

### **Background & Problem**

The organisation was a bus company that had 15 employees and no HR support. They had adopted an informal approach to induction and performance management due to time pressures and were suffering employee problems as a result.

### **Actions Taken**

- Contracts of employment reviewed and updated in terms of relevant employment law
- Employees needed to be consulted about changes in the terms of their contract of employment.
- Employee Handbook reviewed and updated in relation to employment law.
- Employees to sign an acknowledgement slip in relation to having read the handbook
- Directors consulted in relation to any policies or procedures they wanted to change or update
- Advice given on the carrying out of probationary period reviews
- Application form was redesigned and updated in relation to legal requirements
- Advice given in relation to the disciplinary procedure and the importance of keeping concise records of informal and formal disciplinary incidents.

### **The Result**

Both directors were happy that their key documents such as the contracts of employment, employee handbook and application form were up to date and that all the company policy and procedures had been reviewed and updated. They also realised the value of carrying out regular employee reviews especially the probationary period review and keeping concise employee records especially in relation to performance issues. They now feel that being organised will lead them to be more consistent in their approach and reduce the incident of employee problems.

**If you want to find out more about any of the areas covered in this case study  
and how we can support your business – contact us today.**