



# Case study

## Duncan Farms

[www.duncanfarms.co.uk](http://www.duncanfarms.co.uk)

Duncan Farms is a leading egg business, in Turriff, Aberdeenshire.

When we diversified into egg production in 2011, recruitment was a challenge for us. There were few people available locally with relevant stock management experience or to work in our packing centre.

**All staff are aware of opportunity for promotion, regardless of their current position.**

To grow the business, we've had to rely on training and developing our own staff. We've built a strong culture of developing people from within, using a mix of external and in-house training. All staff are aware of the opportunity for promotion, regardless of their current position.

We use online training for food safety and general health and safety, and staff have attended courses from a range of organisations from the British Egg Industry Council to the British Retail Consortium to Lantra to SRUC.

But with our stock people, the external courses on offer were too broad and/or not available locally. Instead, we developed our own blended training schemes, which include shadowing and one-to-one coaching.

All of our stockperson-supervisors began at entry-level positions and now act as role models for other staff.

We're now one of Scotland's leading egg producers, and proud that our hens are typically more productive than the breed standard. This illustrates the success of our approach to development and training – especially when many of our recruits have no previous experience of working with animals.

