

Our Value Proposition

Our Offer & Terms of Business

An Introduction

Our aim is to provide you with **a professional HR service which meets your requirements in a cost-effective manner**. Human Capital Department will conduct its business in accordance with the professional standards laid down by the Code of Professional Conduct of the Chartered Institute of Personnel and Development [CIPD]. All our Consultants are Qualified Members of the CIPD or working towards the qualification.

Human Capital Department are a registered limited company [8513470]. Our registered office is Lincoln Court, 21 Bryggen Road, North Lynn Industrial Estate, Kings Lynn, PE30 2HZ.

This document sets out the terms on which we accept instructions and charge for our services.

Small HR Projects

We offer organisations support for design, delivery, and evaluation of discreet or standalone HR Projects. For example:

	Outline	Features	Cost
Contracts of Employment	We provide offer letters and contracts of employment for new starters or review existing contracts.	We identify the most appropriate CIPD model templates to meet you need and ensure compliance.	From £99 + VAT
HR Policies & Procedures	Whether you need the HR essentials [Disciplinary and Grievance Procedure], or something more sophisticated we can help.	CIPD model documents that we can tailor to your business.	From £49 + VAT
Employee Handbook	Review existing HR related policies and procedures to ensure that they are up to date and compliant, and develop new policies and procedures as needed.	A Comprehensive Employee handbook is the most effective way to communicate all your HR Policies and Procedures and bring them together in one place.	£ TBA
Recruitment	Help in drawing up Job Description, Person Specification, Advertising, Short-listing candidates, Recruitment Interview support and Negotiation.	This Fixed Price available to Clients on a monthly retained agreement for HR Support.	From £995 + VAT
Induction	To help ensure that new employees settle into the job and organisation and become as productive as possible as quickly as possible.	Development of an Induction Manual including Manager Checklists, Probationary Review Process, and Identification of Initial Training.	£495 + VAT
Employee Engagement	To gauge the pulse of the organisation; how do employees feel about the company; to what extent are they prepared to go the extra mile to meet the needs of customers.	To conduct an Employee Engagement survey and provide high level diagnostics report and recommended action plan.	£995 + VAT
Performance Management	Implementing a Performance Management Process using our PMS [manual] system.	Provision of a Performance Management Handbook, including standard process for appraising employee performance including Training and Development of the Management Team.	£995 + VAT
Management Development	Online Assessment [Human Capital Profiler], Development of learning, and coaching support.	Competency assessment workbooks & video learning materials. Remote or face - to - face coaching.	From £1995 + VAT
Compensation and Benefits	Ensure your Pay and Conditions of Employment are in-line with the market, and sufficient to attract and retain talent.	Pay Review – Provision of Market Data Comparator’s Report for key positions and recommendations.	£495 + VAT

Retained HR Support

Services

Include

HR Health-Check

On-Going HR Advice

Human Capital Profiler

Recruitment & Selection

Telephone Support

Pay & Salary Reviews

Interview Support

e-HR System

Employee Engagement Survey

Employment Contracts & Offer Letters

Employee Handbook

Professional Development & Succession

HR Policies & Procedures

Performance Management & Appraisal

Silver

Time

On the Silver Retainer, you will receive up to 2 hours of HR Support per month.

Gold

Time

On the Gold Retainer, you will receive up to 3 hours of HR Support per month.

Platinum

Time

On the Platinum Retainer, you will receive up to 4 hours of HR Support per month.

Price

£149 per month + VAT

Price

£189 per month + VAT

Price

£229 per month + VAT

Human Capital Department keep a monthly time sheet of the work carried out for each of our retained clients. If the client goes over their monthly time for a period of 3 months, we will invoice the client for the extra hours at our normal hourly rate of **£115 + VAT**.

Clients who sign up to the retainer agreement are committed for a minimum of 12 Months. After that, agreements are subject to a 3 month notice period.

Larger HR Projects

For larger organisations we offer fully customised, tailored HR Consultancy Solutions. With HR expertise that is both broad and deep we are confident that we will be able to bring expertise, resource and added value.

Current projects include; working with a Venture Capitalist to assess first tier management team of target clients ahead of investment decisions. A process we have developed which we call **Human Capital Due Diligence®**.

We are also working with a National Care Group to implement **Career Road Maps®** to drive employee engagement and employee productivity.

Management Assessment & Leadership Development

Intervention	Indicative Pricing:
Management Diagnostic [Human Capital Profiler]	£49 per delegate + VAT
Coaching Session to discuss the Profiler results and identify an appropriate Professional Development Plan	£149 + VAT
Design and Implementation of an Assessment or Development Centre	£5,000 per centre + VAT
Behavioural Event Interviews	£600 per consultant/day + VAT
Complication of report and feedback sessions to manager	£2,000 + VAT

Development of the Job Family Model

Intervention	Indicative Pricing:
Initial Design of Job Family Levels and Ladders	£4,950 + VAT
Development of Behavioural Competency Frameworks	
Mapping of Training Curriculum	
Assessment of Employees	
Professional Development Planning	

The Small Print

Authority to give instructions

You need to let us know who is authorised to give us instructions.

Roles and Responsibilities

We will endeavour to provide the services in accordance with your instructions.

You are responsible for;

- Ensuring any information, you provide is complete and accurate.
- Being on time and prepared for any planned meetings and events.
- Making any payments due to us in a timely manner.

We are responsible for;

- Delivering the services with all reasonable skill and care, and in full compliance of relevant established professional standards.

Access and Communication

We are contactable via landline telephone on working days between 08:00 and 18:00 and via email at all times. All queries will be responded to as a priority and within 24 hours. Directors and key employees are also contactable via mobile phone. Our preferred communication is via email.

Fees and Additional Costs

Any third party costs, such as cost of design and printing of publications, training materials, cost of room hire, postage and carriage will be charged at cost. Expenses will be charged in addition to the price for services and may include mileage at HMRC rate [currently 45p per mile], Train travel [2nd Class Rail Fare], Hotel [where overnight stay is necessary] and out of pocket expenses charged at cost. All expenses will be agreed prior to being incurred.

Billing and Payment

Invoices are payable within 14 days of issue. Where the services requested are lengthy or complex or involve managing third party costs on your behalf we reserve the right to request a deposit or stage payments and if applicable these will be detailed in our confirmation of engagement email.

Our preferred method of payment is direct bank transfer. Where we have submitted work requiring your comment / approval you are requested to

respond within 30 days. After this time, if you have not contacted us, we reserve the right to invoice you for the full amount quoted. If an invoice or part thereof remains outstanding after 14 days from the date of delivery, we reserve the right to charge interest and/or suspend work on all matters on which we are advising you and / or terminate our retainer. In addition, all our invoices will become immediately due and payable.

Confidential Information

Each party acknowledges that in connection with this Agreement it may receive certain confidential or proprietary technical and business information and materials of the other party ("Confidential Information"). Each party, its agents and employers shall hold and maintain in strict confidence all Confidential Information, shall not disclose such Confidential Information to any third party and shall not use any Confidential Information except as may be necessary to perform its obligations under this Agreement except as may be required by a court or governmental authority of competent jurisdiction.

Intellectual Property

You will have the full right and licence to use copies of materials we create for you for the particular purpose for which they were prepared. However, all copyright and other intellectual property rights in all documents, reports, written or electronic advice or other material provided by us to you remains with us. If you wish to use copies of these materials for purposes other than those for which they were prepared, you will require our written permission.

Papers, Documents and Electronic Communication

You agree that we may store documents and papers electronically.

It is important that you keep all documents that relate in any way to the matter in respect of which you have instructed us. This also includes but is not limited to electronic data such as emails.

Termination of Instructions

You may terminate your instructions in writing to us at any time.

Consultancy Services

Our Retained Consultancy Services may be cancelled on receipt of 90 days notice.

Liability

Neither party shall be liable for any indirect or consequential losses or expenses, including but not limited to loss of or damage to anticipated profits, contracts, reputation, goodwill, labour costs or losses or expenses arising from third party claims.

Liability under this agreement shall be limited to the fees charged or £1000 whichever is lesser.

Applicable Law

Our relationship with you will be governed by English law and will be subject to the exclusive jurisdiction of the English courts.

Publicity

Human Capital Department shall have the right, without further reference to the client, to publicise the fact that the client is, or was, a client and to utilise the client's name in publicity materials in this respect. Human Capital Department may also describe in general terms the type of work conducted for the client, but shall not be permitted to link the two without the prior permission of the client.

Acceptance of Terms

As confirmation that you would like us to proceed on the above basis and that you accept our terms of engagement, please sign and date a copy of this document and return it to us. This will mean that we have entered into an agreement as to fees which will be fixed and your rights to challenge the terms and charging rate will be restricted.

If you do not return the copy of these terms of engagement countersigned within 5 days but we do proceed with the matter you will be deemed to have accepted our terms and conditions as if you had countersigned and returned a copy of these terms of engagement, pending an express written termination of our instructions or our declining to act further.

If you are unclear about anything in the terms of engagement, please do not hesitate to contact us.

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