

Red Door Communications

Red Door Communications (rd^c) is an award winning independent healthcare communications company, situated in Mortlake, West London. Launched in August 2000 by Catherine Warne and Julia Harries, rd^c specialises in PR and medical education. By 2004 rd^c had a turnover of more than £3m and now has a staff team totalling 32. The company's impressive client list includes a host of well known names such as AstraZeneca, Bayer, Bristol-Myers Squibb, The British Coffee Association and GlaxoSmithKline.

In July 2005, rd^c became part of the Creston Group, a fully listed market services company on the London Stock Exchange.

"Throughout our rapid growth we've always placed our staff at the heart of our organisation," said Catherine Warne, Managing Director, Red Door Communications. "Whilst we have some good HR experience within our management team, we just don't have the depth and breadth of specific expertise that we need to ensure that we strike the right balance between employee and company."

rd^c started working with EBS in 2003 and quickly put them on a retainer for access to their HR support service.

"You never know when you might need some specific advice, or just to bounce an idea off someone," continued Catherine. "We found that having ad hoc access to someone like Barry Rees at EBS has been most helpful. His practical experience of managing HR issues has been invaluable. He is also able to offer us an external view of our plans and the kind of dispassionate advice that a close working team like us often lacks. All in all, Barry's been fantastic."

Support Where It's Needed

EBS has helped rd^c through two years of growth of the company. This has often involved making a series of small but important changes to existing policies and procedures, as well as explaining the varied consequences of potential management decisions.

"Barry has been really quick at grasping the subtleties of our business," added Catherine. "This means that he can react very fast to our requests and more importantly be proactive where he feels that we need to take action. We think of Barry as an extension of the management team's approach to HR which is a great testament to his attitude and diligence."

The areas that EBS have provided support cover a range of Human Resources responsibilities that includes employment contracts, detailed specifics such as sick leave and bereavement leave and revisions to the company's employee handbook. EBS has also provided training support for rd^c's devolvement of line management responsibility beyond Catherine and co-founder Julia Harries.

"We are very pleased with the support that Barry has given us," continued Catherine. "In fact, I've recommended him to quite a number of business colleagues of mine who were seeking similar advice."

Becoming part of the Creston Group will not change the EBS relationship for rd^c, as Creston allows each of their businesses freedom to manage themselves.

"Working with Barry over the last year or so has been very supportive," concluded Catherine. "Knowing that all of his expertise is just a 'phone call away has given us reassurance that we are in line with employment laws and policies and we anticipate that the relationship will continue as we continue to grow."

About EBS Human Resources Services

EBS Human Resources is a specialist area of service from EBS Management Resources, a multi-disciplinary provider of business support services to companies with 15-100 employees. Service portfolios are provided for the key functions of Human Resources, Occupational Health, Marketing, Sales and General Management. EBS clients cover a wide range of industries and include Dayla, Bucks Net Services, Nottingham Forest Football Club and Red Door Communications.

The complete set of Human Resources services includes:

- Level 1 – Platform
- Level 2 – HR Management
- Level 3 – Training
- Level 4 – Enhancing Performance
- Level 5 – Strategic Human Resource Management
- Level 6 – Employment Law - Tribunal Case Handling

Client Testimonial