

SkyBlue Knows More about Facilities Management

The collaborative, partnership ethos at SkyBlue gives us a genuine insight into what makes facilities management work. We understand the kind of people who are able to establish and maintain complex contractual relationships in performance, quality and safety critical services.

SkyBlue specialise in finding and placing facilities managers with hands-on experience in both hard and soft FM areas, with the right formal qualifications where required, and the right attitude for your business.

With around 2900 temporary workers going through the books week by week, we now have a clear, nationwide view of who is working where, when they are likely to be available for redeployment and what they are qualified to do. This helps us forecast both strategically (often in partnership with customers) and tactically, and enables us to meet customer needs more cost-effectively and rapidly.

Our candidates consistently work on SkyBlue projects demonstrating they are committed and reliable. SkyBlue first visits the premises to make sure we, and the support staff we supply to you, have a clear understanding of your business needs.

In addition, SkyBlue people are already working behind the scenes, on helpdesks and in support services, running housekeeping and maintenance functions for both public and commercial organisations, from NHS hospitals to financial institutions.

Having the right support team in place can enhance your team across all workstreams, it also strengthens your client and customer relationships, improving productivity and safety, reducing costs and ensuring excellent customer service.

See appendix for case study

SkyBlue Highlights:

- H&S and IMS focus with full AFR reporting
- Competitive Rates
- Robust Health and Safety Practices
- Recruitment Legislation, Advice & Guidance
- Specialist Sector Knowledge and Expertise
- Diverse and Equal Working Practices
- Corporate Social Responsibility
- Training Expertise
- Cross Business/Marketing Opportunities
- Flexible Branding

Accreditations

Investors in People Status

Link Up

REC Audited Status

REC Diversity Assured Status

Safety Standard (18001)

Environmental Standard (14001)

Quality Standard (9001)

Recruitment International – A top 250 Listed Recruitment Company*

UVDB

*SkyBlue is listed in the top 50

Awards

Best Large Recruiter 2010

REC Best Contribution in the Community

November 2009

Best Construction Recruitment Firm

April 2009

Man on a Mission

June 2008

Most Switched on Person

June 2008

Birmingham's Brite Spark

June 200

SkyBlue Health & Safety

All of the suppliers within SkyBlue work to standard processes and these are the foundation on which they are measured to ensure legal compliance and conformity to industry standards.

SkyBlue, and all other suppliers, are measured by IMS on the following areas;

- Compliance to internal processes/policies and procedures
- The Equality Bill (Equality Act) 2009, and preceding Diversity, Equality and Discrimination Legislation
- Compliance to The Conduct of Employment Agencies and Employment Business Regulations 2003
- Asylum and Immigration Act
- Income Tax (Earnings & Pensions) Act – Chapters 7, 8 & 9 specifically

This process also provides a framework for the continual review and improvement of IMS in accordance with the requirements of BS EN ISO 9001:2000 and in line with the

Environmental Management System BS EN ISO 14001:1996, and Safety Management System OHSAS 18001.

In addition to ensuring compliance of suppliers, IMS

- audits that all workers are provided with the required skills, qualification, technical accreditation and experience required for the work they are required to perform
- where required, Security and CRB checks can be facilitated. Where appropriate, correct levels of PPE (Personal Protection Equipment) are provided and maintained/checked

Temporary Recruitment

SkyBlue can offer workers who are paid in a variety of ways to its clients;

- PAYE
- CIS
- PSC (Personal Services Companies)
- Umbrella Companies

All of which, through audit, SkyBlue are satisfied comply with current legislation.

Training & Development

Well trained individuals are essential to the success of SkyBlue. SkyBlue ensure that its temporary workers are trained in the requirements of their trade, and skills are also enhanced where possible by further training, either because of a specific requirement by a particular client or contract or general worker training to improve the level of delivery. This training is in addition to what is provided for SkyBlue's own employees. Therefore training is split into two separate categories;

Employee Training:

SkyBlue offer employees at all levels training relevant to current roles and development opportunities in readiness for future opportunities. SkyBlue have an established Training Matrix which provides guidance on the internal and external training courses that are available and professional qualifications which can be gained.

Temporary Worker Training:

SkyBlue's temporary worker training is driven either as a result of a direct client requirement or SkyBlue aiming to enhance the performance of the temporary worker compared to the competition.

Funding for Training:

In partnership with a number of organisations SkyBlue are able to secure funding to support our continued investment in the training and development of our employees and temporary workers. By continuing to develop our relationships with training providers and associated organisations, i.e. the CITB, we are able to offset a large portion of the costs incurred.

ISV Skills Testing:

SkyBlue has an on-line skills testing facility that allows us to test the capabilities of our candidates in the following administrative areas:

- Call Centre
- General Assessment
- Microsoft Office
- Spelling
- Secretarial
- Audio PC
- Audio Tape
- Shorthand
- Data Entry

Diversity & Equality

At a glance:

- Award winning diversity & equality recruitment practices
- National Employment Partnership Agreement with Jobcentre Plus – commitment to finding jobs for long-term unemployed, underrepresented groups and in Super Output Areas (SOA's)
- Recruitment solutions to Government Stipulations
- Unique diversity funnel brings together Jobcentre Plus and other local diversity business partners to ensure route to employment for high priority job seekers
- View the SkyBlue diversity brochure and video here <http://www.skybluesolutions.com/about-news.asp?id=24>

SkyBlue has worked closely at all levels within local and central Government, Jobcentre Plus and the Learning Skills Council to fully understand and deliver a solution to the issues related to the employment of newly qualified & trained workers when moving into a new sector of employment versus those skilled in that sector.

SkyBlue Overview

SkyBlue contains 3 individual businesses; SkyBlue Solutions and Rail, which operate as recruitment agencies and businesses, and a Managed Service (MS), which provides one stop management processes for the supply and management of temporary or permanent recruitment for clients (largest contract valued at circa £90m per annum).

SkyBlue provides resource across all of the UK. Solutions currently operate from 10 locations from Glasgow to Southampton, Rail operates from 3 locations and currently there are 3 on-site operations with MS operating from Birmingham.

The business is listed as one of the top 50 recruitment firms and is one of only 5% of all nationally operating recruitment companies governed and fully audited by the Recruitment and Employment Confederation (REC).



SKYBLUE AND NORTHWOOD A LONG-TERM PARTNERSHIP



Case Study

Recruitment agency SkyBlue delivers a consistent service at the Northwood MoD Headquarters

In 2007 support services and construction company Carillion, and its joint venture partner HSBC Infrastructure Fund Management, started redeveloping and managing the Northwood Headquarters, Middlesex.

SkyBlue, the recruitment division of Carillion, established working links with the MoD site in Northwood to offer high profile construction labour, phased over a five-year period.

The work comprises a mixture of refurbishment and new build of residential and non-residential building to enhance both the condition and functionality of the site.

As soon as the client decided to utilise SkyBlue's expertise, the recruitment team developed a close partnership with the client in assessing needs to adapt to their demands.

SkyBlue, specialists in recruitment for the Construction, Rail, Facilities Management and Highways sectors, provides an average of 10-15 people a week at Northwood MoD site: from shifts engineers to painters and drivers.

Keith Smeeth, Maintenance Manager at Carillion Services explains, "I would like to take the opportunity to thank SkyBlue for the support you have provided over the last two years. You have provided me with an invaluable service by supplying labour support, sometimes at short notice, to engineering services at the MoD site in Northwood.

"The standard of the engineers you have provided have been excellent and in general have always provided me with the skill sets I require.

"I have also been impressed with the follow up service. We have met here on site on several occasions allowing me to express my views on how the candidates are getting on and to question me on my labour needs for the future. The service is a complete recruitment package which in my experience, is a forerunner in the agency industry."

Alan Butler, Northwood Command Centre (NCC) Building Services Manager, says, "Your service in providing us with the appropriately skilled personnel is excellent.

"All of our requirements and questions have been dealt with in a professional manner and the follow up service has been excellent."

Imran Rahman, SkyBlue London branch Team Leader, adds "After an extensive and efficient search and selection process, we were able to identify the appropriate candidates for the MoD site, all with background and history check-up, and all documentation to support their application in order."

The team managed to place candidates who are now in long-term assignments at the MoD site in Northwood. Over 15 people has been placed in permanent assignments at Northwood in the last 18 months by Ellen Williams, SkyBlue Permanent Recruitment Consultant. The roles range from Administration to Management, including CAD Technicians and Graphic Designers.