



BFFF Industry Forum

7th June 2018

Stephenson Harwood



Member Benefits

Steve Pocock

Head of Member Benefits



BFFF Member Benefits



Adam McGiveron, Philip Pepper

BFFF Member Benefits – Legal Helplines



Leading
Law Firm 
with **9 offices**



Specialists in the
food and drink
sector



850 People including
136 Partners



£70M+
Turnover



Real Estate



Litigation & Dispute
Resolution



Corporate &
Commercial



Private Capital

4 Key Practise Areas



124
Lawyers ranked in
Legal Directories



Founding member of the
**Legal Sustainability
Alliance (LSA)**



ISO27001 Accreditation
Information Security Management

ISO9001 Accreditation
Quality Management

Investors in People

BFFF Member Benefits – Legal Helplines



- Two legal helplines
 - General Helpline
 - Covers all areas of law (employment, commercial, litigation, debt recovery, commercial property and corporate transactions)
 - Brexit Helpline
 - Specialist helpline to assist with any Brexit related queries including immigration issues
- What does it involve
 - 30 minutes free legal advice
 - Discounted fees

BFFF Member Benefits – Legal Helplines



Brexit: how we can help

Trajectory of negotiations

**Human
resources**

Supply chain

**Financial
resilience**

**Regulatory
controls**

BFFF Member Benefits – Legal Helplines



- Contact us:
- Telephone:
 - General Helpline : 0845 697 0416
 - Brexit Helpline : 0845 697 0410



BFFF Member Benefits



Steve Charles



BFFF Member Benefits -



BFFF HR Support Service (New service)

- Delivered by Qdos Consulting
- Part of the award winning Qdos Group
- Experienced provider of member services
- Partner of the Trade Association Forum & the British Chambers of Commerce



BFFF Member Benefits -



BFFF HR Support Service – included in your membership fee

1) HR advice line – call 0845 697 0413

- 24/7, 365 day access
- Unlimited calls
- Experienced advisors
- Practical advice
- Hand-holding support



BFFF Member Benefits -



BFFF HR Support Service – included in your membership fee

2) Online Resource

- Document Library – 800 free downloadable template documents
- Free calculators
- Free HR Health Check
- My Account area
- News and legislation updates



BFFF Member Benefits -



Additional Services for BFFF members

- HR retained services – competitive rates / short term contracts
- New Employee Management System
- HR consultancy services (when you need it)



BFFF Member Benefits -



BFFF HR Support Service – Summary

Members have free access to

- HR Advice Line
- HR online resource

Members can access a full range of additional HR services including a GDPR compliant Employee Management System



BFFF Member Benefits

Primary Authority Major Incidents MIG

Martin Forsyth
Head of Technical – British Frozen Food Federation



■ BFFF Member Benefits – Primary Authority

■ What is it?

- Protects businesses from unnecessary legal challenges – the ‘eager enforcement official’
- Helps business to ‘trade with confidence’
- Allow your working practices and policies to be ‘pre-approved’
- Once joined up you cannot be challenged
- Every business should have one





■ BFFF Member Benefits – Primary Authority

■ Why join the scheme now?

- **We operate a co-ordinated partnership**
- **Great experience with the scheme**
- **Great partners who ‘know their stuff’ – carefully chosen by BFFF**
- **Over 30 pieces of sectoral advice that can be applied to your business**
- **Member led scheme – new advice generated by member enquiries**
- **We do all the admin for you!**





■ BFFF Member Benefits – Primary Authority

■ What do members say?

Food Safety Partnership:

“Having access to a resource such as the PA scheme with BFFF has meant that our business has always had a route to obtain advice on such subjects as and when was needed. The advice has always been delivered concisely, quickly and was no more complicated to request than writing an email. This has allowed our business to trade confidently with customers on technically difficult areas while avoiding additional costs which are sometimes associated with obtaining third party assistance.”

Fire Safety Partnership:

“We have used the PA almost since its inception for Fire Safety Advice. We have used our annual visit to verify that the Fire Risk Assessment has been completed / reviewed and remains compliant. We have also used the service to argue a point with our insurers, who were asking for unnecessary improvements. I cannot fault the service, you would be ill advised not to make use of it.”

Health & Safety Partnership:

“These initiatives led by BFFF have led to reduced risk for our business/greater confidence to operate in a grey legislative area and has saved time and money on queries being raised in these areas.”

Helpline number - 0845 697 0411



■ BFFF Member Benefits – Major Incidents MIG

- **MIG = Member Interest Group**
- **Keep BFFF members informed during food industry crises**
- **First used in meat issue / Russell Hume (2018)**
- **BFFF actively seek information and update members – daily if necessary**
- **Great feedback so far with 62 members already signed up**
 - **Contact deniserion@bfff.co.uk**





■ Commercial Training and Development **Smith Carey**training

BFFF

Building and Developing Commercial Capabilities

Smith **Carey**training

Paul Carey





Commercial Training and Development



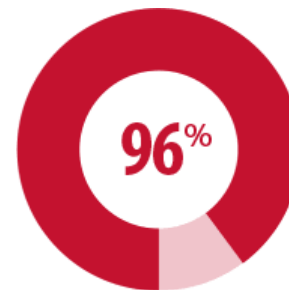
■ **PROFIT**

comp
any
logo

■ **PEOPLE**



■ **SME**





■ Commercial Training and Development 

Smith  Carey training

any
logo



Attract, Retain and Develop



Commercial Training and Development

September 2018 - launch of ' 4 BFFF Programmes ' via 1 day modules;

1. Commercial Selling Skills

1. End-user (1 day)
2. Key Account (1 day)

2. Effective 'Account and Customer Management'

1. Foodservice (1 day)
2. Retail (1 day)

3. Negotiating 'Cost price Increase' (1 day)

4. GSCoP in Action (1 day) GCA approved



Plus... Opportunity to Personalise your own 'in house' Programme and Coaching

'Bespoke to your NEEDS ' Training groups of 9 to 12 people'



■ Commercial Training and Development

Member Benefits;

- Programmes start **September 2018**
- **Ongoing programme development**
- **Discounted rates**
- Booking and enquiries **helpline 0845 697 0412**
- **Venue** – central location
- **Pre Programme information**
- Post programme - ‘Making training stick’
 - **Feedback to Line manager**
 - **Telephone support**





■ Summary

SmithCareytraining

- **Investment** in our **people** and **Industry**
- Booking from **September 2018**
- We kick off with **4 core programmes** of 1 day modules
 - 1. Commercial Selling Skills**
 - 2. Effective 'Account and Customer Management'**
 - 3. Negotiating 'Cost price Increase**
 - 4. GSCoP in Action**
- **Personalised to BFFF**
- **Long-term** module development for **Suppliers, Distributors and Retailers**





■ Commercial Training and Development **Smith Carey**training

BFFF

Building and Developing Commercial Capabilities

BOOK NOW on 0845 697 0412





BFFF Member Benefits



NFU Mutual
CORPORATE
INSURANCE

Becky Richards



BFFF Member Benefits – Insurance



NFU Mutual
CORPORATE
INSURANCE

Partnership

- Face to face, long-term partnership with our Underwriting, Claims and Risk Management specialists

Expertise

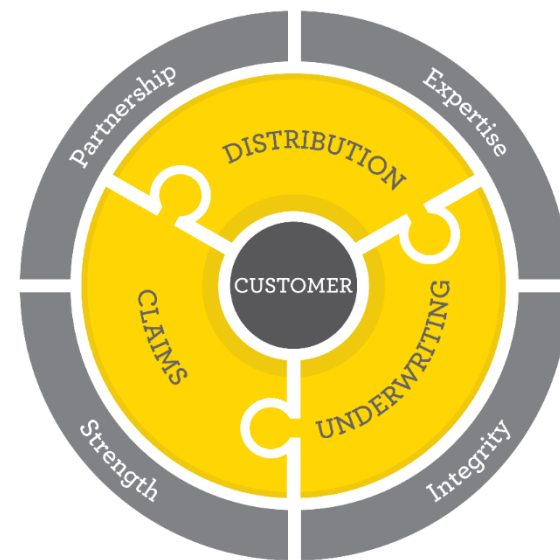
- Over 50 years of experience servicing large corporates across the food and drink supply chain

Strength

- Financially stable, with over £20bn assets under management and solvency rate of 180%

Integrity

- We reward loyalty and manage claims fairly





BFFF Member Benefits – Insurance



NFU Mutual
CORPORATE
INSURANCE

Benefit 1 | Thermographic Risk Assessment:

Thermographic imaging can be used to assess the condition of composite panels and reduce the risk of catastrophic fire events.

- Survey can be provided standalone, as an integrated service or combined with electrical inspection and testing.
- Highly trained surveyors to provide peace of mind that your systems are safe for your continued use.
- Helpline number – 0845 697 0417



BFFF Member Benefits – Insurance



NFU Mutual
CORPORATE
INSURANCE

Benefit 2 | Development planning advice:

Alert businesses to any likely insurance requirements for fire protection/alternative construction methods, with a view to ensuring that major mistakes are not made which may make arrangement of insurance difficult – New builds and extensions

- Desktop review of site development plans to highlight any potential risk areas and the potential insurance implications.
- Members need to discuss plans with their own insurers, as they may have alternative views or requirements to NFU Mutual.
- Helpline number – 0845 697 0415



BFFF Member Benefits – Insurance



Benefit 3 | Commercial Insurance Advice:

Free access to insurance market advice such as legal updates, claims trends, current issues and emerging risks.

- Insurance programme reviews providing a confidential review and gap analysis of existing insurance arrangements.
- Helpline number - 0845 697 0414



BFFF Member Benefits – Insurance



Benefit 4 | ‘Mock’ Employer’s Liability Trial:

Experience a what a real civil liability trial is like, with a seat in the court with real barristers and a judge.

- Understand how you can improve your business processes to make claims more defendable.
- Learn from other businesses like yourselves on how they would deal with such situations and share learning points.
- 20 delegate places Exclusive to BFFF
- Contact - clairemathieson@bfff.co.uk



BFFF Member Benefits – Insurance



NFU Mutual
CORPORATE
INSURANCE

Aims of the NFU Mutual and BFFF partnership

- sharing knowledge and expertise
- adding value for BFFF members through tailored benefits

Future plans

- Provide innovative solutions, advice and guidance through combined insight and expertise
- Continue to meet the evolving demands of the food and drink industry.



Member Benefits

Steve Pocock

Head of Member Benefits



Member Benefits – Summary

Shakespeare

Martineau

QDOS

BFFF

- Brexit Support helpline – first 30 mins free **0845 697 0410**
- Legal Support helpline – first 30 mins free **0845 697 0416**
- HR Support helpline – unlimited time and website support **0845 697 0413**
- Major Incident Group (MIG) – new service to BFFF members
 - Contact **deniserion@bfff.co.uk**
- Pioneer in development of Primary Authority – please sign up
 - Call **0845 697 0411**

Smith Carey

- Commercial Training Support – discounted rates on high quality courses
 - Call **0845 697 0412**

NFUM

- **Development Planning Advice – New build & extensions - 0845 697 0415**
- **Thermographic Risk Assessment - 0845 697 0417**
- **General Insurance advice free - 0845 697 0414**
- **'Mock' Employers Liability Trial - contact: clairemathieson@bfff.co.uk**

BFFF – please take advantage of these great new member benefits and give them a call