

THE FRAGRANCE SHOP / RETAIL

Making retail HR casework easier to move forward

A review of The Fragrance Shop's HR account brought the next steps behind a busy caseload into clearer view. The work combined regular conversations, live tracking and practical support for managers handling sensitive people matters.

The situation

The Fragrance Shop needed support across employee relations, absence, occupational health, organisational change and employment documentation. With several managers and external parties involved, an item marked as open did not always explain what was needed to move it forward.

What we did

The support included weekly catch-ups, meeting sheets, live case trackers, advice and supporting letters. Mark reviewed the 2025 and 2026 account material to separate outstanding advisory work from information needed from managers, employee responses, occupational health input and completed matters awaiting an update. This gave the account discussion a more useful starting point: the next action, the person responsible and the information required.

What changed

The review documented approximately 150 recorded matters and support entries: 134 from the 2025 material and 16 from the 2026 material. These include meetings, tracker updates and administrative support as well as casework; they are not 150 separate employees or completed cases. The immediate result was a structured account review and a clearer basis for prioritising follow-up, rather than a claim that every outstanding matter had been resolved.

The follow-through

Progress depended on timely updates, clear handovers and, in some cases, third-party evidence. Some completed matters also needed their final documents and closure status recorded. The review recommended named owners, due dates, a clearer occupational health approval route and a joint check of closed cases.

This case study covers advisory work and an account review. It does not attribute the historical work or its outcomes to EPL Hub software.

Source: the account review supplied by Mark Whitfield, covering 2025 and 2026 records. Proposed actions are distinguished from completed work.

Talk to Employee Passport about HR support for your retail team.

[Visit Employee Passport to speak to our team](#)