



# STAFF PROVISION SERVICES: THEORY & PRACTICE

AEB Breakfast

«Sharing SMEs experience with outsourcing: challenges and opportunities»

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Moscow



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## ABOUT COLEMAN SERVICES



**Olga Bantsekina**

Coleman Services UK Chief representative  
Deputy Chairman of the Board /  
Head of Human Resources Committee  
Association of the European Businesses



**1998** – start of activities in Russia  
**8** regional offices  
**More than 200** – Coleman's employees  
**More than 8000** - leasing personnel  
**4** key business directions  
**7 years** – average cooperation period with the Customer  
**More than 70** projects on the remote basis  
**More than 4 500** - yearly average index of staff placements  
**5 years** – Coleman's consultants average working period

## STAFF PROVISION SERVICES IN RUSSIA



- Staff provision services started its development during the crisis of 1998
- Outstaffing – the first form of staff provision in Russia
- Nowadays – full range of staff provision – 3 types of services
- Average yearly growth – about 50%
- Main customers - foreign companies in all sectors of the market
- Considerable growth of interest and demand from the Russian companies

## BUSINESS SPHERES



Industry



Consulting



IT & TeleCom



Finance & banks



Pharmacy

Staff provision is used in almost all spheres of modern business



Real estate



Oil & Gas



FMCG



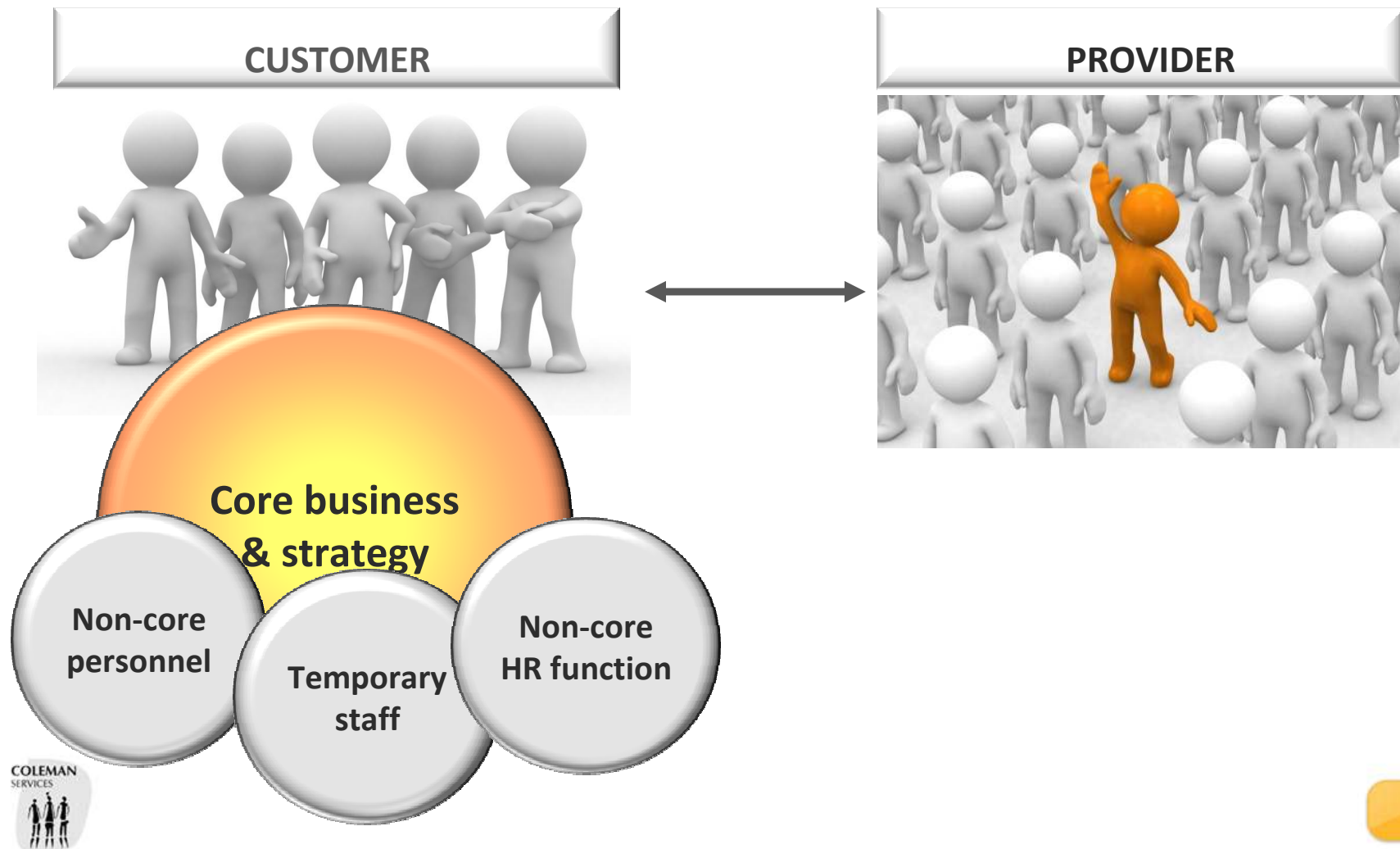
Car industry



Retail



## GENERAL SCHEME OF STAFF PROVISION



## TYPES OF STAFF PROVISION SERVICES




- OUTSTAFFING
- PERSONNEL LEASING
- TEMPORARY STAFFING

### *Differ in:*

- ✓ *Duration of service provision*
- ✓ *Recruitment of personnel*
- ✓ *Management & control*

## TYPES OF PERSONNEL

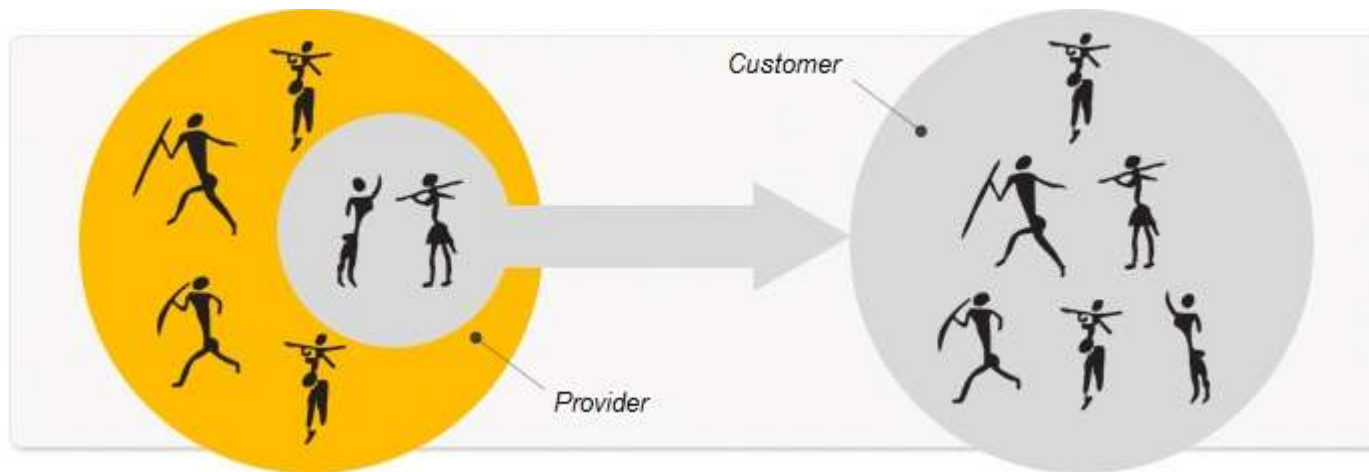
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- **A**ddministrative personnel
  - **F**inance personnel
  - **T**echnical & IT personnel
  - **S**ales & marketing
  - **H**R personnel
  - **O**ther types of personnel



## OUTSTAFFING

Is transfer of customer's staff employees to staff lists of the HR provider

The employees continue to carry out their labor functions on a former working place



*Specific features:*

- ✓ Provider **doesn't recruit** personnel
- ✓ Personnel is under **full customer's control**
- ✓ Customer needs personnel for **long-term** projects

## OUTSTAFFING - CUSTOMER PORTRAIT



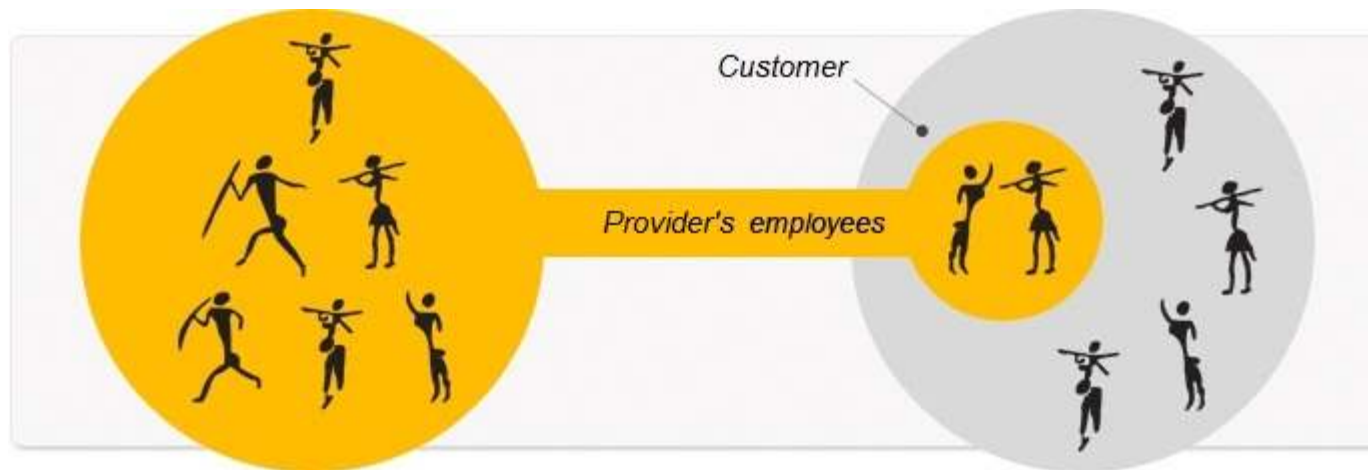
- Company with headcounts limitations
- Company interested in transfer of non-core personnel from regular staff without loss of management and control
- Company interested in extension of the trial period for new employees before putting them to regular staff
- Company interested in transfer of the full spectrum of HR / payroll functions to the competent provider:
  - ✓ records management;
  - ✓ accounting and tax management;
  - ✓ executing documentation for business trips, lunches, insurance, trainings, social benefits, etc.



## PERSONNEL LEASING

**Recruitment and further secondment of provider's staff to perform certain business tasks on the territory of the customer**

Possibility of future transfer of personnel to customer's stafflist



*Specific features:*

- ✓ Provider **recruits** personnel
- ✓ Personnel is under **full customer's control**
- ✓ Customer usually needs personnel for **long-term** projects

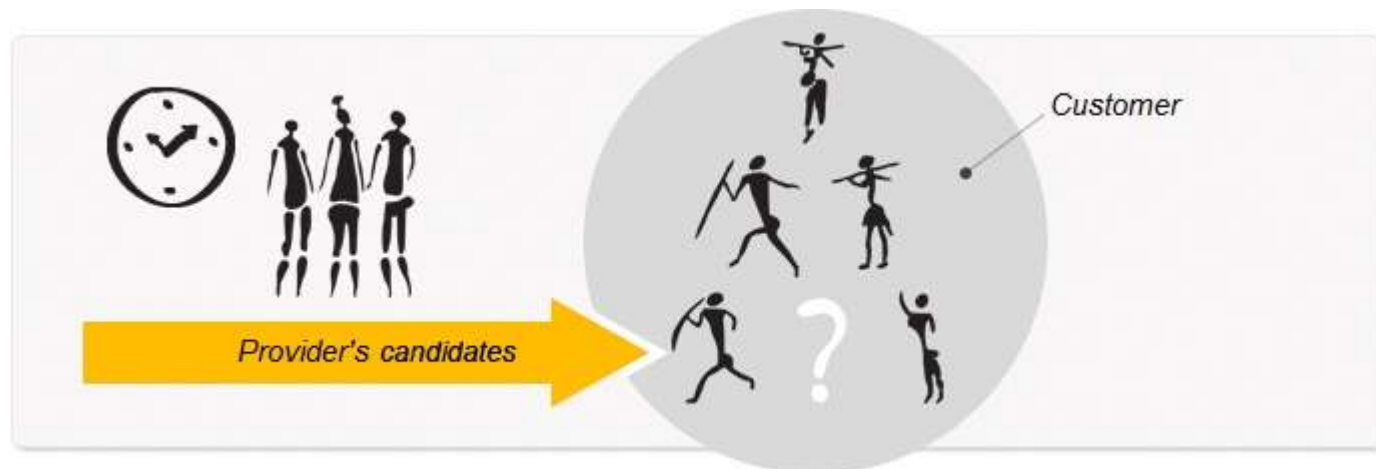
## PERSONNEL LEASING - CUSTOMER PORTRAIT



- Company with headcounts limitations
- Company in the period of intensive growth
- Company with absence of recruitment department
- Company interested in extension of the trial period for new employees before putting them to regular staff
- Company interested in transfer of the full spectrum of HR / payroll functions to the competent provider:
  - ✓ records management;
  - ✓ accounting and tax management;
  - ✓ executing documentation for business trips, lunches, insurance, trainings, social benefits, etc.

## TEMPORARY STAFFING

Provider supports the customer with temporary staff for short-term projects from one day to several weeks



*Specific features:*

- ✓ Provider **recruits** personnel
- ✓ Personnel is under full **customer's control**
- ✓ Customer needs personnel for **short-term** projects

## TEMPORARY STAFFING - CUSTOMER PORTRAIT

- Company needs temporary substitution for internal employee (vacation, sick leave, etc.)
- Company needs addition resources for urgent projects (peak workload, inventory, period closing, etc.)
- Company plans to implement special projects (exhibitions, promotions, etc.)



### *Temporary positions in-demand*

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rtment assistant  
dministration assistant  
ntant assistant  
er  
oter and etc.



## BENEFITS OF STAFF PROVISION FOR BUSINESS

OPERATION	FINANCE
More strategic & concentrated on core business	Cost saving on: ✓ Staff recruitment ✓ records/accounting/tax management Effective redistribution of budget items
Less administrative	
Staff flexibility	



Business without SPS

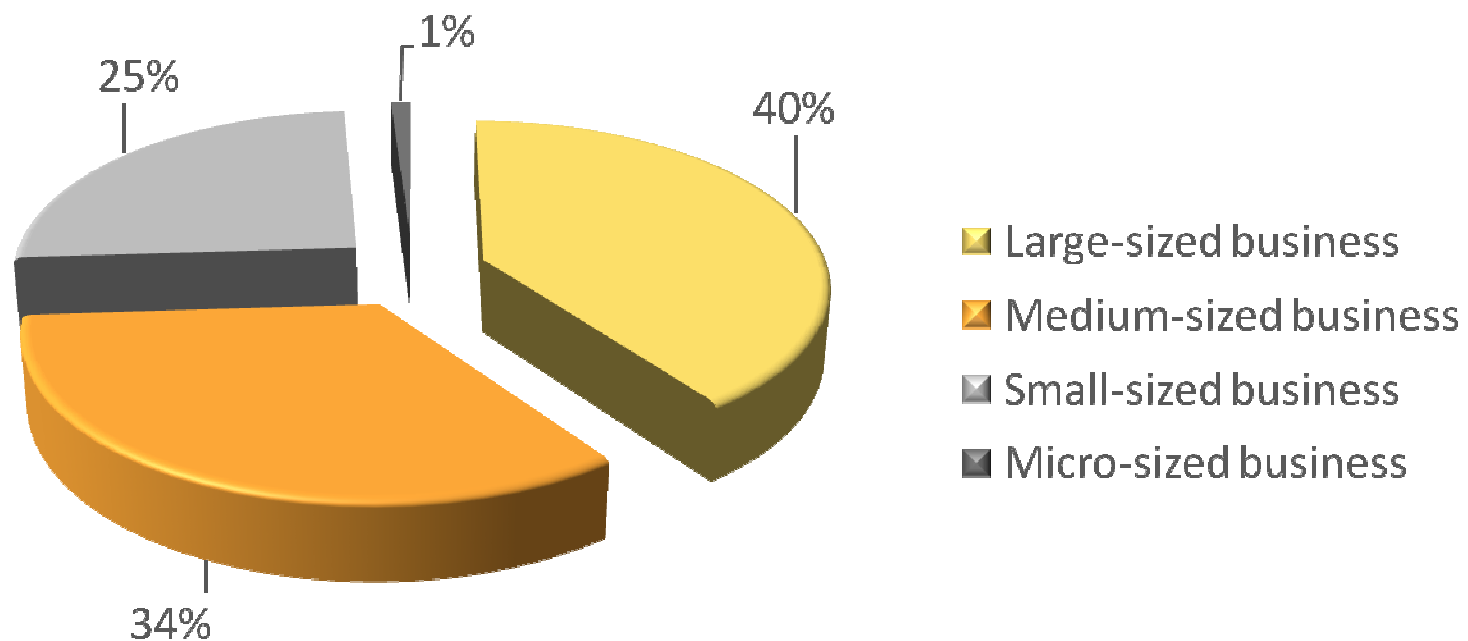


Business with SPS



## STAFF PROVISION FOR SMALL & MEDIUM-SIZED COMPANIES

Customer portfolio – Coleman's statistics





## STAFF PROVISION FOR SMALL & MEDIUM-SIZED COMPANIES (2)

### Outstaffing

- Finance & administrative positions
- Sales force
- Support staff: couriers, coffee-ladies, cleaners, etc.

### Personnel leasing

- All kinds of office / industrial positions

### Temporary staffing

- Reception
- Promo personnel
- Support staff: couriers, coffee-ladies, cleaners, etc.



THANK YOU FOR YOUR ATTENTION

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Thank you!



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