



The Connected Service Approach

A case study by CSA Service Group

Working in partnership with



The Scenario

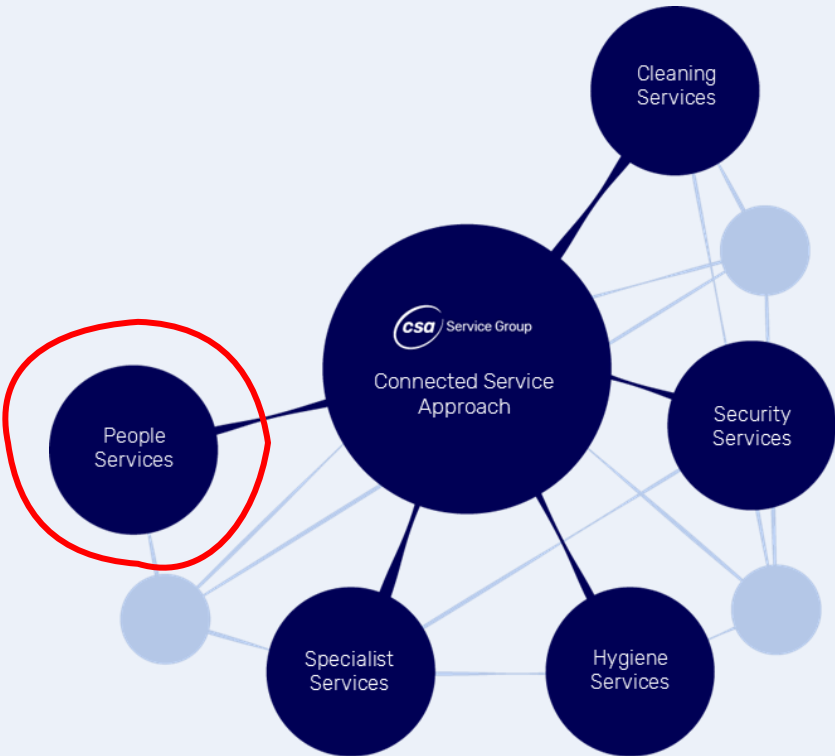
For over 27 years, we have been supporting our key client Dunbia Group with their product packing requirements.

Services	Onsite Managed Workforce Permanent Placements
Sector	Food and Beverage
Study Scope	Managed Labour Supply

We provide our client with a managed, onsite labour solution to support their day-to-day business operations; providing personnel to work on the production lines within the production facility.

Our onsite support team work alongside the client to plan, manage and fulfill order and labour requirements daily. We manage a labour pool of 120 personnel to meet production requirements.





We continue to work in close partnership with Dunbia across their UK plants supporting their labour requirements.

Facility Size	140,000 square foot
Labour Type	Production Personnel
Study Scope	Managed Labour Supply

A key piece in our long-standing relationship has been our ability to provide a fully compliant service in-line with client requirements and UK working regulations. We manage the full recruitment, onboarding, induction and placement process for the client.

We also provide a detailed reports daily to report on staff performance, attendance, sickness, absence and additional KPIs as agreed between us and the client.

The Scenario

When it became clear Dunbia Group were experiencing issues with their industrial cleaning partner we offered our support.

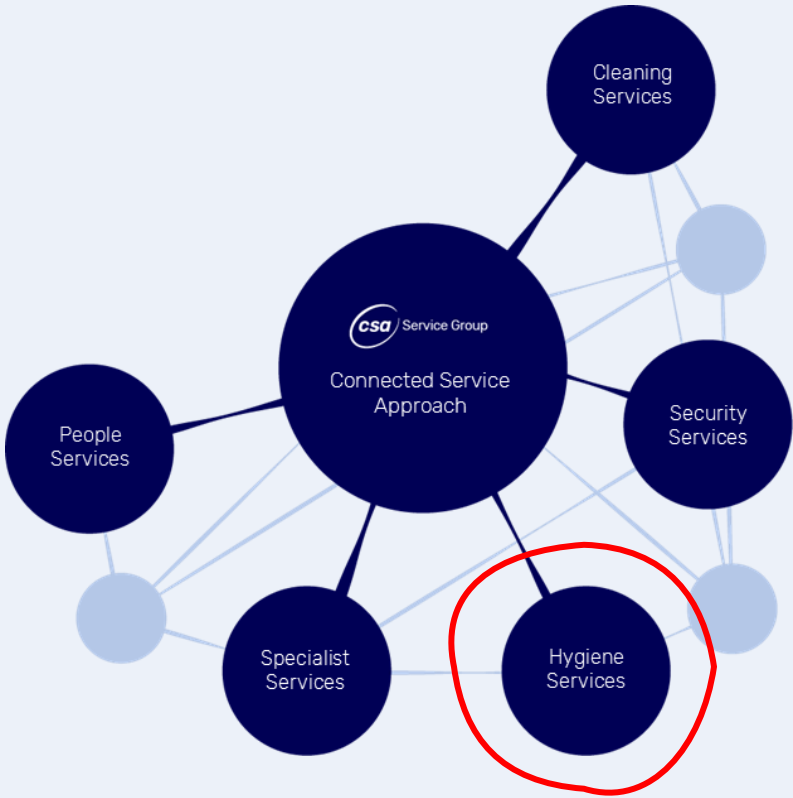
Services	Production Line Cleaning High Level Cleaning Facilities Cleaning Kitchen Deep Cleaning Grounds Maintenance
Sector	Food and Beverage
Study Scope	Site Hygiene

As an already integrated people services business partner we could see the difficulty the client was experiencing with their current service partner.

The remit of the works covered the delivery of their onsite hygiene service, as well as the day-to-day delivery of the office and facilities cleaning services.

With several large external audits approaching CSA could see the strain being placed on the business. As a result, we proposed our support to the business.





Our client accepted our proposed Connected Service Approach, with delivery required over an accelerated mobilisation window.

Facility Size	140,000 square foot
Team Size	30 night hygiene (22 transferred) 10 day production cleaners 5 night hygiene cleaners 4 facilities cleaners
Study Scope	Site Hygiene

With several essential external audits approaching, the client decided to accept our Connected Service offer – adding the Hygiene and Facilities Cleaning services to the delivery of our existing People Services offer.

The solution was taken from proposal to implementation in a matter of weeks, with 22 staff members transferred under total compliance with the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE).

CSA handled the complete mobilisation process, ensuring an undisturbed and continued service delivery to the client throughout; consulting with all affected employees to ensure a complete understanding for all stakeholders.