



# HR client support engagement guidance

**for internal use only**

HR Services & Employment law can be a logistical minefield. With legislation constantly evolving, sentient works closely alongside our clients to understand their business and create bespoke solutions to take the stress out of HR.

The recently implemented Employment Rights Bill poses significant changes to employer responsibilities and we anticipate many clients will not yet be compliant leaving them exposed to Employers' Liability and D&O claims.

It's essential that we raise this in all client pre-renewals, to ensure we understand the clients' risk profile & have the opportunity to introduce sentient's services to support them in reducing their exposure.

## our HR services available to clients:

- Free HR Consultation
- 7 Day a week HR Helpline
- Access to a library of HR Documents, Templates and Contracts
- Discounted online courses
- Employment Law Advice for complex, technical cases
- Tribunal Representation

Sentient is a leading outsource HR & Employment Law service part of the Romero Group, with a team of CIPD Qualified HR Consultants & Solicitors with over 20 years' experience in Employment Law.

# client engagement pathway

account executive to ask HR questions at pre-renewal meeting to determine requirements:

## step 1

- Q1.** How do you currently manage your HR?
- Q2.** When was the last time you updated your contracts?
- Q3.** What measures have you in place for the Employment Rights Bill reforms?
- Q4.** Would you benefit from a Free Contract Review and HR Health check?
- Q5.** When can I get my colleague Phil to call you?

Account Executive to then advise Phil Thomas best way to introduce Sentient. Eg. Intro call, email, meeting etc.

## step 2

account handler to enter responses and create opportunity in EPIC so we have a record of clients' preparedness for upcoming HR changes

## step 3

Phil Thomas will run regular reports to review client responses and pinpoint where there is opportunity to support

## step 4

Phil Thomas feeds back outcome of conversation with client to account executive and agree next steps

## step 5

sentient team document any further action required and proceed to support client where required

# HR package fee structure (2025)

The below pricing structure is intended as a guide for you to discuss with clients and give you an insight into potential costs. The sentient team will create a bespoke quote for any clients interested in engaging our services.

All prices are subject to VAT

<b>option 1</b> <b>1-10</b> <b>employees</b>  <b>£100 + VAT</b> <b>monthly<sup>+</sup></b>	<b>option 2</b> <b>11-20</b> <b>employees</b>  <b>£140 + VAT</b> <b>monthly<sup>+</sup></b>	<b>option 3</b> <b>21-30</b> <b>employees</b>  <b>£175 + VAT</b> <b>monthly<sup>+</sup></b>	<b>option 4</b> <b>31-50</b> <b>employees</b>  <b>£270 + VAT</b> <b>monthly<sup>+</sup></b>
<b>option 5</b> <b>51-70</b> <b>employees</b>  <b>£350 + VAT</b> <b>monthly<sup>+</sup></b>	<b>option 6</b> <b>71-80</b> <b>employees</b>  <b>£365 + VAT</b> <b>monthly<sup>+</sup></b>	<b>option 7</b> <b>81-111</b> <b>employees</b>  <b>£415 + VAT</b> <b>monthly<sup>+</sup></b>	<b>option 8</b> <b>112+</b> <b>employees</b>  <b>price on</b> <b>application</b>

+ These prices are based on a 3-year contract. Agreements on a 1 or 2 year basis are subject to a one off set up fee of £900 to cover a comprehensive HR audit, which can be paid up front or in equal monthly instalments across 12 months (£75 + VAT per month). Packages can be invoiced monthly, quarterly or annually as required by the client.

## useful links: