MAYDAY MAINTAINER

RETAINED HR SERVICE

The **Mayday Maintainer** is designed for small business clients who want ongoing, proactive, expert advice without the unpredictability of pay-as-you-go costs.

Mayday Maintainer - £225+VAT per month

Includes **2 hours of expert HR support** per month, split however you need, for example:

- One pre-booked 1:1 session each month to tackle key issues (eg team dynamics, conflict, sickness, underperformance)
- Quick access support via WhatsApp, email or phone - gut checks, sanity checks or “just want to run this by you...”
- Support for short term projects or HR tasks (agreed in advance)

What you get:

- **Direct access** without the faff - WhatsApp, text, email or phone
- No need to book for every question
- Clear boundary between quick advice and bigger issues (with options to escalate)
- **Preferential rates** on extra time if you go over your hours
- **Priority access** to conflict resolution, documents, consultancy and more
- “Monthly Mayday Memo” - **HR/legal updates** with zero waffle
- Onboarding call to understand your business from day one
- Discounts on Mayday products (policies, contracts, training)
- **No long term commitment** - just give 30 days notice to cancel

Maintainer Upgrades

Need more time? You can pre-book extra hours each month, on a month by month basis, depending on your needs:

- 3 hours per month - £325+VAT
- 4 hours per month - £415+VAT (best value)
- Additional ad hoc hours - £125+VAT per hour

Prefer to stay ad hoc?

No problem - but please note that all pay-as-you-go work is now charged at a premium rate with a one-hour minimum charge of £145+VAT per hour.

Why it's a Maintainer, not just a Retainer

Because this isn't "just in case" HR. It's consistent, proactive support designed to keep your team healthy, your managers confident and your people risk low.

It's your monthly HR check-in - before anything breaks.

Because prevention beats panic every time.

ABOUT MAYDAY HR

👋 Hi I'm Sarah, founder of Mayday HR.

I help small businesses deal with the messy, human side of managing people. From everyday HR advice to the big, thorny issues no one wants to handle, I'm here to help you stay calm, confident and legally sound.

Whether it's a quick gut check, a complex conflict, or just needing someone in your corner, Mayday HR offers expert, straight-talking support without the corporate fluff. I'm the person you call when things get awkward, emotional, or risky - but I also help businesses stay ahead of all that, through ongoing support that keeps your people and processes in good working order.

Some of the areas I regularly support with include:

✅ Investigations and disciplinary hearings
✅ Sickness, underperformance and sensitive team issues
✅ Redundancy and Restructure planning
✅ Conflict resolution and workplace mediation
✅ Dismissals and appeals
✅ HR strategy, documents and day to day advice that actually helps

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Other ways to work together include:

HR MOTs

HR Crisis Management

Team training

Training for business owners