



EFFECTIVE ABSENCE MANAGEMENT HAS HELPED BOUYGUES ENERGIES & SERVICES SAVE £500,000

KEY DETAILS:

Employees Covered: **2,600**

Overall Short Term Absence Reduction: **15%**

Service Type: **Essential Service**

“During the four years we’ve been with FirstCare we’ve seen an improvement on the quality of the data and the way it’s presented. The system is very professional.”

Paul Cadman

HR Director,
Bouygues Energies & Services

The client

Bouygues Energies & Services is an integrated engineering and energy performance provider that designs, builds, maintains and operates infrastructure, buildings and industrial facilities for public and private clients.

It has four business lines:

- Facility management
- Energy performance contracting
- Integrated engineering solutions to the high-tech markets with in-house architectural and structural consultancy as well as end-to-end contract engineering.
- Civil and electrical engineering utilities services for public highways lighting, telecommunications and electrical networks.

Its team consists of 2,600 employees in hundreds of sites across the UK.

To ensure it operates efficiently, capturing and tracking absence is crucial.

The requirement

With a dispersed workforce, remote workers, and multiple locations that can have just one or two employees, Bouygues Energies & Services found it difficult to track absence levels.

Paul Cadman, HR Director at Bouygues Energies & Services, said: “With isolated workers and clusters of employees in different areas, we had to do a lot of paper chasing to ensure absence management processes were being followed.

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The solution

In September 2013 our absence management services were recommended to Bouygues Energies & Services.

Paul said: “After hearing about FirstCare’s solutions it ticked all our boxes. We had already looked at other providers but they didn’t meet our needs.

“Our ethos of wanting to engage with clients and offer flexibility to create long-term partnerships matched FirstCare’s own business culture, which was important to us.

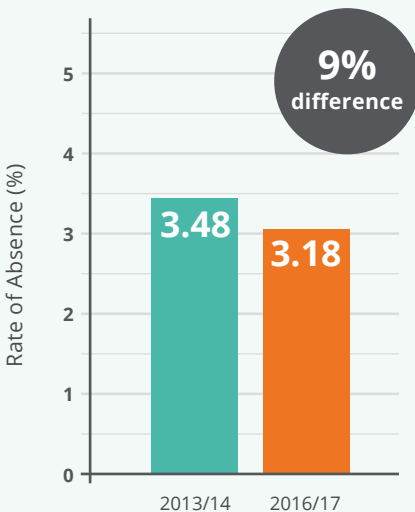
“When we began using FirstCare’s systems we found the data capture and reporting tools a great asset.

“Working with our account manager we were able to tailor the system to suit our requirements to give us complete confidence that our absence was being recorded correctly, even in the remotest part of the UK.

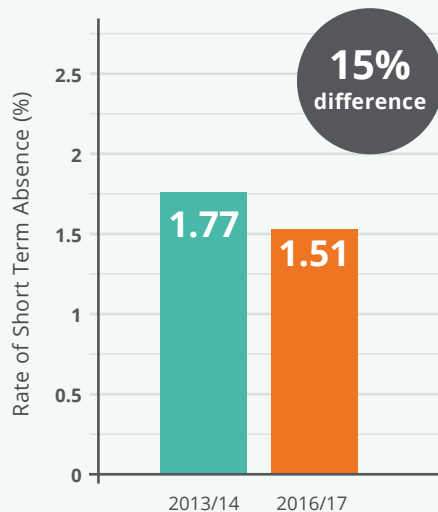
“And, the ability to go into the portal and view our absence trends at any time has been very useful.”



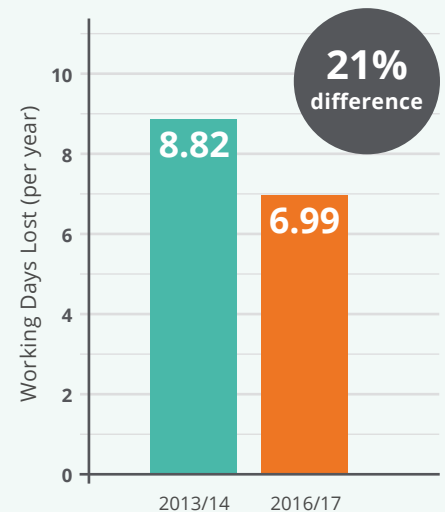
Overall Absence Rate (%)



Short Term Absence Rate (%)



Average Length of MSK (%)



“Year on year the figures have improved, and we have saved more than £500,000 since we launched the system.”

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The results

Before working with us, Bouygues Energies & Services was unsure of its absence rates, and the most common issues that caused staff sickness.

Paul said: “Once the FirstCare system was up and running we were able to identify musculoskeletal and stress issues as the two key drivers for absence, and we’ve begun to create initiatives to help reduce and prevent them.

“For example, we’ve introduced a health and wellbeing and stress management initiative, as well as mental health first aiders to provide more support for our team.

“Another benefit is that we now have a clear view of our monthly absence rates. We found that in 2013/2014 our overall absence rate was at 3.48%. This then reduced to 3.18% in 2016/2017, with an overall 0.5 days saved per employee – representing a saving of 1,297 days. We also saw a reduction in our short term absence rates, and the average length of MSK absence, which resulted in us saving 1.83 days.

“Year on year, the figures have improved, and we’ve saved more than £500,000 since we launched the system.

“The system has also helped us build stronger relationships with our clients, as we can show them that we take absence seriously and control it successfully.

“In addition, during the four years we’ve been with FirstCare we’ve seen an improvement on the quality of the data and the way it’s presented. The system is very professional.”



FirstCare

Absence Management Solutions

**To find out more about our absence management services,
contact us today.**

Call us on 03454 565 730 or email info@firstcare.eu