

# Introduction to Lume-HR



**LUME HR**

# Welcome to Lume-HR



Shannon Smith  
Founder & HR Specialist

I created Lume-HR because I believe small businesses deserve HR support that feels human, calm and genuinely helpful — not corporate, cold or overwhelming. After years of seeing founders struggle alone with people challenges, I knew I could offer something different: clarity, compassion and practical guidance that actually makes their working lives easier.

Lume-HR is built on my passion for helping people feel valued and helping businesses grow with confidence. I started this consultancy because I care deeply about doing work that matters, and because I'm determined to prove that with the right approach, a people-first HR partner can transform a business. This isn't just a job for me; it's something I'm building with heart, resilience and a belief that I can create something successful, meaningful and lasting.

# What Services do Lume-HR Offer?

**These are our core services, but Lume-HR offers so much more — tailored, people-first support shaped around what your business truly needs.**

- Clear advice on any employee situation
- Policy reviews and legally compliant updates
- Support with performance, conduct, and absence issues
- HR foundations like onboarding, contracts, and documentation
- Recruitment process analysis and job description support
- On-demand HR advice whenever you need clarity
- Support with restructuring or role changes
- Review of employee documentation and templates
- Help establishing values, behaviours, and culture frameworks
- Advice on absence, sickness, and return-to-work procedures

- Guidance documents and toolkits for managers
- Culture and engagement improvement guidance
- On-demand HR advice whenever you need clarity
- Support with performance reviews and improvement plans
- Guidance on handling sensitive or complex employee conversations
- Guidance on probation reviews and extensions
- Support with employee engagement initiatives
- Advice on communication strategies during change
- Clear frameworks for fair and consistent decision-making
- Training on HR essentials to build confidence in day-to-day people management

# Onboarding Timeline

## Step One

1

### Getting in Touch

Get in touch today to see how we can support your team and help your business grow with confidence.

## Step Two

2

### Get to Know Each Other

Let's start by getting to know each other. Whether it's face-to-face or over a remote call, I like to begin with a relaxed introduction where I can learn more about your business, your team, and your goals. This helps me tailor my support to what you really need.

## Step Three

3

### Handbook, Policies and Documents

We will need you to send all company policies over so we can either audit the documents or brand and create your own bespoke policies. Everything is built around your culture, working style, and legal requirements, so you can feel confident your people processes are not only compliant but aligned with how you actually work.

## Step four

4

### Ongoing Support

We're always on standby to provide ongoing support whenever you need it. Whether you're dealing with a grievance, facing a tricky employee issue, or looking to develop your managers to be fully compliant and confident in their roles, we're here to help.

# Working With Us



## Confidentiality & Data Handling

We take confidentiality seriously and handle all client information with the highest level of care. Your data is stored securely and managed in line with GDPR and best practice standards to ensure complete peace of mind.

## Communication & Support

We're here when you need us. You can reach out by email or phone during our working hours, and we aim to respond promptly, usually within 24 hours. For ongoing support, we're happy to schedule regular check-ins or calls to keep things running smoothly.

## Invoicing & Payment Info

Invoices will be issued monthly, with clear details of the services provided. Payment terms are 14 days, and we accept payment via bank transfer. Full details will be provided on your invoice.

## Updates in Employment Law

We keep a close eye on changes in employment law so you don't have to. When relevant updates arise, we'll let you know what they mean for your business and support you in making any necessary changes to policies or practices.

# Frequently Asked Questions

## **Q -What are your fees and payment terms?**

Our services are tailored to your needs, and fees are structured accordingly. Payment terms will be outlined in our service agreement.

## **Q- Do you offer training sessions for our staff?**

Yes, we provide training sessions on various HR topics, including management training, compliance, and best practices.

## **Q- How do we stay compliant with employment law changes?**

Our team regularly engages in professional development and monitors updates from authoritative bodies such as the CIPD and ACAS to ensure our advice reflects current legislation.

## **Q- Do you assist with urgent HR issues?**

Yes, we provide prompt support for urgent matters, including disciplinary hearings, grievances, and compliance concerns.

## **Q- How do we get in contact with you regarding any issues?**

Our team are available via email, phone, virtual calls and face-to-face consultations. Please visit your Client Portal Link or find our contact details on the last page of this guide.

*This FAQ section aims to address common queries and facilitate a smooth onboarding experience. For more detailed information or specific concerns, please don't hesitate to contact us directly.*

# Testimonials



*David Lounger*

**SALES MANAGER**

Shannon delivered fantastic training for our managers, it was clear, engaging, and full of practical advice. It's made a real difference in how confidently our team handles day-to-day HR issues and supports our staff. The impact was immediate.



*Confidential*

**INVENTORY CONTROL MANAGER**

Lume-HR quickly became a trusted advisor. The support has helped us stay compliant, improve internal processes, and feel more confident handling HR issues. They really understand what small businesses need.

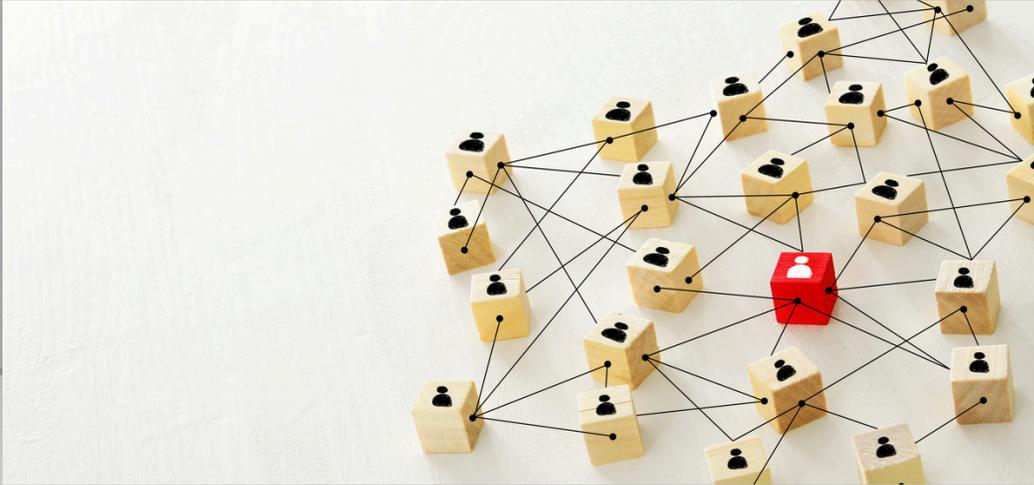


*Lewis Lomax*

**FOUNDER OF LEMAMARKETING**

Lume-HR has been an incredible support to our business. Their expertise, practical advice, and personal approach have made them feel like an extension of our team. They've helped us navigate HR with confidence, and I wouldn't hesitate to recommend them.

# Contact Information



Thank you for partnering with Lume-HR and entrusting us with your HR needs. We're passionate about building strong, supportive relationships and are excited to be part of your organisation's growth.

We're just a call or email away - whether you have questions, need advice, or simply want to share a success story, we're here to support you every step of the way!



**Shannon Smith**

Lume-HR

 07936634712

 [shannon@hr-lume.co.uk](mailto:shannon@hr-lume.co.uk)

 [www.hr-lume.co.uk](http://www.hr-lume.co.uk)

***Connect With Us On Social Media!***

**[Lume-HR LTD: | LinkedIn](#)**

**[Lume-HR LTD: Facebook](#)**