

Elior UK's Justin Johnson named as HR Director of the Year at Personnel Today Awards 2022

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Justin Johnson, HR Director of Elior UK, a leading UK caterer employing over 10,000 colleagues across 1,200 sites, was named HR Director of the Year at the Personnel Today Awards 2022.

Justin joined Elior UK in 2005 as HR Manager, progressing to Head of HR Operations and People Services before being promoted to HR Director in 2018. He devised a HR strategy to support Elior's Business plan reinforced by activities to drive output and engagement. Justin created a HR Service desk to improve the speed of service for the business and implemented a Business Partnering model supported by Business Partner consultancy training to enhance capability in this area.

Other significant achievements include launching an engagement survey for all 10,000 plus colleagues, creating a network of mental health first aiders, and introducing 'Celebrate Equality' champions to focus across all aspects of equality, diversity and inclusion. He also created a 'You Made a Difference' scheme for colleague recognition. During the pandemic, Justin prioritised communication, engagement and wellbeing and during this difficult time, Elior UK's engagement survey revealed that happiness of colleagues increased from 69% to 77% and overall enjoyment at work increased from 85% to 90%. Following the pandemic, Justin has pivoted the focus to the challenges of retention and resourcing and has set up a coaching programme to help create a coaching environment, improve performance and drive cultural change.

Catherine Roe, CEO of Elior UK, said: "This is a wonderful achievement and reflects the success that Justin has accomplished in developing and driving a winning HR strategy which has improved colleague

engagement, labour productivity and resourcing.”

Commenting on this award, Justin Johnson said: “I am thrilled to have received this recognition - the last couple of years have not been easy for the hospitality industry and it has been so rewarding to develop a strategy that enhances the service that HR can provide for the business but also improves the lives of our colleagues at work.” The Personnel Today Awards were held on 15th November 2022 at the Grosvenor House Hotel in London and celebrate the very best achievements and innovations in HR and Learning & Development.