



# SmartHR – People Management

Gail Yeowell - Managing Director, Smart HR Solutions Limited



It's now over 5 years since Smart HR Solutions Limited ('SmarHR') was set up to provide HR consultancy, outsourcing and training solutions to a wide range of clients based both on and off the Island. The business has gone from strength to strength and has won numerous business awards over the last three years. Most recently, SmarHR celebrated receiving an 'Award for Excellence in HR Services – Isle of Man' via Acquisition International's 2015 Business Excellence Awards, as well as being awarded 'HR Consultancy of the Year – Isle of Man' via ACQ Global Awards 2015 and 'Most Outstanding HR Consultancy – Isle of Man' via Corporate LiveWire's Innovation & Excellence Award 2015.



Gail Yeowell, Owner & Managing Director commented "I'm very proud and delighted with the progress that SmarHR has made over the last few years and it is particularly pleasing for the business to be recognised for its services. We have a fantastic client base spanning a broad spectrum of industries.

At SmarHR, we partner with organisations to help them drive sustainable performance improvement, achieve their people management objectives, and minimise the risk of litigation by offering a comprehensive range of flexible and

effective HR consultancy and training solutions including the delivery of professional advice or services that are ethical, responsible and value-adding.

From supporting new business start-ups and SMEs through to global organisations, we pride ourselves on our reputation for delivering a professional, knowledgeable and value-adding solutions to our clients and the excellent testimonials we receive.

Our HR knowledge and expertise gained over 20 years, together with our flexible approach, ensures that clients receive tailored HR solutions bespoke to their needs; supported by a friendly, collaborative, client-focused service.

Furthermore, SmarHR's online 'E-HR Shop' is a unique resource for Isle of Man based clients. No other company provides online template employment documents that comply with IOM employment legislation. Our online 'E-HR Shop' can be used by IOM and UK employers and is an easy, cost effective way for SMEs to source template documents. A number of the template documents are also useful for other organisations to use in different jurisdictions.

Our clients outsource a wide range of HR management areas in order to benefit from people management expertise on a flexible basis. These include: HR strategy, audit and planning; employment documentation (reviewing and updating employment contracts, employee handbooks, HR policies and procedures); retained HR advisory services; organisational design and restructuring; redundancy and outplacement support; HR coaching and mentoring; training and development; performance management frameworks; handling discipline and grievances; and other ad hoc projects such as implementing customised HR management information systems. We also partner with companies undergoing an acquisitive growth strategy and support with HR due diligence, harmonisation and integration activities.

We believe that clients should look for an HR consultancy business with a proven track record of success in delivering effective HR solutions and HR consultants who are professionally qualified with an in-depth knowledge of employment legislation who provide a flexible, value-adding approach to tailor solutions to the clients' needs. SmarHR meets all of these elements and prides itself in delivering a high level of client service and receiving excellent client testimonials.

All our clients are different, so we tailor our HR solutions to their bespoke business needs to provide maximum flexibility of service.

In terms of our philosophy, SmarHR is people-focused. We believe it is vital to live by our 'PEOPLE' values:

- **Professional partnerships:** understanding our clients' needs and working with them to achieve results
- **Expertise:** ensuring our clients benefit from our expertise via the delivery of flexible, tailored solutions
- **Operating with integrity:** showing honesty, objectivity and accountability
- **Providing impartial advice:** to organisations and individuals on a range of people management areas
- **Leadership:** leading by example in an ethical and responsible manner
- **Excellence:** delivering excellence in everything we do to exceed client expectations

**We are passionate about delivering value-adding HR services and customer service excellence. We owe our success and thanks to all the fantastic clients that have used, and continue to use, SmarHR for their HR support needs.**

Looking towards the future, we will continue to support our clients providing tailored and flexible people management, outsourcing and training solutions. Ensuring that we keep up-to-date with employment legislation is essential so that our clients can be assured that they will continue to receive the same knowledgeable services delivered to high standards.

The forthcoming IOM Equality Bill 2015 will have a large impact on Isle of Man based employers and should not be underestimated. Once the final content of the Equality Bill is known then we will work in partnership with local employers and businesses and strategically review their current HR infrastructure e.g. employment documents, HR policies, practices etc.; and will implement agreed changes in order that they comply with the new legislation. SmarHR can then provide any other day-to-day support on a retained or ad hoc basis as required.

We are anticipating that the remainder of 2015 and 2016 will be busy years and that this will provide growth and expansion opportunities for the business. We very much look forward to a busy but challenging future.

**For further details regarding SmarHR's wide range of business solutions, and to view client testimonials, please visit [www.SmarHR.co.im](http://www.SmarHR.co.im) or call Gail on 478764 to discuss your HR support needs.**

