NorthRow

Mitchells & Butlers

Mitchells & Butlers: Right to Work Compliance

Hospitality

Birmingham, England

mbplc.com

Mitchells & Butlers required a technology partner that could automate Right to Work onboarding, improve data security and ID document storage, whilst ensuring full compliance with both Home Office and GDPR legislation.

1,700
Sites implemented with NorthRow's Right to Work application

40,000
Active employees across different sites

20,000
New employees are onboarded every year

The background

Mitchells & Butlers are the UK's leading restaurant and pub company, with over 1,700 businesses, 40k employees and annual sales close to £2 billion. So implementing a robust and reliable employee verification solution was integral to Mitchells & Butlers' future success.

Like their competitors, Mitchells & Butlers are heavily reliant on overseas workers. This diversity provides a valuable recruitment pool. However, it also increases risks related to non-compliance with 'right to work' legislation. Non-compliance with the Immigration Act 2014 can incur civil penalties of up to £20k per illegal employee.

> "NorthRow is so much more than our Right to Work software supplier; it has become our trusted innovation partner. Responding to our feedback, it has developed its solution to deliver an even better user experience."
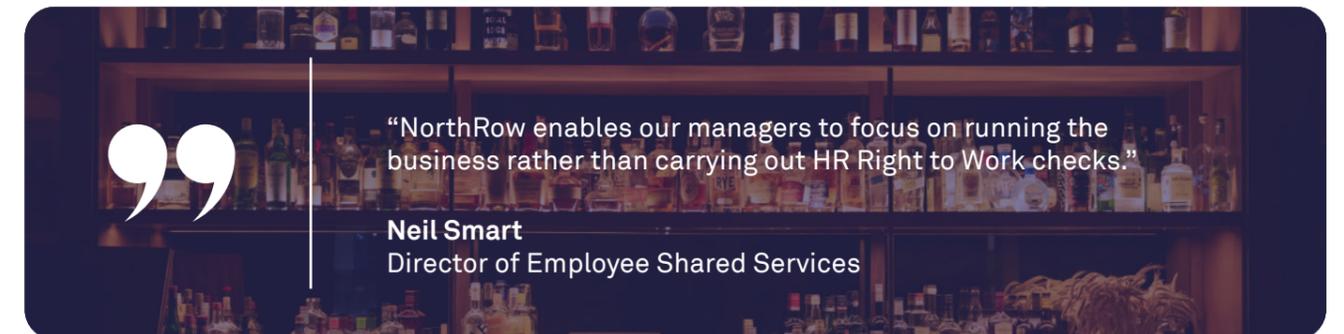>
> **Neil Smart**
> Director of Employee Shared Services

What Now?

Based on feedback from the pilot, NorthRow enhanced the features and functionality of the App further, leading to Mitchells & Butler's continuing to roll out the solution across all of its brands nationally.

This has allowed the organisation's managers to focus on the day-to-day running of the business rather than carrying out HR Right to Work checks. In turn, increasing productivity and efficiency to drive up their bottom line whilst delivering compliance with Home Office Right to Work legislation.

> "NorthRow enables our managers to focus on running the business rather than carrying out HR Right to Work checks."
>
> **Neil Smart**
> Director of Employee Shared Services

The Challenge

Mitchells & Butlers group hire around 20k new employees every year, generally using front-line managers rather than HR professionals. This inevitably entails significant time spent processing and storing employee personal and legal documentation.

To ensure regulatory compliance, Mitchells & Butlers needed technology to automate Right to Work onboarding processes and improve data and ID document storage security to ensure full compliance with Home Office and GDPR legislation.
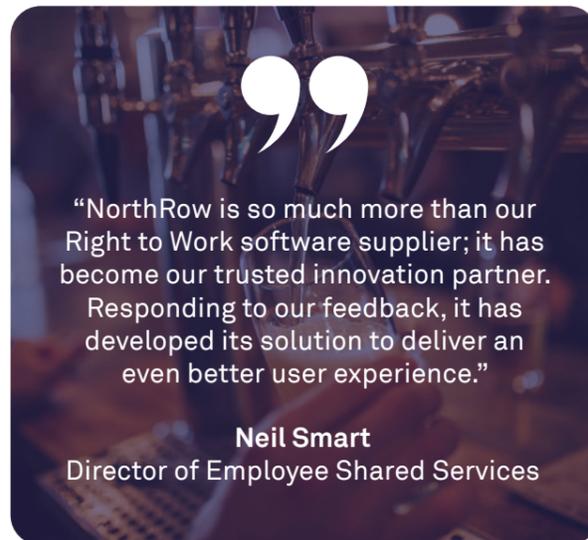
How NorthRow Helped

After a successful pitch, Mitchells & Butlers piloted NorthRow's Right to Work Application in 23 All Bar One London pubs over three months, digitally transforming their onboarding, monitoring, and compliance from the previously manual processes.

All document copies are stored in a highly secure cloud dashboard managed and accessed by Mitchells & Butlers head office team, in line with current GDPR rules. This enables the team to efficiently manage high volumes of employee identity information, with an entire audit trail to ensure compliance. They are also proactively alerted whenever documents are due to expire or need to be re-verified.

Right to Work compliance
Helped verify employees or candidates in seconds.

Site implementation
Implemented across 1,700 sites with 40,000 employees.

Reduced operating costs
Allowing more time to accelerate growth safely.

Home Office requirements
Continued compliance with the ever-changing rules.

Employee onboarding
Delivering a more bespoke and enhanced experience.

Key Benefits

NorthRow provides software which empowers compliance officers to make faster decisions and onboard customers in seconds, not days whilst complying with ever-changing legislation, so that they can contribute to their business' growth, safely.

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