

Bluestones Supply Chain.



Working for us

How we're using your feedback to drive our service forward
and deliver the best possible candidate experience



Your
experience
when working
with us is
important.



Introduction.

About our candidate feedback report.

At Bluestones Supply Chain, our mission is to ensure that all our clients and candidates experience the best service and results possible, whether this is sourcing for our clients or working on behalf of our candidates and their career.

We stake our personal and professional reputations on the excellence of our work at Bluestones Supply Chain as we know our business succeeds or fails because of the service we provide.

This is why we felt it was important for our candidates to have their opportunity to tell us exactly what they think of us. We recently surveyed a cross section of our candidates from across the different sectors that we serve. They provided their honest opinions of what it's like to work with Bluestones Supply Chain.

The responses to the survey have helped us to identify not only our strengths, but also the areas where our candidate experience can be improved. This candidate feedback report summarises our key findings, and outlines the next steps we will take to further improve the service we offer.

Our process

Identify issues.

From our survey, we have a clear measure of both quantitative and qualitative data that has highlighted the areas where our service can be improved.

Develop a plan of action.

Having identified our key areas for growth and improvement in our candidate experience, we have developed a clear plan of action.

Implement and follow up.

We don't just say we'll do something, we actually do it! Once our plan of action is in place we will regularly review our progress and candidate feedback.

Key findings.

Our candidate feedback survey provided an invaluable insight into what our candidates think of us a business, employer and their personal experience of working with our consultants.

This page outlines the key findings from our survey responses, and demonstrates an overwhelmingly positive experience across the board.

01 | Overall experience

When asked about their overall experience of working with Bluestones Supply Chain, 84% of respondents rated their experience as being good, very good or excellent.

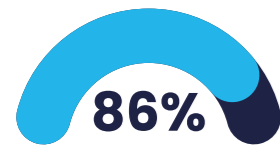


02 | Communication

88% of our surveyed candidates rated the communication they received from Bluestones Supply Chain, throughout the recruitment process, as being either good, very good or excellent.



03 | Our Consultants



86% of respondents rated their overall experience with their consultant as good, very good or excellent.

I've worked with Bluestones Supply Chain for a number of years and they're a very professional outfit. They'll help you in any way they can, whether that's filling in forms, finding you a shift pattern that fits in with your personal commitments or answering calls and emails around the clock, even on weekends! I wouldn't hesitate to recommend them to others.

Mark Miller – Driver



I've had a very good experienced overall. Communication was excellent and Bluestones Supply Chain made every effort to find me a placement as soon as possible. I got paid on time and received regular follow up calls from their consultants to check on how things were going!

Tafadzwa Mande – Warehouse Picker



Excellent agency to work with! There is nothing more I need to say about Bluestones Supply Chain!

Carole Martin – Production Operator

06 | Would you recommend Bluestones Supply Chain to friends, family members or colleagues?

04 | How would you rate your experience with Bluestones Supply Chain compared with other recruitment agencies you have used?

84% of respondents rated their experience with us as good, very good or excellent when compared with other recruitment agencies they'd worked with.



05 | Describe your experience of working with Bluestones Supply Chain.

"Bluestones Supply Chain are an excellent company to work for. Shifts are provided without me having to ask for them and the communication I receive from their team has always been really good. And most importantly, pay rates are excellent in comparison to those offered by other agencies."

Varshinika Mandava – Warehouse Operative

"The staff at Bluestones Supply Chain are really friendly and very helpful. It took them no time at all to find me the perfect role and I've been happy with their service ever since. They are without doubt the best agency I've worked with!"

Abilash Poovakottuvilayil Thankappan – HGV Driver



86% of our candidates would recommend us to others.

Summary.

Based on the invaluable feedback and insights generated by our recent candidate survey, our team at Bluestones Supply Chain have highlighted a number of focus areas for the coming year to improve the overall experience we deliver to candidates to ensure we're delivering a recruitment service that is second-to-none.



Personalisation

We're focused on improving the personalisation of the experience we deliver to candidates. This includes tailoring job recommendations, communication, career guidance and feedback integration. This commitment demonstrates to candidates that their unique needs and goals are prioritised and that they feel valued and understood throughout the recruitment process.



Guidance & support

We care about our candidates beyond an immediate job placement. We're invested in their long-term success and career growth. That's why we're committed to providing each of our candidates with the tools and resources they need to improve their job search, professional development and overall employability.



Expertise

We're committed to retaining and attracting the best local talent to ensure that all our candidates enjoy the benefits of dealing with highly competent, credible, and compassionate consultants, able to deliver a best-in-class service, time after time (with no exceptions).

Action plan.

Personalisation

Personalised outreach

Rather than traditional generic jobs alerts and messages, we'll ramp up our efforts to discard general, one-size-fits-all communications. We'll leverage insights from our extensive database to create personalised communications that resonate with candidates on an individual level, referencing specific skills, experiences or career goals, ensuring they only receive highly relevant job opportunities.

Feedback

We'll regularly gather feedback from candidates regarding the quality of job recommendations and communication they receive. Most importantly, we'll act on that feedback to continuously improve this aspect of our service offering. We'll also proactively monitor response rates and use response data and engagement metrics to further fine-tune our personalisation strategies.

Guidance & support

Tools and resources

We don't believe in a conventional transactional approach to recruitment. Instead, we're dedicated to equipping our candidates with everything they need to navigate the competitive job market with confidence. That's why we're ramping up our repository of content resources, including career guidance, best practice tips and CV templates and builders.

Industry insights

Keeping candidates informed about current industry trends, job market conditions and emerging skills in demand is crucial. By providing access to market insights, we'll help candidates align their career goals with market realities, allowing candidates to make informed decisions about their career trajectories, such as pursuing additional training or certifications.

Your words. Inspire our actions.



Expertise

Divisionally focused

Our consultants are divisionally focused and operate in specific sectors of the job market; providing them with an in-depth understanding of industry nuances, trends and challenges. This expertise allows our consultants to speak the industry's language, making them more credible and trusted advisors to candidates.

Internal recruitment

In an increasingly competitive landscape, we won't compromise on the quality of consultants we hire as we continue on our rapid growth trajectory. We will continue to take our time to hire and retain the right individuals who share and uphold our values of passion, integrity and expertise.

Underpinned by our values:

Passion.

We're deeply passionate about what we do, the sectors we work in, and the partners, clients and candidates we work with.

Integrity.

We are admired for our commitment to honesty, trust, and transparency. That's why we do the right thing – even when no one is watching!

Expertise.

Clients and candidates come to us because we're experts, with over 40 years of experience in on-site and branch recruitment.



Bluestones Supply Chain.



Working for us.

Your words. Our actions.



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