



Case Study:

Yodel

Challenge...

Yodel were seeking a more on-site presence to cover the long operating shifts, ALS provide on-site account management across all shifts including weekends, evenings, bank holidays and night where required. This reflects the Yodel management and supervision structure given greater collaborative arrangements between the customer and ALS. Yodel Hatfield is one of the super Hubs that make up the highest throughput volume of these parcels. Yodel also recognised that consistent supply and recruitment for their current agency was repeatedly falling short of requirement.

continued overleaf...

Solution...

The ALS management team are based on site with a dedicated office and facilities for agency workers. The team is made up of 2 on-site account managers, supported by a regional operations manager that reports directly to a board level director.

The account managers have in depth knowledge of the operation as they are trained in all operating areas. The Regional Ops Manager is further ILM trained and upskilled in HR & Modern Slavery. **ALS manage the workforce on behalf of Yodel.** Our system provides two-way flexibility, ensuring fulfilment of suitably competent, trained, and experienced personnel whilst also giving flexibility to the workforce often desired in a temporary role. ALS have a zero-tolerance policy to Alcohol and Drug misuse and do not allow workers to enter sites where a substance is suspected. **We have conducted over 500 Drug and Alcohol tests at site in the last 2 years.**

ALS' system provides two-way flexibility for candidates. We find this is particularly useful with Yodel who have a larger percentage of part time workers. **Candidates have the flexibility to confirm their availability for up to the next 12 weeks and to accept available shifts online.** This approach helped maintain fulfilment during more challenging times for Yodel, like Covid-19 and the Brexit implementation, ALS still achieved 99.7% fulfilment for all shifts, including bank holidays, nights, and weekends.

In addition, we have experience with Yodel where a reduction in volume is required for a period. **This includes planned maintenance affecting a department as well as loss of contracts/volumes for customers.**

Outcome...

ALS work with Yodel and its bespoke requirements for their temporary labour usage throughout the year. This includes large scale peaks at business-critical times, with **Yodel's temporary workforce increasing by over 170%** in November and December as well as Mother's Day and Valentine's Day for flower deliveries. We saw a **250% increase requirement during Covid-19** as parcel delivery became a much relied upon trade. Yodel itself saw an unprecedented increase in volume through the warehouse, **a regular day would sort 190,000 parcels, Yodel were averaging 300,000 per day during June / July 2020.**

Overall, the partnership approach ALS offers Yodels **creates more flexibility within their workforce**, ensuring our customer has the ability to increase or decrease staffing volumes as required and on a timely basis.

Given some of the challenges over the past two years, the General Manager at Yodel Hatfield sent ALS this message after the largest peak they had ever undertaken at his site. With a volume increase of 250% over a noticeably brief period that required ALS to source 230 candidates per day, from a regular 100, all this was achieved within 2 weeks of the request. **"ALS has been superb this peak. Aga and her team on site have supported us and delivered our requirements every day. Thank you for your fantastic work"**

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