

**PROVIDING
TEMPORARY
WORKFORCE
SOLUTIONS
FOR A MARKET
LEADING
LOGISTICS
PROVIDER**

THE ORGANISATION

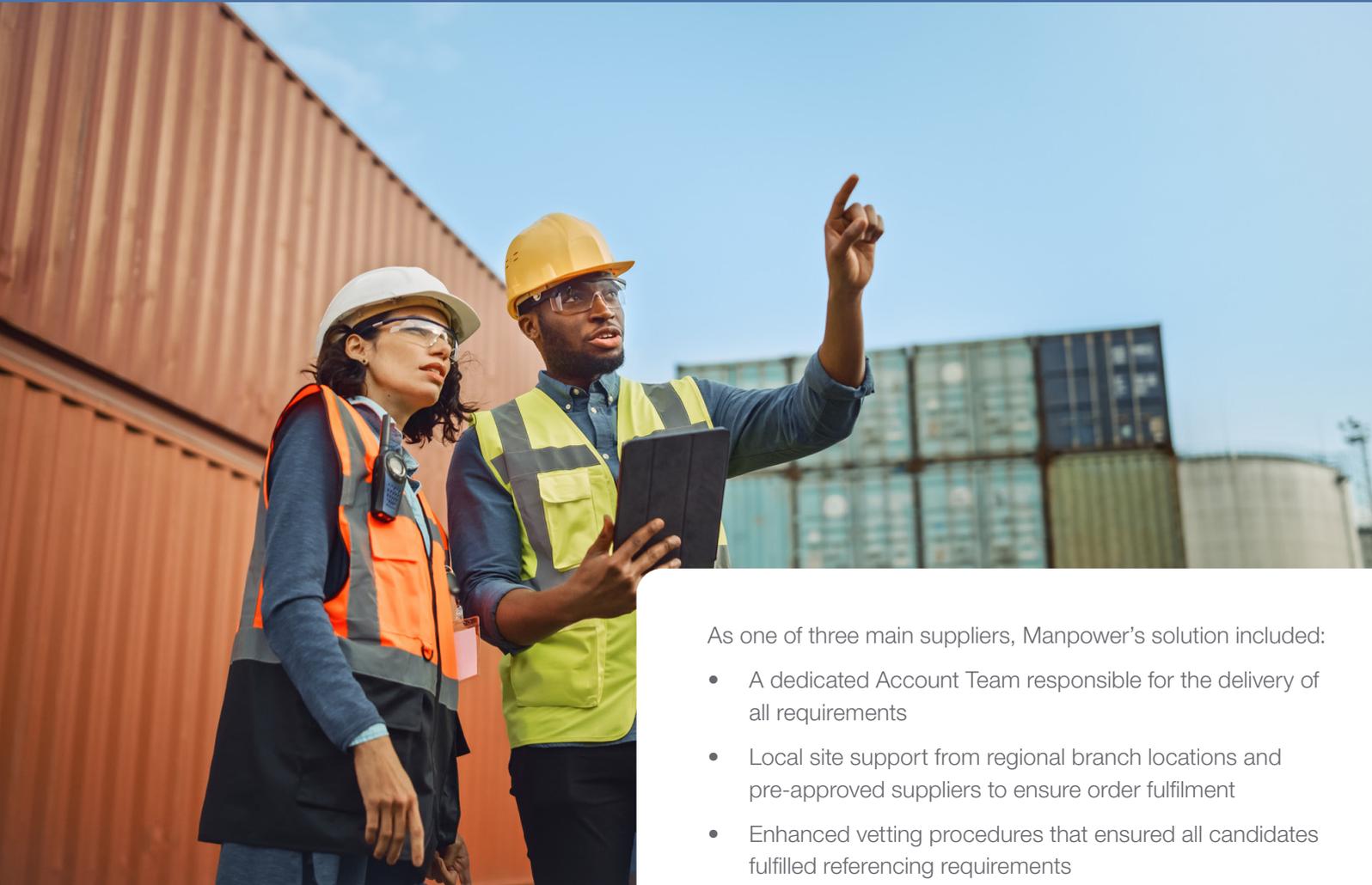
The company is a market-leading logistics provider with over 100 strategic locations nationwide and over 14,000 employees – offering a full range of supply chain solutions to anywhere in the world via air, overland or sea.

THE CHALLENGE

With their UK operations spread across a large number of sites in the UK, the company faced a series of cost and compliance challenges due to the amount of unregulated suppliers that were engaged across their business. With over 250 suppliers across their network, all of whom were charging different local rates and worked to relaxed compliance procedures, the company recognised the need for a centralised workforce programme that covered contingent driving, warehouse and administration skills.

THE SOLUTION

The company decided to implement a tri-party Master Vendor Solution to cover all of their temporary workforce requirements.



IMPLEMENTING BUSINESS CHAMPIONS TO ENSURE A SMOOTH TRANSITION

As one of three main suppliers, Manpower's solution included:

- A dedicated Account Team responsible for the delivery of all requirements
- Local site support from regional branch locations and pre-approved suppliers to ensure order fulfilment
- Enhanced vetting procedures that ensured all candidates fulfilled referencing requirements
- Management of all assessment protocol; both four-hour client-run assessments and two-week training courses
- Implementation of a guaranteed pay model, guaranteeing certain workers a minimum of 40 hours work per week
- Additional support to the company's secondary sites acquired through new contracts or takeovers.
- Partnerships with employment agencies, such as the Department for Work and Pensions (DWP) where we could deliver additional training cost savings by allowing candidates to undertake training without it affecting their employment benefits.

HOW WE DID IT

We implemented 'business champions' at those sites that had a positive mentality to change. This helped make the transition efficient and made sure we met the requirements of each individual site, minimising disruption to the company's business-as-usual activities during the transfer.



SINCE
IMPLEMENTING
OUR CONTRACT
WE'VE DELIVERED
99% ORDER
FULFILMENT
ON OVER 38,000
ORDERS

Key to the success of the transition period were the communications, workshops and engagement with the company's incumbent suppliers, offering them the opportunity to continue their relationship with the company via our Managed Service arrangement and, in some cases, guaranteeing them volumes during peak trading periods.

THE RESULTS

- 99% order fulfilment on 38,000+ orders received to date, above our targeted SLA
- 92% direct sourcing fulfilment
- 505 temporary employees across a series of logistics roles delivered on a daily basis, 40% of which fall within the scarce skill set category of drivers
- Reduction of suppliers from 250 to 10 – of which we are a main supplier
- Selected, reviewed and implemented a series of specialist suppliers to support geographically challenging areas
- Delivered in excess of 8,000 hours in saved training time in year one alone
- Direct savings in excess of £2m
- Our guaranteed pay model helped reduce attrition to less than 2% whilst also realising cost savings