



SUCCESS STORY

Challenge

For over 20 years, Drake has partnered with one of the UK's leading UK LPG gas and energy suppliers. In 1993 their gas bottling division faced an untenable situation with a highly unionised and inflexible workforce.

These industrial relations issues had reached a point where it was affecting their ability to supply their customers. In addition to this, over the years the cost of the workforce had become inflated due to years of pay awards in excess of market rate.

The combined effect of these workforce issues resulted in the client being unable to remain competitive or to achieve financial targets.

Solution

All aspects of the management of their manual workforce was outsourced to Drake, where we applied our expertise in negotiation to improve worker relations - resulting in greater flexibility, and improved staff retention.

Outcome

Within the first 5 years of our partnership, Drake was able to create initial cost savings for our client of £2 million.

Through expert staff management Drake have also improved staff retention, and significantly reduced staff absences down to 2% - far below that of the national average.

These savings and efficiencies across their workforce resulted in our client becoming a far more streamlined and profitable company - allowing them to diversify and expand into new areas of energy provision.

KEY SUCCESSES



Cost Savings

Drake produced significant savings of **£2 million** within the first five years.



Reduced Absences

Effective staff management has reduced to 2% - well below the UK national average.



Increased Staff Retention

Improved worker relations and working conditions, resulted in increased staff retention.