



Newsletter September 2008 – Reducing Costs

F.O.A.M Services continues to grow from strength to strength. The uncertain financial climate has seen a 50% increase in the number of companies looking to reduce their admin, service and support costs through revised processes or outsourcing. **F.O.A.M Services** will help identify alternates to your company's traditional processes!

Financial concerns often see Health & Safety, Emergency and Contingency Planning removed from the budget. During these difficult times, elements of your business could become vulnerable and recovery from any disruption would depend on how robustness your contingency strategies. Disruption in one area of the business will have a knock on effect. Review and reconsider your contingency and health & safety arrangements to avoid disappointment.

F acility Management	O ffice Management	A dmin/Secretarial	M anagement Services
<p>Business interruption insurance provides a financial safety net <i>while</i> the business is recovering. Unfortunately, it takes more than a financial injection to return to business as usual. A successful recovery will depend on defined leadership, good organisation, and survival of essential data, ability to provide continued service and maintain your client base. Introducing a business continuity programme will ensure that you are able to successfully recover your business following any minor or major disruption.</p> <p>Ponder the following :</p> <ul style="list-style-type: none"> ✓ Who will be contacted if there is a disruption; how will all your staff be contacted? ✓ What are your key documents and how are they stored? ✓ What is the consequence if you cannot retrieve those documents? ✓ Are your staff aware of what they need to do in the case of an emergency evacuation or invacuation? <p>Are you aware of the risks that face your business and what steps is your company taking to reduce their impact?</p>	<p>An unstable economy has led business owners to explore means of reducing staff costs; many are looking towards outsource, contract or temporary staff. Consider the follow when faced with this decision:</p> <p>Commitment: Contract staff are dependant on their reputation: commitment is guaranteed. Employment contracts give you the commitment of FTE's. Loyalty: A level of loyalty is attained by FTE. Contract employees are not part of the team and often left out of team events.</p> <p>Hire Charges: Outsource costs are fixed. Recruitment agencies charge 25-40% of the FTE's first year's salary.</p> <p>Time: There is always training associated with any position. Time training orientating permanent staff is time consuming and costly. Cost Savings: Outsource costs are agreed for the contract period. Employing skilled FTE's is costly. To secure the best staff employers must offer competitive salaries and benefits. Other costs associated with FTE are redundancy packages, holiday pay and other benefits. Flexibility: Experienced contract staff can begin working within hours to few days. It can take a minimum of 12 weeks to employ and orientate a FTE. Legal Issues: A contract can be terminated by paying an exit fee agreed at the beginning of the contract. Disciplinary, dismal or redundancy packages for permanent employees increase legal costs.</p> <p>Whether you choose outsource, contract or permanent staff it is your reputation as an employer that will determine the quality of the staff you attract and keep.</p>	<p>Unfortunately for staff many business owners don't understand the allure of using the likes of Facebook and MySpace. You know that a happy workforce is more productive than an unhappy one. However, consider the costs by allowing constant access to these sites.</p> <ul style="list-style-type: none"> ✗ hours of lost productivity, ✗ bandwidth and email server strain, ✗ Risk of system intrusion ✗ Risk of inappropriate content posting (company confidential information). <p>Regardless of the size of your business introduce a formal IT Equipment Time & Usage Policy. It should cover:</p> <ul style="list-style-type: none"> ✓ Personal email and phone calls, ✓ Websites that users can/cannot visit during working hours, ✓ Usage of mobile phones <p>The policy should be signed by all employees with copies held in their personal files.</p> <p>Ensure that you have clear, defined and documented disciplinary procedures in place to manage any transgressions.</p>	<p>What is 'Carbon footprint'? A representation of the effect human activities have on the climate in terms of the total amount of greenhouse gases produced; measured in units of carbon dioxide</p> <p><u>What are the benefits of being aware and improving on your company's environmental performance?</u></p> <ul style="list-style-type: none"> ✓ Improve your reputation with current and future customers ✓ Save money and increase profits by reducing waste and using energy more efficiently ✓ Take advantage of environmental tax obligations and breaks <p><u>How to start reducing your carbon footprint?</u></p> <ul style="list-style-type: none"> ✓ Keep windows closed while heating or air conditioning is on. ✓ Remove personal waste bins from desk and replace with recycling bins in all office spaces. ✓ Turn off the unnecessary equipment during the evenings and weekends. ✓ Cut travel costs use call and video conferencing facilities, they are cheaper and more reliable. ✓ Cut printing costs – use double sided printing

We hope you have found this month's newsletter interesting reading. If you would like to know more about the issues discussed or have other related queries please feel free to contact me by email on armande@foamservices.com
Take Care



Armande-Claudine Holliday
Managing Director