

Developing a Win-Win for an Electrical Contractor

The company provides electrical services to the domestic and commercial markets. It has successfully expanded in recent years.

Problem

- Employees requested improved terms and conditions when asking for written contracts of employment
- As there is a tight labour market for electricians the company said it was prepared to make improvements, provided the additional cost was met through improved productivity and efficiency

Outcome

- Increased service capacity
- Increased turnover and profit
- Introduction of flexible working
- Increased productivity and efficiency
- Improved customer service
- Increase in guaranteed pay
- Abolition of overtime payments
- Introduction of extra holidays and company sick pay
- Introduction of pay and career progression plan to reward acquisition of new skills and improved job performance
- Attracted new, highly skilled electricians to meet extra customer demand
- Up to date contracts of employment