

Lamberts and Keeping HR Simple: an established partnership

**KEY
FACTS**SERVICE: Retained
HR SupportINDUSTRY: Industrial
DistributorEMPLOYEE
COUNT **25+****Essential supplies for industry**

Lamberts is a long-established family-run business based in Norwich who provide industrial products and equipment to businesses across the UK, priding themselves on delivering a personal service while using technology to increase efficiency.

Trina Beare is the current Managing Director and is the third generation in her family to run the business.

A desire to protect employees

By 2013, the business had evolved significantly with staff numbers increasing to cope.

Trina and the Management team identified that they needed to make sure that they were looking after the staff in the best possible way and they wanted to start by updating their contracts of employment. Trina recognised that HR was not their area of expertise, particularly with the challenge of keeping up to date with changing legislation.

Trina was introduced to Keeping HR Simple at a networking event in Norwich. She said:

"I felt like Katherine was one of us – she just got me. We clicked straight away. She is a down to earth person who was just as keen as I was to do the right thing for our team".

Katherine and the Keeping HR Simple team worked closely with Trina to prepare updated contracts. They took time to understand the business needs and challenges as well as to ensure that the changes being introduced were being done for the right reasons. Trina felt



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Trina Beare, Managing Director
Lamberts

supported throughout the process with Katherine and the team attending meetings with Lamberts staff to explain the changes to their contracts and to be on hand to answer any questions.

After a short period of time, everything was in place with new contracts signed and agreed. Lamberts staff felt consulted and understood what was happening. They appreciated that Lamberts, with support from Keeping HR Simple, took time to properly communicate the changes and to ensure that as a business they were looking after everyone's best interests.

An established partnership

Since that time, Lamberts have continued to work with Keeping HR Simple and the value they bring to Lamberts is never in doubt. Katherine has supported Trina through a number of different situations and challenges and they have a strong collaborative approach to working together.

"Nothing ever fazes Katherine. Even if we have a problem that feels impossible to solve, she will always come back with a clear and concise process for dealing with it. Our staff can ring her directly if they have a query. There are no boundaries as such – she is simply one of the team".

Trina and her fellow Directors have grown and developed in confidence over the years yet they are quick to recognise when they need to ask for advice. They consider Keeping HR Simple as a true partner to their business.