



## Case Study:

# FCC

## Challenge...

FCC had previously worked with their incumbent supplier for 8 years, however, were not receiving a standard of service through their sites nationally in terms of candidate quality, performance with a retention rate of 25%. They required to work with a recruitment partner who could go further than a simple supply of worker model to resolve their skills shortage through the training and upskilling of candidates such as drivers and plant engineers. £100,000 inaccuracy in invoicing, issues with payments to workers and suppliers.

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## Solution...

Account Management team with office based account support split covering the sites both North and South.

Given the number of sites throughout the UK there was an immediate initiative-taking communications strategy involved **17 of our broader Account Management team across the UK** visiting sites on a weekly basis to engage, reassure and then register the workforce to ensure a transfer rate of **98.4% of the temporary workforce to ALS**. A dedicated project manager was allocated to manage the transition, with support from our own in-house and external HR expertise to ensure compliance.

System for invoicing across all sites that was fit for purpose and also **25% of contract spend** that had migrated away from the warehouse came back within the contract.

Focus on ensuring **all sites throughout the UK are supplied to the same level** through supplier KPIs and ALS direct delivery ensured we achieved national high scoring on candidate satisfaction surveys and delivered cost saving targets for the client

## Outcome...

ALS introduced a bespoke, **online induction platform in 2020 for all temporary workers covering all aspects of onboarding**, refresher training and specific competency based assessments for our workforce. **Over 1,150 workers have completed training since implementation with a pass rate on induction of 92%**. Whilst improving visibility and standardisation of training for all new starters, this project has also helped to increase the average **length of assignment from 17.1 weeks in 2020 to 22 weeks in 2021**. In addition, lost time accidents were reduced by 16% through an increased safety culture within the workforce.

100% weekly accuracy on payroll and invoicing across **35 partner suppliers and 160 sites**.

Year one cost saving targets delivered and increased saving delivered in year 2 and 3. Client hit their cost saving targets through using ALS.

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