



PHIL COPPELL LTD (PCL)

CASE STUDY

IN SUMMARY

PCL reinvested £30-40k through outsourcing their Employment Law and Health & Safety needs and building a proactive partnership for the long term.

Making payroll & HR easy

PCL is a complete roofing solutions company working across the domestic, commercial and trade sectors, as well as housing associations and local government buildings like schools and hospitals. The company cover the whole of the UK from their head office in Manchester and showroom/distribution centre in Essex.

**EMPLOYMENT LAW
AND HEALTH & SAFETY**

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MOOREPAY CASE STUDY:

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“MOOREPAY IS PROBABLY MORE OPEN ABOUT THE WAY THEY PRICE [...] THEY ARE THERE WHEN WE NEED THEM AND WE THINK WE CAN TAKE THAT FORWARD MORE.”

Jim Flanagan is focused on growing his team at PCL and maintaining the company's leading market position in the face of competitor pressure.

As Group Managing Director, with responsibility for all strategic and financial planning within the business, Jim had very explicit objectives to meet by the end of the year and needed an external supplier who could not just keep up with PCL but act proactively to support the company's needs.

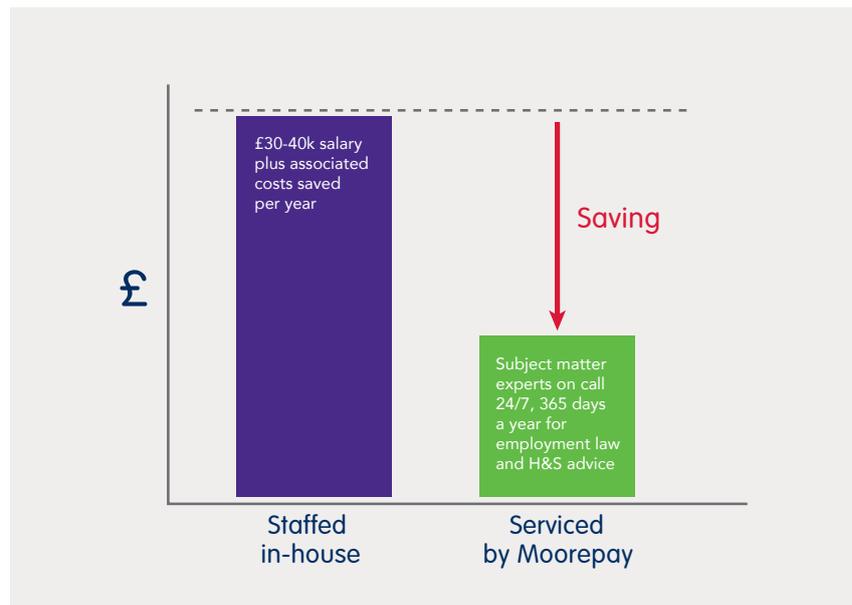
PCL originally outsourced the Employment Law and Health & Safety aspects of the business to Moorepay in 2013/14, but the process has taken time and considerable fine tuning on both sides to bring it to a level with which both parties are happy, as Jim explains:

“My belief is that both parties had become very complacent and reactive rather than proactive and, if you're outsourcing services, both parties have to be proactive at driving those services forward.”

Stepping back to move forward

When Jim joined PCL a little over two years ago he found the existing approach to employment law – the first service to be outsourced – needed more structure and focus,

OUTLINE BENEFIT ANALYSIS



and there was confusion over the health & safety support in place.

“I went to market and was ready to move, and brought in Moorepay to tell them that. As a result of that initial indication we met a lady called Susan Walter from Moorepay who, in fairness, handled the meeting exceptionally well and it was a result of that meeting that I decided to stay. Out of something bad came something good.”

Now, Jim says, both areas are formalised and working well, and the meeting allowed for some bespoke elements to be built into the terms and conditions which

involved both Moorepay and PCL working to create terms which suited the evolving nature of the business.

The review was so positive that with PCL's renewal date approaching, Jim is doubling down with Moorepay:

“We're again approaching the point whereby I could serve notice and go elsewhere, but I've no intention of doing that as I feel we've still got room to grow together. Anybody I deal with in our supply chain has to keep up with us and, in the ideal world, stay ahead of us. Moorepay is there when we need them and I think we can take that forward more.”

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“HEALTH & SAFETY IN THE WORKPLACE IS AN EXTREMELY IMPORTANT PROCESS AND ABSOLUTELY FUNDAMENTAL TO ANY BUSINESS – WHETHER YOU EMPLOY TWO PEOPLE OR 5,000.”

How strong supplier relationships can deliver significant results

Taking the time to clear the decks and get the service right has seen the development of a stronger working relationship, leading to more detailed work on PCL's understanding of health & safety.

BENEFITS

- Continuous business improvement process instituted for health & safety function
- Delivered £30-40k in cost benefits to reinvest in the business
- Ensured compliance through training top level staff to embed health & safety culture

“Moorepay is working with us on a continual process of improvement, in what I and my management team view as a key critical business area. Overall health & safety in the workplace is an extremely important process and absolutely fundamental to any business going forward – whether you employ two people or 5,000. I think the key with health & safety is really trying to work with an organisation that can break the jargon and legislation into simplified systems that businesses of our ilk can follow and work to. Working with Moorepay I feel now, as the man in charge of this group, I've got a supplier of a service that can assist us in moving these areas forward.”

PCL has started the process of training top level staff with help from experts at Moorepay because, Jim says, health & safety is a culture which has to be driven from the top down.

“By outsourcing, I know that as long as I work to the guidelines and procedures issued I remain compliant, which is absolutely what I would expect us to do. It also ensures that we don't work in comfort zones and take our eye off the ball.”



For PCL, the initial and continued decision to outsource has brought additional cost benefits estimated at £30-40k per year, which has been reinvested into the business in key areas.

“Moorepay is probably more open about the way they price and, overall, in terms of commercial support we have come from the dark side in our working relationship to now being in a proactive position with a settled supplier and, personally, I thank them for their efforts.”

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