



WHAT OUR CLIENTS SAY



Pattersons is a family owned cleaning and catering distributor in Bristol and recently celebrated 125 years of trading. Their customer base has diversified from farmers and manual workers to restaurants, cafés, bars and holiday parks, specialising in business to business distribution.

As a long standing BIRA member, their decision to appoint Ellis Whittam for support with Employment Law and Health & Safety was an easy one.

Sheila Patterson, Director, engaged Ellis Whittam last year specifically for the one2one service. “With a growing workforce of over 100 staff we knew we needed to create an HR department and after discussions with EW we were impressed with the range and quality of support we would receive as a cost effective alternative to recruiting a full time HR & H&S manager.”

Having acquired a cleaning wholesale company in the South

West and a janitorial company in the Midlands to join their existing Bristol and Exeter branches, the need to run uniform systems and best practices has become more important than ever. Sheila continues: “The legal advice we have received from our personal employment law adviser has been both considered and practical and with the production of our new staff handbook and contracts, we feel confident that we will be kept up-to-date on employment law.”

“Working closely with our Health & Safety Consultant across all of our branches has enabled us to introduce new procedures that help to minimise risks to staff and visitors whilst developing best practice. We are looking to roll out the e-learning programme to keep staff up-to-date on safety matters relevant to their roles.”

“The EW Assist software has been a wonderful addition. The system is a really useful one-stop-shop which records holiday requests, keeps staff data current and acts as an intranet

site for Pattersons where we can store training and qualifications.

“I look forward to discussions with Ellis Whittam on how we can roll the programme out further using it to record clocking in and act as a staff notice board when staff are not branch-based. An exciting and unplanned benefit to our relationship!”

“Our decision to upgrade from the bira legal to Ellis Whittam’s one2one service was an easy one.”

*Sheila Patterson,
Pattersons*

