

CASE STUDY

Strengthening HR Foundations with Clear Contracts and Ongoing Support



CHALLENGE

A growing business reached a stage where informal processes were no longer enough to support their expanding team. As responsibilities increased, the management team recognised the need for professional HR guidance to ensure clarity, consistency, and compliance. They needed support to put proper structures in place and to confidently manage employment relationships.

KEY OBJECTIVES

- Establish clear, legally compliant employment contracts that provided certainty for both management and staff.
- Create defined guidelines so the business understood its position on key employment matters.
- Build a stronger HR foundation to support continued growth and reduce risk.

SOLUTION

ECHR began by carrying out a thorough review of the business' existing HR documentation and processes. This allowed us to identify where clarity was missing and where compliant documentation was required. We then drafted tailored employment contracts that clearly set out the rights and responsibilities of both the employer and employees, ensuring they reflected current legislation and the specific needs of the business.

As part of the implementation, we provided guidance on how to introduce the contracts confidently and engage staff in the process. We also offered ongoing HR support, giving the leadership team direct access to practical advice whenever questions or issues arose. This included support around day to day employment matters, documentation updates, and best practice recommendations.

This combination of structured documentation and consistent advisory support provided the business with a solid HR framework to support its ongoing growth.

RESULTS AND OUTCOMES

The business gained a stronger employment structure, helping them operate more confidently and professionally. Regular contact with EC Human Resources ensured access to reliable, clear advice whenever needed. Staff reviews became embedded as part of the business' routine, improving communication and supporting a positive workplace culture.

CLIENT FEEDBACK

"Emma has given us employment structure. She has given valuable advice at the right time. Having regular staff reviews is invaluable".

