



Be Personnel - Riding the 'Credit Crunch' Storm

Spring is the season that I look forward to more than any other but while compiling this edition of Be Brief, it was difficult to ignore the 'doom and gloom' of the current recession that is undoubtedly affecting all of us. We have experienced a downturn in demand for temporary staff from our clients in Manufacturing and Food Production sectors who, in turn, are having to work hard to keep their businesses healthy and despite my intention not to dwell on the economic climate I found myself thinking about all the other businesses that would suffer from a knock on effect. There are however many of

us who, out of necessity, have been forced to examine aspects of our businesses that were perhaps previously regarded as efficient, to achieve the fashionable trend of becoming leaner and fitter. Having done so, I'm sure like us, you now recognise the benefits that will be felt even more when we come out of recession. We turned our focus to our specialist Consultancy Services and it is in this field that Be has grown our client base. Orders are steadily increasing with Senior Consultants offering their expertise in Organisational Development, Change Management, HR Consultancy, Executive Search and Selection

including Psychometric Testing and Managing Assessment Centres. Recent successes have been in Outbound Sales and Customer Service Contact Centres.

We are currently servicing projects and contracts with globally recognised brands in Manchester, Leicester, and London.

Thank you all for your business and if you would like our help with examining your structure, people or processes please get in touch.

Angela Brunton
Managing Director

For immediate assistance
please press the buzzer



Service Levels

- **83%** of our clients said they were satisfied with the high level of service from Be Personnel
- **100%** said they would recommend Be Personnel and its services to other businesses

Source: 2008 Customer satisfaction Survey

Working Time Directive Holidays

The statutory minimum annual holiday entitlement for full time workers increases to 28 days on 1 April 2009. This does include days designated as Bank and Public holidays 48 hour opt-out in the UK. The Working Time Directive is still going through a negotiating process in Europe and so, the UK Working Time laws currently remain unchanged which means workers are still able to opt-out of the weekly working time limits if they wish. Member States reached agreement on a revised

Working Time Directive at the European Employment Council on 9 June 2008 that allowed the opt-out to continue but with new safeguards. On 17 December 2008, however, the European Parliament voted to reject the Council's position and to abolish the opt-out within three years. It is now up to the Commission and Parliament to reach a compromise and should this not be possible the status quo remains meaning that we keep the opt-out.

Mobile Advertising with Sharan!!

Having a mobile advertising platform is a great 'vehicle' to promote the brand and corporate message.

The 'vehicle' in question here of course is a new Volkswagen Sharan, a 7 seater people carrier used by one of our Senior Managers to allow him to carry out his Account Management duties effectively as well as transporting Be Personnel temporary workers to those more remote client locations – all part of the Be Service.

As can be seen from the photos, it's difficult not to notice it on its travels.

So watch out – It might be in an area near you!



Be Bites...

- **Great News** – Be Personnel has become a Preferred Supplier for recruitment services to *Office Depot UK*, part of Office Depot Inc a global supplier of office products and services.
- **Be Personnel** are currently compiling the 2009 Customer Satisfaction Survey Questionnaire, which will be distributed to our client base within the month of May.



Be Opens for Business in Harrogate



Janine Lees

The start of 2009 saw Be penetrating the English market by the opening of our first office in the beautiful town of Harrogate.

Managed and serviced by two highly experienced recruitment specialists, namely, Janine Lees and Neil Turnbull, who between them bring over 30 years combined experience within this demanding industry. Janine's experience has been gained from holding successful positions with national recruitment agencies, including managing a 'super branch' for Kelly Services in Edinburgh and for the last 4 years, based in Leeds in the role of Business Manager for the Spring Group.



Neil Turnbull

Whilst Neil who has lived in Harrogate for the past 15 years, brings over 20 years experience gained through managerial positions in the food production, contact centre and hospitality and catering sectors. For 11 years he was Regional Director Scotland & North England for Kelly Services and most recently held the position of Divisional Manager for Search Consultancy.

Be Personnel Harrogate will be responsible for providing a high quality recruitment and associated consultancy services to the business community in and around Harrogate and the North East regions. Their particular specialities encompass high level permanent recruitment, search/selection and temporary assignments within the demanding sectors of contact centres, hospitality, catering and commercial.

Help is on hand...

Human Resources and associated Management is a key function within an organisation – whether it's an SME or large global company, and should focus on management and direction of its 'people'.

Sometimes additional help and advice is needed in order to ensure the right procedures are identified, produced and implemented efficiently.

This is where Be Personnel's HR Consultancy Services can assist.

Through our dedicated HR Consultants we can offer professional advice and services covering a wide selection of HR concerns, namely:

- Formal HR Procedures
- Advice on Restructure and Redundancy
- Salary Surveys
- Remuneration and Benefits Practices
- Provision of Assessment Centres
- 360 Degree Feedback
- Variety of Personality Profiling

Our experts work as an extension and integral member of your HR function to offer value for money and effective consultancy.

Our portfolio of clients range from SME's and large organisations covering a diverse range of business sectors.

The Minimum Wage

Changes to how the National Minimum Wage is enforced

The Employment Act 2008 brings a change effective from 1 April 2009 whereby employers will be penalised if they are found to be paying less than the minimum wage by HM Revenue and Customs. Employees will be entitled to any arrears of wages paid at the current rates.

The Act also gives HM Revenue and Customs officer's new powers to inspect and remove wages records from employers' premises for copying with return required "within a reasonable time"

The minimum penalty is £100 and the maximum is £5000 and more information is available on the BERR website:

www.berr.gov.uk

Minimum Wage Rates

The British Chambers of Commerce (BCC) is asking for the Minimum Wage increase to be frozen at current rates for 2009 as part of a strategy to aid economic recovery.

The minimum wage, which stands at £5.73 per hour for adult workers, is due to be reviewed by the Low Pay Commission in October.

The BCC has also asked for the introduction of the Temporary Short Time Working Compensation Scheme, which was introduced by the government between 1979 and 1984 to encourage employers to adopt short-time working as an alternative to redundancy. Employers received 50% of normal wages paid to staff working short-time hours for up to nine months.

Be Personnel would be happy to receive any comments or recommendations from our clients on this edition or our service in general. Please forward to angela@bepersonneltd.com Thank You.

Be Personnel Limited,
85 High Street, Alness, Ross-shire IV17 0SH.
T: 01349 883303 F: 01349 883313 E: alness@bepersonneltd.com

Be Personnel Harrogate Limited,
Evans House, Hartwith Way, Harrogate HG3 2XA
T: 0844 801 1651 F: 01349 883313 E: harrogate@bepersonneltd.com

www.bepersonneltd.com