

# Topshop Announced as Winners of Prestigious Dispute Resolution Award

Submitted by: The TCM Group

Thursday, 29 November 2012

---

Congratulations to Topshop/Topman – winners of the Innovation in Dispute Resolution Award 2012.

This year's prestigious Personnel Today Awards, which celebrates the best human resources practice in the UK, were hosted at the Grosvenor House Hotel in central London on the 29th of November 2012.

The HR teams shortlisted for this year's award for Innovation in Dispute Resolution were:

- Cwm Taf LHB
- Lloyds Banking Group
- Northumbria Healthcare Trust
- Surrey County Council
- Topshop/Topman
- West Midlands Police

This award recognises innovative practices in dispute resolution such as establishing internal mediation schemes, training HR teams to act as mediators and peacemakers, training and supporting line managers to resolve disputes and encouraging early dispute resolution within and across teams. The panel of judges evaluated the efforts taken by all HR teams to develop and embed a system for resolving workplace disputes, grievances and complaints and decided that the 2012 'Innovation in Dispute Resolution Award' winner is Topshop/Topman.

Paul Forrest, Group Employee Relations Manager at Topshop/Topman, said today:

"We're over the moon at winning - it's a real pat on the back for all the hard work we've put in to get our workplace scheme off the ground and in keeping it relevant and live for the business. It will be a great motivational driver for all our mediators across the Arcadia Group and BHS and will help raise the profile of our workplace scheme to a higher level within the business."

Topshop/Topman set up their internal mediation scheme in 2009. They worked with mediation experts The TCM Group (<http://www.thetcmgroup.com>) to embed mediation across the two brands.

The impact has been simply incredible. In the first 12 months of running their internal mediation scheme, the number of grievances was reduced by a staggering 50%. As a result, in 2011, the mediation scheme was extended to cover all brands across the Arcadia Group.

TCM also set up mediation schemes for two other organisations short listed for the award: Lloyds Banking Group and Northumbria Healthcare Trust.

David Liddle, TCM's founder and CEO commented:

"The fact that TCM set up mediation schemes for 3 of the 6 shortlisted companies for this year's dispute resolution award is a testament to the outstanding support that we offer to our customers to help

embed mediation into the heart of their business. I would like to congratulate all of the shortlisted companies with a huge well done to everyone at Topshop/Topman for winning the award. It was very well deserved!"

If you would like to find out more about setting up an award winning mediation scheme within your organisation, please contact The TCM Group on 0800 294 97 87.

#### NOTES FOR EDITORS:

- The 2012 Personnel Today Awards were hosted by comedian Hugh Dennis
- The TCM Group are the UK's leading provider of mediation and dispute resolution services
- More details about the TCM Group can be found at [www.thetcmgroup.com](http://www.thetcmgroup.com) (<http://www.thetcmgroup.com>)
- TCM delivers mediation services to an unrivalled list of some of the world's leading brands including: Lloyds Banking Group, BT, Deutsche Bank, Hugo Boss, Harrods, Marks & Spencer, the Home Office and the UN
- For Press and Media enquiries, please contact Michelle Gregory on 020-7404-3184 or email: [michelle.gregory@thetcmgroup.com](mailto:michelle.gregory@thetcmgroup.com)

Keep in touch with TCM:

<http://twitter.com/TheTCMGroup>

<https://www.facebook.com/TheTCMGroup>

TCM's Founder & Managing Director online contact details

Twitter: [http://twitter.com/#!/david\\_liddle](http://twitter.com/#!/david_liddle)

LinkedIn: <http://uk.linkedin.com/in/liddledavid>