



Total Human Solutions



INVESTOR IN PEOPLE

THS OFFERS CARLSBERG QUALITY RECRUITMENT AND TRAINING 'ON TAP'

Carlsberg is one of the world's largest brewery groups, with its core business in the beer markets of Western Europe, Eastern Europe and Asia. The company employs 30,000 people, produces ten billion litres of beer a year and sells 83 million bottles of beer a day in more than 150 countries. While Carlsberg is expanding - particularly in selected growth markets in Russia and neighbouring countries - it is also driving down costs in order to maintain its competitive edge.

Carlsberg's South Wales depot in Newport, which employs 74 staff, covers an area from Pembroke Dock to Swindon. It handles 20,000 units a week - 50% kegs and casks, 50% cases of beer. As with all Carlsberg operations, recruitment and training is given a high priority.

For the past four years South Wales Depot Manager Steve Maunder has relied on locally-based human resource specialists Total Human Solutions for all the depot's recruitment needs and he is currently working with THS to develop bespoke training courses.

Steve said, "I was impressed from the outset by the THS team's HR

"THS do a really thorough recruitment job for me - their interview techniques are first class."

Steve Maunder - Carlsberg Wales



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expertise & experience. They fully understand our business needs and I know I can trust them completely to find us the right people”.

“They do a really thorough recruitment job for me – their interview techniques are first class and when on a few occasions I have taken on people that THS have advised me not to - in each case I acknowledge I should have bowed to their opinion!”



The investment in training at Carlsberg makes keeping hold of staff a key issue and crucially, THS recruitment methods have led to a first class level of employee retention.

“In the past we’ve had problems with some of the well-known recruitment agencies because of their poor standards of interviewing and the tendency to throw candidates at us in order to earn their commission rather than look at what we wanted”.

In complete contrast THS, as an HR Services business rather than a recruitment agency, focuses on making specific assessments for specific jobs. The team provide not only a detailed job profile but also a detailed profile of the kind of person required for the job. This thorough screening enables THS to put forward the right people for the job.

“We need quality staff for permanent posts in administration and the warehouse, dray crew managers, drivers and drivers’ mates. Not only have I taken on four or five permanent employees via THS, they have also found me 15 more that I would have liked to employ if I could. In fact I still keep in touch with several of them for future reference”.



“We also have an ongoing need to fill temporary vacancies when we’re short-staffed through sickness”.

“Rather than using people on an ad hoc basis we try, where possible, to arrange fixed term temporary role – three days work a week for six weeks for example – so they know what where they are with us”.

“If new recruits fall by the wayside, you’re faced with the extra cost of re-recruiting and re-training. If you have an agency you can trust you know you’re making significant savings even if you can’t always put a figure to it.”

THS is also working with Steve on developing training courses in accident investigation and team building.

“I was impressed from the outset by the THS team’s HR expertise & experience”.

“All Carlsberg depots have their own training regimes,” Steve explained. “THS are providing courses for me, both on and off site, which focus specifically on accident investigation and team building”.

“We have Duty Managers and first Line Managers who are ex-dray crew and it’s difficult for them to understand the need for accident investigation. Our internal course is very good but it doesn’t hit the button with some of my people. The strength of THS is in providing another angle on the core values of accident investigation from outside the business. It will provide that ‘extra dimension”.

“In a nutshell, working in partnership with THS gives me peace of mind”.

“I also need to have staff that work together as a team – something that’s very difficult to create internally”.

“Providing that kind of training off-site, and using the opportunity to get together afterwards over a meal and a few beers, will be a really positive move”.

Steve added “In a nutshell, working in partnership with THS gives me peace of mind. I don’t have to worry about what they are doing, I can rely on the quality of supply.

“They consistently find us the right people to fill job vacancies – and I know the training courses they are developing will be just what I’m looking for too”.



About Carlsberg

Carlsberg is one of the world’s largest brewery groups. The Group’s broad portfolio of beer brands includes Carlsberg Pilsner, known as ‘Probably the best beer in the world’, and strong regional brands such as Tuborg, Baltika and Holsten. The company also have a wide range of leading brands in their local markets.

Carlsberg operate primarily in mature markets in Western Europe but are generating an ever-growing share of revenue in selected growth markets in Eastern Europe and Asia.



About THS

Total Human Solutions delivers innovative managed HR and business mentoring services to companies throughout the UK.

With clients ranging from Doncasters Group to Carlsberg and the Welsh Assembly Government, THS was the first organisation in Wales to be accredited to the Investors in People Leadership and Management model and Recruitment & Selection Model. THS is also committed to maintaining the highest standards of quality and is ISO9001 certified.

THS has demonstrated their clear understanding of exactly how HR can truly increase the profitability of their client’s business.



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