



4

Services Guide

HR | Health & Safety | Legal | Tax

ALL of these services are **INCLUDED** in your membership



Stay Connected

Contact Information for Key Resources

As a member, you have **unlimited** access to:

- 4 Services (HR, H&S, Tax and Legal)
- 5 Advice Lines
- 3 Document Libraries
- 100's of Downloadable Template Documents
- £1,000,000 Legal Expenses Insurance
- Free One2One Meetings

All **included** in your membership fee!

How can I access it?

You can access our services by:

- Calling the advice line on **01455 852 037**
- Visiting the Index page at www.chamberhr.co.uk and selecting your Chamber
- Book a free One2One by going to www.questcover.com/121 or scanning the QR code to the right



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In this guide, you can discover more about the services you have access to, how they can benefit you and what issues they can help you with.

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Frequently Asked Questions

Who are Quest?

Quest is a national provider of HR and Health & Safety services, training solutions, and consultancy. With over 30 years of expertise, we are recommended by the British Chambers of Commerce and the Trade Association Forum, supporting over 80,000 members.

Who are these services for?

Everyone! Individuals operating as sole traders may use legal services, while small businesses with employees may utilise HR or H&S services. We offer support and advice for larger companies too.

How can unlimited access be free? What's the catch?

There is no catch. The service is not free, it is available because the Chamber pays Quest an agreed fee to provide the service. It is a national scheme.

I have internal resources - do I need them?

Yes - these services can be used to support your in-house specialist via documents and advice. Book a One2One Discover meeting to show them the value of the service.

We outsource our HR / HS & why do I need these services?

Because using the services could save you a lot of money. If you outsource HR or H&S you may find you don't need to. A One2One meeting with a Quest Business Support Manager will advise.

We never have any issues to manage - why do we need these services?

Our services go beyond crisis management or problem-solving. They are designed to address any questions or concerns you may have, as staying informed in a constantly evolving world can be challenging.

Service Summary

Welcome to the 4 Services

As a member, you have unlimited access to:

- 4 Services (HR, H&S, Tax and Legal)
- 5 Advice Lines
- 3 Document Libraries
- 100's of templated documents
- £1,000,000 Legal Expenses Insurance
- Free One2One Meetings

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How do I access the services?

You can access our services by:

1. Calling the advice line on **01455 852 037**
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One2One Meeting

Schedule a complimentary One2One Meeting with a Quest Business Support Manager (BSM) to discuss the challenges facing your business.

You will receive an honest assessment of your compliance status and personalised recommendations for solutions to protect your business.

There are 3 options of meetings:

Discover - How to Make the Most of Your Services

- Discover the services offered by Quest including the advice line, document library and other available features
- Learn how to maximise the benefits of the ChamberHR and the ChamberH&S service
- How it can support the growth of your business

Review - Your Current HR and H&S Position

- Review how your business is evolving and the potential HR or H&S implications
- Discuss areas of risk, your responsibilities and the necessary measures to ensure compliance and protection
- A gap analysis will identify the steps you need to take

Compare - Your Business' HR and H&S Approach

- Compare your existing outsourced services with the included ChamberHR or ChamberH&S services to determine if they can meet your needs
- Evaluate whether you have a need for an outsourced HR or H&S service

ChamberHR

An Employer Focused Service

ChamberHR

ChamberHR is a valuable resource for businesses of all sizes that employ people. For small businesses without in-house specialists, it provides access to expertise that is essential for managing the employment of their staff. For larger SMEs with in-house resources, it serves as valuable support for their HR department. Even large companies may use HR to assist with complex cases.

What's included in the service?

Advice line (24/7 access) - Talk to an experienced HR/Employment Law specialist for any queries or guidance on finding documents

Website - Use over 450+ HR template documents which cover the lifecycle of an employee. In addition to reading our latest articles in the Newsroom, you can also take advantage of a HR Health Check

Insurance - You are protected by Employment Tribunal Cover

One2One - As mentioned on Page 4

How can you benefit?

- **Resolve** any employment-related issue
- **Understand** your HR responsibilities as an employer
- **Reduce costs** from in-house or external HR support
- **Immediate answers** to any questions/concerns
- **Stay compliant** by ensuring you're up to date with all legislation
- **Operate** with full peace of mind

Common Call Enquiries

- Disciplinary Issues
- Persistent Absence
- Workplace Disputes
- Disability and Capability issues
- Redundancy
- Equal Pay
- Grievances

Popular Documents

- Redundancy
- Maternity & Paternity
- Employee Contracts & Handbooks
- Disciplinary
- Recruitment

The support service and document library have been central to the development of many of our policies and procedures, which are audited by representatives of the MOD, as part of our involvement with the Royal Navy...

We would unreservedly recommend Quest Cover and our Chamber whose support has been much needed - Actuation Valve

ChamberHR is a comprehensive resource that can assist with a wide range of HR-related needs, including those mentioned above and beyond!

ChamberH&S

The Simple Way to Health and Safety Compliance

ChamberH&S

ChamberH&S is an essential tool for ensuring that your business is fully compliant with health and safety regulations. This is a requirement for all businesses, regardless of size. Our H&S offers an easy and convenient solution for those without in-house expertise. Additionally, H&S can provide valuable support for SME businesses in maintaining compliance with health and safety standards.

What's included in the service?

Advice line (During office hours) - Talk to an experienced H&S specialist for any queries or guidance on finding documents

Website - Use over 130+ H&S template documents which cover all the core documents and a H&S policy. In addition to reading our latest articles in the Newsroom, you can also take advantage of a H&S Health Check

Insurance - You're protected from the costs to defend an HSE prosecution

Excellent, friendly company giving guidance & support on all things HR & H&S - Lisa Pressland

How can you benefit?

- **Stay compliant** by ensuring you're up to date with all key compliance documents
- **Understand** your H&S responsibilities as an employer
- **Reduce costs** from in-house or external H&S support
- **Immediate answers** to any questions/concerns
- **Create** a safe environment for your employees

Common Call Enquiries

- Accident Management
- Incidents
- Reporting Misconduct
- Compliance Requirements
- Pregnancy Risk Assessments

Popular Documents

- H&S Policy
- Risk Assessment Forms
- Lone Worker Policy
- Working at Heights
- Work Station Assessment Form

ChamberH&S is an invaluable resource that can provide assistance with a diverse array of Health and Safety needs, including those previously mentioned as well as many others.

ChamberTax

Access to Specialist Advice

ChamberTax

ChamberTax is a valuable resource for businesses of all sizes that are seeking professional guidance on tax-related matters. Whether you are a small startup looking for advice on how to manage your finances, or a large corporation seeking guidance on tax planning, ChamberTax can provide the expert support you need.

What's included in the service?

Tax advice line (During office hours) - Talk to a Tax specialist

VAT advice line - Talk to a VAT specialist

Insurance - You're protected from the costs of a tax enquiry by HMRC

The cost to our business is relatively small compared to the wealth of advice on offer. I would recommend this service to any business, regardless of size - Shona Carroll

How can you benefit?

- **Manage any issues** from tax returns to HMRC enquiries
- **Control your tax liabilities** from calculations to benefits in kind
- **Receive international trade advice** on VAT and duty
- **Reduce costs** from in-house or external Tax/VAT support

Common Call Enquiries

- HMRC enquiries
- VAT exemptions
- Treatment of benefits in kind
- Property income & expenses
- Capital gains tax liability
- Stamp duty liability
- VAT rates on land and property

Common Issues

- HMRC investigations
- Tax & VAT returns
- Corporation tax calculations
- EU reverse charge mechanism
- Recovery of foreign VAT
- Inheritance tax and estates
- Remittance from foreign income

ChamberTax offers specialised assistance with a range of tax-related issues for businesses of all sizes. They can provide expert support and ongoing guidance on the above queries and more!

ChamberLegal

A Comprehensive Legal Advisory Service

ChamberLegal

ChamberLegal is an essential tool for businesses of all sizes. It is particularly beneficial for small businesses and sole traders who may not have access to in-house legal expertise. Whether you are just starting out in business or are an established company looking to address specific legal issues, ChamberLegal can be a critical component of your success.

What's included in the service?

Advice line (During office hours) - Talk to an experienced legal advisor for any queries or guidance on finding documents

Website - Use over 180+ legal template documents covering aspects such as GDPR. There are also guidance notes, checklists and business documents to aid you in your quest for legal compliance

Insurance - You're covered for data protection, property disputes and more...

How can you benefit?

- **Get guidance** on where to go and what to do
- **Understand** your rights regarding what you can do or say
- **Reduce costs** by using the advice line as a first point of contact
- **Protect your business** by ensuring legal compliance

Common Call Enquiries

- GDPR Regulations
- How to recover monies owed
- Your legal rights
- Commercial law
- Company law
- Terms and Conditions

Popular Documents

- Debt recovery letters
- GDPR guides and checklists
- Terms and Conditions
- Suppliers and Contracts
- Partnership documents
- Business letters

ChamberLegal can help with these issues plus many more!

Legal Expenses Insurance

For your protection and peace of mind

What is Commercial Legal Expenses Insurance?

The Commercial Legal Expenses Insurance policy provides cover for a wide range of legal disputes that may affect members. The policy provides cover for the member's business in matters including employment disputes, tax investigations and property disputes; and cover for the member's employees in personal injury claims and motor disputes

Level of Cover:

In the event of a claim, your case will be handled by Rhino Protect Ltd with the legal advice and representation being provided, in-house, by Rhino Protect Ltd. You will be covered up to £100,000 (for any one claim) and £1,000,000 aggregate limit (all claims notified in any one period of insurance). Jury service is subject to a maximum limit of £100 per day, £1,000 per claim. There is Nil excess applicable to the policy. Additional terms and conditions apply. A copy of the full policy wording and key facts documents are available from the Chamber.

Area of Cover

Employment Disputes

Representation costs and awards of compensation incurred in defence of a dispute with an employee.

Health & Safety Prosecutions

Costs in defending a health and safety criminal prosecution.

Tax Protection

To deal with an HM Revenue & Customs (HMRC) full enquiry.

Criminal Prosecution Defence

To defend legal proceedings in a Court of criminal jurisdiction.

Statutory Licence Protection

For an appeal or representation to the relevant authority

Jury Service Allowance

The cost of the insured's or employee's salary for any period for which the insured or their employees are obliged to attend Court for jury service.

Property Disputes

Any dispute or legal proceedings, including those relating to the physical possession of the property.

Data Protection

To defend civil proceedings for compensation under Section 13 of the Data Protection Act 1998.

Personal Injury

Legal proceedings to recover damages for the death of or bodily injury sustained by a director or employee.

Motor Disputes

The pursuit or defence of legal proceedings between an insured and a customer/supplier relating to the hire, purchase, lease, service, repair or test of a motor vehicle; or to recover damages for personal injury sustained by a director or employee in a road traffic accident.

Wrongful Arrest Defence

To defend civil proceedings against the insured in relation to allegations of wrongful arrest or malicious prosecution.