

ISWAN

# CASE STUDY

## IN SUMMARY

ISWAN merged their contracts and kept their team of non-standard workers shipshape by calling on outsourced employment law and policy support.

## Making payroll & HR easy

The International Seafarers' Welfare and Assistance Network (ISWAN) promotes the welfare of seafarers worldwide. Based in Croydon, their 24/7 helpline is multilingual and free for seafarers in need to call from anywhere in the world. They are funded by membership subscriptions, grants, sponsorship and earned income.

**EMPLOYMENT LAW  
AND POLICY SUPPORT**

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## MOOREPAY CASE STUDY:

# ISWAN

**"THE EMPLOYMENT LAW SPECIALISTS HAVE BEEN ON HAND TO HELP NAVIGATE TRICKY GRIEVANCES AND DISCIPLINARY ACTIONS. AS AN OUTSOURCED COMPANY MOOREPAY PROVIDES AN INDEPENDENT VIEW OF THE SITUATION."**

The world's waterways are full of ships transporting goods to our supermarket shelves.

Almost 95% of what we consume is moved by ship which means Ray Barker, Operations Director of international charity the International Seafarers Welfare and Assistance Network (ISWAN), has the serious responsibility of improving the lives of the seafarers moving these goods around the world.

The product of a merger between two seafarer charities in 2013, ISWAN currently has 20 staff with workers in Nigeria, India and the Philippines, with half of those working non-standard shift patterns on their 24/7 helpline.

The merger caused a huge amount of upheaval for everyone involved, and with both salaried and hourly rate staff the contract requirements were specific and complex.

Ray began working with Moorepay around four years ago, initially with the employment law team and, more recently, the policy team to help with the contract needs post-merger:

"We don't have a standard 9-5 at ISWAN. We work non-standard hours so we need advice on areas like non-standard shift work and how to correctly calculate annual leave.

Because it's not your average working situation having the advice

of experts like Moorepay can help us act correctly and make sure our calculations are in line with legal requirements.

The employment law specialists have been on hand to help ISWAN navigate the tricky waters of grievances and disciplinary actions, either through providing reassurance that the right steps have been taken and the charity has acted appropriately, or by providing advice on what the correct steps should be to make sure such procedures are handled correctly.

An additional benefit is the independent element – as an outsourced company Moorepay provides an unbiased and independent view of the situation."

Whilst the area of employment law can be daunting for some companies, Ray's previous background in the housing sector has provided him with the confidence and drive to be proactive when it comes to employment law.

He has found his approach works well with Moorepay's, with regular updates via email and immediate access to an employment law specialist who can answer any queries quickly and accurately.



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More recently ISWAN also engaged the help of the policy team. This service was required because the merger had left the charity with a range of different contracts and policies and they needed one contract which worked for both salaried staff and those paid by the hour. The merger required time to make sure staff moving over were settled and associated issues ironed out so the process of creating the right contract took some time.

## BENEFITS

- Combined four-to-five different contracts into one principle set of terms and handbook
- Delivered expert advice to navigate employment law around non-standard working practices
- Advised on contractual terms during merger of two international charities

"Now, instead of four or five different contracts, we have one handbook, or as Moorepay calls it, one principle set of terms and conditions and handbook, for all staff. The policy team has been really helpful and patient, particular as this was a project that has been picked up and put down several times."

For Ray, no question is too small for Moorepay, even if he feels he already knows the answer it's good to get confirmation, such as the correct payment procedure for working on Christmas Day and substitute days across the festive season.

"It's an easy conversation, when you speak with someone at Moorepay it's like speaking to someone you bump into regularly, despite the fact I've never met them. They are easy to communicate with and as long as I explain any issue or query clearly and correctly, then I know they'll provide the correct answer which means I can get on with my job."

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