



Don't put business problems on hold!

In today's challenging climate, it's more important than ever for employers to protect and develop their business in a legally compliant way. Getting the right advice and information is important, which is why we have teamed up with Croner to offer you access to the Croner Business Support Advice Line as a benefit of your membership subscription, at no additional charge.

With over 60 years' experience, Croner (part of Wolters Kluwer UK Limited) is the leading provider of compliance solutions to UK businesses. Croner employs specialists, all having professional backgrounds and qualifications, many of them experienced solicitors, so members can benefit from their extensive knowledge and practical experience, in their respective fields. The advice Croner provide is 'solution based' rather than legal jargon and always up to date and relevant.

Advice and guidance will be provided in UK Law and practice in the following areas:

- Health and Safety,
- Employment Law and Personnel,
- Tax, VAT, PAYE, NIC, & Payroll,
- Commercial legal matters, as per the attached list

Whilst the advice is restricted to telephone advice and the consultants are unable to draft or review any contracts, leases or letters, as part of the inclusive membership support, Croner can offer some of this support for an additional discounted fee; however the vast majority of queries can be managed over the telephone. Where matters are more complicated the advice line can be useful for guidance as to whether or not an issue is worthwhile pursuing and if so how and where representation can be sought.

All members receive a scheme number with their annual membership certificate. Quote this number when you call for support: Available Monday to Friday between 9am and 5pm. Call **0844 561 8133** (calls are charged at 7p per minute, plus your telephone company's access charge).

Benefits of the support

- 1 hour of employment law advice with an experienced employment law solicitor could cost in excess of £200 per hour. This level of advice is included in your membership subscription, so saving you money and offering you peace of mind that you are turning to industry professionals for support.
- Dealing with a single case of unfair dismissal would take on average 33 hours of support and representation time @ £200 per hour (£6,600). If lost the award on average is £8,900, so for this single element it could potentially cost your bottom line, £15,500. Using your inclusive Business Support Advice line could prevent you having to deal with this type of claim and subsequent costs, therefore saving you both time and money.
- The HSE have a non-discretionary legal duty to charge for their time, currently at a rate of £124 per hour. If a material breach is found then the inspector will charge at that rate for all of their time spent, on and off site trying to ensure that the breach is remedied. Utilising Croner could potentially save you from these costs.

Average costs of fee for intervention

Intervention	Estimated Averaged costs recovered
Inspection which results in a letter being sent	£750 approx.
Inspection which results in an Enforcement Notice	£1500 approx.
HSE Investigations (e.g. following an accident)	From £750 up to several thousands

In addition to Health & safety and Employment law issues we also cover Business Compliance

Business Compliance areas covered

Company law, Clubs and Associations

- ✦ Club constitutions
- ✦ policies
- ✦ meetings and procedures
- ✦ CASCs
- ✦ member disputes
- ✦ Company articles
- ✦ directors duties
- ✦ shares and shareholder rights
- ✦ company meetings
- ✦ shareholder agreements and disputes
- ✦ director liabilities
- ✦ Dissolution and striking off.
- ✦ Note: we do not advise on charity law, nor do we advise on technical accounting queries.

Partnerships, LLPs and Sole Traders

- ✦ rights, responsibilities and obligations
- ✦ partnership disputes and dissolution
- ✦ Consultant, contractor and agency agreements.

Commercial Contracts

- ✦ business-to-business and self-employed contracts
- ✦ consumer contracts
- ✦ commercial aspects of service or employment contracts (including restrictive covenants)
- ✦ standard terms of business
- ✦ distance selling
- ✦ quality of goods or services
- ✦ guarantees or warranties
- ✦ cancellations, termination or refunds
- ✦ retention of title
- ✦ commercial disputes
- ✦ Late payment and debt collection.

Insolvency

- ✦ business liquidation
- ✦ administration
- ✦ receivership
- ✦ personal bankruptcy
- ✦ statutory demands
- ✦ Personal guarantees or liability of directors.

Data Protection, Freedom of Information and Equality Act

- ⤴ Data protection principles
- ⤴ ICO notification requirements
- ⤴ data compliance
- ⤴ subject-access requests
- ⤴ third-party requests
- ⤴ medical records
- ⤴ equality or discrimination issues

Intellectual Property

- ⤴ Text, photographs, designs, music, videos, books, websites etc.
- ⤴ protecting trademarks
- ⤴ licensing of IP rights
- ⤴ passing off
- ⤴ Licence disputes or other infringements of any IP rights.

Property

- ⤴ freehold or leasehold
- ⤴ access rights
- ⤴ boundary disputes
- ⤴ commercial leases
- ⤴ lease extensions
- ⤴ rent review
- ⤴ repair obligations
- ⤴ landlord and tenant disputes
- ⤴ We do also advise on residential tenancies usually from the point of view of the landlord or letting agent.
- ⤴ Note: we do not advise on business rates.

Tort law

- ⤴ Including negligent products or services
- ⤴ public liability
- ⤴ duty of care
- ⤴ exclusions of liability
- ⤴ defamation, slander, libel or negligent misstatement

BUSINESS SUPPORT HELPLINE

0844 5618133

(calls are charged at 7p per minute, plus your telephone company's access charge).

Scheme Number: Login into the members website for the current scheme number or contact membership on 0844 887 2567 (calls cost 5p per minute plus your phone company's access charge)