



Company overview

INDUSTRY: CONSTRUCTION

LOCATION: UK

NO. OF EMPLOYEES: 14,000

EDUCATING AND ENABLING

A leading infrastructure and engineering company who help to design and maintain the UK's strategic assets. Contracts are delivered for the public and regulated sectors in the UK and include highways and rail management, maintenance, facilities management, provision of utilities services as well as consultancy services.

A trusted partner of Government – both national and local – managing assets and complex projects that are vital to the sustainable growth of the country.



The challenge

Given the diverse nature of roles hired, the supply chain has always been critical to the success of this programme. When first appointed Hays consolidated the supply chain significantly, delivering significant benefits.

As the scope of works has evolved in our customers contracts a change of approach has been essential to enable choice and access to niche skills.

Whilst access to a diverse supplier network is critical it is equally important to engage the right suppliers for the right role.



The solution

We instigated a workforce plan which is linked to new contract wins and allows us to be proactive in understanding future demand.

As part of this process we review existing supplier capability, enabling those who can support more widely, and identifying any potential gaps. We then add or adjust the business specific supply chain accordingly to meet their needs.

As part of our Global Operating Method (GOM), we have introduced supplier scorecards. Suppliers are scored not just on the volume of workers supplied, but the quality of the workers supplied including ability to supply niche skillsets. This allows us to align capabilities, enable best outcomes, and deliver against customer needs.

Hiring managers have the freedom of choice to select suppliers and have visibility of their performance.

Our Account team is aligned by business unit and role discipline, and work with the suppliers, fostering relationships and gaining an enhanced understanding of performance, capability and worker quality via two way feedback.



The outcome

We have increased suppliers to 55 in total with 3-5 for each business unit.

We improved Time to Hire to 2 day for B/C and 12 days for W/C roles.

As part of our continuous improvement we continue to review and reconfigure the supply chain, enabling better performance and identifying cost efficiencies through rationalisation, engagement and constructive feedback.

FAST FACTS

Roles across the UK in c.150 different locations

Population of c.1,250 active placements

Roles hired are split 60% Blue Collar, 40% White Collar and include IT, HR, Engineering, and Trades & Labour

Cost savings in excess of £2.5m in 6yr contract

Social Value Charter with ringfenced fund to support client led local initiatives

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