



BUSINESS SERVICES FOR ALL BFPA MEMBERS

FOR YOUR PROTECTION AND PEACE OF MIND



BRITISH FLUID POWER ASSOCIATION



**THE HR
SERVICE**



**THE HEALTH &
SAFETY SERVICE**



**THE LEGAL
SERVICE**



**THE TAX
SERVICE**



Frequently Asked Questions

Four BFPA Membership services – what are they?



THE HR SERVICE



THE LEGAL SERVICE



THE HEALTH &
SAFETY SERVICE



THE TAX SERVICE

They include the following;



Advice line

Covering HR, employment law, legal, health & safety, tax and VAT



Website

Featuring a comprehensive library of employment, legal and health & safety documents

How do I access these services?

It's easy – you can phone the advice line which is found in your Quest online area. You can find a link to your Quest area through the BFPA website (www.bfpa.co.uk). Please note that you will need login details to download the documents.

Are there any restrictions?

No – BFPA members have unlimited access to the advice lines.* In other words you can call as many times and for as long as you need to. There is also no restriction on web access.

What does it cost?

Nothing – access to the four services is included in your BFPA membership fee so you have nothing extra to pay.

What can I use it for?

Questions and issues – these services are not just crisis management tools. Whilst they will help you deal with unforeseen issues that may arise in the course of business they are also available to answer any questions you may have. So they can help you manage your business in a proactive way.

Who is it for?

Everyone – these services are for ALL members, regardless of the number of staff employed. They exist to help protect every member from the many threats facing them in the areas of employment law, health & safety, legal and tax and also to help members develop their business.

How can the service help me?

In many ways – the following pages outline why these services are important for you. The needs of a sole trader, a small business, a medium business and a large company may be different, but this service can help them all!





*Quest reserve the right to restrict access to any member who abuses the service.



Sole Trader

10 Good Reasons

Here are 10 elements of these services that could be very relevant for a sole trader and 10 good reasons why you should use them to help manage your business.

	Legal advice Access to advice on any legal matter affecting your business including contract disputes, licence protection and more
	Debt recovery Advice on your rights and what you can do to help get money from clients who are slow at settling your invoices
	Tax advice Access to advice to ensure that you are compliant and to help you deal with any HMRC enquiries
	Health & safety advice Access to advice on a wide range of health & safety issues, including start up, risk assessments, fire safety and more
	Landlord issues If you are having any issues with your landlord you can access all the advice you need to get the resolution you need
	Client disputes Access to advice to help you deal with any disputes with your clients
	Employment law If you are ever considering employing or working with someone you can access the advice and documents you need
	Legal documents The document library features over 700 free downloadable business documents including contracts for services and more
	Health & safety documents Documents include Getting Started in H&S, developing a policy, risk assessments and more
	Health & Safety Health Check You can access a free H&S Health Check on the website. It is easy to complete and you will get an instant analysis of the health of your H&S position



Small Business 10 Good Reasons

Here are 10 elements of these services that could be very relevant for a small business and 10 good reasons why you should use them to help manage your business.

	Employment law / HR advice Advice to help with a wide range of subjects including absenteeism, disputes, recruitment, annual leave, legislation plus a HR health check
	Legal advice Advice on any business legal matter including contracts, company law, property, directors or client disputes
	Debt recovery Advice on your rights and what you can do to help get money from customers who fail to pay your invoices on time
	Health & safety Access to advice on any health & safety matter including risk assessments, first aid, fire safety, policies and documents
	Tax and VAT Advice on tax or VAT matters including HMRC investigations, property income, VAT registration, exemptions and more
	Employment documents A bank of hundreds of free employment documents covering everything from recruitment to employee exit
	Contracts and handbooks Access to free documents that you can use to create your own contracts of employment and employee handbook
	Health & safety documents Access to over 250 free documents covering risk assessments, policies, regulations plus a H&S gap analysis
	Legal documents Access to almost 200 free business legal documents such as checklists, documents covering online trading, intellectual property, partnerships
	Health Checks Access to free HR and H&S health checks which are easy to complete and provide an instant analysis, giving you a view of the health of your HR and H&S systems



Medium Sized Business 10 Good Reasons







Here are 10 elements of these services that could be relevant for a medium sized business and 10 good reasons why you should use them to manage your business.

	Employment law / HR advice Access to advice on all related matters including discipline and grievance, apprentices, national living wage and more
	Legal advice Advice on any business legal matter including contract disputes, debt recovery, commercial law, data protection
	Health & safety advice Advice on any health & safety matter such as compliance, training, hazardous substances, fire safety
	Tax advice Access to advice on any tax related issue including benefits in kind, corporation tax, capital gains tax, HMRC enquiries
	VAT advice Advice on any VAT matter including VAT registration, exemptions, VAT on land and property
	Employment documents A comprehensive range of free employment documents covering everything from employee recruitment to exit
	Legal documents Almost 200 free business legal checklists and documents including company law, intellectual property, contract for services
	Health & safety documents Over 200 free health & safety documents covering manual handling, equipment & vehicles, vulnerable groups etc.
	Enhanced services If the core service does not meet your specific needs a range of enhanced services are available at exclusive rates
	Health Checks Access to free HR and H&S health checks which are easy to complete and provide an instant analysis, giving you a view of the health of your HR and H&S systems



Large Companies 6 Good Reasons

Here are some elements of these services that could be relevant for a large company and six good reasons why you should use them.

	Employment law / HR advice In the complex world of employment law and HR the advice line enables you to sense check that you are doing the right thing
	Legal advice The legal advice line is also often used for sense checking that the company position is correct
	Document library A resource with over 750 free template documents that you can use to keep your own documents up to date
	Information The website features news and changes in legislation to help you keep up to date
	Specialist services If you need help with complex cases then the enhanced services can help you with things such as TUPE or difficult disciplinary issues
	Outsourcing If you are thinking of outsourcing any elements of your HR system then the team of experts at Quest would be able to help you



**For more information call the
BFPA on 01608 647900**

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IN ASSOCIATION WITH

