



Stax Trade Centres plc

# CASE STUDY

## IN SUMMARY

Stax Trade Centres plc is one of the largest non-food cash and carry wholesale trade suppliers in the UK, providing over 50,000 businesses with 40,000 products. It employs around 600 people and has a £100m+ annual turnover.

## Making payroll & HR easy

Paula Ellis is the Human Resources (HR) manager at Stax. With responsibility for training, hiring and getting the best out of the company's 160 employees, she's acutely aware of the need to keep up to date with the latest legislation and guidance surrounding employment law.

**HR AND HEALTH & SAFETY SERVICES**

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MOOREPAY CASE STUDY:

# STAX TRADE CENTRES PLC

**“MOOREPAY’S EXPERTS TELL US EXACTLY WHAT OUR RIGHTS AND WHAT OUR OBLIGATIONS ARE SO THAT WE MAKE THE RIGHT JUDGEMENT. I TAKE THEIR ADVICE EVERY STEP OF THE WAY.”**



“It’s an absolute minefield, Paula says. “We have to know everything there is to know about subjects such as medical capability, disputes, appeals, victimisation and grievance. Sometimes you could spend a whole week sorting out issues that just one person has.”

With responsibility for managing every aspect of HR for the office, warehouse and shop floor staff, Paula frequently finds herself dealing with issues ranging from maternity pay, to gross misconduct, to requests for early retirement, all on the same day.

“It can be very stressful,” she admits. “Employees often spend a long time researching their rights and our obligations, and they come to us with their case already prepared.

“They can spend several weeks carrying out research, whereas we have no idea what’s coming up until it’s there in front of us.

We have to think on our feet. We’re experts in HR, but there are so many aspects to employment law and it changes so quickly, it’s impossible for us to be know everything, or to be able to give advice on the spot.”

## Round-the-clock advice

So, in 2003, Stax appointed Moorepay to provide round-the-clock HR and employment law advice.

Moorepay’s HR and health & Safety Services package is staffed by HR and employment law experts, and offers a 24/7 telephone advice line, document templates and training sessions.

It also includes regular updates about the latest legislation and government guidance in the form of a monthly newsletter. Moorepay also provides legal representation and protection from costs of tribunals and litigation.

Moorepay’s service has transformed the way Paula and her team work. “It’s definitely made our job a lot easier and saved us a huge amount of time,” she says.

“We know that the advice we’re getting is up to date and in line with the latest legislation guidance, and it’s a simple case of making a quick phone call rather than going away and spending days trawling through government websites and trying to find the latest legal decisions.

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## MOOREPAY CASE STUDY:

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### Fast resolutions

"The advice is absolutely spot-on, and it's given by one person throughout each issue. You don't have to keep going over the same thing every time you call, whoever you speak to will deal with the whole thing from start to finish.

"I speak to Moorepay before every investigation or disciplinary action. They go through it stage by stage, and advise whether a chat with the member of staff would be enough, whether an investigation is called for, what kind of warning I should give, or whether I can go ahead and discipline, and, if so, what kind of discipline is appropriate.

"They always tell us exactly what our rights are and what our obligations are. They listen to both sides, so that we make the right judgement. I take their advice every step of the way. I can't fault them."

Since Stax appointed Moorepay, the company has been able to resolve any potential issues or disputes quickly and simply without the need for third-party legal involvement, saving the company and its employees the time, costs and stress involved in tribunals and legal claims.

As well as dealing with issues as they arise, Moorepay has reviewed all of Stax's training packs and manuals to ensure that they comply with legislation and provide adequate protection for both employer and employee. The company also delivered training for Stax's HR employees.

"The courses are really helpful and useful," says Paula. "As well as bringing us up to date with all the latest information, they give advice on how to present disciplinary action and how to approach investigations. It's valuable, all-round support.

"When you've got Moorepay on the other end of the telephone, you've got peace of mind. I couldn't do my job without them."

### BENEFITS

- Round the clock advice and support
- Minimise the risk of prosecution
- Get the best out of your workforce
- Costs covered for Employment Tribunal or HSE prosecutions

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