

# CASE STUDY



## Ark Occupational Health

*“Investors in People has made me feel a more confident and capable manager of my employees; the Standard has given my staff a greater sense of direction and purpose within the organisation. Together we have a stronger, more focused and close team that is consistently positive about the success of the organisation.”*

Lizanne Shepherd, Director



### BACKGROUND

- Size:** 6 employees
- Sector:** Occupational health service provider
- Location:** Aberdeen
- Status:** Recognised since 2005.

### THE ORGANISATION

Ark Occupational Health has steadily grown over the past 7 years from a sole trader to a limited company while gradually increasing its staffing levels and portfolio of clients in all sectors of industry. Among Ark's strongest selling points are its personal approach and the experience and professionalism of its staff.

### IMPACT OF USING INVESTORS IN PEOPLE

Ark wants to grow as a business but retain its key qualities as a professional but personal provider of occupational health services. To do this it appeared essential that the organisation have sound business systems and objectives and a solid procedure for recruiting and retaining quality staff to deliver these objectives.

Once staff gained an understanding of the principles of the Standard they were encouraged by the company's commitment. As a result their own commitment to achieving Ark's business objectives has increased. Staff understand and are comfortable with their own objectives in the company and are more proactive about developing themselves and the company's performance. There is a much more positive attitude towards challenges and an appetite for success. The Investors in People workshops have allowed us to meet people from different sectors of industry and to exchange ideas and practices in order to benefit our own operations. It has also introduced us to like-minded companies some of whom we have engaged as suppliers. Having suppliers who are also committed to Investors in People means the quality of our supply chain is enhanced. Most employers will automatically say that they have a philosophy of commitment to staff - the Standard will help you to consolidate and improve on what ever level of good practice already exists by helping you to introduce effective systems for recruiting, training, and evaluating employees so that their contribution to achieving your organisation's business objectives is maximised.