



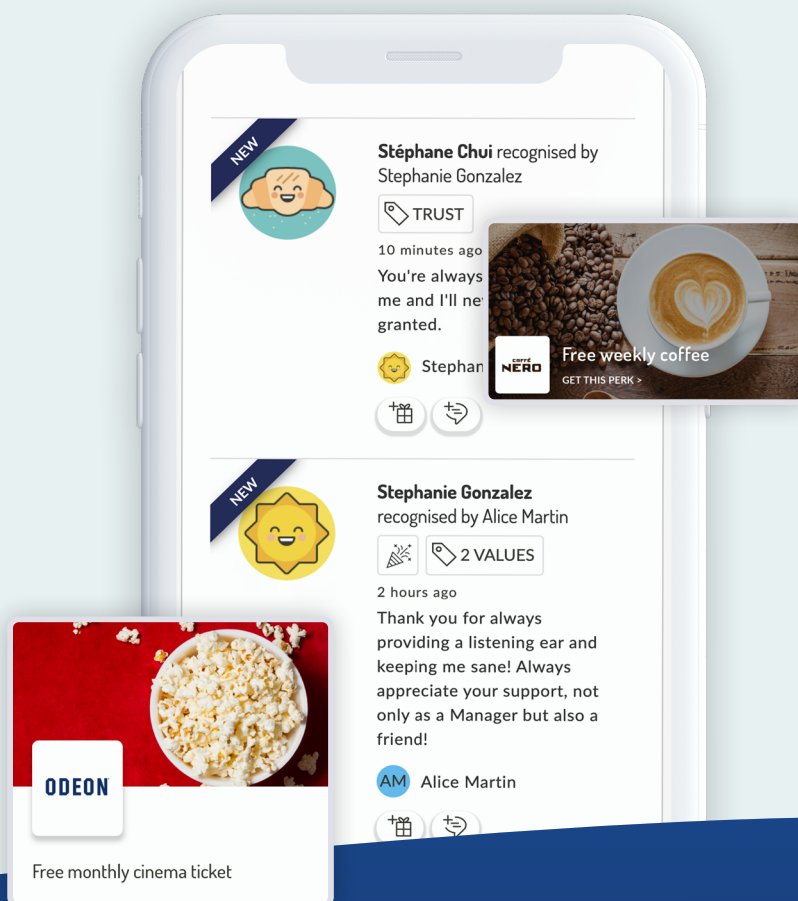


# Lanes Group / Thames Water

Increased staff retention and employee happiness with Perkbox

-  2,000 employees
-  Utilities
-  Nationwide
-  Perks, Recognition



Lanes Group is the leading UK drainage and wastewater specialist who predominantly work on behalf of their client Thames Water. They have a range of employee demographics spread across the UK, with a mix of both office and field-based staff.

Talent attraction and retention are two of Lanes Group's biggest challenges. This is seen first hand by Cathy Dyos,

Talent Acquisition Specialist, who says, "The main challenge when it comes to our staff is the attraction and retention of the people that we're bringing on board. There's a war out there for talent, especially in the field."

On top of this, Lanes Group found a direct correlation between the employee experience and the health and safety of staff and customers.

**"We've actually reduced attrition by a staggering 57% which is phenomenal."**

Andy Brierly, Technical Director



Andy Brierly, Technical Director, noted, “We did some really interesting analysis where we start to link health and safety incidents, customer service and wellbeing, and we actually found that happier people have fewer incidents and deliver better customer service. Recognition is everything.”

Looking for a solution to solve these challenges, Lanes Group chose Perkbox. Kris Taylor, Health, Safety & Wellbeing Manager, explains, “The reason why we selected Perkbox is that it’s simple

to use. It’s fast, it’s bold, it’s bright, it’s loud, it’s very easy to navigate through.”

Amelia Milan, HR Advisor, found the mental wellbeing tools on Perkbox a compelling proposition, “Compared to other employee benefits providers, Perkbox had a particular focus on mental health”.

Working with Perkbox, Lanes Group has been able to solve their challenges and has seen some big results.

### After launching with Perkbox:

**57%** Reduction in staff attrition

**98.3%** Increase in employee happiness



Absenteeism fell below industry average

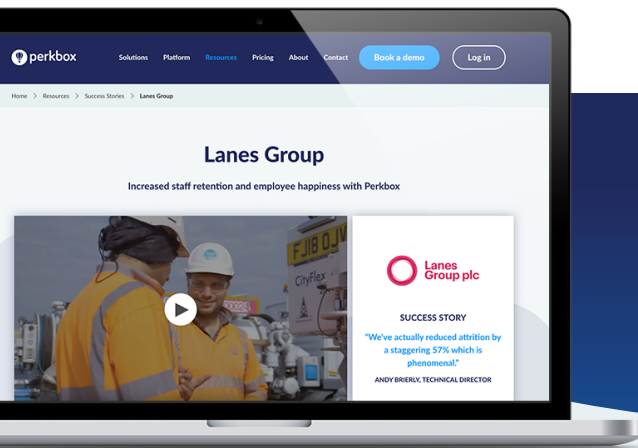
"We've actually reduced attrition by a staggering 57% which is phenomenal," says Andy, adding "Perkbox has made a real difference to our organization and has helped us improve our happiness statistic by 98.3%."

Perkbox also helped Lanes Group improve the wellbeing of their employees and reduce absenteeism, "Our sickness

days per are now no more than 1.8% right across the board. The industry average is 2.9% so again, we're streets ahead of any other organization out there."

**"I'd recommend Perkbox because it's a genuine overall package in my view. There is nothing other than Perkbox."**

Andy Brierly, Technical Director



**This is a boiled-down version of Lanes Group's success story.**

You can find the full version [here](#).

## Perkbox helps over 7,500 employers create great employee experiences

AYKO



わさび  
wasabi  
sushi & bento

CURVE

trainline

### Get in touch

To see how Perkbox can help you grow your business with happier, healthier, more engaged employees, download the employee experience brochure from [here](#).

