

Partner Referral Information Pack

Due to our trusted partnership, you can refer members directly to Citation. This is a great way for us to help even more businesses, as people are far more likely to take services following a recommendation from someone they trust – **like you!**

Why refer

- Help members to build safe and happy workforces
- Promote your member benefits, as we provide preferential rates*
- Support members to grow their business with more confidence
- Support the growth of your organisation, as you'll get a kick-back from anyone you refer who becomes a Citation client**

How to make a referral

To refer a member to Citation, follow these three simple steps:

1. Visit www.citation.co.uk/partner-referral
2. Leave the details of the person you're referring
3. Leave your details and some background information

We'll then make contact and see if and how we can support them. Our team have great knowledge about our partnerships, so your members will be in safe hands.

About Citation

Hopefully you know about Citation already, but here's a summary of what we do.

Our mission is to support owners to keep every single area of their business safe and legally sound; we aim to provide all the tools they need to grow their business.

Our core services include HR, Employment Law and Health & Safety. However, we're constantly evolving their offering to keep you covered from every angle.

*Discounts vary dependent on the partnership agreement and services taken.

**Dependent upon specific partnership arrangement in place.

Why Citation?

- Our experts are unrivalled in their experience
- We provide pragmatic, bespoke guidance
- Win more business and gain a competitive edge with their services and support
- Citation clients are 47 times less likely to receive a Health & Safety enforcement notice
- And they're also 10 times less likely to face an employment tribunal

What's included

- Dedicated local consultant and annual site visits
- 24-hour expert advice line
- Full legal documentation – including a detailed Health & Safety policy, staff handbooks and contracts of employment
- Access to Atlas – an online business management and compliance tool

ISO Certifications

Citation's unique ISO management systems can be easily tailored to your business. With ISO's available in environmental, information security and Health & Safety management, Citation provides a wide range of certifications ideally suited to the equestrian sector – enabling you to demonstrate that you meet international standards.

Advice guarantee

Citation's advice is guaranteed up to £1.5m. As long as you follow their advice, they'll pay the costs. This isn't an insurance policy. They believe what they do truly helps businesses like yours, so when they make a commitment, they stand by it.

Every angle covered

Citation's your one-stop-shop for all things compliance and business quality.

They can support with SMAS Worksafe Accreditation, Fire Safety Services (including Fire Risk Assessments, Fire Alarm and Extinguisher Servicing, and Emergency Light

Testing), Electrical Testing (PAT and Fixed Wire Testing), training, consultancy, and more.

Plus, through Bupa, you can support employees with 24/7 access to practical, confidential advice on a range of issues.

Most commonly asked issues on the advice line from our clients

Health & Safety: Accident reporting (RIDDOR); SMAS Accreditation; COSHH; Risk Assessment; Fire Safety; Health & Wellbeing; Pre-Qualification Questionnaires; Documentation; Enforcement; CDM regulations; Absestos; training; CHAS.

HR & Employment Law: Disciplinary procedure, probation, sickness absence, terms & conditions, redundancy, grievances, resignation, recruitment, TUPE.

Spotting an opportunity

Making a referral is not about being a salesperson, and you don't need to know everything about our services; it's just about identifying a member who you think might benefit from our help.

Here are some questions to ask or consider:

- How do you manage employee contracts and handbooks?
- How do you currently recruit and retain staff? Would you like support with this?
- How do you do risk assessments? And do they meet regulatory requirements?
- How do you manage tricky HR situations, like disciplinaries, grievances or absence problems?
- When were your Health & Safety policies last updated? How do you keep these updated?
- Do you ever bid for any tenders or plan to in the future; if so, are you ISO certified?

Got any questions about Partner Referrals?

Want to know more about Citation's service and how you can refer members?

Email Citation's Partner Marketing Executive: cameronbroome@citation.co.uk.