



MEMBER HANDBOOK

FOUR SERVICES

**FOR YOUR PROTECTION AND PEACE OF MIND
DISCOVER WHAT YOU HAVE ACCESS TO**



BRITISH FLUID POWER ASSOCIATION

THE HR SERVICE ▪ THE HEALTH & SAFETY SERVICE ▪ THE LEGAL SERVICE ▪ THE TAX SERVICE

WOW!

LOOK WHAT'S INCLUDED...

THE HR SERVICE ▪ THE HEALTH & SAFETY SERVICE ▪ THE LEGAL SERVICE ▪ THE TAX SERVICE

UNLIMITED ACCESS

The four services include unlimited access to the following:

- HR / employment law advice line
- Health & safety advice
- Legal advice line
- Advice on tax and VAT matters
- HR website with a document library
- Online library of health & safety documents
- Online library of template legal documents

IN SUMMARY

You have unlimited access* to five business advice lines and over 750 free business document.

Access to this premium quality service is included in the membership fee because of the investment made by your Association.

We believe that our members need supporting and protecting and we think our members are worth that investment!



LET ME IN!

HOW TO ACCESS THE SERVICES

THE HR SERVICE ▪ THE HEALTH & SAFETY SERVICE ▪ THE LEGAL SERVICE ▪ THE TAX SERVICE

ADVICE LINE

This number gives access to five advice lines – HR, legal, health & safety, tax and Vat. Members have unlimited access to all lines and the HR and legal lines are available 365 days a year. The lines are manned by very experienced advisors who can answer any questions you may have or help resolve issues

Call BFPAs on **01608 647900** for the dedicated BFPAs Advice Line telephone number.

WEBSITE

The website, which is a fantastic knowledge hub and source of information has many features.

The main feature is the Document Library with almost 800 free downloadable template documents covering employment, health & safety and legal services.

- HR and Health & Safety Healthcheck
- Book a call back facility
- Newsroom with HR and Health & Safety articles
- Legal Document Library has a link to the Debt Recovery Service where you can get a solicitors letter sent for just £15

To access the website visit your Associations website.



WHO YOU GONNA CALL?

THE ADVICE LINES ARE HERE TO HELP YOU...

The advice lines are here to help you... and not just if you have a serious problem or issue. They can help you with any questions that you may have, whether they be positive or negative. These are the kind of subjects the advisors can help you with...

THE HR SERVICE

Employment law	Contracts of employment
Guidance on access to web docs	TUPE issues
Staff grievances and disputes	Eligibility to work
Disciplinary issues	Managing apprentices
Absenteeism	Calculating settlement agreements
Disability issues	Redundancy
Medical capability	Calculating holiday pay / sick pay
Equal pay	Maternity leave
Maternity / paternity allowances	National living wage
Shared parental leave	

THE LEGAL SERVICE

Legal disputes	Insolvency
Contract disputes	Collecting debts
Commercial law	Small claims court procedures
Company law	Landlord or tenant issues
Director's disputes	GDPR
Data protection	

Call BFPA on **01608 647900** for the dedicated BFPA Advice Line telephone number.

THE HS SERVICE

Start-up requirements	Health & safety policies & documents
Protective equipment	Fire safety
Training	Accident reporting
Gap analysis	First aid requirements
Compliance issues	Hazardous substances
Completing risk assessments	Employee safety handbook

THE TAX SERVICE

Treatment of benefits in kind	Penalties
Corporation tax calculations	VAT & Tax return form help
Liabilities to capital gains tax	VAT registration
Property income and expenses	EU Reverse charge mechanism
Residency status	Place of supply rules
Remittance based on foreign income	Partial exemption
Stamp duty land tax liabilities	VAT on land and property
Travel and subsistence costs	VAT rates on output services
Inheritance tax and estates	Recovery of foreign VAT
HMRC enquiries / investigations	

Call BFPA on **01608 647900** for the dedicated BFPA Advice Line telephone number.

SHUSH?! YOU'RE IN THE LIBRARY

DISCOVER THE DOCUMENT LIBRARY HELP YOU...

One of the main features of the website is the comprehensive document library, which has over 750 free downloadable template documents covering employment, health & safety and legal matters.

HR DOCUMENT LIBRARY

Recruitment & selection	Grievance, mediation & discipline
Induction & probation	Attendance management
Employee handbook	Exit management
Performance management	HR administration
Training & development	Covid-19 Resources
Employee reward & benefits	

HS DOCUMENT LIBRARY

Getting started in H&S	Workplace equipment and vehicles
Developing a H&S policy	The working environment
First aid & RIDDOR	Vulnerable groups
Risk assessments & audits	Food safety
Fire safety	Physical & psychological hazards
Manual handling & lifting	Construction & CDM regulations
Working at heights	Chemical substance & biological hazards

LEGAL LIBRARY

Checklists & documents	Suppliers & contracts
Company law	Business documents
Debt recovery	Business letters
GDPR guides & checklists	Company documents
Intellectual property	Company meeting documents
Online trading	Partnership documents
Property	Landlord & tenants



HR Document Library

- > HR documents
- > Health & Safety documents
- > Legal documents



HR Document Library

- > Manage employee sickness
- > Manage employee holidays
- > Manage employee records
- > Manage employee performance
- > Manage employee training



Admin Lite

- > Build custom library documents
- > Automatically populate documents
- > Save employee documents



Quest Office

- > Employee ready documents
- > Document Library
- > Employee Management System
- > AdminLite
- > Access to ASKQ
- > Access to HR and Health & Safety Audits
- > Access to Business Insurance

BE AWARE

YOU NEED TO MANAGE YOUR EMPLOYMENT AFFAIRS - THERE MAY BE CONSEQUENCES IF YOU DON'T

THIS IS WHY YOU NEED HR SUPPORT

Whilst the threat of financially crippling employment tribunals has diminished there are still many pitfalls facing employers which can have serious financial consequences. All employers should be aware of these threats and if you need advice on how to avoid the unpalatable results please call the Advice Line and get practical advice from the HR advisors.

TOPIC	IF YOU DO THIS	THESE ARE THE CONSEQUENCES
Contracts of employment	Failure to give employees a contract of employment	It will cost you 2-4 weeks pay £950 for 2 weeks - £1,900 for 4 weeks pay
Flexible working	Breach of flexible working regulations	Compensation due to the employee up to a maximum of 8 weeks pay or £3,800
National minimum wage	Failure to pay the national minimum wage	Fine of up to £20,000 per person and being publically identified on the Government Naming and Shaming list
Right to work in the UK	Failure to check that employees have the right to work in the UK	Increased penalties now in force and applied on a sliding scale. For a first breach in a 3 year period the penalty is £15,000 per illegal worker. For a second or subsequent breach the starting point is £20,000
TUPE	Failure to consult and inform on TUPE	Fines of up to 13 weeks pay – not capped at statutory rate
Unfair dismissal	Dismissal of an employee that is challenged and deemed to be unfair	No minimum limit on a weeks pay. Based on a capped amount of £475 per week

FREE MEMBER SERVICE

FREE ONE 2 ONE REVIEW

ENSURE YOUR BUSINESS IS PROTECTED

All members are entitled to a FREE One 2 One Review with a Quest Business Manager. They will be able to discuss how you manage your HR and health & safety matters, discuss any issues you may have and assess your compliance status, including the impact of the upcoming Good Work Plan. You will receive an honest assessment of your requirements and if the Association services will effectively support you, that is what they will recommend. If however you do need additional support, which may cost extra, the good news is that there are automatic discounts available for members.



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

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IN ASSOCIATION WITH

