



## Transport Company turns to NZ Staff to provide high calibre staff in its busy freight centre

### Challenge

One of New Zealand's most respected transport companies runs a busy multi-model busy freight distribution network with the flagship branch in Auckland. This freight centre is the hub of its supply chain that delivers fast moving consumer goods and other products all over NZ.

From October every year in preparation of the peak pre-Christmas freight volume spike the freight centre gets even busier than usual. In fact the outbound freight doubles to 2,719 tonne and 9,366 cubic meters per day. Typically this is not the time to bring on a new supplier but the operations manager, who runs the freight centre, took the chance with NZ Staff in 2011 and has not looked back.

The Company had a pressing need in October 2011 to get a minimum of 10 additional fork hoist operators in the freight centre that fitted the culture, values and skills required. The freight centre was also experiencing a constant shortage of fork hoist counter balance drivers for the specialised 2.4 metre long extended fork hoists used in the freight centre. It is not difficult to imagine the traffic and movement in the freight centre which is a hive of activity with thirty fork hoists in operation and an owner driver fleet of more than one hundred vehicles. The intensity of the environment means that drivers need to be at the top of their game and consistently comply with all the occupational health and safety rules set by the Company. In addition, the freight centre also frequently requires cleaners on ad-hoc basis while the transport division often requires class 4 and 5 drivers at short notice. The Company found that its needs during peak freight volume periods were no longer being met. Although the preferred supplier could supply the head count, the quality of candidates was not the standard

required so the Company considered expanding its recruitment network.

### Solution

"After meeting the NZ Staff team and allowing them time to get a feel for the high risk high demand environment of the freight centre, I witnessed an immediate passion to assist with our temporary staffing requirements therefore I decided to bite the bullet and give NZ Staff an opportunity to prove to me how good they are," said the operations manager.

NZ Staff takes a transparent and proactive approach to supplying pickers & packers, fork hoist & truck drivers and cleaners to the freight centre. The Company expects high touch service and total reliability which the NZ Staff offers through its dedicated account team. NZ Staff's account manager goes on site once a week and stays in touch with supervisors and their direct reports. This contact means the account servicing team understands the business's day to operations, plans and demands. These site visits also keep the communication lines open and provide an opportunity for NZ Staff to get feedback from staff and the client to enable performance improvements.

Before the client places the order NZ Staff is already pooling groups of candidates that match the future needs of the client's business. NZ Staff has been able to provide casual staff for special jobs at very short notice – as was the case when the client needed 7 cleaners for a next day job.

NZ Staff also offers the value added service of drug testing all shortlisted candidates prior to visit the site.

### Results

NZ Staff has had a 100% success rate with the candidates supplied and casuals have been taken on permanently by the Company. "We've been more than happy with NZ Staff's client service, competitive rates and the candidates it puts forward to work in our

business. In fact our last two vacancies have been filled by high calibre temps supplied from NZ Staff," said the operations manager.

"It was certainly the right decision to expand our supplier arrangement and trial NZ Staff for our temporary staffing solutions.

"The trial has long since passed and just one quick and easy phone call is all it takes to get the right person who can start immediately, no matter what time of the day or night. I can rest assured that all the pre-employment checks have been performed and only a skilled operator will be presented through NZ Staff," said the operations manager.

NZ Staff has moved well beyond its trial period and is now considered a strategic partner and one of the key service suppliers to the business.