



E - Enthusiastic

R - Rewarding

I - Investing

C - Collaborative

**Here are some of the ways in which
Eric Robinson Solicitors invest in their employees**

***`Develop Me`* - Employee Career Progression Plan**

`Develop Me` is a structured career development / progression plan put in place by our HR Manager, which helps our employees fulfil their career potential, together with having a structured outcomes path to achieve this.

We feel it is important that our employees have a fulfilling career and job satisfaction at Eric Robinson.

Development / progression could encompass the following;

- Looking at a status level upgrades;
- Undertaking a professional qualification or short course
- Enhancing and developing your skills;
- Taking on more or, Line Manager responsibility;
- Workshadowing a colleague;
- Temporary secondment to a different role.

Quarterly workshops are held with the HR Manager to discuss progress / development of career plans.

Appraisal Performance and 270 Degree Feedback

Appraisal Performance is reviewed annually in May and this encompasses 270 degree feedback.

270 degree feedback is given by 3 people in an Appraisal process; the Appraisee, the Appraiser and the Head of Department.

We feel that feedback given this way is important, as it helps;

- identifies whether targets / objectives have been met;
- Measures competencies and skill set;
- Evaluates training and development needs;
- Creates structured development plans that increases performance;
- Provides feedback from the Appraisee, Appraiser and HOD or, day to day Line Manager;
- Sets clear SMART (Specific, Measurable, Accurate, Realistic and Time bound) objectives and outcomes.

Firm Induction

We feel that it is important for all new employees to feel part of the Firm right from the beginning.

Therefore, all new starters are enrolled into *Eric Robinson's Onboarding Programme* for a full Firm Induction from our offer of employment to 3 months' service.

The *Eric Robinson Onboarding Programme* includes the following;

- *Eric Robinson Onboarding Programme Plan;*
- Employee Goals for 30, 60 & 90 days;
- *Eric Robinson Onboarding Programme Learning Outcomes.*

On your first day, the Induction will include;

- Structure of the Firm, our offices and practice areas;
- Our Brand to understand our Brand Values, Mission and Goals;
- Understanding of how we work;
- Development / Performance;
- Our benefits and how we invest in people;
- Our Policies and Procedures;

Regular contact with Department Heads

We think it is important for all employees to have regular contact with their Heads of Department. This not only allows employees to discuss ongoing work with their Heads of Department but also affords the opportunity for them to raise any ideas or suggestions.

Therefore, Heads of Department will spend one day visiting each office on a bi-monthly basis.

Status Level Upgrades

Your career development is as important to us as it is to you. We review status levels annually in July to identify those staff who are now demonstrating the behaviours required at the next status level.

This enables us to give recognition to those staff who are performing at a more senior level and gives a clear career path for those staff who wish to progress. These upgrades take effect from 1 August each year and in August the Partners also give awards / and /or bonuses* to the staff who have been promoted. We also organise a celebration buffet for any staff who have been promoted to Associate or Senior Associate.

These reviews recognise;

- Achievements and employees aspirations to develop;
- To enhance the excellent workforce we have with promotions.
- Benefits clients to have more developed and diverse employees at the Firm;
- Motivate our employees – very important; and
- Encourages our employees to stay with Eric Robinson Solicitors – *why leave?*

Office Mentors

Office Mentors are awarded as promotion to Senior Level Assistants, who would like to take on more responsibility however, do not necessarily want to progress to fee earning. We feel that an Office Mentor role is an important one and encompasses the following;

- Line Managing responsibilities of our junior employees to help them establish and develop in their roles;
- Assist employees with training and guidance;
- Be a `person to go to` for work-shadowing and mentoring.

Flexible Working

Flexible Working applies all of our employees from their very first day. We feel that it is important for employees to have flexibility in their working hours and here are some of the ways in which we support flexible working;

- Home working to fit in around other duties and responsibilities;
- The option to suggest a bespoke flexible working pattern for consideration;
- To get that important work / home life balance;
- Delivers a more flexible service to our clients;
- To reduce childcare costs;
- To be greener on the environment with less travel

Performance Related Bonus

We have a discretionary Performance Related Bonus Scheme.

This Scheme recognises the hard work of our employees and how this contributes towards the success of the Firm. This Scheme allows the employees to share in this success.

An bonuses earned will be payable with salaries at the end of May 2017 and subject to normal tax and NI.

Individual Performance Bonuses

From time to time, certain staff stand out from the crowd, whether that is because of their performance against target, the support that they provide their colleagues, the exceptional service that they provide to their clients or a significant contribution that they have made to the Firm. In July each year, the Partners meet to consider who the stand out stars are and agree individual performance bonuses which are then confirmed and paid to those staff in August.

Attendance Bonus

As an additional reward for good attendance, we award all staff employed on or before 1 January who have 2 days or less absence from 1 January to 31 December with a bonus of £150* which will be paid in the following January.

Introduction Bonus

We rate the opinion of our staff and so if we have a job vacancy and you know someone who might be suitable for the role, we encourage you to let us know. In return for helping us find another high calibre member of staff we will reward you with an introduction bonus.

We pay a bonus of £500* for introducing a member of support staff and £1000* for introducing a Fee Earner or Senior Manager

Employees of the Month

We like to regularly recognise and reward employees. Therefore, each month the Firm vote for their employees of the month. There are 9 winners each month, whom each receive £20.

Team of the Month

Each month, there will be a Team of the Month. This team can be an entire department or, a fee earner and assistant team, which is voted by Heads of Departments.

Extra Mile Award

Another way we like to reward staff is by recognising those staff who have gone the 'extra mile' in delivering our brand values. Every quarter the Partners consider our mystery shop results, external and internal client feedback we have received and observations by the Heads of Department and Office Partners to identify those who consistently deliver our brand values and determine who the stand out star is.

The winner is presented with the 'Extra Mile Award' trophy (which is very appropriately star shaped!) and is also awarded with £100 in cash as an additional thank you from the Partners.

Long Service Awards

Being an even better place to work means that people tend to stay with you for longer. We reward loyalty to the Firm with long service awards. Long service awards are given after 10, 15, 20, 25 and 30 years' service and staff are thanked and presented with gift vouchers at our Firm Christmas Party.

Holiday Entitlement with Flexibility

Our holiday entitlement starts at 25 days in addition to the 8 public holidays throughout the year. Your holiday entitlement gets even better with length of service, increasing to 26 days after 3 years' service, 27 days after 5 years' service, 28 days after 7 years' service and 30 days after 10 years*.

Associates and above are entitled to additional status holiday days on appointment to this status level until they are receiving the maximum entitlement of 30 days per annum.

In January of each year, we also give you the opportunity to flex your holiday entitlement and buy up to 5 days or sell up to 3 days holiday entitlement to fit with your life style. Holiday entitlement which is purchased or sold is then deducted or paid to you in 10 instalments from February to November.

Paid Day off for Birthdays

To make you feel special on your birthday, we give everyone their birthday off! If your birthday falls on a non-working day, you can take this day off on an alternative day during the week of your birthday.

This will be a paid day off, which we hope will give you even more reason and more opportunity to celebrate your birthday.

Employer Contributory Pension Scheme

We want to give all our employees the opportunity to start to plan for their retirement. We offer a Group Personal Pension Plan operated by Scottish Widows.

All employees who are classed as 'eligible' under pension rules will be auto enrolled into our standard pension scheme after completion of 3 months service. You can then choose to stay in or opt out of the scheme. Our minimum employee pension contribution is 4% of your salary and the Firm match this with a 4% employer pension contribution, which gives you an 8% total pension contribution.

We also offer employees the opportunity to enhance their pension contributions through pension salary sacrifice. This allows us to mutually agree to pay you differently and enables both employee and employer to benefit from NI savings. Not only do you gain from savings on your NI but you also benefit as we pass on 50% of the savings we make on employer NI to you. Although it may look like poor maths, pension salary sacrifice makes 4 + 4 add up to a total pension contribution of just over 9%!

Death in Service Benefit

Admittedly not the most cheerful benefit to draw your attention to! However, this is a significant benefit that could provide financial security (equivalent to 3 times your salary) to your beneficiaries in the event of your death during your employment with Eric Robinson Solicitors.

All permanent employees are automatically entitled to this benefit on commencement, so you have the peace of mind, and protection offered by this from your very first day until your state retirement age.

Employee Discount Scheme

We subscribe to an employee discount platform called 'Lifestyle Reward', which is available to all employees on commencement. This gives you access to various discounts on retail brands, sport and leisure, eating out, days out and travel and holidays which help you get more for your money and enjoy life outside of work.

This benefit also gives you access to discounted gym memberships which could save you money and help your wellbeing at the same time.

Discounted Private Health Care

This is one of several employee benefits we offer that you can opt to join. We are able to offer you access to private health care at a corporate rate which enables you to benefit from up to 70% off the standard prices of BUPA Select. This is a medically underwritten scheme so you can apply by completing a medical questionnaire without the need for a medical examination. You can purchase cover for you, for you and your partner / spouse or for your family and your subscription is then deducted from your pay monthly.

Childcare Voucher Scheme

We recognise that childcare can be a significant cost for parents. To help ease the cost, we offer employees who are parents the opportunity to purchase childcare vouchers. This works as a salary sacrifice scheme which means that by mutually agreeing to pay you differently you can benefit from tax savings which can help you save significantly on your childcare costs. Childcare vouchers can be used for nurseries, pre-schools, after school care / clubs and school holiday clubs so you could benefit from this scheme if you use any of these providers for your child.

Cycle to Work Scheme

We are keen to encourage our employees to be green and to keep healthy.

The Cycle to Work scheme is a government initiative which enables us and you to do just that. If you would like to 'get on your bike' (to cycle to work of course!) you can benefit from tax savings when you purchase a bike or cycling related equipment.

Car Parking

For those employees who drive to work, most of our offices are in locations where parking is available free of charge or at low cost.

For fee earners, managers and executives who use their cars for business travel we will pay for car park passes to enable you to park near your base office if free parking is not available locally.

Discounted Legal Services

One of the obvious perks of working for a law firm is that we can help you if you need legal services! We offer you discounted legal services and may also be able to offer discounts to friends or family who you refer to us.

Discounts will vary according to the department and you can find out more by asking the Head of Department for that area of law.

Weekly Fruit Box

To help your wellbeing and encourage healthy eating every office receives a weekly delivery of a box of seasonal fruit for you to enjoy.

Personal Wellbeing Budget

Staff wellbeing is important to us.

We provide every member of staff with a £100 personal wellbeing budget that they can use towards a range of wellbeing initiatives offered by the Firm (See below) and which is paid in May each year.

Personal Training & Indoor Cycling

As well as relaxing you may also want to get some exercise. We have formed a link with Brightside Personal Training and Indoor Cycling who can certainly help you get into shape! Brightside offer us some free services as well as all of their payable services at a 15% discounted price. Their services include 1-2-1 personal fitness training and indoor cycling programmes at their studios and access to an online portal which gives you the option of exercising in the comfort of your own home. Staff with money available in their wellbeing budget can receive a further 25% off these Brightside services.

Activities

We asked our staff what activities they would be interested in and as a result you can now take part in social cycle rides (for all abilities) and 5 a side football free of charge. In the Summer months we will also be offering Core Strength Boot Camps run by Brightside at a discounted price.

Social Activities

Whilst the activities above are in part social we also organise a range of activities which are slightly less strenuous! We organise office drinks on a quarterly basis where the first drinks are on the Partners, we will have a whole department and whole office meal or event which will be organised by the Head of Department / Office Partner.

We have our annual whole Firm Christmas party and Firm Summer BBQ / Picnic. These events are an opportunity to socialise with your colleagues outside of work and also get to know the colleagues who you don't see on a day to day basis.

Month End Treats

At the end of each month, we think we all deserve a treat!, so on the last working day of each month each office partner will liaise with their team to decide whether the treat of choice will be sweet, savoury, healthy or indulgent!

Staff can liaise with their office partner on how they want to use their month end treat budget and can choose to spend some and save some each month so that they can have a bigger treat one month and have lunch on the Firm.

Surprise Treats

We like to show our appreciation in different ways and believe our staff deserve a surprise treat every now and then, as a special thank you from the Partners. In the past, these have included Easter eggs, personalised chocolate Santas, doughnuts for Blue Monday and thank you cards for Employee Appreciation Day.

We can't tell you what we will do next, or when, because that would spoil the surprise!

Memberships & Subscriptions

As a law firm providing professional services many of our employees have professional qualifications, belong to organisations, networking groups etc. or subscribe to business journals, magazines etc.

Where these memberships and subscriptions are directly relevant to the role you do and are beneficial to the Firm we will pay the cost of these for you.

Professional Qualification Support

We believe in developing our people and giving you the opportunity to obtain professional accreditations and qualifications which help you further your education, and are both relevant to your role, and, of benefit to the Firm.

Where there is a business benefit, we will fund 100% of the cost of gaining an accreditation or qualification. We will consider requests for you to vary your hours to give you the flexibility to study at home or in an educational establishment during working hours.

We will also give you paid time off for you to complete an exam.

Paid time off for Charity Work

We believe in giving back to our local community and encourage all of our staff to support our two nominated local charities. You can do this by participating in fundraising events organised by the Firm and also by giving your time and skills.

In 2014, we organised fundraising events like our 50th anniversary 50 mile cycle ride and our touring singing Santas and in 2015 we have a Stepathon planned and more events to follow.

In 2017, we are organising a charity sky dive and zip wire challenge.

Our volunteer employees also help with our nominated charity of the year.

Our staff are given paid time off to take part in charity work for our nominated charities.

Staff Surveys & Representatives Committee

Your view counts. We value the opinion of our staff and conduct various surveys with our staff to get your opinion on what we do and how we are doing it. We don't just ask the question, we also listen to and act on staff views. Our staff representatives committee provides a useful forum for staff to put forward their concerns, queries, ideas and suggestions. The Partners consider the actions proposed by the staff representatives, feedback to you all on these proposals, and implement actions which we believe are of benefit to you and to the Firm.

An Even Better Place to Work

A further way that we obtain your views and work with you to improve your satisfaction at work is through the use of a training product called BP2W (an Even Better Place to Work). This is a team working initiative which we have introduced in 2015 which encourages us all to consider what we could do personally to improve our satisfaction at work and in turn improve how we work with each other. Team Work is one of our brand values. Whatever role you do even if you work in a sole role you are part of a team and the Partners encourage all staff to work as a team. As you can see our extensive range of employee benefits and initiatives help to make Eric Robinson a great place to work but through team work we can add to this and make Eric Robinson an even better place to work.

*** These benefits will be calculated on a pro rata basis for part time staff / N.B.**
All bonus payments are subject to tax and national insurance