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Success Stories From Buck Consultants

## Outsourced pension administration solution & Ad hoc consulting



*"It is reassuring to know that our pension administration is in the hands of a qualified team of professionals who strive to deliver the service with the utmost efficiency and a pleasant attitude – a winning combination. The flexibility of the system addresses our specific needs and allows our resources to focus on other important priorities."*

**Suzanne Benner**  
Manager, Compensation and Benefits

### **BUSINESS ISSUES**

As a result of the spin-off of their entire Rolled Products division in January of 2005, Alcan formed Novelis. A separate entity from Alcan, Novelis is listed on the NYSE and on the TSX.

Novelis has approximately 13,000 employees worldwide, 750 of which are located in Canada. Novelis has four Canadian facilities: a plant in Saguenay, Quebec, a plant in Toronto, Ontario, and a plant and a research lab in Kingston, Ontario.

### **SOLUTION**

Suzanne Benner, Manager Compensation and Benefits, remembers the original BenPlus implementation at Alcan in 2001 as an amazing exercise that helped them build a strong relationship with ACS/Buck. When Novelis was spun off, Novelis realized that they were too small to administer their own defined benefit (DB) pension plan efficiently. They decided to outsource the pension plan administration entirely to ACS/Buck.

ACS/Buck also provides ad hoc consulting services to Novelis. For example, during the spin-off in 2005, Novelis engaged ACS/Buck to help them communicate with their employees regarding the decision to remain in the Alcan pension plan or transfer to the Novelis pension plan. In addition to producing communications material, Novelis and ACS/Buck held a "road show" that was very successful, travelling to the different locations to talk to employees and explain the changes.

### **RESULTS**

Having ACS/Buck involved during the spin-off was a great relief to Novelis, as they could rest assured that their pension plan was taken care of, and focus on other tasks. The flexible and customizable nature of our system was one of the main features that attracted them to BenPlus. The solid BenPlus system is supported by excellent people servicing their needs.

The transition to pension administration outsourcing was smooth, and outsourcing these responsibilities to ACS/Buck simplifies things greatly for Novelis HR staff. Novelis and their employees have confidence in the quality of ACS/Buck's services.

## **BENEFITS**

Novelis feels that they receive good service from a knowledgeable, proactive team that anticipates their needs. Novelis is pleased that ACS/Buck has successfully taken on the role of their HR department, understanding the needs and idiosyncrasies of their employee population, and keeping employees comfortable with the service that they are receiving.

Novelis perceives a great advantage in using ACS/Buck for both administration and consulting services, since the ACS/Buck resources have a greater familiarity with the Novelis pension plan. The same ACS/Buck team handles both the Novelis plan and the Alcan plans (which are similar in design), allowing Alcan and Novelis to keep these services "in the family".