



How to successfully deliver
complex annual salary and bonus
increase letters

HR Case Study

P3 People Management





Client Overview

Sector: Construction and Engineering

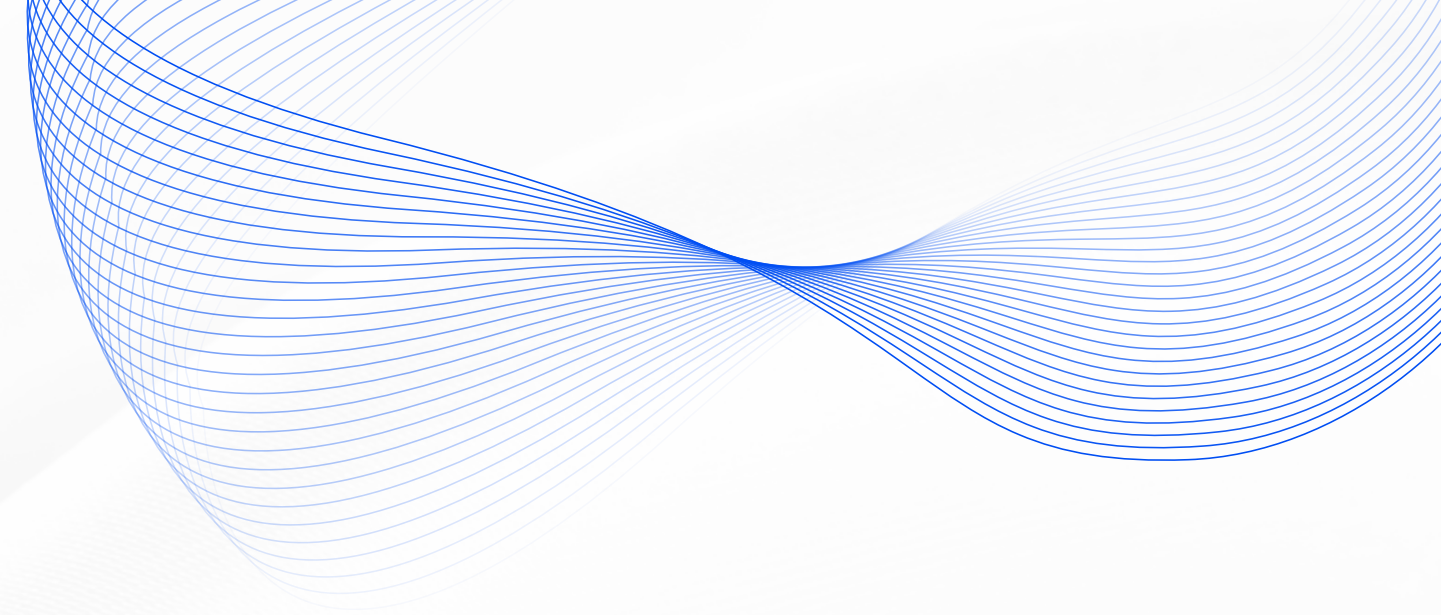
Size: 2 Offices and remote workers (200+)

HR Setup: 1 in-house Head of HR and 1 in-house Talent Manager

Key Employment Context: Annual salary / bonus increase letters



The Challenge



The client was rolling out a business-wide salary changes affecting over 200 employees, with varying amounts and payment types. While some employees were receiving only a salary increase, others were awarded both an increase and a bonus, and some received a bonus alone.

The project required operational support to prepare, issue, and record these changes with complete accuracy, all within a tight deadline.

Given the variations in payments, the process needed to be executed with meticulous attention to detail to avoid errors, delays, or employee misunderstanding



Our Approach

Initial Assessment:



- Collected and verified salary increase data from the finance team via the Head of HR, ensuring it was in the correct format for mail merge.
- Reviewed previous correspondence to maintain consistency in tone and content when drafting template letters for all three types of salary change.

Advice & Guidance:



- Planned a clear, time-bound schedule for obtaining data, completing the mail merge, and carrying out final checks, ensuring ownership remained with the client.
- Recommended secure distribution methods using the client's HR system provider to upload letters, protecting personal data and reducing costs compared with previous print-and-post processes.



Our Approach

Support Provided:

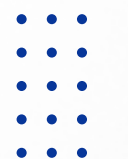


- Drafted and formatted individualised salary increase letters for all 200+ employees.
- Applied accurate calculations and cross-checked against payroll data to prevent discrepancies.
- Managed the approval process, ensuring sign-off by the correct authorised person.
- Coordinated the secure dispatch of letters to employees.

Communication & Engagement:



- Carried out a final briefing call with the Head of HR to ensure consistency when discussing changes with staff.
- Supported HR and line managers in handling queries and clarifying contractual details.



Outcome & Impact



All salary increase and bonus letters were issued accurately, securely, and within the agreed timescale.



Clear, consistent communication reduced employee queries and prevented confusion around the varying payment types - using the client's HR system to create a company announcement.



The process was fully compliant with employment law and data protection requirements.



The client saved time and reduced costs by switching from printed letters to secure digital distribution via the client's HR system

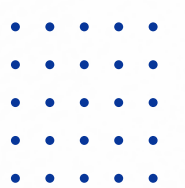


Client Testimonial

When I joined the company 2 years ago, I was bought in to head up the HR department all on my own. Michaela helped me in particular to navigate my way through! She has always been an extension to my team and never treated like an external consultant.

Michaela has proven to be a true delight, demonstrating exceptional professionalism and efficiency in handling various human resources responsibilities. Her approach to HR tasks is not only systematic but also incredibly effective. Her combination of professionalism, efficiency, and effective communication makes her an invaluable asset to P3.

I have always had a positive experience with every consultant here at P3.





Lessons & Next Steps

What the client learnt about their own people management approach:

- 1** The client recognised the value of structured planning and early data validation in delivering large-scale employee communications.
- 2** The project highlighted the efficiency and cost savings of using secure digital distribution methods rather than traditional print-and-post processes.
- 3** Managers gained greater awareness of the importance of consistent, clear messaging when communicating pay changes.
- 4** Following the success of this project, the client has continued to engage our support, and we have successfully delivered this annual task for over five years.



What would have happened without our support?

Without our involvement, the client would have faced:

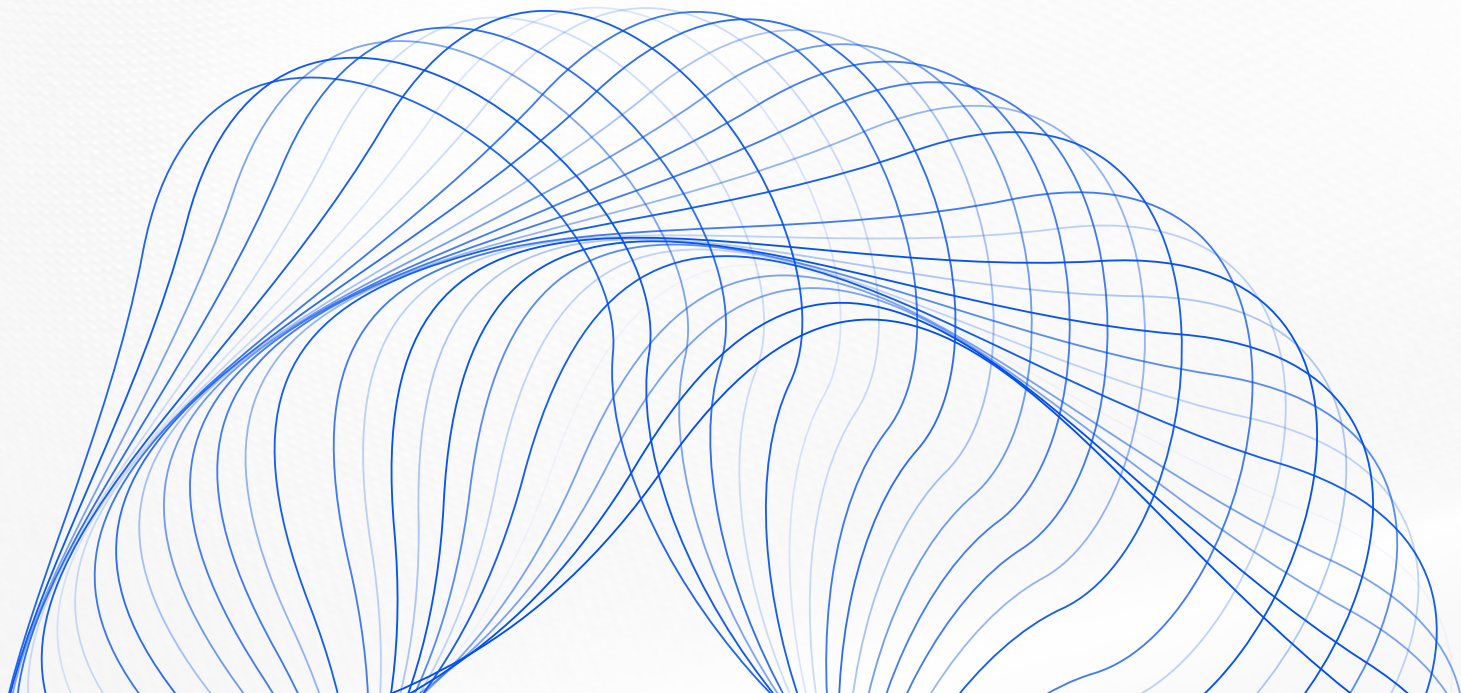
- A high risk of errors in over 200 personalised letters.
- Potential breaches of data protection due to insecure distribution.
- Head of HR's time spent on admin rather than strategic activities
- Increased employee queries and potential dissatisfaction.
- Higher costs from printing and posting documents.

Key Stats:

- 200+ individualised letters prepared, checked, and issued.
- Zero errors reported.
- 100% on-time delivery.
- Cost saving in print and postage costs

💡 Consultant's Note:

This project is a great example of how careful, thorough planning can turn a complex, high-volume HR task into a smooth and stress-free exercise. The key was balancing precision with speed while ensuring complete compliance. Without our involvement, the client could have faced costly errors, data breaches, and a significant drain on internal resources. It's rewarding to know our work not only safeguarded the business from these risks but also saved time and money while strengthening employee confidence in the process.





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