Mission Statement

To provide our customers and our customers’ customers with:

- The right product
- At the right time
- At the right temperature
- With the right documentation
- In the shortest lead times – 12 hours
The Original Boroughbridge Site 1991

Site Growth

1992
1993
1994
1995
1997
1999
2001
2002
2008
$115 investment in the Boroughbridge site
112,000 pallet spaces
Over 82 miles of rack space
All mobile racking
30,000sq.ft mezzanine case picking area
Capacity to blast freeze 150 tonnes per day
On-site electric generators – 5.5 megawatt
24 hour operation
40 loading docks, handle over 13,000 pallets per day
Reach Trucks doing the initial fill in Store 3 (1999)

Group Distribution Resources

- 150+ vehicles under 3 years old
- 230+ trailers
- 50 Double Deck trailers
- O2 cellular communications
- On-board computer-based temperature monitors
- “Remus” our own in-house developed real-time trailer tracking system
Annual Volumes

- Over 2 million pallets handled with an RSP of approximately $5 billion
- Over 20 million miles traveled
- Over $85 million sales
- Over 3,000 live SKU’s
- 180 million cases handled
Some Achievements

- ISO 9001:2000 accreditation across all operations for over 12 years
- ISO 14001:2004 Environmental Management System
- British Retail Consortium - Certification
- Only single collaboration site for all major supermarkets in the UK

Some Achievements

- Awarded ASDA (Wal-Mart) Environmental Carrier of the Year 2009 and 2010
- Awarded ASDA (Wal-Mart) Outstanding Service to Distribution 2010
- Runner up to ASDA (Wal-Mart) Primary Carrier of the year 2009 and 2010
**The IT Driver**

- 24/7 365 days a year computer system manages all storage and transport operations
- Interfaces via EDI with customers’ ERP systems
- Receives orders on-line from customers and their customers via EDI
- Enables customers to have real time “LIVE” access to their stocks, POD’s & movements via the internet, direct line or dial up connections
- Arriving stock is immediately available for orders

**Stock Management**

- Seamless product flow production line to delivery point
- No requirement to hold stock at production point
- Customers direct control of stock hold/release system
- Load direct to dispatch – if it’s on site it will be delivered
Substitute Information For Inventory

Reducing Our Carbon Footprint

- Electricity savings equivalent to 1,000 tonnes of CO₂ per year
- Capture rainwater from 530,000 sq.ft. of roof for cooling water and vehicle wash
- On site recycling of 24,000 kgs. of film and 29,000 kgs. of cardboard per annum
- 5 million litres of biodiesel used in the fleet giving a saving of 5% in CO₂ emissions
- Increase in double deck fleet to 50
- Scanning to save 9 tons of paper
Focus

- Senior management recognised the need for a positive health & safety culture

- Key elements that were identified to raise the profile and establish a positive H & S culture were:
  - Management and Staff “BUY IN”
  - Improve training standards
  - Improve communication
  - Ensure good working conditions
  - Report and investigate ALL accidents & near misses
Senior Management Commitment

- Time
- Resources
- Money – where necessary
- Communications
- Acceptance of change
- Support and build confidence
- Real commitment to achieving and maintaining high standards of Health & Safety

RAISING THE PROFILE

Improving Training Standards

- Dedicated Trainers / H&S Specialists
- Training to achieve competence throughout all levels of employees
- Continually review safe operating systems and be able to adapt and move with the times and new regulations
- Maintain the set training standards
RAISING THE PROFILE
Improve Communications

- Employee elected Health & Safety Committee
- Make sure any employee’s Health & Safety issues / concerns are acted upon and direct feedback given
- Employee H & S involvement
- Outside professional consultation as and when required
- Maintain good contact with local EH Officer

RAISING THE PROFILE
Good Working Conditions

- Ensue compliance with ALL the Legal Requirements
- Regular monitor and review of our health & safety policy and procedures
- Health & Safety responsibilities books have been issued to all management & department heads
RAISING THE PROFILE
Investigation of Accidents and Near Misses

- We developed our own accident reporting pack
- Training provided in the use & purpose
- Encouragement for reporting all accidents etc...
- All accidents & near misses are fully investigated
- Corrective and preventative actions taken and made visible to all employees
- All accident records are kept and analysed by the H&S Committee, on a regular basis

Our on site Trainers Qualifications
Chartered Institute of Environmental Health Qualified Staff

- CIEH Level 4 Food Safety Management for Manufacturing (training manager, ALL 3 store managers, quality manager and operations director)
- CIEH Advanced Health & Safety in the Workplace (training manager, ALL 3 store managers, quality manager and operations director)
- CIEH Professional Trainer (training manager and 1 store manager)
- RBCS Ltd. is also registered as a CIEH training centre and we have some of our customers send us their staff to train
Our on site Trainers Qualifications

- NEBOSH Level 3 Cert. in Health & Safety
- (training manager, ALL 3 store managers, quality manager)
- NEBOSH stands for National Examination Board in Occupational Safety and Health

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- AITT Fork/Reach truck instructors
  (training manager and his assistant)
- AITT stands for Association of Industrial Truck Trainers

Health & Safety Training Schedule

- Manual handling certification course
- Comprehensive induction training programme.
- MHE on site certification courses on – stand in powered pallet trucks, reach trucks, counterbalance trucks, and mobile elevated platforms
- Misc. on site certification courses – container conveyor, compactor, and sweeper operations.
- External training courses on breathing apparatus, first aid, and fire marshalling
- VDU courses, run by our own in house IT department
- Supervisory training – internal and external, systems of work and accident/incident procedures and reporting
- COSHH training and Level 1 Food Safety – ALL staff
ORGANISATION BENEFITS

- Reduction in accidents and ill-health
- Reduction in sick leave
- Happier and more motivated workforce
- Good relationship with EH Officers
- Good reputation
- Peace of mind
- Minimal compensation claims
- Lower insurance premiums

Remember it’s YOUR Responsibility to Enforce an Effective Health & Safety Culture
Thank you for listening

Any questions??