



# CXC's capability overview energy sector

CXC was founded in Australia in 1992. And we've been working hard to simplify the world of work for our clients ever since. We take the hassle and headache out of finding, engaging, and paying contingent workers by creating custom solutions to make workforce management easy, compliant and affordable.

We're a global organisation. Our geographic footprint spans five continents, and we work out of more than 30 offices all over the world.



CXC has substantial experience in the energy sector, with an assigned renewables subject matter expert in our business and a dedicated supply chain management department.

## Problems we solve

Managing a contingent workforce can be complicated. But our solutions make contractor management easy, compliant and affordable for our clients. Our mission? To take the hassle out of finding, engaging and paying contractors anywhere in the world. Put simply, we help you get the most out of your workforce — without the headache.



## The core of our solution



At the core of CXC's solution is **contingent workforce management** – an essential service for companies to maximise risk mitigation, quality, efficiency, and cost savings across their contingent workforce.

Under CXC's workforce management model, we become the human resource function for our clients' contingent workforce, ensuring clear accountability for all stages of a contractor's contract through a single provider, aligned to your HR strategy.

## Managed Services Programs (MSPs)

CXC's vendor-neutral MSP handles the sourcing, hiring, onboarding and management of contingent workers for a number of renewable energy clients.

Our program begins by assessing your current processes, identifying opportunities to improve efficiency and cut costs. We'll then build a custom solution and provide ongoing support to your business.

Depending on your needs, our MSP solutions might include:

- ✓ Sourcing, vetting and compliantly engaging contractors
- ✓ Building candidate pools
- ✓ Reviewing supplier contracts and negotiating better rates
- ✓ Introducing new vendors
- ✓ Providing workforce analytics and insights
- ✓ Managing and paying supplier invoices
- ✓ Advising on labour market trends



### We work with your tech, not against it

We use our proprietary MyExchange platform to create automated workflows that streamline and simplify the entire contractor lifecycle until your workforce practically manages itself. Plus, we provide both comprehensive reporting on your workforce, and accurate benchmarking from our 15,000 contractors worldwide. We also understand that introducing a new tech tool creates extra work — so if you need us to integrate within your existing stack, that's fine by us.

### We are exceptionally knowledgeable about compliance

Compliantly managing and paying contractors all over the world is what we do — and we've been doing it for more than 32 years.

When it comes to compliance and risk management, we know our stuff. And because we're not limited by one platform or tech tool, we can solve niche problems for our clients, whatever they are.

### Our services for your contractors

- 📄 When contractor management is outsourced to CXC, we provide workers with access to our proprietary contractor portal, MyCXC. MyCXC is designed to enable and automate onboarding and time and expense management. It provides a secure place for CXC to engage with contractors, and give those workers a seamless, self-service experience.
- 💰 We manage your contractor's insurance, tax, payroll and administration resulting in cost-savings across the board.
- ❤️ We give your contractors access to a diverse package of benefits designed to optimise their time, wealth and work life.



## Cheri Fagan

### National Corporate Services Manager

As National Client Services Manager at CXC, Cheri's role involves managing the delivery of a large portfolio of client MSPs and contractor workforce solutions for clients in the energy, utilities and infrastructure industries.

Her responsibilities include full-service delivery, relationship management, implementation of new offerings and processes, cost-saving initiatives, escalation management, project management, and supply chain management.

In addition, Cheri assists her clients with implementing misclassification strategies, and assists with policy management such as fatigue management, FIFO/DIO/local definitions, expense policy management, and best practice pre-employment screening.

For the last 12 years, Cheri's role has focused on the infrastructure and energy sectors and therefore ensures she is up-to-date with legislative changes and key pain points for these industries.

Cheri prides herself on her ability to build relationships with her clients and her team, using her coaching and development skills. She is solution-focused and is passionate about the work she performs.



## Case study | Origin Energy

CXC partners has partnered with Origin Energy since 2011, providing our full suite of contractor management services.

### The situation

With as many as 1,500 contingent workers at peak times, Origin Energy was faced with numerous sourcing and management challenges – one of the most significant being the risk and safety concerns over their workforce during the Queensland floods. The lack of visibility of their workers' contact details and work sites, caused by inconsistent management and record keeping, presented a significant liability.

### CXC's solution

CXC was selected to provide the contingent workforce management function, which involved contractor engagement, payroll, management and remuneration services. We also provided Origin with enhanced reporting and insights, including monthly performance dashboards, disengagement reports and spend reports.

### The results

CXC's solution provides Origin with complete visibility of their contingent workforce. They now have the ability to benchmark all worker and supplier rates. The solution also assisted them to boost a Total Recordable Injury Frequency Rate among the contractor population that is consistently benchmarked against the remainder of the total workforce (and is now consistently lower).

To find out more about CXC's solutions get in touch...

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