



SUCCESS STORY

Challenge

A period of historical unrest within one of the UK's largest Ports created escalating labour costs, low productivity, workforce inflexibility and periodic strikes. This severely impacted the management team's ability to run their business effectively and competitively.

Solution

Drake implemented an on-site Managed Service, providing and managing the entire workforce for our client; including quayside, engineering and administrative staff, and is responsible for all elements of recruitment, training, deployment and supervision. This involved engaging approximately 350 multi-skilled operatives on permanent employment contracts who are ordered and deployed by the hour, according to demand.

Drake also formed a joint venture to build a unique, state-of-the-art training simulator, ensuring a safe and cost effective training environment for workers on site, and reducing damage to both plant and cargo.

Most importantly, our performance is measured, not on traditional head counts and fill rates - but on productivity and specific business outcomes.

Outcome

Over the past 15 years, Drake has significantly reduced the operating costs of our Client, saving them in excess of £10 million - predominantly through enhanced productivity, greater efficiencies and improved workforce flexibility.

Drake has also significantly improved the Health & Safety record and created a better overall customer experience - all without any industrial disputes.

KEY SUCCESSES



Reduced Operating Costs

In the past 15 years, Drake has saved our client in excess of £10million in operating costs.



Improved Industrial Relations

Drake's expertise in negotiating and liaising with unions resulted in zero industrial disputes.



Health & Safety

Reduced annual reportable incidents from over 30 to less than two.