

The Four Services

BFPA Member Awareness Session

Quest – who we are

- Based in Leicester – UK coverage
- Group of companies – Quest Business Services / Vantage Fee Protect /
- “ “ Vantage Legal Protect / Rhino Insurance / QAccounting
- Quest – HR and Health & Safety services
- Exclusive recommended supplier by the BCC to the UK Chamber network
- Partner of the Trade Association Forum

Objective

- Make members **AWARE** of what is included in the Four Services
- Help members **UNDERSTAND** how the services can help the
- Make sure members know how to access the services
- Make members aware of the full range of available support

In a Nutshell

- **4 Services** – HR / Health & Safety / Legal / Tax
- **5 Advice lines** – HR / Health & Safety / Legal / Tax / VAT
- **3 Document Libraries** – HR / Health & Safety / Legal
- **780+ template documents** – plus lots of information

Access – advice line – 0116 243 7602

Website – <http://bfpa.questcover.com>

Unique logins required (per company)

The HR Service

What Is It?

Employer focused HR service

- Advice line – 365 days – unlimited access
- Experienced advisors – practical advice - not just “employment law must do’s”
- HR Document Library – 466 templates plus lots of information
- Covers the lifecycle of an employee – from recruitment to exit
- Newsroom with articles / My Account area
- Free HR Health Check

The HR Service

How can The HR Service help members?

- **Manage Problems** - disciplinary issues / persistent absence / disability issues / grievances
- “ “ redundancy / dismissal / equal pay / long term sickness / capability
- **Staying Compliant** – contracts of employment / employee handbooks /
- “ “ understanding responsibilities / changes in legislation
- **Supporting Staff** - holiday pay / maternity or paternity allowances / annual leave
- “ “ - hybrid working / flexible working / training & development
- **Peace of Mind** - help at the end of the phone / documents
- **Save money** - may not need to outsource anything
- **Get Answers** (the right ones) – any questions, concerns or doubts you may have

The Health & Safety Service

What Is It?

The easy and cost-effective way to health & safety compliance

- **Advice line** – unlimited access - (office hours)
- **H&S Document Library** – 138 template documents plus information
- Includes all key compliance documents and guidance notes
- “ Health & Safety policy / risk assessment forms / lone worker policy / fire safety etc
- Website includes Newsroom, My Account area, free H&S Health Check

The Health & Safety Service

- **Staying Compliant** – document library includes all key compliance docs
- “ “ risk assessments / policy documents
- **Manage Problems** - accident management / incidents / reporting / misconduct
- **Staff Safety** - working at heights / hazardous substances / fire risk
- **New Starters** - advice on setting up / getting started in H&S documents
- **Save Money** – easy way to compliance
- **Get Answers** – any questions, doubts or concerns

The Legal Service

What is it?

Legal Advisory Service

- **Advice line** – unlimited access
- **Experienced advisors** – excellent broad knowledge of different sectors and issues
- **Legal Document Library** – 183 template documents plus information
- “ “ “ - contracts / checklists / guidance notes / letters etc

The Legal Service

How can The Legal Service help members?

- **Manage Problems** – contract disputes / legal disputes / landlord or tenant issues
- “ “ debt recovery / small claims court procedures
- **Protecting the business** – GDPR guidance / commercial law / company law
- **Legal requirements** – company documents / company notes / partnership documents
- **Save money** – may not need to pay legal fees to a solicitor
- **Get Answers** – any questions, doubts or concerns

The Tax Service

What is it?

Specialist advisory service

- Advice line – unlimited access (office hours)
- Access to specialist tax advisors
- Access to specialist VAT advisors

The Tax Service

How can The Tax Service help members?

- **Manage problems** – HMRC enquiries
- **Manage tax liability** – benefits in kind / corporation tax calculations / property income /
- “ “ “ stamp duty liability / benefits in kind / VAT exemptions / inheritance tax
- **Tax Returns** – help with tax and VAT return forms
- **International Trade** – advice on changes to VAT and duty caused by Brexit
- “ “ recovery of foreign VAT / EU reverse charge mechanism
- **Save Money** – may not need to pay for an accountant
- **Get Answers** – any questions, doubts or concerns

Find Out More

One2One Services

Three complimentary Services – meeting with a Quest Business Support Manager

- DISCOVER
- REVIEW
- COMPARE

See the One2One flyer – hard copy / pdf - featured in the Handbook

Find Out More

Employer Defence Services

Awareness of a range of included and additional services to help members face the challenge of dealing with Employment Tribunal claims

- Advice lines - included
- HR Document library - included
- ACAS Early Conciliation service – exclusive rates
- Settlement Agreements – exclusive rates
- Legal Services – exclusive rates

See the Four Services Handbook

More Services

Quest can support members with ALL their needs

- Retained HR or HS services – bespoke docs / dedicated support / short terms available
- Ad hoc HR or H&S services – one-off transactions
- HR or H&S training
- Legal document creation (contracts etc.)
- Full Debt Recovery service

In Summary

Key Points

4 Services, 5 advice lines, 3 document libraries, almost 800 documents

- **Included** in the membership fee – nothing extra to pay
- **Unlimited** access – call or download as often as you need to
- **Value** – high financial value
- **Extensive Benefits** to members who use the services
- Key points of difference – the **document libraries**
- Free **One2One Services**
- **Full range** of HR and HS services available at exclusive rates

In Summary

Why you need these services

Get help with any of these specific topics

- Flexible working requests – HR
- Cancelling annual leave – HR
- Redundancies – HR
- Hybrid working – HR
- Social media activity – HR
- Recognising LGBTQ+ - HR
- Restrictive covenants – HR
- Tax returns – help and advice - Tax
- Debt recovery – getting paid – Legal
- Commercial contracts- Legal
- Issues with a landlord – Legal
- Health & Safety compliance – H&S
- EU Trading – VAT changes – Tax
- HMRC – enquiries / disputes - Tax

Any Questions?



QUEST

Thank You 😊

Steve Charles

contact

07831 499990

scharles@questcover.com