



# WHAT OUR CLIENTS SAY



**TONI&GUY** is the UK's largest chain of hairdressers and one of the most powerful hairdressing brands in the world.

In 2010, Ellis Whittam was appointed by Mascolo, the group owning TONI&GUY and its sister company essensuals, to provide Employment Law, HR and Health & Safety support to head office operations for TONI&GUY and essensuals who now recommend EW as a preferred advisory partner to their franchise operators.

Jackie Doherty, Head of HR at TONI&GUY, comments: "The vast majority of our franchises simply do not have the in-house resources or expertise to keep up to speed with employment law legislation or adequately deal with the vital HR functions themselves. So we set out to find a partner who would be able to cost effectively offer these services to our franchisees."

The dozens of TONI&GUY franchise operations that have now signed up with EW benefit from access to their

own named, highly qualified, employment law and HR expert, who supports them with all their challenges and prepares an employee handbook and other materials tailored to their precise needs. Many have also chosen EW to provide health and safety support too, with EW acting as the Competent Person and taking a real hands-on approach to ensuring a safe environment for staff and customers.

Jackie continues: "Having an expert who knows your business is a great benefit to salon owners. And the service is provided at a fixed cost so they can budget effectively".

Through appointing a preferred partner to provide these services, consistency can be assured across the entire franchise operation.

Jackie concludes: "It is of the upmost importance that the individual businesses have the correct procedures in place and are kept up to date with the latest legislation in order to remain compliant. Using Ellis Whittam takes a great weight off the mind of many franchise operators and allows them to concentrate on what they do best – which is creating fantastic hair."

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*Jackie Doherty, Head of HR at TONI&GUY*



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