

CASE STUDY

Orkla House Care's Partnership with Vendaid

Orkla House Care, a leading provider of painting tools and accessories, sought to revitalise their staff refreshment facilities to better serve their diverse workforce and achieve greater operational efficiency.



ABOUT ORKLA HOUSE CARE

Orkla House Care, a subsidiary of Orkla ASA, is a top provider of painting tools and accessories, including brushes, rollers, and protective gear. With leading brands like Jordan, Harris, Anza, and more, they serve DIY enthusiasts and professionals across the Nordic countries, Benelux, and the UK. Employing 750 people and generating a turnover of 1.5 billion NOK, Orkla House Care produces most of its products in Sweden and the UK, with its headquarters in Oslo.

OVERVIEW

Orkla House Care recognised the need for an improved staff refreshment solution to enhance employee satisfaction and operational efficiency. Their existing canteen services were insufficient, prompting a search for a partner who could transform their canteen into a dynamic space. This transformation aimed at providing 24/7 access to refreshments, improving staff engagement, and achieving better value for money.

Vendaid was chosen for their proven expertise in delivering high-quality, tailored solutions. The collaboration endeavoured to transform the canteen into a modern, vibrant space offering a wide variety of refreshments around the clock, enhanced service accessibility, achieve cost savings, and foster an engaging canteen environment.

CHALLENGE

Orkla House Care faced several challenges with their existing canteen services. They had limited operating hours and high costs which led to dissatisfaction among employees, particularly those on different shifts who struggled to access refreshments. The main challenges that were driving the need for a transformation were:

- Limited operating hours of the canteen
- Inability to provide refreshments for staff on different shifts
- High operational costs of the manned food service
- Low staff engagement and satisfaction with the existing setup
- Need for a cost-effective and flexible food service solution

Orkla House Care sought a solution that would address these challenges by providing a modern, cost-effective, and flexible food service that could operate 24/7, improve staff engagement, and deliver better value for money. Vendaid was their chosen partner to help with these challenges and transform their canteen into a dynamic space, fostering a sense of community and make refreshment accessible for all employees.



SOLUTION PROCESS

Vendaid worked closely with Orkla House Care to understand their needs and challenges. After evaluating various options, they decided on implementing a micro market to meet the requirements. This solution provided a modern, cost-effective, and flexible food service available 24/7.

Features of the Micro Market

- 1 24/7 Availability**
Ensures that all staff have access to refreshments at any time of the day or night.
- 2 Extensive Range of Products**
Offers a wide variety of hot and cold items, catering to different tastes and dietary needs.
- 3 Minimal Maintenance and Operational Costs**
Removes the need for staffing and maintenance, offering a cost-effective solution.
- 4 Contactless Payment Options**
Enables convenient and secure transactions using Credit/Debit Cards, Apple Pay, Android Pay.
- 5 CCTV Security Monitoring**
Includes surveillance to ensure the security of the facility and prevent misuse.
- 6 Self-Service Convenience**
Allows staff to quickly and easily access food and drinks without waiting in line.

“ Vendaid gave us ideas, we worked with those, and we contributed our own. The process of working with Vendaid was seamless. The micro market is spot on! It’s absolutely lovely. It’s bringing the high street to Orkla House Care. ”

Juliette Straw - HR Manager

BENEFITS

- Ensures all employees have 24/7 access to refreshments.
- Boosts employee satisfaction and engagement.
- Reduces operational costs compared to a manned canteen.
- Streamlines the process with self-service and contactless payments.
- Provides an on-site solution, enhancing workplace convenience.

RESULTS

The implementation of the micro market has successfully met and exceeded Orkla House Care’s objectives. The staff now enjoy 24/7 access to a wide variety of high-quality refreshments, leading to increased satisfaction and engagement. Operational costs have been significantly reduced, delivering better value for money.

By eliminating the need for manned staff, resources can now be allocated more efficiently, enhancing overall operational productivity. The convenience and efficiency of the micro market have also fostered a greater sense of community among employees, as they now have a vibrant and accessible space to enjoy their breaks.

CONCLUSION

The collaboration between Orkla House Care and Vendaid successfully addressed the challenges faced with the previous food service. By opting for the micro market solution, they achieved a more efficient, flexible, and cost-effective refreshment service. The modernisation of the canteen has improved staff access and satisfaction while reducing operational costs. Overall, this project has enhanced the workplace environment and demonstrated the effectiveness of a well-considered refreshment solution.

Contact Vendaid to see how their tailored services can meet your needs and enhance your workplace.



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