



# Our Purpose



We want to make every business we work with a great place to work, as we love to see businesses succeed through their people.

## How we do it



We work in partnership with leadership, management and employee teams to create and deliver the right people policies, processes or projects for your business, and we keep things simple!

# Our Values drive **everything** we do



## **Be Meraki**

We love what we do and want to see businesses succeed through their people.



## **Excellence**

Providing you with an exceptional level of service and support.



## **Professional**

It goes without saying really, but we do what we say we will, on time and on budget.



## **Integrity**

Doing what is right for your business and your business alone.



## **Commercial**

We look at the commercial aspect and the risk of every HR decision, before we make it together.



## **Practical**

We keep people policies, practices and solutions simple and easy to follow.

# 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 Retainer Service

# HR Oxygen – here to help you breathe!



- HR Oxygen is our retained HR support service.
- If you've ever had to tackle a people issue on your own, you'll know just how stressful it can be, so having your very own HR Expert on speed dial is invaluable. We are all highly qualified and most importantly, highly experienced HR professionals.
- 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 may find yourself having to deal with.
- 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.

# HR Oxygen – What's included !



- ✓ Unlimited access to your dedicated HR Consultant Monday – Friday from 9am – 5:30pm.
- ✓ An initial review of all your existing employee paperwork to establish and rectify any areas where you may not be meeting employment legislation.
- ✓ Breathe HR System available for all your employees/managers to help you manage holidays/absence and store all your employee information in a GDPR compliant way.
- ✓ Unlimited telephone/Teams/Zoom meetings to help answer any employee related questions you may have or provide you with advice to resolve any employee related matters.
- ✓ We provide you any emails/letters or policies needed to help and support you with all your employee matters.
- ✓ Breathe HR System available for all your employees/managers to help you manage holidays/absence and store all your employee related information.
- ✓ Access to all our free 2 hour workshops aimed at business owners / people managers on a number of topics such as managing Performance, Employment Law updates, and Employee Engagement.
- ✓ 10% off any project work, in person meetings or training.
- ✓ Access to discounted rates for Hireful recruitment tracking system and advertising across all major job boards, OK positive employee Wellbeing App



HR Oxygen Support Service	Cost per month
1-10 employees	£249
11-20 employees	£349
21-50 employees	£499
51-100 employees	£625
101-250 employees	£895



**“ “ Don't take our word for it,  
here's what some of our  
clients have to say about us ” ”**



## **Becky Murphy**

### **Director, Babelquest**

We wanted to build a long term relationship with an independent HR specialist as we grow our business. We wanted to make sure that we have the right people policies and processes in place to ensure that we are meeting employment legislation as well as being able to attract, retain and develop the best people for our business. We chose to work with Emma as she seemed to just understand what we were looking for, and has been responsive and supportive with all of our needs to date. We have now been working with Emma for the last 5 years, and in this time we have recruited and retained some fantastic talent, including our own People and Culture Manager. Emma continues to work with us and is now an integral member of the Board in her role as an NED.



## **Alex Andrea**

### **Managing Director, Fastlane Paint & Body Group**

My company bought a business from a large German motor manufacturer, this included the TUPE transfer of all staff; 90% of whom were Trade Union Members. I could not have dealt with this process without the professional and friendly help from Emma and her team. Emma and her team simplified what felt like a complicated process from a due diligence stage, to the actual takeover itself and have now been supporting us in our business on an ongoing retainer basis for the last 4 years. Thank you Emma!



## **Mark Ashbridge**

### **Executive Director, Ashbridge Partners**

I met Emma at a Soho Farmhouse presentation she did to entrepreneurs. I was immediately inspired and impressed by her understanding and knowledge of how to recruit and retain the best people. As a part of this she also articulated the importance of ensuring all your team 'live the values' and know what we add to the world by doing our job. As a result we asked her to lead a team workshop to establish our values and our what, how and why. This was inspiring for all the team and helped us to collectively understand what we are about and why we are different from our competitors. We will definitely use Emma again for the next phase of our business journey.

## **Melinda Kenneway**

### **CEO, Kudos Innovations**

As a start-up, we've required a variety of HR support over the early years of our growth, from the basics of putting good recruitment policies and plans into place, through to building an appraisal system from the "bottom up" – with whole team involvement to create a process that everyone has had a voice in creating. Emma and her team have been on hand to help – always responsive, professional and reliable. Emma has also helped us through challenging phases for the business too – ensuring both the needs of management and staff are fairly represented. We've been hugely impressed by everyone we've met from the Meraki team and I wouldn't hesitate to recommend them.



**Want to get in touch?**



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Your People | Our Passion | Your Success