

## CASE STUDY

**Company:** Clipper Logistics Group Ltd  
**Industry:** Third Party Logistics Provider  
**Location:** Selby, North Yorkshire  
**Perm Employees:** 2500  
**Turnover:** £200 million

**Staffing issue:** Clipper Logistics won a prestigious contract with one of Europe's leading retailers to provide an e-fulfillment service on an entirely new venture for the retailer. The challenge was to set up the new warehousing operation with minimal staff and to create a trained labour pool which could react quickly and be prepared for when the new venture went live. Due to the venture being new there was no history and staffing forecasts were limited. Due to the nature of the products, the security levels were high. Also, because of commercial sensitivity of the new venture, details to be imparted to candidates were to be limited.

**The solution:** Abbey Personnel started a recruitment campaign in the local area with a remit to keep the client retailer's identity confidential and also to be conscious of the details of the venture given at initial interview.

All candidates were interviewed face to face, reference checked and required to complete an aptitude test which covered Attention to Detail, Basic Arithmetic and Literacy.

All candidates must be prepared to work 12 hour shifts and to work 4 days on – 4 days off. This was established before anybody was offered a start.

Candidates which met the set standards were then selected to be inducted by Abbey Personnel.

Abbey Personnel carried out all site inductions including basic health and safety.

Due to heightened security measures, all staff needed to be identifiable, Abbey Personnel invested in state of the art photographic ID printers. All staff were issued with Abbey Personnel ID cards on lanyards which were to be worn at all times on site.

The main product on site was clothing, the client retailer's policy was for all own branded and stocked brands to be banned from site. To overcome this issue Abbey Personnel issued all of their staff with Abbey Personnel polo shirts, displaying a smart corporate image which fell in line with that of the client.

All of Abbey Personnel staff were immediately identifiable with APS polo shirts, APS hi-vis vests and named photo ID cards.

Abbey Personnel appointed two Contract Coordinators, one for each shift. The remit was to work as liaison between Abbey Personnel, Clipper Logistics and the staff on site.

Contract Coordinators would be on site at the beginning of every shift to address any issues, they would work on one shift and build relationships with the shift supervisors. They would also attend the daily staffing meeting to deal with any additional requirements or reductions in staff.

Issuing of PPE and workwear, logging hours, reporting KPIs, carrying out inductions, dealing with any issues was all carried out by the Contract Coordinators.

**Summary:**

Each shift has a minimum of 30 trained Abbey Personnel staff on site.

Each shift can be doubled with 24 hours notice with pre-selected inducted staff.

Current figures run at 98.82% attendance with 0 unauthorised absences.

Abbey Personnel's ethical recruitment practices and exceptional contract management standards have allowed Clipper Logistics to recruit a reliable committed team with the flexibility to react to their clients demands immediately.