SCORSA St. Andrew’s Day Seminar- 29th November 2012

The Business Perspective
Gerry Friel
Account Director
A Major Logistics Provider

3.6 billion Euros of turnover
33,000 employees
6,500,000 m² warehousing space
8,300 vehicles
500 sites
25 countries
3 continents
Overview of Norbert Dentressangle Logistics UK

- £700 million Turnover
- 152 major UK sites
- 1.4m² warehousing
- 3000 vehicles
- 13,210 colleagues
- Blue chip clients
Wide Range of Logistics Services

**Warehousing**
- Dedicated and Shared user
- Value Added services

**Transport**
- Dedicated and Shared user
- Temperature Controlled

**e-Commerce**
- Large scale fulfilment operations

**Reverse Logistics**
- Returns management
- Recycling & Reprocessing

**Asset Management**
- Tracking cages, trays, etc
- Pallet control and refurbishment
ND QHSE Policy

- The Quality, Health, Safety and Environment Procedures Manual outlines the H&S policy and procedures within ND for all sites to follow and be measured against.

- Has been produced as an aid to sites to achieve
  - legislative compliance
  - best operating practice
  - continual improvement of performance

- Covers all aspects of warehouse and driver standards and in this instance expectations of a driver in relation to their work
The Driver in ND

- **Norbert Dentressangle’s Standard**
  - Tied into Health and Safety Policy (and the Corporate Social Responsibility Policy)
  - 100% committed to ensuring safe driver behaviours and attitudes in relation to the customer and the wider public
  - From September 10, 2014, all HGV drivers on UK roads will need to accumulate 35 hours of approved DCPC training.
  - Following year two training each NDL driver will have totalled 14 hours, and we are committed to deliver this training in line with the group's Safe Driving Plan
  - All drivers given the safe driving training to ensure consistency in driver expectations and performance
The Driver in ND

- **In 2011/12 Dedicated L&D team:**
  - 40 Driver Instructors
  - 300 Driver Trainers
  - Instructors and Trainers dedicated and all conversant with Safe Driving scheme
  - Safe Driving Scheme concentrates on driver attitudes and behaviours in relation to:
    - Manual Handling – ensuring drivers know appropriate techniques both on and off road duties
    - Fuel efficiency – how this ties into good safe working practice and how this provides benefits to the environment
    - Customer service from a driver’s perspective – attitude,
    - Defensive Driver techniques – how each driver anticipates hazards on the road, how best to avoid accidents and use of driving skills to best respond to other road hazards
    - Understand Drivers responsibilities as an individual and as a road user.
Some Driver Areas that Improve on Road Safety in ND

- Random substance misuse screening
  → Medical questionnaires to ensure if drivers on long term medication receive correct support as well as safety in driving

- Specialist areas and training in driver procedures in relation to hazardous products

- Review and debrief of driver after every trip
  → Review of trip and hazards associated
  → Was risk assessment accurate as an example for journey planning

- Drivers encouraged to work with customers and company to deliver safe working environments

- Use of telematics information to develop and better improve driver performance and safety

- Additional opportunities
  → Advances in technology are always reviewed by National team – telematics, journey planning, vehicle technology just some areas.
...is committed to road safe

Results

655,000km (@409,000 miles) covered per driver without causing an accident
What is your dream?

Bringing people closer to their dreams

NORBERT DENTRESSANGLE