

# Confident co-ordination of your complementary workforce



## Our successes

Blue Arrow Managed Services have experience of working for clients and managing a workforce on their behalf. Turn over to find out how we successfully:

- ▲ Manage over 1,300 staff at Airbus
- ▲ Saved Centrica £300,000 a year

Blue Arrow Managed Services have experience in providing human resource and workforce management solutions that provide a multi-functional management approach to deliver reductions in cost and risk to our clients.

One of a company's largest expenses is its employee costs. Wages, bonuses, taxes and pension costs all add up.

As businesses develop and expand they need a solution to allow them to grow but not burden them with the permanency of an increased workforce and the high costs, resources and associated risks this brings. The solution is to look at utilising a Core workforce.

## What is a Core workforce?

A Core workforce is one that is employed by Blue Arrow Managed Services but is contracted to work exclusively for you. This solution enables you to increase your headcount without the associated risk of employing them. We can also implement enhanced benefits over and above a traditional temporary worker to give greater stability in terms of the size and quality of the workforce.

## How does it work?

We recruit, manage and pay our workers via an on-site managed service. You receive the headcount you require and a single invoice on an agreed periodic basis. We also have an open-book pricing approach so you know exactly when and what you are paying for.

we work for you

Managed Services

blueArrow

# Over 1,300 Blue Arrow Core workers at Airbus

Airbus worked with their previous recruitment supplier for over seven years. When they decided to investigate the appointment of a new supplier they knew they wanted a strategic partner with the experience to devise an innovative approach regarding the performance management of their complementary labour force.

Blue Arrow Managed Services were chosen by tender process and TUPE transferred 1132 current employees on fixed term and open ended contracts from the previous supplier to a permanent employment contract with Blue Arrow. Our on-site human resources and recruitment team of 18 staff performance manage them on behalf of Airbus.

We were also tasked with managing a progressive increase in the Core labour force numbers in line with Airbus expansion plans and ensuring that a pool of fully assessed and ready to work candidates would be available to work in both skilled and semi skilled labour categories.



“ Blue Arrow Managed Services on-site team provide an HR management solution for over 1,300 staff at Airbus Broughton. It is very important to Airbus that Blue Arrow Managed Services have complete control of the selection and performance management of their own employees, enabling Airbus to focus on its own employees and on the future strategy and direction for the Wing Centre of Excellence at the Broughton Plant. ”

Isobel Howell  
Recruitment and Planning Manager  
Airbus UK, Broughton

## Our key results were:

- ▲ TUPE transfer of 1132 existing employees to new permanent employment terms with Blue Arrow
- ▲ A successful initial increase in numbers to 1495 to meet the requirements of Airbus' expansion plans
- ▲ A maintained 'pool' of workers so we can react quickly to recruitment demands

## The key benefits to Airbus were:

- ▲ Increased headcount during the expansion but complete flexibility to decrease if required in the future
- ▲ Financial savings as the Blue Arrow Core workforce are not on Airbus' benefit schemes
- ▲ On-site support to manage all recruitment, selection, sickness absence and disciplinary of the Blue Arrow Core workforce

# Core workers save £300,000 at Centrica

Centrica had a requirement for agency staff throughout their UK business. A national contract was sought to provide a full range of office staff, with an additional requirement for accounting and other specialist staff at Head Office.

Due to Centrica's success, the size and number of on-site locations grew and staff turnover became a critical issue. In addition, the number of temporary staff with over one year's service was increasing, prompting concerns over the accrual of employment rights. We developed the concept of 'Core' staff, whereby longer-term staff are employed by Blue Arrow Managed Services, with an annual salary paid monthly, along with some key enhanced benefits. We also started recruiting new staff directly on to the 'Core' staff scheme which gave Centrica the ability to expand without increasing their own workforce.

## Our key results were:

- ▲ We now provide a variety of recruitment options - temporary, permanent, fixed term and Core
- ▲ Turnover amongst temp-to-Core staff transferees is 70% lower than the temporary workforce
- ▲ Turnover amongst directly recruited Core staff is under 20% per annum
- ▲ Productivity of the Core workforce is on a par with Centrica's permanent staff
- ▲ Average salary costs for Core staff are typically 18-20% lower and temporary staff are typically 35% lower than the same costs for permanent Centrica staff

## The key benefits to Centrica were:

- ▲ Our total recruitment solution means we can react quickly to increases in seasonal volumes and project work as well as everyday staffing requirements
- ▲ A direct cost saving of £300,000 per year when comparing our Core workforce against an increased permanent Centrica workforce. This does not include indirect savings by outsourcing recruitment and people management to Blue Arrow Managed Services
- ▲ Their ability to focus on the delivery of their products and services while allowing us to manage the workforce

“ Blue Arrow Managed Services Core workforce have allowed Centrica to support a peak workload without increasing the size of our own workforce. This has kept our costs and management time down. The arrangement has worked well for us and I would recommend this approach to other companies in similar positions. ”

Nick Skinner  
Head of HR  
British Gas Residential



# A name you can trust

Blue Arrow Managed Services deliver strategic and effective end-to-end large volume recruitment and workforce management solutions from your place of work. We work in partnership with clients including Airbus, BMW, Capita, Centrica and Toyota.

We are a division of Blue Arrow UK, which was founded almost 50 years ago and is today one of the largest recruitment agencies in the United Kingdom. We are long standing members of the Recruitment and Employment Confederation and have achieved Investors in People and ISO 9001:2000 accreditation.

## Our services include:

- ▲ On-site managed services
- ▲ Master vendor solutions
- ▲ Permanent recruitment
- ▲ Recruitment process outsourcing
- ▲ Outplacement and redundancy management
- ▲ Consultancy

## We can support these with:

- ▲ TUPE transfer of all or part of a workforce
- ▲ HR management of staff
- ▲ Supplier change management
- ▲ Recruitment agency rationalisation
- ▲ Standardised agency margins and service
- ▲ High volume bespoke recruitment and selection campaigns
- ▲ Sickness absence reduction
- ▲ Candidate retention techniques
- ▲ Employment risk mitigation
- ▲ Payroll and invoicing
- ▲ Transparent open book pricing

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