

wurkplace



F&P



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Conwy
Conwy Valley
Conwy Coastline
Rhos-on-Sea
Llandudno
Penrhyn Bay
Colwyn Bay
Abergele



F&P

Fletcher & Pool are an independent and successful estate agents covering a great area across North Wales.

Fletcher & Poole presents a tricky HR and Health & Safety challenge, owing to having multiple offices and many properties to maintain. This is where we come in...

THE PROBLEM

Fletcher & Poole required extensive support in all aspects of Health & Safety, including such activities as Health & Safety audits, focused COSHH and Fire Risk assessments, and a policy and procedure assessment to determine their compliancy with current legislation.

THE SOLUTION

Like with all our clients, we performed an in-depth audit of their offices, policies, procedures, and documentation, ensuring they were up to date and compliant across all their sites. We also offered our full support every day of the week over the phone and via email.

THE RESULT

The support we gave took the weight of ever changing legislation off the team's shoulders and ensured that they were always kept up to date with policies and procedures to meet with current legislation. We gave them the confidence to move forward knowing we had successfully minimised their organisational risk.

FIGURES

- 12 Annual H&S Audits
- 12 Impact Reports
- 200+ Calls to Our help desk.
- 300+ Emails
- 20+ Meetings with Staff

Audit

As with all our clients, we performed a comprehensive Health & Safety audit of their business.

The audit included investigating their company policies and procedures, their infrastructure and documentation.

We identified any weaknesses, and outlined ways to fix them in our action plan, ensuring clarity with key members of staff on the impact of those changes.

Advise

Once we completed our full audit, we provided F&P with a detailed report and Action Plan on how to improve their practices with our expert advice.

We advised them as and when they needed us, including with over 200 calls to the office help desk, resolving each individual case to their satisfaction.

We also conducted on-sight visits when necessary to help with a myriad of issues.

Action

Once the Action Plan was established, we moved to embed best H&S practice in their company.

This service included:

Compliant Documents

Bespoke H&S Support

Annual Reviews

We tailored our service to best suit F&P's needs - This meant providing both actionable advice as well as acting on their behalf when needed.

F&P

“ The support was, and continues to be, first class. All staff are very helpful and immediate help is always available. Wurkplace provide our company with a service that we would be lost without, and I would highly recommend them to any business no matter how small or large. ”

Paula Ford

Group Operations Manager,
Fletcher & Poole



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