

Case Study

Livetec partners with
leading HR company
Quest Cover

QUEST

Using a leading HR company for the **best results**

As the industry leaders in biosecurity, we realise the importance of utilising the best people in an industry to get the best results. That's why when it came to our own HR needs, we used a leading human resources (HR) agency - Quest Cover.

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At Livetec, we have seen rapid, ongoing growth in business over the last decade. To keep up with that growth, we partnered with Quest Cover.

Quest Cover - who has been around for over two decades - is a company devoted to providing HR and Health & Safety solutions for individual businesses and membership organisations across the UK. They also run HR advice lines, have implemented an Employee Assistance Programme (EAP) offering, and are one of the biggest suppliers to the Chambers of Commerce in the UK.

Our employees are our priority

Growing rapidly, from a small set-up over a decade ago to the medium-sized, industry leading enterprise we are today, we needed to adapt new processes and demands. To tackle this correctly, we decided to work with Quest Cover, a company that now fully understands our specific needs, so that we are able to do the right thing for our employees.





Working together to create the **best HR procedures**

Over the course of two years, we have worked closely with Quest Cover. Initially the relationship was built around installing correct and appropriate HR measures as the team grew from just four people to over 20.

To fulfil this, we asked ourselves: **"How do we ensure that our staff are our priority, and be confident that we are managing employees and employee relations with the correct due diligence and care, as well as meeting our legal obligations?"**

To work through this with Quest Cover, we went back to the very basics to completely transform our staff offering to ensure that we keep our employees fulfilled, rewarded, and satisfied.

Eleanor Greenwell, HR Business Partner at Quest Cover, said: **"Livetec has gone back to the very basics of HR, embraced it, and worked really hard to make sure it's right".**

To identify every concern, Quest Cover worked with us to conduct a full risk assessment using a traffic light system, highlighting what could be done straight away and what could be implemented in time to further enhance our staff offering.

Jill Gordon, Executive Assistant to the Directors at Livetec, said: **"Quest Cover helped us change our approach to build a strategy around the team we have, to help nurture them and grow with us".**

"Livetec started out as a small business with a few employees to now building themselves up as an employer of choice."

Eleanor Greenwell,
HR Business Partner
at Quest Cover



An ongoing process

Quest Cover conducted a comprehensive risk analysis and detailed review of our health and safety in the workplace, fully documenting all our procedures. This ensured everything was addressed in fine detail from fire risk and fire safety to using our warehouse and equipment safely.

We have also worked together on new contracts, handbooks, job descriptions, appraisals, salary and performance bonus reviews, all alongside more strategic matters. This has helped to transform us into a employer of choice.

In addition, we now also offer our staff CIC, an employee wellbeing and mental health helpline dedicated to both our employees, and their close relatives.

We see employee satisfaction as a priority. Adapting to new processes as we've grown - and continue to grow, means our HR is efficient and effective. Quest Cover also keeps us fully up-to-date with all our legal requirements as they change and develop.

Eleanor continued: **"Livetec is really good to work with from an HR perspective as they are very driven to look after their staff"**.

"Quest Cover are always there on the end of the phone as we continue to develop our HR procedures."

Jill Gordon, Executive Assistant to the Directors, Livetec Systems

Eleanor said: **"Livetec has worked really hard to develop the right culture for their company. They continue to change and adapt as they grow bigger and bigger".**

Livetec's Jill said: **"Now that we are fully engaged with Quest Cover, having introduced new systems and forward thinking, our HR is incredibly strong. Our employees all now know how they are performing, and how they can progress, should they want to. They can achieve and develop professionally."**

We look forward to carrying on working with Quest Cover, as we both go on to build a bigger and brighter future.

"Livetec employees are at the heart of their business."

Eleanor Greenwell,
HR Business Partner at
Quest Cover

Quest Cover's solutions and results include:

- Helping us become an employer of choice
- Employee management system
- Consultancy
- Annual leave
- Sick leave
- Strategy
- Full HR risk assessment
- Health and safety review
- Employee incentives

Working closely with Quest Cover to create the most up-to-date HR system has inspired us in our own continuing quest to improve the welfare of farmers and their animals across the UK.



To find out more about how our plans can help your farming business, please visit www.livetecsystems.co.uk/plans or email us for more information sales@livetecsystems.co.uk



Livetec Biosecurity

▶ Biosecurity Advisory Service

Our Biosecurity Advisory Service provides you with an on-farm visit with a biosecurity expert. Our on-farm discovery sessions make us a supportive partner, helping you to minimise risks and imparting knowledge so that you can better protect your farm from disease incursion.



▶ Contingency Plan

Our Contingency Plans encompass every aspect of farming businesses, risks and emergencies that could arise in the future. We help you to design strategies to manage the impact of these concerns. A comprehensive package, this helps make you compliant and insurable.



▶ Biosecurity Plan

Without a Biosecurity Plan in place, you are leaving your business and animals highly susceptible to disease incursion. We document your biosecurity plans to encompass and outline all of the measures that must be followed by every single person on/off-farm to prevent the introduction of deadly pathogens.



▶ Emergency Response Plan

An Infected Premises Response Plan or, as we call them, an Emergency Response Plan, significantly enhances your preparedness and is designed to cover everything that APHA and insurance brokers require if and when they visit your farm business. This plan holds all the necessary critical information, in one place, putting your mind at rest during a time of crisis.



▶ National Outbreak Plan

Our National Outbreak Plan has been designed to comply with the regulations and requirements set by the UK government, providing bird owners with everything you need to know should you be impacted by a disease outbreak or fall within a restriction zone.



▶ Cleansing and Disinfection Plan

Our Cleansing and Disinfection Plan is designed to give you the framework for all of the measures you need to take, with clear instructions that comply with APHA requirements.



▶ The Livetec Systems App

You can stay ahead of bird flu outbreaks with real-time alerts from across the UK delivered to your phone. So, if there's an outbreak near your premises you can be proactive and protect your poultry - whether the threats come from wild birds or neighbouring premises.



▶ Farm Health Guardian

Farm Health Guardian (FHG) distributed by Livetec Systems is a biosecurity management system that records the movement of trucks and people on/off-farm properties for rapid contact tracing in the event of a disease outbreak. An invaluable tool for enhancing biosecurity on-farm.



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