

Case study

Valuing People



What was the challenge?

Manchester based Fournet's business is the design, installation and maintenance of managed services for large contact centre systems for local and national government and enterprise scale private sector clients. Recruiting and retaining motivated and engaged employees is critical to its competitiveness. ESG KPI analysis showed that before our investment there was a lack of employee surveys, records of staff training and career development plans. When team surveys were introduced, satisfaction scores were low and the business had a relatively high staff turnover rate. Engagement was clearly an issue.

How did they address this?

Fournet decided to address employee engagement in a number of ways but most significantly set itself the target of winning a place in the Best Companies to work for survey within 2 years.

The Best Companies award process gave Fournet a proven framework to work to in terms of optimising the factors in employee experience, leadership and management:

Leadership – the heads and senior managers of the company and company culture

My Manager – the local management on a day-to-day basis

Personal Growth – opportunities to learn skills and advance

Wellbeing – balancing work-life issues

My Team – immediate colleagues and working together

Giving Something Back – giving back to society and to the community

My Company – the company and the way it treats and engages with its staff

Fair Deal – satisfaction with pay and benefits

What was the outcome?

The programme was a great success and in 2020 Fournet achieved a 1 star award, and in 2021 a 2 star award, being ranked as one of the top 100 businesses in the North West to work for, based on employee feedback.

YFM exited its investment in Fournet in 2021 with a 6x return.

