



## Client Overview

## Client-Focused Supplier Summit

Volt had been managing a food and beverage client's MSP program for over a year, when our client was acquired by a leading global food company. As part of the new, combined organization's initiative to streamline operations, they issued an RFP to identify a single MSP solution across all North American locations. The client awarded Volt the business, based on our past success and plan for expanding our solution, which delivered the following benefits:

- Month-over-month cost savings
- Improve supplier quality
- Reduced turnover
- Increased fulfillment
- Greater diversity spend



As part of the program expansion rollout, Volt and our client hosted a supplier summit to introduce suppliers to the client's combined North American entity and discuss how the MSP program could help suppliers support the client.

Unlike most supplier forums that focus on the MSP and program procedures, the summit focused on the client's culture, brands, vision and corporate social responsibility initiatives. The client provided an overview of their company and a tour of their headquarters facility. Suppliers, client HR managers and Volt's program team attended a meet n' greet luncheon and breakout group sessions that focused on attracting and retaining top contingent talent, aligning services with the client's mission, current MSP program successes and future areas of opportunity. We held an award ceremony to formally recognize the top five suppliers, based on overall scorecard performance, partnership and participation. After the summit, attendees collaborated at a community volunteer event and socialized at a happy hour gathering.



*"You did an incredible job with the event ... Once again, a big 'thank you' for the award and the recognition. My team was completely blown away—I can't wait until they see the trophy in person! We are considering treating it like the Stanley Cup and letting each person take it home with them for 24 hours."*

*"I'd be remiss if I did not say that our success on this account would not be possible with[out] your even-handed guidance and true partnership. It is not lost on me that you are largely responsible for—not just our accomplishment—but the remarkable achievement of the entire program."*

*— Supplier VP of Operations*



### The supplier summit successfully:

- Laid the foundation for open communication between Volt, suppliers and the client
- Gave suppliers an in-depth understanding of the client and company culture, driving more accurate candidate-position matches
- Introduced a competitive-bid process for professional classifications, offering greater rate flexibility
- Offered suppliers an opportunity to provide specific program improvement suggestions

Volt incorporated supplier feedback into our program expansion and continuous improvement plans. Initiatives included conducting requisition spotlight calls with managers and implementing consistent processes for obtaining manager feedback on candidates and contractors to help suppliers understand talent needs and manager preferences, and optimize recruiting results. We provided client manager education on timely action during the candidate lifecycle to reduce candidate attrition. Volt also worked with the client to align wages with market rates to attract and retain qualified talent in competitive markets.

## Community Volunteer Event Details

Our client partners with a local food bank to end hunger in the community, donating 2.5+ million tons of food and 900+ volunteer hours annually.

After the supplier summit, supplier representatives, client managers and Volt's program team volunteered at the food bank. We sorted and prepared food in the warehouse for distribution at a food pantry, where families enjoy a personal shopping experience in a retail store environment rather than a typical charity exchange.



Our volunteer efforts provided approximately 2,720\* meals! Participating in a community initiative that our client is passionate about enhanced the partnership and shared sense of purpose between suppliers, Volt's program team and client managers.