

We are delighted to welcome Play, Activity & Leisure Ireland (PALI) members to ISME Ireland. This document showcases the various services and benefits ISME offers PALI members including details of how to quickly access the right people and information.

## **Introduction**

ISME, the Irish SME Association's purpose is to be the trusted voice of Irish SMEs, independent of the interests of big business, advocating at national and European level for our members' interests and those of the wider small business community. Founded in 1993, ISME is proud to be the only independent representative body for owners of small & medium business in Ireland. ISME is owned and run by people like you who know, understand and believe in small business.

1. **ISME HR** offers you HR advice from 9am to 5.30pm Monday to Friday by phone or email:

**HR Advice Line**

Call 01 6622755

Option 2

[HR@ISME.ie](mailto:HR@ISME.ie)

When you email or phone us, you will be connecting directly with one of our experienced HR Advisors.

- Sinead Farrell – HR Advisor
- Michelle Ellis – HR Advisor
- Anna Marie Walshe – HR Advisor

## Meet the HR Team



**Michelle Ellis**

HR Advisor



**Sinead Farrell**

HR Advisor

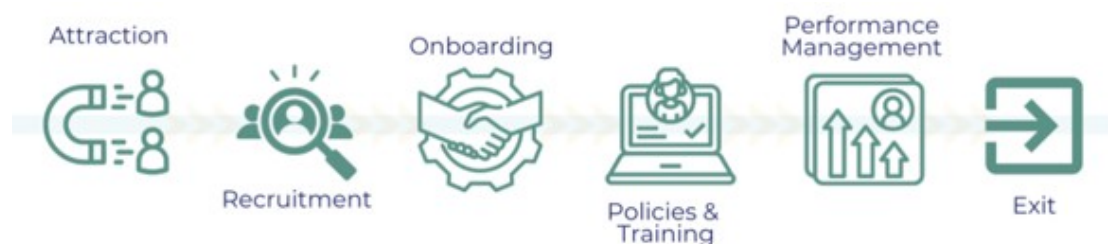


**Anna Marie Walshe**

HR Advisor

As an ISME member you have full access to our portal called **HR Hub**. Our [short video](#) will guide you through the hub and resources available.

We have created this portal for our members to give you access to guides, templates, contracts, policies and more to support you in managing HR in your business. We have curated the information based on the HR Life Cycle:



### Attraction

- Job Description Guide & Template
- Benefits
- Employer Attractiveness



### Recruitment

- Recruitment Policy
- Contracts
- Banded Hours and Miscellaneous Provisions 2019
- Service Agreements
- Recruitment Documents
- General Information



### Onboarding

- Induction Programme
- Probation
- Employee Handbook
- Companies Act



#### Policies & Training

- Hybrid/Remote Working
- Right to Disconnect
- Alcohol, Drugs, Smoking & Vaping
- Fraud
- Adverse Weather
- & more
- Training



#### Performance Management

- Employee Relations
- Code of Conduct
- People Management
- Absence Management



#### Exit

- Exit Interview
- TUPE
- Redundancy
- Retirement

- Attraction
- Recruitment – includes Contract of Employment Templates
- Onboarding – includes current Employee Handbook template
- Policies & Training – vast range of policies and procedures aligned to current legislation
- Performance Management - detailed breakdown on managing employee performance including step by step guidance on the disciplinary processes
- Exit – guidance on the 3 R's of exiting employees – resignation, redundancy and retirement

In addition, your membership includes access to an annual comprehensive Employee Handbook review and contract review to keep you up to date on the current HR legislation. This can be requested on a case-by-case basis.

#### **Hiring Young Person / Under 18s**

In the HR Hub, there is a dedicated section on considerations for hiring staff aged under 18. Please see the links below to view. Links will only work when you are logged into the Members Area. Please contact ISME at [PALI@isme.ie](mailto:PALI@isme.ie) if you would like to be set up as a member.

### Hiring Young Persons / Under 18's

- [Under 18 Recruitment Checklist](#)
- [Summary of main rules on employing people under 18](#)
- [Employing Under 18- Brief outline of law](#)

Under 18 Recruitment Checklist – click [here](#)

Summary of main rules on employing people under 18 – click [here](#)

Employing under 18s – Brief outline of law – click [here](#)

### Other Useful Templates

Full list of contracts – click [here](#)

<https://isme.ie/wp-content/uploads/2026/01/Fixed-Term-Full-Time-Contract-Jan-2026.docx>

<https://isme.ie/wp-content/uploads/2026/01/Part-Time-Employment-Contract-Jan-2026.docx>

<https://isme.ie/wp-content/uploads/2026/01/Fixed-Term-Full-Time-Contract-Jan-2026.docx>

<https://isme.ie/wp-content/uploads/2025/12/Fixed-Term-Part-Time-Contract-Nov-2025.docx>

<https://isme.ie/wp-content/uploads/2025/03/WRC-Under-18-poster.pdf>

Employee Handbook template – click [here](#)

## **2. ISME Skillnet**

Through the ISME Skillnet, we offer Government subsidised training and upskilling for you and your team. There are a wide variety of skills and behavioural courses including Digital and AI, Productivity, Operational Excellence, Finance, Leadership Development, Sustainability, Scaling and Growth. As well as the more traditional virtual instructor-led training, many courses involve asynchronous learning giving flexibility for learners to access materials on their own schedule. Our dedicated team

can make sure we identify courses with the right content, structure, pace and desired outcomes to help your business thrive.

**ISME Skillnet**  
Call 01 6622755  
Option 3

[Skillnet@ISME.ie](mailto:Skillnet@ISME.ie)

### **First Aid Training**

This online Workplace First Aid course is perfect for employees in any industry. Emergencies can happen anytime, and this training equips you with the skills and confidence to respond swiftly and effectively to potentially life-threatening situations. This online first aid training course is 40 minutes and will teach staff important topics such as; Recognising Symptoms of Cardiac Arrest, Using Defibrillators, Administering CPR to Adults, Children, and Infants and Treating Workplace Injuries.

ISME will provide training for members and the cost will be **€420 for 15 learners - €28 per learner**

Training provided online with First Aid Certificate valid for 3 years

### **HACCP Level 1 & 2 Training**

This HACCP Level 1 & 2 online course is designed to equip food workers with essential food safety knowledge and the skills needed to effectively implement HACCP practices in the workplace.

The course covers the critical importance of food hygiene standards and highlights how poor practices can impact both a food business and human health. The course addresses the causes and symptoms of food poisoning, as well as the difference between food poisoning and food allergies. It also covers contamination risks, including temperature control and food delivery. Additionally, this course emphasises the need for maintaining clean premises, equipment, and work areas, along with upholding high personal hygiene standards.

Who Should Take This Course?

This course is suitable for all food handlers, including chefs, servers, prep cooks, caterers, and restaurant managers. It is ideal for those in the hospitality, retail, and food service sectors.

ISME will provide training for members and the cost will be **€420 for 15 learners - €28 per learner**

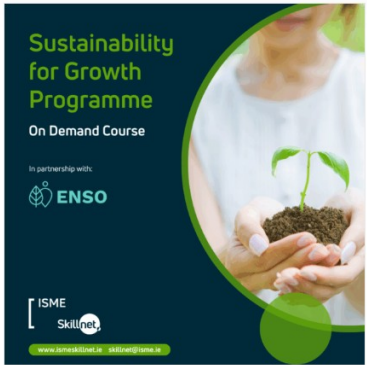
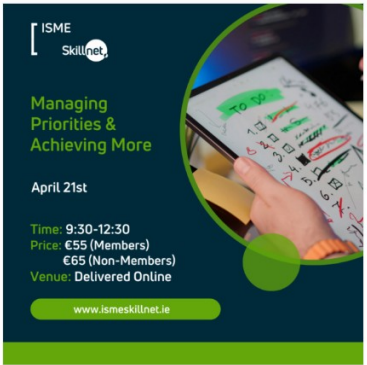
Training provided online with HACCP Certificate valid for 3 years

To see details of other ISME Skillnet courses, please see links below - many of these courses are subsidised for ISME members:-



<https://isme.ie/learning>

<https://ismeskillnet.ie/esf-courses/>

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|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <p><b>Sustainability for Growth Programme</b><br/>On Demand Course<br/>In partnership with:<br/><b>ENSO</b><br/>ISME Skillnet<br/><a href="http://www.ismeskillnet.ie">www.ismeskillnet.ie</a></p> |  <p><b>Managing Priorities &amp; Achieving More</b><br/>April 21st<br/>Time: 9:30-12:30<br/>Price: €55 (Members)<br/>€65 (Non-Members)<br/>Venue: Delivered Online<br/><a href="http://www.ismeskillnet.ie">www.ismeskillnet.ie</a></p> |  <p><b>Instagram for Business</b><br/>April 23rd<br/>Time: 9:30-13:00<br/>Price: €65 (Members)<br/>€75 (Non-Members)<br/>Venue: Delivered Online<br/><a href="http://www.ismeskillnet.ie">www.ismeskillnet.ie</a></p> |
| <b>Sustainability for Growth Programme</b>                                                                                                                                                                                                                                           | <b>Managing Priorities &amp; Achieving More</b>                                                                                                                                                                                                                                                                          | <b>Instagram for Business</b>                                                                                                                                                                                                                                                                            |

### 3. Business Advice

As part of the HR Hub, you also access useful information on a wide variety of resources such information from government agencies, and guidance notes on additional resources to Health and Safety, Revenue and GDPR. This is accessed through the General Information & Resources section.

|                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|--------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ISME HR HUB</b> >                                         | <p>Welcome to the ISME HR HUB. We have created this portal for our members to give you access to guides, templates, contracts, policies and more to support you in managing HR in your business. We have curated the information based on the HR Life Cycle: Attraction, Recruitment, Onboarding, Policies &amp; Training, Performance Management and Exit.</p> <p>You can also find information from government agencies and third parties in our General Information &amp; Resources page, links to the top downloads, view our selection of blogs about all matters HR.</p> <p>Take a look at the video below to see how the portal operates:</p>  |
| <a href="#">Attraction</a> >                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <a href="#">Recruitment</a> >                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <a href="#">Onboarding</a> >                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <a href="#">Policies &amp; Training</a> >                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <a href="#">Performance Management</a> >                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <a href="#">Exit</a> >                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b><a href="#">General Information &amp; Resources</a></b> > |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <a href="#">Pension Auto Enrolment-FAQ Sheet</a> >           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

### Health & Safety Advice

**BeSmart.ie** – <https://www.besmart.ie/>

BeSMART.ie is a free online tool developed by the Irish Health and Safety Authority (HSA). It is specifically designed to help small business owners and the self-employed

navigate the often-intimidating world of workplace health and safety legislation without needing to hire expensive consultants.

**Health and Safety Authority Online Learning** - <https://hsalearning.ie/>

This is an excellent resource – a portal for health and safety courses online. Courses are short awareness-raising courses that are free of charge, and accessible 24/7. Learn new skills and help prevent accidents and injury by taking a course. Browse the courses under Sector of Employment or Topic to find one that suits you, whether you are in work or education.

## Grants

For information on all grants, please visit <https://www.neh.gov.ie/service/search/neh-en/116580?query=grants>



An Roinn Coimírce Sóisialaí  
Department of Social Protection

**Department of Social Protection**



**Revenue**



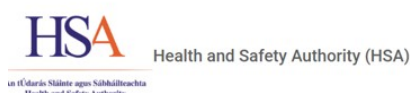
An Roinn Gnóthaí Eachtracha  
Department of Foreign Affairs

**Department of Foreign Affairs**



An Roinn Sláinte  
Department of Health

**Department of Health**



An tÚdarás Pinsean  
The Pensions Authority

**Pensions Authority**

For any other business-related queries, send an eMail to:

[PALI@isme.ie](mailto:PALI@isme.ie) with the subject Line – “Business Query” and let us know the details of your query. Our team will direct the query to the most appropriate person. It may be one of the ISME team provides the answer or we introduce you to another business we know can help.

## 4. ISME ADVANTAGE – ISME’s Affinity Programme

We want PALI members to take advantage of your ISME Membership to reduce costs and add value to your business through the buying power of ISME. We have negotiated preferential rates, added services, and access to selected companies across a range of industries for our members.

Browse the listings on the ISME site to make savings of up to 50% -

<https://isme.ie/advantage/>

|                                                                                                                              |                                                                                                                                      |                                                                                                                         |
|------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| <br>Auto- Enrolment<br>Consultation         | <br>Foreign Currency<br>Payments Provider-<br>Fexco | <br>Financial Health And<br>Insights |
| <br>Lead Generation Partner                 | <br>HR Software                                     | <br>Multi-Store Gift Card           |
| <br>ISME Group Life Cover                 | <br>HR Services                                   | <br>Broadband & Phone              |
| <br>Debt Collection And<br>Legal Services | <br>FinanceFinder                                 |                                                                                                                         |

## 5. Staying Informed – ISME Communications

ISME members receive regular digital publications in the form of our Monthly newsletter and quarterly bISME magazine which will include HR Articles on topical workplace issues, recent employment law, and legislative changes that may impact



you as an employer. Let us know if you would like to receive these updates by eMail. We can send to one or multiple people in your business:

Send an eMail to [PALI@isme.ie](mailto:PALI@isme.ie) with the subject Line – “Subscribe” and let us know if you’d like to receive the Monthly Newsletter, Quarterly bISME online magazine, or both.

To review previous Monthly Newsletters and bISME Magazines, go to <https://isme.ie/isme-publications/>



April Members' Monthly



March Members' Monthly



February Members' Monthly



The bISME is the official online magazine of ISME, the only independent representative association for SMEs in Ireland.

Follow us on our Social Media channels for the most up to date news, updates, events notifications, and updates on ISME's lobbying and advocacy. Join the discussions and share across your own network.



LinkedIn – [Click Here](#)  
[Here](#)

Facebook – [Click Here](#)

Instagram – [Click](#)

### **Let Your Customers Know you're with ISME**

Being a member of ISME means you have access to the most up to date HR, business advice, and training for your staff. Download the ISME logo and proudly display on your own website and collateral. This will demonstrate to your own customers that your business and staff are part of an association that support with compliance and safety.

To download the ISME logo – click [here](#)

If you would like additional palette options for this logo, please contact [marketing@isme.ie](mailto:marketing@isme.ie)

### **In Summary**

At ISME, we strive to support, advise, and promote all our members and are proud to have served the SME community in Ireland for over 30 years. We look forward to working with PALI's members.

**ISME Team**  
**11<sup>th</sup> May 2026**