# **Homeserve**

# **HR Best Practice**

HR Best Practice – development of harmonised policies and procedures including Group wide employee handbook

## **Project**

 A fast-expanding organisation required a complete review of their HR processes and documentation to ensure they were fit for purpose. The organisation consisted of multiple divisions each of which had their own respective policies and procedures and there was significant resistance to harmonised policies.

#### Our role

- A cross section of senior managers and staff were met with to create a picture of the current people policies and how well they were working.
- An audit of HR processes and procedures was undertaken
- Financial constraints regarding policy enhancements were also identified and taken into consideration when making recommendations.

### Outcome

- Unified enhanced Policies and Procedures were identified and introduced
- A group wide employee handbook was developed and implemented
- A training programme was also developed and roll-out as part of the implementation process.