

Manpower has been working with Unilever for the last 21 years, continually fulfilling their staffing requirements.



THE ORGANISATION

As a leading FMCG (fast moving consumer goods) organisation, Unilever provides nutrition, home hygiene and personal care products to over 150 million people across 150 countries and territories.



THE SOLUTION

Manpower manages the supply of business-critical blue-collar workers via our Master Vendor model, with 99% primary fulfilment. This encompasses a wide variety of roles, including production line operators, occupational health nurses and engineers. Over the course of our long-standing relationship, our results to date include:

- Processed over 1.7 million hours of work every year
- Managed in excess of 340 contract positions each year
- Fulfilment of over 65,000 roles annually within the agreed SLA timescales (circa 8 hours' notice).



THE CHALLENGE

In 2002, Manpower was awarded an initial Master Vendor contract to fulfil all of Unilever's temporary staffing requirements across more than 25 UK locations. As Unilever's strategic partner, we have worked with Unilever over the years to support changes in their requirements, including the need for a dedicated central recruitment function tracking performance, ensuring shift fulfilment, managing onboarding, and offering onsite support across 23 sites.

In addition, Manpower is a tier 1 supplier to the TAPFIN-led MSP (Managed Service Provider) programme, fulfilling a wide range of professional, white-collar skill sets across many disciplines, including brand and campaign management, R&D, engineering, HR and finance. The MSP programme evolved from the original Master Vendor programme eight years ago, utilising a tailored VMS tool to manage an increasingly diverse supply chain. Manpower remains the largest contributor to the programme with over 90% of roles filled directly by the team.



THE RESULT

Manpower has now been working with Unilever for the last 21 years, continually fulfilling their staffing requirements. We continue to meet SLAs as set out by Unilever, ensuring that all sites have the contingent staff they need at any given time. In addition, Manpower manages an annual savings programme typically delivering more than £500k per year in savings or cost recovery via our apprenticeship programme.

Since Manpower has started working with Unilever, there has been:

- A reduced absence rate averaging approximately 1.5% vs an industry average in excess of 3%
- A consistent fulfilment rate of 99%+ against all blue-collar supply categories
- A strong fulfilment level of professional staffing roles exceeding 90% primary fill
- 93.5% of our workers are ranked excellent, very good or good.