

## CASE STUDY

# Outplacement Support for a Global Manufacturer of confectionery, pet food, and food products organisation

### What was the client need?

INTOO's client made the decision to combine their two businesses, creating a new recognised global brand which employs 30,000 people across 70 countries. In the UK, the merger allowed the brands to come together under one brand and operate as one company, enabling it to continue its growth as a leading UK player and one of the biggest brands globally.

As a responsible and values driven employer, our client was keen to ensure that their staff (Associates) were supported through what would be a long and possibly unsettling period for their people. As well as supporting their people internally through their well established and respected People and Ops Team, they looked to an external supplier to help support them through this period of uncertainty.

Through a tendering exercise, INTOO were chosen as their partner in providing this support. It was important to our client that their chosen partner provided not only a high quality service, focussed on the individual needs of their people, but also that they were aligned to the values and ethos and would work in true partnership with the P&O Teams.

### What did INTOO do?

Appreciating that there would be a long period of significant change for our client, INTOO worked closely with the P&O teams leading the change to understand the type of support that would best suit the culture and ways of working of both our client.

INTOO were keen to understand the mood of the two organisations to ensure that the type of support recommended and the coaches we chose to work with them matched their workforce populations and styles of learning.

Following the workshops, we provided one-to-one outplacement programmes for all impacted employees. These programmes varied according to the seniority of individuals and the complexity of their roles/situations. They were tailored to suit the unique situation of each individual as they transitioned out of their roles, whether internally or externally.

In addition, we provided confidential one-to-one on-site surgery style sessions for the duration of the change programme for all employees, whether transitioning or not, to allow for a confidential session with a career coach. This enabled our client to maintain motivation and engagement of all staff during a lengthy period of change and uncertainty.

### What was the outcome?

Feedback from our client has been excellent, not only in respect of the services that INTOO provided but also in relation to the number of different support initiatives provided by Mars to enable a smooth transition.

INTOO have been able to support approximately 600 people across the client group from Petcare to Chocolate. We have provided a range of services, including employee rep training, pick-up meetings and clinic day coaching in addition to the core change management and outplacement services. Our support has been delivered across multiple locations in the UK.

INTOO's clients HRD said "All individuals have been supported to an excellent standard and have successfully transitioned into new roles, with some re-locating to other parts of the world. Others have been able to find new roles within the brand family and continue to enjoy a career with a well-respected and caring employer, we can't thank INTOO enough for their support and professionalism during this period of uncertainty".



## Hayley – IT Support Manager

*"Having received the news of redundancy running up to Christmas, panic mode set in, I felt all kind of feelings from anger to despair?"*

*"My employer minimised my uncertainty and communicated that INTOO will support all effected individuals from the outset. They reached out to me in the first instance and provided that immediate support, and assigned me a coach who I can not thank enough for guiding me through this time and thankfully I secured a new position in the new year".*

