



99p Stores and People Force International

A Strategic partnership to benefit the customers of 99p Stores and the staff who serve them

CASE STUDY



99p Stores' Chief Operating Officer Tony Brown commented:

"People Force International has delivered exceptional quality to us in various key specialised areas. Their dedication, commitment, expertise and professionalism have helped boost the quality and standards delivered by our people throughout the 99p Stores' organisation."



Strategic HR

99p Stores regard their staff as being one of their five 'S's' that establish this major and highly successful retailer's competitive advantage, along with Sales, Stock, Services and Standards. 99p Stores has benefited from advice and guidance provided by People Force International, its Strategic HR partners. People Force International's Chief Executive Officer Pritul Khagram (Chartered FCIPD) acts as the advisor to the 99p Stores Board.

Employee Relations

With more than 6000 employees across 250+ stores and an extremely diverse multicultural workforce, it is inevitable that people issues arise at 99p Stores. People Force International manages the more complex Disciplinary & Grievance cases on an independent basis. People Force International enables 99p Stores' employees, who are involved in these cases, to feel comfortable and secure in the knowledge that their case is being handled by a highly competent and professional third party, in a fair and appropriate manner, that complies fully with guidelines and legislation and is sensitive to the needs and feelings of the employees involved.

HR Software

As HR Software experts, People Force International was appointed by 99p Stores to undertake a feasibility study of 99p Stores' HR Systems and processes. In particular, People Force International deployed its expertise and experience to address the vital question of whether the HR System at 99p Stores was fully fit for purpose. As a result of the hands-on consultative advice provided by People Force International, the retailer decided to stay with its current provider and took on board the suggestions and advice provided by People Force International.

Recruitment

People Force International has successfully placed various senior and specialist staff in key positions within 99p Stores. The sheer experience, knowledge and breadth of contacts which People Force International offered 99p Stores was vital in helping the retailer to attract the right people at the right time. In particular, People Force International was instrumental in re-instating 99p Stores' Loss Prevention department by recruiting an entire new team, including the Head of Loss Prevention, Ken Wright. Mr Wright commented: 'People Force International understood exactly the type of people we needed on the Loss Prevention side – they scanned the market and identified extremely competent and experienced Loss Prevention professionals who are now contributing in saving money for the company'.

Immigration – Right to Work Compliance

People Force International's Immigration Division, regulated by the Office of the Immigration Services Commissioner (OISC), offers an ongoing Right to Work compliance service. Through its proactive approach, People Force International has created a reliable and comprehensive mechanism which monitors the ongoing validity of all non-EU nationals' Right to Work in the UK. People Force International engages with Store Managers, Area Managers, Regional Managers and HR to ensure that 99p Stores are complying with the Prevention of Illegal workers regulations.