

Case study | Large FMCG Organisation

# Office relocation programme

## Shared service centre relocation and transformation programme (UK and Ireland)

### The challenge

Europe's top frozen food company, spanning **13 factories** and serving **3,000 locations**, embarked on a strategic move. The initiative shifted key operations from Gloucester to London, enhancing global reach and pioneering a new Shared Service Centre for HR, Systems, and Payroll - a model for future international centres.

This project aimed to elevate HR, Payroll, and Systems, bolstering workforce planning, hiring, rewards, learning, and performance for 2,000 UK and Ireland staff. Despite the changes, NFP ensured uninterrupted service, keeping supply chains active and Nomad colleagues supported.

## Nomad Foods

### Quick overview

- ✓ 2,000 employees supported through the change
- ✓ 150 areas of improvement discovered and implemented
- ✓ 120 mile relocation, without break in service

**“**  
*NFP is different from the big consultancies; you don't push your templates and solutions, but instead listen to our needs. You are indeed human operators.”*

**Nomad Foods Delegate**



## What we did

NFP seamlessly joined the transition team, aligning with top executives to shape and secure the European HR strategy for the future. They swiftly assembled a team of HR specialists dedicated to streamlining processes, managing projects, updating policies, and enhancing employee engagement and communication.



There was a lot of workstreams on the go, the project management structure kept us all on track with the overall roadmap, milestones, risk log, and of course, the master plan."

**Nomad Foods Delegate**

## The business outcomes

- **Delivered Blueprint:** Created blueprint for the future Global Service Centres.
- **Improved Service:** Better speed and accuracy for 2,000 employees and managers.
- **New Operating Model:** Designed and implemented the new operating model.
- **Service Manual:** Developed full manual with clear process maps, policies, and SLAs.
- **Team Recruitment:** Rapidly recruited, trained and onboarded for superior value.
- **Relocation and Redesign:** Successfully relocated / reshaped Shared Service Centre.
- **Business Continuity:** Ensured seamless "BAU" throughout transition to new model.



NFP and Nomad was an amazing Partnership, we had fun and you delivered – we had one agenda and our Partnership remained intact throughout the 10-months project."

**Nomad Foods Delegate**

Talk to us today about how we can support your business and people thrive through change



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