



CUSTOMER CASE STUDY

Skyrocketing retention rates by connecting employees with mentors



together



randstad

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Case study: randstad

Randstad has had a very structured global mentoring program for years, but wanted to have a program that was more accessible and supported mentoring within geographies (e.g. mentorship within Randstad Canada).

Key stats:

- 1 Industry:
Consulting
- 2 Employees:
1,000 (Canada only)
- 3 Key people:
Director of L&D, L&D specialist
- 4 Programs:
1 x general population
- 5 Pairing process:
Mentee-led

Results:

\$2,800 Savings per year per participant in retention.



Loved by the program admin:

“

Our people are finding the program incredibly valuable and are excited to be learning from other employees through mentorship.”

Sample quotes from program participants:

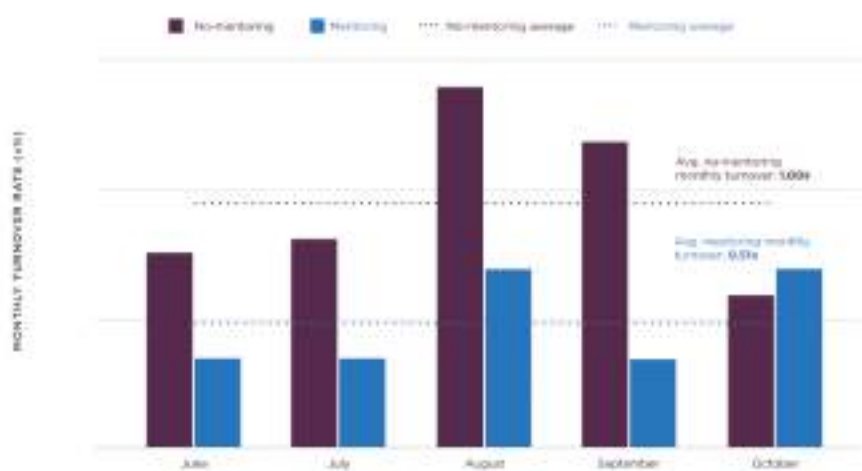
“Every session feels so short for the amount of wealth and knowledge I can get from my mentor. Bertrand is amazing, very understanding, a great coach, listener and a strong network in Randstad that I am privileged to know”

“I didn’t know what to expect in this session but see extreme value in this program especially coming from someone that I look up to in the organization. I like the fact that Pat has been in the same shoes I am in and had great examples of how to deal with my situations and also give me an overall picture of how I can improve my management skills and communication.”

Impact of mentorship

Participation in mentoring program correlates to **49% reduction in employee turnover**

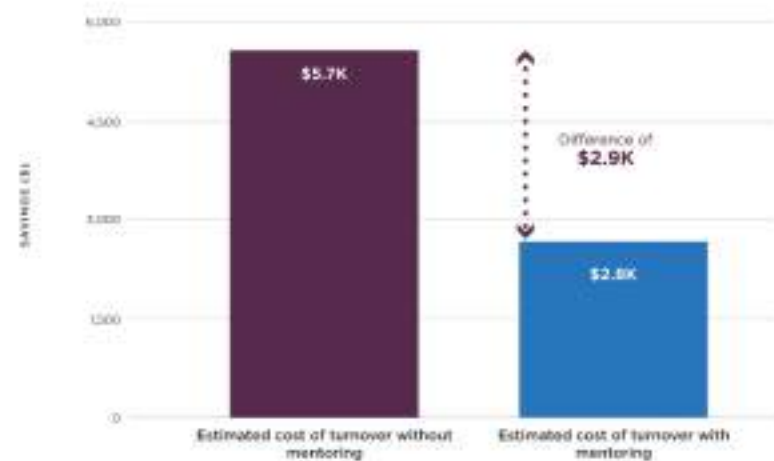
Employee Turnover Rate by participation in mentoring program



Sample size: turnover without mentoring = 961 employees; turnover with mentoring = 144 employees; from the period of June 2019 to October 2019

Reduction in turnover saved Randstad **\$2.9K per program participant per year**

Cost of turnover per employee per year with and without mentoring program



Notes: turnover rate without mentoring = XX.XX%; turnover rate with mentoring = XX.XX%; average annual salary = 50,000; cost of turnover (% of annual salary) = 50% Sample size: turnover without mentoring = 961 employees; turnover with mentoring = 144 employees; from the period of June 2019 to October 2019