



HR SERVICES

At Meraki HR, we CARE about our customers

C = Customer Experience.

We want to make sure you are delighted with our service. We value your opinion of your experience when dealing with us. We will send you a Trustpilot short survey as your feedback helps us to make improvements to our service.

A = Average Response Time.

We will acknowledge your email/phone calls and queries within a 2 hour timeframe and respond to all your email/phone calls and queries within a 4 hour timeframe.

R = Relationships.

We like to meet all our clients in person at their premises whenever this is possible. We will arrange regular catch-up calls via Zoom/Teams, via telephone or in person as this helps us to get to know you better and understand more about your business, which enables us to give you the best HR advice and support at all times.

E = Empathy.

We put ourselves in your shoes and we seek to understand each and every situation fully. We don't use scripts at Meraki HR to provide our clients with advice, and we are not an HR advice line call centre. Your situation is unique to you and we provide our advice based on many years of real life HR experience.

HR Oxygen – here to help you breathe!



- Growing a business without HR expertise is challenging at best, and a constant uphill struggle at worst.
- If you've ever had to tackle a people issue on your own, you'll know just how stressful it can be. Having your very own HR Expert on speed dial is invaluable.
- We are all highly qualified and most importantly, highly experienced HR professionals, so we don't work from "off the shelf processes" or scripts at Meraki HR. You can trust us to give you the valuable gift of peace of mind as we will have dealt with and experienced the employee issue you find yourselves in – we know what we are doing!
- We get to know you and your business inside and out, so that we are able to give you the best possible HR advice tailored to the needs of YOUR business.
- We have a 100% client retention rate on our HR Oxygen service as people love the support and advice we give them and stay with us as a result of our exceptional service and support.
- Best of all we don't tie you into a 3/5/7 year contract like the big, corporate providers. You sign up for just 12 months, and if you are not happy at the end of the 12 month period, you can walk away.

MERAKI HR

HR Oxygen Support Service

Bronze
£199 pm

Silver
£349 pm

Gold Level
£495 pm

Access to your dedicated HR Business Partner Monday – Friday 9am – 5:30pm.



We will write or provide you any emails/letters or policies needed to help and support you with all your employee matters.



Access to our 6 free workshops a year aimed at business owners / people managers on a number of topics such as managing Performance, Employment Law updates, and Employee Engagement.



10% Discounted hourly rate for any in person meetings required or for any HR project work or training.



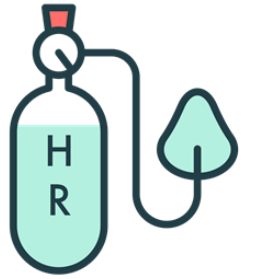
Initial Audit of all your existing employee paperwork to establish any areas where you may not be meeting employment legislation and putting right these areas for you.



Access to discounted rates for Breathe HR System, Hireful recruitment system and advertising rates with all major job boards, discounted rates for OK Positive Employee Wellbeing App.



Don't just take our word for it.....



“Vanti are a small growing technology business who put our people at the heart of everything we do. We started working with Meraki in March 2020, and they have been fundamental to our growth. Not only do they have extensive HR experience and know-how, they are also the type of people that can clearly see when you're up against it and how / when to offer extra support. Emma's heart is genuinely in the place of wanting to see good people and good businesses thrive and will do all she can to help with that, including challenging you in healthy ways if you need it (which we did!).

The Meraki HR team are flexible, responsive and quick when it comes to meeting last minute and urgent needs and their advice is always backed by extensive experience and research. Whenever we had an odd query, concern, missing documentation or when we've just needed a sounding board, they're always there and never make you feel like 'just another client'.

Faye Pressley, COO at Vanti

MERAKI HR



Pay as you Go

When you need urgent help and support via telephone, email or at your premises. We can provide advice, draft letters and documents and help you to manage and resolve complex employee relations issues. This service is ideal for businesses who believe they will only need occasional advice, such as how to handle a disciplinary issue or support to carry out a recruitment or redundancy exercise. ***Pay as you go hours cost £150 per hour and are invoiced as they are used.***



Prepaid Hours

Many of our clients prefer to buy a block of time in advance which can be used for telephone, email or on-site advice and support, as and when required. Hours can be bought in 4-hour blocks and are deducted in 15-minute slots. Any unused time is carried over to the next month, expiring after one year. ***At £125 per hour, this option provides a cost-effective solution for many businesses.*** All hours need to be paid for in advance to qualify for this preferential rate and need to be used within a 12-month period.

Want to get in touch?



01895 648548



www.merakihr.com



hello@merakihr.com



[Click to schedule a call with us](#)

Your People | Our Passion | Your Success

Meraki HR Solutions Ltd.

Co Reg No: 9303957

Address: Unit 3 Bignell Park Barns, Chesterton, Bicester OX26 1TD

MERAKI HR