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HR becomes more and more important the bigger an organisation gets.

We wanted to outsource because we needed support that was integrated into our team, and we wanted our staff to be comfortable that they had a neutral and confidential resource to go to.

Erica Garner – Director of  
Corporate Services



Meet DELPHIC HSE and learn about **the challenge** they faced with their HR

Delphic HSE is a multinational consultancy providing specialist product safety and regulatory compliance services to the global consumer and industrial chemicals markets. Its experts help organisations meet the complex regulatory needs of their products and consumers.

The business, based in Camberley, Surrey, has grown over the past decade from a handful of employees to almost 60, based in the UK and overseas including Hong Kong and The Netherlands.

The company's growth, the evolution of a line management structure, the need to support staff development, the challenges of managing international teams and the demands of recruitment led Delphic HSE's management to seek an outsourced HR partner.

## The action taken by Reality HR

Reality HR's first task was to review the processes and strategies in place at Delphic HSE and build a strong outsourced function to take care of day-to-day HR.

Once established in her role, Reality HR Consultant Kate Scott was given a Delphic HSE email address and introduced to the team, effectively becoming their HR contact. It was important to the business that Kate and the Reality HR team were seen as a neutral and confidential resource for staff as well as support for the management team.

Kate helped Delphic HSE identify training needs, especially to support line managers. A year-long series of bite-sized sessions was organised, covering topics including appraisals and one-to-ones, performance management and staff wellbeing. These sessions were delivered remotely during the pandemic.

As part of the upskilling of managers, Reality HR provided Insights Discovery sessions. Erica Garner, Director, Corporate Services at Delphic HSE, explains: "This was a very interesting process. We have a company full of scientists who are used to dealing in factual data.

"The sessions helped them appreciate how people are different and how they could adapt to different personalities, especially at a time when they had different ways of working and new technology to get used to."

Reality HR also supports Delphic HSE with recruitment – preparing job descriptions, highlighting the benefits of working for the company, filtering applications and taking candidates through as far as the second interview stage.



**Kate and Reality HR have become part of our team. Nothing is ever too much for them – they make us feel as if we are their only customer. They are a great bunch of people who truly fulfil the role of being our outsourced HR department.**

Erica Garner Director of  
Corporate Services

## The outcome

The values exercise resulted in a clear set of qualities that define Unicard – among them are collaborative working, creativity, customer focus, and a team spirit.

The outcome is that these values can now be applied across the business. “They are embedded in our objectives,” Sean explains. “For example, in performance reviews there are criteria to work to – we can ask our people, can you demonstrate collaborative working? Can you demonstrate customer-centricity? Everybody knows our collective values and what is expected of them as an individual. The people management system is now up and running, helping Unicard’s managers keep a focus on HR processes, with fortnightly one-to-ones and quarterly reviews programmed in along with mid-year and end-of-year appraisals.

“The key assets we have as a business are our intellectual property – our software – and our people,” adds Sean. “We are nothing without them. We don’t pay lip service to our people and our values. They are in everything we do, every single day.”

