

## Challenges:

As we continue to expand as a company, we believe now more than ever that our most valuable asset is our employees. Due to the nature of our business, almost all of our staff are in customer facing roles or are involved in providing customer support.

Recruiting new members to our workforce and ensuring that they, together with our existing team, can see our commitments across all aspects of employment is crucial to our organisation.

For Force One, the People Matter Charter provides a clear focus and direction for us to follow. It also emphasises values to which we are already committed whilst highlighting areas we are actively implementing or aspiring towards. Supporting the Charter demonstrates our commitment to staff, customers, and our supply chain.

For these reasons we felt becoming a signatory and supporting the charter was very important.

## Impact:

2020 proved a very challenging time with the impact of COVID-19 delaying plans we had hoped to set in place for implementing or expanding on the eight main points of the People Matter Charter.

However, to date we have incorporated FIR, equality and mental wellbeing into our company approach to a far greater extent than ever before. We support this with training, presentations and through our bespoke company app providing access to supporting documentation and information. We also have two FIR ambassadors and three mental health first aiders to drive policy and support our staff.

- **Workforce culture** - Force One are one of the few companies within our industry that insist on a two-person operative crew. This ensures no lone working, shared operational responsibility and therefore less fatigue (physical wellbeing) as well as colleague support. Working as a team also allows for improved and shared expertise, resulting in a more independent workforce.
- **Skills and training** - Force One continuously invest in and develop the skills of staff both field and office based. Staff are issued with personal development plans, which allows for monitored progress of staff at all levels.

As a company, we have in place policies and practices covering the remaining points within the Charter:

- **Due Diligence/Supply Chain**
- **Labour Legal Requirements**
- **Labour Exploitation Payments**

## Fact box



### Company

Force One Ltd

### No of employees

> 50

### HQ

March Cambs

### Website

[www.forceoneltd.co.uk](http://www.forceoneltd.co.uk)

### Main contact

Sean Strohman

### Services

Safe Dig Suction/Vacuum Excavator hired in operated plant provision

### About

Force One Ltd is a leading provider of safe dig suction excavation services nationally. One of the first to introduce this technology into the UK back in 2004 it has become recognised as a specialist in its field and has a reputation for its customer focus and can-do approach.

- **Living Wage**
- **Payments**

Force One Ltd. addresses all of the above commitments by directly employing all employees. Employees have employment contracts and terms and conditions. They receive well above living wage and we fully comply with all HMRC legislation, tax, NI, pensions & benefits, etc.

All these statements are fully auditable and evidence based.

The overall impact of the People Matter Charter for Force One has been to focus the company's efforts in implementing change across all points of the charter and make the company a more employee-focused, fair and inclusive organisation.

## **Value gained:**

We believe the main value that we have gained from the People Matter Charter during 2020 is that its implementation demonstrates our commitment to its principles, and by doing so has helped to create greater confidence in the workplace for our staff. Our commitment to the Charter also helps to meet the growing expectations of our customers.

We hope that in 2021 that life and business return to a new normality, and we will be able to allocate more resource and time to areas of the Charter. We aim to make more use of the Supply Chain Sustainability School's support in the form of e-learning, supplier days and training workshops. All of these provide great help and value.