



**Client Dairy Crest**  
**Sevenside Creamery**  
**Oldends Lane**  
**Stonehouse**

- Activity** Dairy Crest is the largest Super-Dairy in the UK, supplying milk products to the South & South-West. Their prestigious facilities underwent a mammoth 48 million pound refurbishment / expansion plan during 2003/4, which has given them the recognition of being the largest Super-Dairy in the UK based at Sevenside, Stroud.
- The need** The Omega Resource Group plc was selected to provide a staffing solution to Dairy Crest in 2005. We initially used our **International Resourcing** solution which gave us the flexibility to provide a high volume of staff placing 82 candidates on a temporary to permanent contract. This exercise was so successful that the opportunity to supply continued Adhoc temporary labour to the shop floor was presented to **Omega Workforce (Industrial/Commercial)** supply specialists. Due to the ongoing relationship and the continued success in 2008 a sole supply agreement between the Stonehouse site of this Super Dairy & the Omega Resource Group plc was signed.
- The solution** Omega Workforce have recruited all candidates via a bespoke registration process, designed to provide information enabling the placement of the top 15% of the available unskilled labour market. This process includes Health & Safety, Equal Opportunities, Disability Discrimination, 48-hour opt out, work history, Home Office / Visa requirements and a Pre-Selection Assessment. To ensure a successful recruitment drive Omega Workforce manage the marketing activity, utilising a range of media from local and regional press and radio to open days and recruitment fairs. To enable the project to be successful and to provide a unique recruitment solution, Omega Workforce put in place a dedicated Account Manager who worked closely with Dairy Crest to ensure maximum efficiency of labour versus production requirements on site. The appointed Supervisor also formed a part of the team of candidates working on site, which gave a depth of understanding of the daily operations on site including being able to witness and act upon any disciplinary matters such as timekeeping and general work ethics. They also managed the placement of candidates into the area of the factory where they are required, providing name badges for ease of recognition and completing relevant paperwork involved. The Supervisor, with their depth of understanding of the daily operations on site, also provided an immediate replacement / backfill service from a pool of candidates that have previously been inducted or complete shifts on site, maintaining numbers required, maximising productivity and reducing costs incurred due to the requirement for inductions, training and inception into the environment; as well as the 24hrs Rapid Response.

## **Team's Support**

Finally, the supervisor is bi-lingual and so acts as an on-site welfare officer for the candidates, guiding them in areas which has ensured that the client has a complete workforce at all times, has provided a line of communication on-site between the workers and the Shift Managers; and between the Omega Workforce team and the Shift Managers.

Before Dairy Crest went into annualised hours we were supplying candidates to cover up to 180 shifts per week.

**The results** Dairy Crest production teams and management are able to rely upon the support of the Omega Workforce team for all adhoc staffing requirements at a moments notice and consequently have had more time to focus on training, motivating their new employees and building a structured team environment. Having a single recruitment supplier also ensured continuity and equality in the sourcing and hiring of all employees. Dairy Crest has now become a highly respected and desired local employer, providing a stable working environment. A large percentage of candidates have been offered permanent positions and the remainder of ongoing temporary staff has given them an 85% continuous supply with only a 15% variation of candidates. The appointed on-site Supervisor, has provided added value as it has allowed for a very smooth process on-site, eliminating the hassle factor of temporary recruitment.

**Additional** Rachel Holmes, HR Manager said, "We have been impressed with the professionalism and support from Omega Workforce. They have always met our requirements, providing staff at short notice and maintaining regular contact with managers."  
Discussions are underway to extend the service to other sites throughout the UK.

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