



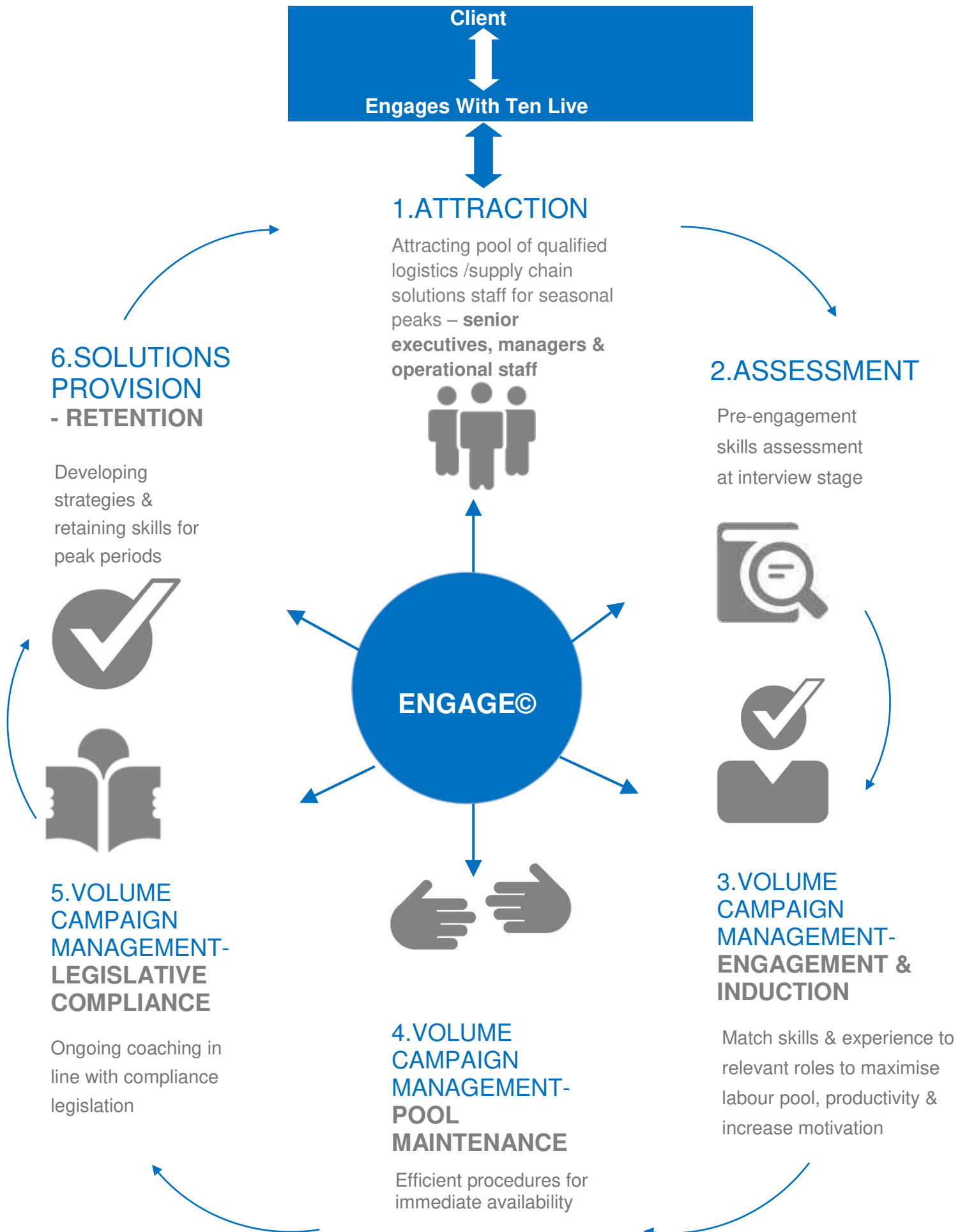
TOP 6 STRATEGIES

For Effective Volume Campaign/Compliance Management

AUGUST 2013

SUPPLY CHAIN SOLUTIONS

VOLUME CAMPAIGN/COMPLIANCE MANAGEMENT



Ten Live's **Engage©** programme offers a framework to employers to aid staff attraction & retention.

1. ATTRACTION

Seasonality & peaks are key challenges that employers operating in the supply chain industry continually face, particularly in sectors such as retail, tourism, agriculture and construction. Seasonal events such as Christmas, Eid, holiday periods and major one-off events such as the 2014 Commonwealth Games all create enormous spikes and troughs in [consumer] demand. Correspondingly the demand for labour has to suddenly increase and also scale back dramatically and often within short timescales.

Anticipating demand for increased capacity is critical, although at times it is not possible to avoid having to find last-minute labour. Finding the appropriate, experienced resource to help out at peak times is not an easy task, whether sourcing senior managers, drivers or warehouse staff. This is compounded by the fact that there are already major labour shortages in the supply chain industry; for example, with an existing shortage of drivers and with an ageing driver population nearing retirement, employers operating in the supply chain space are already struggling to find replacement drivers with the requisite skills from within and outwith the industry.

With markets becoming extremely tight for skilled workers, you need to recruit aggressively to fill their openings. Online job boards, more active recruiting via social media channels such as LinkedIn and Facebook and **building a 'recruiting alliance' with Ten Live who have immediate access to labour pools at all levels** can all help you win an edge in the war for qualified staff.



2. ASSESSMENT

An essential component when it comes to making sure you have the right people to join your team is the screening process. Assessing a candidate's knowledge of fundamental skills, knowledge and abilities necessary for the job ensures a potential employee's skills set matches the job role requirements; a pre-employment driver assessment will ascertain a driver's capacity and ability to drive safely, to handle the vehicle in a professional manner, adhere to road rules and inspect vehicles/trailers. You may not have the internal infrastructure to handle pre-screening. **Outsourcing to Ten Live who have rigorous pre-screening programmes in place [reflecting current legislative compliance] will be more efficient than building internal procedures & will make your informed recruiting decisions quicker & more cost-effective.**

3. VOLUME CAMPAIGN MANAGEMENT

- ENGAGEMENT & INDUCTION

Finding the person with the right skills and personality for your team is not an easy task, even more so when hiring to gear up for seasonal peaks or projects or to meet fluctuating production needs. Better matching of skills supply to demand and hiring better suited workers however, not only increases the job satisfaction of workers, but will enhance productivity and increase retention for employers.

Outsourcing seasonal peak/volume candidate processing to Ten Live can provide you with a unique and easily deployable recruitment tool that evaluates candidate skill and job match, whilst providing a comprehensive job preview to identify the most qualified candidates. Recruitment providers with the ability to foresee the challenges and match candidates to positions for each employer's specific needs will ensure successful outsourced candidate engagement.

The outsourcing solution can relieve you of the admin burdens, high costs, overheads and time associated with hiring and training numerous/volume seasonal employees in a short period of time. **Outsourcing the recruitment process to Ten Live will also free up your managers to spend more time on the company's core business needs, for example; internal resources are freed up to focus on [peak] employee training.**

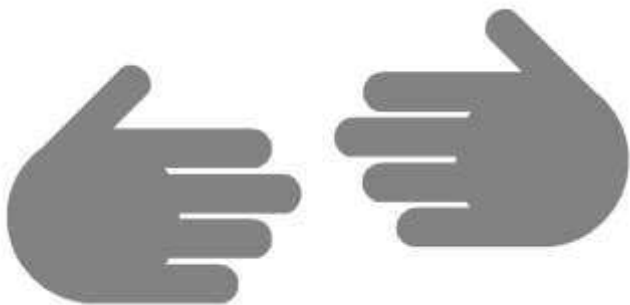


4. VOLUME CAMPAIGN MANAGEMENT

- POOL MAINTENANCE

For employers operating in the supply chain industry maintaining an efficient workforce means having constant access to a sufficient pool of qualified resources to supplement core staff to meet the demands of projects, peak periods and seasonality.

Working with your Operations and Human Resources teams to understand your recruitment targets and support workforce planning Ten Live can put in place procedures for immediate availability/ high-volume recruiting and build up qualified, active candidate pools through targeted sourcing and recruitment marketing strategies. Based on your specifications, Ten Live can easily adapt procedures to your talent forecasts aligned with your hiring objectives, ensuring we deliver quality talent on time and within your budget. To ensure we are always meeting your hiring targets we can provide meaningful reporting and metrics that adapt to your unique recruitment processes and needs.



5. VOLUME CAMPAIGN MANAGEMENT

-LEGISLATIVE COMPLIANCE

There is a wide range of legislation with which employers operating in the supply chain industry must comply. Employers must be able to demonstrate evidence of their compliance in order to operate. Therefore, many training needs are associated with ensuring employers meet legal compliance requirements of employees, for example, driver CPC.

Working with you to understand your legislative compliance obligations [for volume recruits/individual contractors] Ten Live can provide a number of key services to ensure you remain fully compliant, including;

- Monitor legal compliance requirements and provide updates to employers and contractors/volume recruits
 - Support the employer's business with essential technical knowledge and auditing skills
 - Develop legislative compliance
- Provide continual comprehensive training programmes to existing and new staff
- Maintain documented training records as proof of competence
 - Ensure staff have the relevant certificates or licences to do their jobs. Many certificates and licences have expiry dates and refresher dates which require employers and staff to undergo ongoing periodic training to maintain the validity of certification/licensing



6. SOLUTIONS PROVISION - RETENTION

With a tight labour pool situation, employers operating in the supply chain industry need to differentiate themselves in the war for [peak] talent by focusing on retention strategies including;

- Benefits packages (e.g. time off in lieu for overtime)
- A positive workplace environment;
- Engaging employees at every level of the organisation (whether contractor/peak or permanent staff) will ensure that all employees consider themselves an integral and important asset to the company, including all staff in two-way communication strategies such as regular department meeting updates, employees surveys, text & e-mail updates.
- Having a clear promotion-from-within career development path will increase loyalty and improve retention rates amongst both permanent & temporary staff.

Working with Ten Live to develop the correct pre-assessment, engagement and training strategies can minimise the turnover of your talent team, making it stronger and more effective and reducing recruitment costs.

Ten Live provides the very best global customer-centric resource solutions in the UK, Middle East, Australia Pacific, Asia, Africa and Central & South America across the Supply Chain, Energy and Telecoms sectors. Our focus on Continuous Improvement is underpinned by our Quality Management Systems' accreditations; ISO 9001:2008, ISO 4001:2004, OHSAS 18001: 2007

Ten Live UK awards achieved;

- Finalist, Best New Business Scotland
- Winner, Business Accelerator
- Winner, Best New Business

Supply Chain Solutions;

- Customer-centric resource solutions & management;
 - Temporary and permanent
 - High volume, fast-moving, quick response, flexible

 - THE best supply chain solutions resource solutions team in Scotland

 - Highly-skilled, experienced candidate pool in transport, warehouse and support staff with excellent retention rates including;
 - Senior executives & general managers
 - Operational staff; Qualified drivers (with Freight Transport Association [FTA] membership) Class 1, 2 & 7.5T drivers, van drivers, forklift drivers, warehouse operatives & managers, drivers' mates and cleaners
 - Support staff; administrative, clerical & data entry staff and managers

 - Leading UK (FTSE 100 & blue-chip) clients across a range of sectors including;
- Retail/FMCG
Manufacturing
Construction
Energy
Waste Management
Design
Professional Cleaning
Aviation
Rail
Wholesale
Recycling
Pallet Freight Distribution
Gas Supply
Engineering
Global Logistics (including petroleum)
Office Supplies Distribution
Building Services

100% excellence external Legal & Compliance, Client Service & Operational Process audits

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