do not advise employees on individual matters.

Our Consultancy Services team provide excellent co-ordination between the needs of our clients and the diaries of our consultants; our workload is always prioritised by client case. Timeslots with our consultants can also be pre-booked via Calendly.

Our subscription services:

NEW

#### COMPLY CORE

Our entry level annual subscription which provides unlimited\* access to our advice line and offers a wide range of documentation templates and support, an annual check of your contact of employment template, access to discounts and regular HR updates via blogs, newsletters and webinars.

#### COMPLY STANDARD

Our middle tier annual subscription which provides unlimited\* access to our advice line and offers a wide range of documentation templates and support, an annual check of your contact of employment template, up to 6 policy reviews and updates, an employee engagement survey, access to discounts and regular HR updates via blogs, newsletters and webinars.

#### COMPLY PLUS

Our premium annual subscription offering unlimited\* access to our advice line and all other benefits of our COMPLY CORE service PLUS bespoke HR documentation tailored to specific needs or cases, an annual review and update of up to 12 HR policies / documents or an Employee Handbook and dedicated consultancy hours on a quarterly basis to deliver proactive advice, guidance, coaching or development to your senior leaders or those responsible for HR within your organisation.

#### We also offer COMPLY AS REQUIRED

This popular service offers an agreed number of hours, held on account for whenever you need them. Time is purchased in blocks of 4 hours for you to call or email us as and when you need advice or support, for up to 12 months from the date of purchase.

Call us on 01562 840060 or email [info@rootshr.org.uk](mailto:info@rootshr.org.uk)

Which service is right for your organisation?	COMPLY AS REQUIRED <sup>^</sup>	COMPLY CORE <sup>^</sup>	COMPLY STANDARD <sup>^</sup>	COMPLY PLUS <sup>^</sup>
<b>FEES</b> <sup>^</sup> Terms and conditions apply. <sup>*</sup> Subject to our fair usage policy. <sup>#</sup> Based on number of employees and workers. <sup>~</sup> Reviews to be scheduled across the subscription period.	Min of 4 hours @ £420 + VAT	From @ £161 + VAT per month	From £189 + VAT per month	From £217 + VAT per month
Access to our fully qualified consultants with extensive social sector experience - technical accuracy and service quality guaranteed	✓	✓	✓	✓
Access to our friendly, supportive and enabling HR advice line, normally accessed by phone or email via the purchase of a minimum block of 4 hours (taken in periods of 15 minutes).	✓			
Unlimited* access to our friendly, supportive and enabling HR advice line, accessed by phone or email.		✓	✓	✓
Access to a range of FREE HR resources including Factsheets and Toolkits	✓	✓	✓	✓
Preferential rate for access to an HRIS system	✓	✓	✓	✓
Annual review and update of up to 4 different template contracts of employment, or the provision of new templates for you to implement <sup>^</sup>		✓	✓	✓
Annual review and update of up to 6 HR policies / documents or the provision of up to 6 template policies for you to implement <sup>^</sup>			✓	
Annual review and update of up to 12 HR policies / documents or an Employee Handbook <sup>~</sup> , or the provision of up to 12 template policies for you to implement <sup>^</sup>				✓
Access to a library of template HR documentation <sup>^</sup>		✓	✓	✓
Provision of bespoke HR documentation <sup>^</sup>			✓	✓
25% discount off our HR Healthchecks (as per price list rate) within the subscription period		✓	✓	✓
Monthly HR/employment law updates via blogs or webinars	✓	✓	✓	✓
Dedicated quarterly consultancy hours to deliver proactive advice, guidance, coaching or development to your senior leaders or those responsible for HR within your organisation. The subject and delivery method will be agreed with you in accordance with business need <sup>^</sup>				✓
Provision of a free Employee Engagement Survey for you to issue to your workforce			✓	✓

Discounts are available for members of the National Council for Voluntary Organisations (NCVO), Social Enterprise UK, Plymouth Social Enterprise Network (PSEN), and Students/Fellows of the School for Social Entrepreneurs.

## Human Resources Services for Social Sector Employers

### About Roots HR

Roots HR CIC is the UK leader in the HR consultancy services marketplace for small to medium social sector employers, operating as a social enterprise to serve not-for-profit organisations with workforces from 1 volunteer up to 250 employees, differentiating us from any other provider. Our trading surpluses are used to improve the people management within social sector workforces through the provision of free HR advice, toolkits and the development of leaders and managers in our sector. We operate with an ethical and sustainable approach, with respect for both people and planet.

We offer a full range of generalist HR services spanning resourcing, learning and development, employee relations and compensation and benefits.

We recognise the challenge of finding services that work for values-led organisations and develop ours to attract, benefit and meet the needs of the social sector in terms of culture, risk and scale, rather than to maximise profit.

We are an established and well-respected organisation with a list of over 600 passionate and diverse social sector clients. Household names include LandAid, Emmaus UK, Cats Protection, Lloyds Bank Foundation, Suzy Lamplugh Trust, Dogs for Good, Beating Time, Asian Women's Resource Centre and Green New Deal. We can offer great testimonials from satisfied clients, please ask for introductions.

### Meet our team

Our consultants are highly skilled, technically knowledgeable, friendly and professional and all have experience of working in social sector organisations. This enables them to quickly understand the people issues faced by your organisation and to provide you with tailored, pragmatic advice and solutions.



Call us on 01562 840060 or email [info@rootshr.org.uk](mailto:info@rootshr.org.uk)



**Roots HR CIC is the UK's specialist HR consultancy for social sector employers**

**Our Mission**

To provide high quality, practical and affordable human resources services on a greater than profit basis tailored to social sector organisations

**Our Vision**

Improving social sector outcomes through better people management

**Our Social Purpose**

To improve the management of people within social sector workforces through the provision of high quality and accessible HR services and development opportunities for their leaders and managers

To subscribe to our COMPLY service, to ask a question, to talk to us about our other services or to request a bespoke proposal please call us on

**01562 840060 or email [info@rootshr.org.uk](mailto:info@rootshr.org.uk)**

Monday–Friday 8.30am–5pm (excluding public holidays).