



## SUCCESS STORY

### Challenge

One of the largest deep water Ro/Ro facilities operating on the north bank of the Thames has greatly fluctuating cargo volumes, which in turn directly impacts workloads - often at very short notice. This presents challenges in scheduling staff rosters.

Their reputation with its clients hinges on its ability to respond effectively to throughput demands, whilst maintaining the highest degree of service delivery and safety.

### Solution

In 2001, Drake was appointed to provide and manage their entire workforce, of which 50% are contingent workers, responsible for loading and discharging cargo of up to 1,750 vehicles within a 24hr period.

Each ship is in Dock for 6 hours and through effective on-site management of a trained candidate pool, Drake ensures vessels are discharged and loaded within this time.

### Outcome

Since taking over the management of the workforce, Drake have been able to achieve a 35% increase in retention rates and associated productivity. Drake manages all aspects of induction and training of staff to ensure they meet exacting standards and are in compliance with all necessary Port, Health & Safety and statutory regulations.

As a testament to the success of this operation, the client has experienced significant growth and Drake has been appointed to provide an outsourced workforce for their new site - covering all the necessary skills including load and discharge from ship to shore and all ancillary functions including first line supervision.

## KEY SUCCESSES



### 35% Increase in Retention Rates

Since taking over the contract, Drake achieved a 35% increase in worker retention.



### 100% of Cargo Loaded On Time

Effective workforce management ensures zero impact to their shipping schedule.



### Accidents reduced by over 70%

Enhanced training means that accidents are greatly reduced and **H&S claims are down by over 65%**.