

From 15% to 3%: How Vertas Transformed Absence Management with Honeydew

Vertas used Honeydew's Day-1 Service and Engage to empower managers and enhance wellbeing.

From 15% absence down to 3%

Vertas introduced Honeydew's Day-1 Absence Management service in 2014. Since then, with the support of Honeydew, Vertas has effectively managed employee absence and developed strategic wellbeing initiatives to increase employee engagement and wellbeing. Honeydew interviewed People Director, Kate Innes, for her reflections in November 2023 as the partnership entered its 10th year.

Since beginning our collaboration, the Vertas Group, including Vertas, Concertus Design and Property Consultants, and Opus People Solutions have become one of the largest integrated facilities management companies in Great Britain, winning multiple awards along the way

"Prior to Honeydew, the absence rate was something between 12% and 15% but actually it wasn't, that was a bit of a finger-in-the-air job because there was no management of absence. It was less than a year [and] we were down to around 3% absence"

Achieving such a reduction in absence level was due to HR and line managers having access to a comprehensive absence reporting service which includes the web-based Engage absence management software.

With over 300 managers and a workforce spread across 800+ locations, Vertas have found the Day-1 Absence Reporting service invaluable. It means that managers don't need to answer phone calls at all hours of the day, but they can focus on managing their workforce absence. Employees also benefit from having a single point of contact to register their absence.

Data-driven wellbeing initiatives

Honeydew provides Vertas with robust data and reliable reporting. That has allowed the People team to support managers and employees by investing in the appropriate wellbeing benefits and recognising areas where further support is needed.

Honeydew's Day-1 service provides:

- Groundbreaking technology
- Scalable service
- Experts in absence management
- Live absence dashboard
- Highly recommended service

"[Engage] gives you that really quick visibility of your absence position: we know what we're dealing with now ... what gets measured, gets done."

More than 10 years of agile partnership

Vertas has vastly grown organisationally and strategically since 2014. Vertas' needs and requirements have changed significantly, but Honeydew has continued to maintain a consistent, reliable and agile service.

"It's massively down to the partnership that we've got with Honeydew. We know that the Honeydew team are always responsive to our questions, our needs, and changes in our business, understanding and listening to what we actually need. Honeydew's agility helps us be agile."

Working in partnership with Honeydew gives Vertas the confidence that their managers have the tools they need to effectively manage employee absence and support employees' safe return to work. It has reduced the administrative burden to give managers the time to focus on supporting employees and foster wellbeing across their growing workforce.