

# Onsite Advice Working for Your Company

## Case Study



### **Companies involved:**

Luddon Construction Ltd.  
Pat Munro Ltd.  
Move It Express Ltd.  
Transport Training Centre (TTC)  
Lafarge Cement UK

# Acknowledgements

Freight Best Practice Scotland would like to thank the following organisations for their help in producing this case study:

➡ Luddon Construction Ltd.

➡ Pat Munro Ltd.

➡ Move It Express Ltd.

➡ Transport Training Centre (TTC)

➡ Lafarge Cement UK

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## Introduction

This case study looks at five companies that have benefited from free impartial advice from the Freight Best Practice Scotland programme. It shows how Freight Best Practice material has been adopted by the companies and highlights the benefits including:

- ➡ Using performance management software
- ➡ New and improved drivers' guides – endorsed by Health and Safety Executive (HSE) and the Royal Society for the Prevention of Accidents RoSPA)
- ➡ Advice from the online web resource
- ➡ Regular updates through monthly e-newsletters
- ➡ Impartial advice from the Freight Best Practice team
- ➡ Presentations and Exhibiting at industry events, and subsequent advice
- ➡ On site Driver briefings





Lawrence McGarry – Assistant Plant and Transport Manager

# Luddon Construction Ltd.

## Company Profile

Luddon Construction Ltd. is a family owned construction company operating from Glasgow.

The company's fleet includes an articulated low loader, 6 and 8 wheel tippers, various vacuum-tank trucks, road sweepers, assorted plant and machinery and over 100 vans. All vehicles are purchased and serviced in-house.

## Fuel Saving Initiatives

With a core of drivers who have worked for the company for many years, changes to accommodate new legislation such as driver training and continuing to report vehicle defects, have been of paramount importance to the Transport Manager.

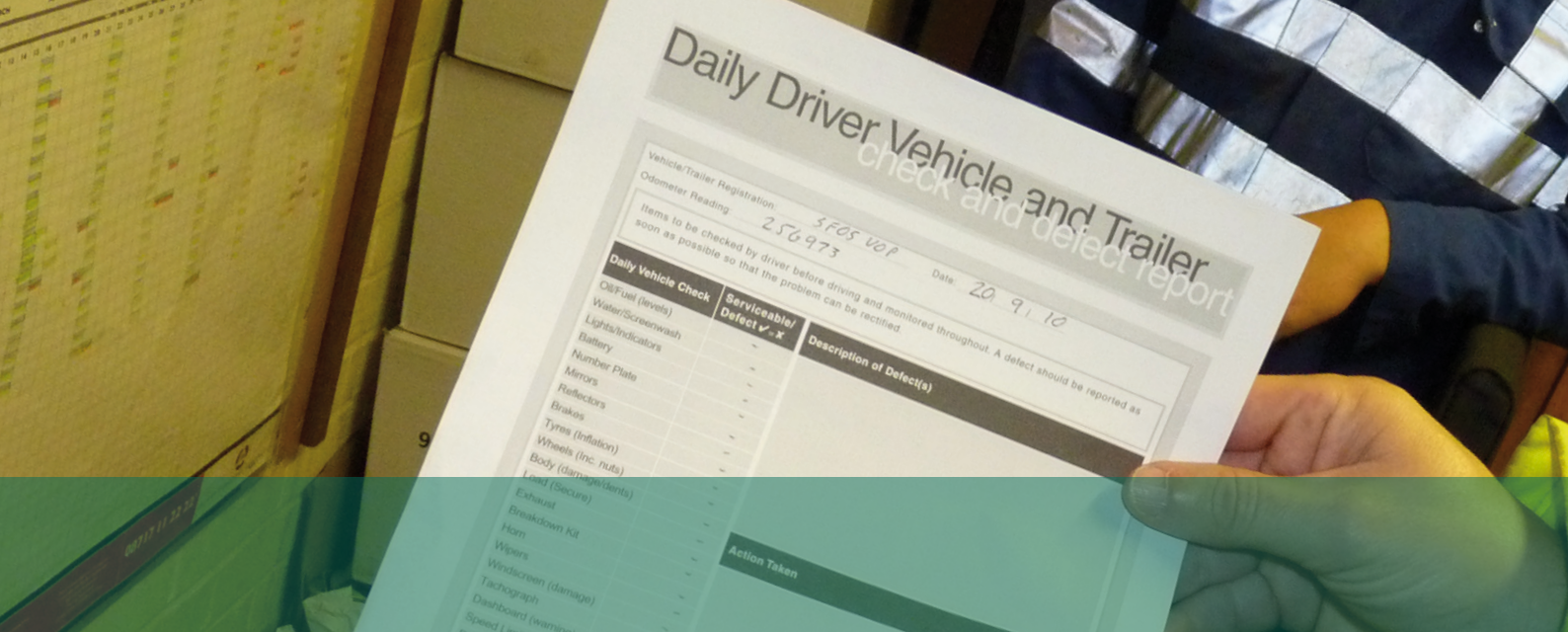
The Freight Best Practice Scotland advice team was invited to present to Luddon Construction Ltd's HGV drivers at one of the company's 'Toolbox talks'. This was in order to help prepare the drivers for the Driver CPC training.

Information supplied included drivers' fuel consumption and how they can positively affect the operating costs of the company. This was backed up by the provision of Freight Best Practice driver pocket guides, encouraging the use of daily defect sheets and fuel saving advice through the use of posters, guides and other material for the Transport Manager.

Luddon Constructions aim was to reduce defects and fuel consumption across their fleet. As Assistant Plant and Transport Manager Lawrence McGarry explains:

“We operate on and off construction sites and often the trucks were left idling. We've invested in a new vehicle tracking system used for monitoring vehicle locations and engine running times. It has saved us considerably through reduced fuel bills and even allowed us to recover stolen machinery.”

**Lawrence McGarry – Assistant Plant and Transport Manager**



## Benefits to the Business

Since the initial contact with Luddon a number of initiatives based on Freight Best Practice guidance and material have taken place to help reduce the operating costs of the HGV and Plant fleet, these include;

- ➔ Anti-idling campaign – Supported by TOP Anti-idling posters & material
- ➔ Fuel management programme – The Fuel Management Guide
- ➔ Improved defect reporting – TOP Driver Daily Check Sheet
- ➔ Addition of vehicle tracking
- ➔ Speed limiting on new light commercials

FBP daily vehicle checklists are used daily as part of a companywide effort to reduce downtime and rectify defects for vehicles and plant.

As part of a series of fuel saving measures implemented at Luddon Construction Ltd., Freight Best Practice material has helped to make the workforce more aware of their obligations to their profession and their employer and combined with ongoing measures at the company have helped in reducing HGV operating costs.

The latest FBP Daily Vehicle and Trailer Check and Defect Report – Luddon Construction Ltd's most valuable FBP product



# Pat Munro (AIness) Ltd.

Based on the Cromarty Firth, Pat Munro Ltd is a multi disciplinary operation. Its activities include quarrying, civil engineering, house building, road surfacing, utility and waste services.

## Vehicle Procurement

Because of the variety of operations versatility is a necessity for the company's fleet of 34 HGVs. Recent investment in new de-mountable body vehicles has allowed the company to adapt to the fluctuating demands for quarry products and waste services.

Being situated in the Highlands, fleet mileage and associated fuel costs are a big concern for the company. Pat Munro approached Freight Best Practice, who were exhibiting at a VOSA event in Inverness, and invited the advice team to visit.

The purpose of the visit was to raise the company's awareness of new and developing technologies and to support training resources to help drivers improve and update their skills.

## Fleet Management

A commercial fleet management tool is in use at Pat Munro and traffic office staff can monitor a vehicle's location, running time and speed along the route of their journey.

This has helped improve fleet utilisation, reduce empty mileage and downtime, whilst also improving the company's ability to respond to clients' changing needs.

Like many operations across the country, preparation for Driver CPC training was paramount at the time of the visit.

Freight Best Practice Drivers' Pocket Guides have since been added to in-house training to help inform drivers, support training and enhance their performance.



Pat Munro Director - Coreen MacRae briefs a driver



Commercial fleet management tool in use at Pat Munro

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“A good local reputation and a high visibility fleet mean that driver education and high driving standards are vitally important to Pat Munro. FBP publications are invaluable as clear, definitive and independent sources of information for drivers and managers.”

**Coreen MacRae - Director**

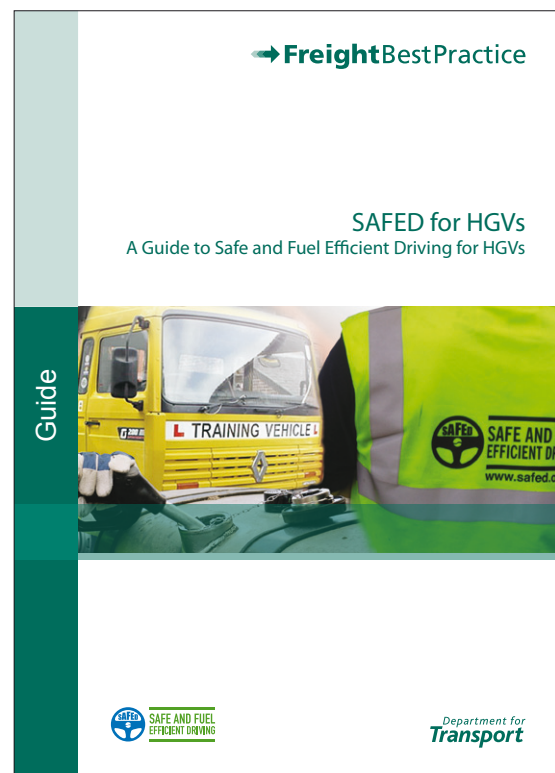
## Using FBP Resources

Since the Freight Best Practice visit, Company Director Coreen MacRae and Quarry Manager Calum MacRae have undertaken training to enable delivery of in-house Joint Approvals Unit for Periodic Training (JAUPT) approved Driver CPC courses.

Classroom and in-cab courses have been developed which are supported by the following Freight Best Practice publications:

- ➔ Managers and Driver Trainers – Information Pack
- ➔ SAFED for HGVs – Guide
- ➔ Innovation in Rural Haulier – Case Study
- ➔ Bad Weather – Pocket Guide
- ➔ Safe Driving Tips – Pocket Guide
- ➔ Rural Driving – Pocket Guide

Combined with **FREE** Freight Best Practice Pocket Guides these courses have developed into a complete training solution allowing candidates to take away material which reinforces and validates the theory of each course.



SAFED for HGVs Guide – Helping Pat Munro to develop a safe and fuel efficient driver training course for their business.

Using Freight Best Practice Scotland resources and combined with ongoing efficiency measures at Pat Munro has led to a significant saving to its training budget, and allows the company to keep tighter control of its operational costs over the seasonal fluctuations in its business.





# Move It Express Ltd.

## General Haulage

Move It Express Ltd operates a mixed fleet of light commercials, rigid and articulated vehicles from their West Lothian premises. The company provides haulage and storage for key clients in the manufacturing and food industry.

Currently 16 drivers work for the company with 5 office and warehouse based employees. Drivers are expected to be multi-skilled and prepared to drive all sizes of vehicles on UK and European distribution. The company is concerned about operating costs and with drivers operating across Europe their welfare and safety is paramount to the continued success of this growing company.

Empty running has been a particular issue for Move It Express and the company is seeking to reduce its empty mileage by around 10% over the next year.

## Third Party Assistance

Freight Best Practice Scotland was invited to Move It Express to help bring together a package of information to supply to the company's drivers.

With long distance deliveries across the UK and Europe carrying the right information is vital for drivers when operating a long way from their home base.







Clean and presentable vehicles – easier to spot defects and easier to maintain – saving time and saving money

The right tools and information for winter driving

The Freight Best Practice materials used to help keep the drivers informed are:

- ➔ Safe Driving Tips
- ➔ Bad Weather Guide
- ➔ Urban Driving Guide
- ➔ Driver Safety Guide
- ➔ TOP Posters

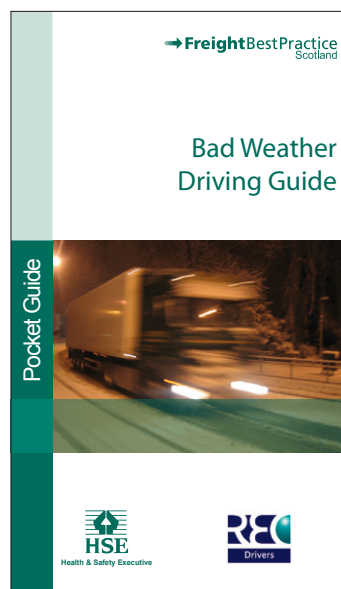
“I always show new drivers around our vehicles, it helps to keep driving standards up and problems down. In addition the FBP pocket guides have helped to produce a ‘Drivers’ Pack’ to ensure that all our drivers also have the right information at hand as well.”

**Alan Tickner – Move It Express Ltd.  
Director**

Since the Freight Best Practice visit, the company continues to make gains in reducing empty running and making the best use of vehicle routing to maximise productivity.

With improved journey planning and driver management, supported by Freight Best Practice tools and guides, empty running figures continue towards their target of 10% this year to contribute to their overall target of 90% fully loaded miles.

Through providing information to the drivers and other fuel saving initiatives, fuel consumption has reduced across the fleet by between 1% and 2%. With a fuel bill of around £480,000 in the last year Move It Express have saved close to £5,000.



## Fleet Management

Operational efficiency was also on the agenda at Move It Express Ltd and the full Freight Best Practice catalogue was explored to help provide the right information to the company. In this case the following material was selected:

- ➔ Managers and Trainers’ Pack
- ➔ Fleet Performance Management Tool

Bad Weather Driving Guide – Move It Express’ preferred Pocket Guide through the winter months



Neil McPhillips – TTC Director

# Transport Training Centre (TTC)

## Experienced Training Provider

Transport Training Centre (TTC) operates from its base in the Scottish Borders. The training school provides JAUPST approved Driver CPC courses for both LGV (Large Goods Vehicle) and PSV (Public Service Vehicle). The company first encountered Freight Best Practice at an industry event and have been using its products since 2009.

Working in close collaboration with local driver training providers Jim Shanks Driver Training and Bus Company Munro's of Jedburgh, TTC provides Driver CPC training to meet the demands of the current training curriculum both on the road and inside the class room.

## Training Resources

Many of the students who come through the CPC courses have had years of experience as drivers, fitters and in the traffic office. TTC recognise the skills many of these people bring to the courses and discussion and comments are welcomed throughout the training day.

Since the advent of the LGV Driver CPC in September 2009, TTC has been using Freight Best Practice material to help support and validate the messages of its training courses.

TTC has found that the messages of good practice and safety promoted by Freight Best Practice offer not only impartial validation, but also reinforcement of many of the safety messages and good practice guidance provided in the classroom.

The Freight Best Practice materials most often used to support training are:

- |                                   |                       |
|-----------------------------------|-----------------------|
| ➡ Safe Driving Tips               | ➡ Urban Driving Guide |
| ➡ Fuel Efficient Drivers Handbook | ➡ TOP Posters         |
| ➡ Fuel Saving Tips                | ➡ Save IT DVD         |
| ➡ Bad Weather Drivers Guide       | ➡ Drive IT DVD        |





Bruce Campbell of Munro's of Jedburgh and Andy Crozier of Jim Shanks Driver Training

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“Many of our students have years of driving experience and are initially sceptical of class room training. Freight Best Practice material is great for adding value to the JAUPST approved training and in providing the students with something tangible to take away at the end of the course.”

**Neil McPhillips – TTC Director**

## On the Road Training

With the correct resources behind it training facility and the current demand for Driver CPC courses expected to grow over the next 12 months, TTC is continuing to grow and develop quality courses specifically tailored for the professional driver.

The support of FREE Freight Best Practice training material has helped TTC to promote safe and professional driving for both LGV and PSV sectors and also ensures that professional drivers working in and around the Scottish Borders continue to carry the right information.



Lafarge Cement UK – bulk supply vehicle

# Lafarge Cement UK

## Company Profile

The Lafarge Cement works in East Lothian. Finished product from the cement production plant is carried by a fleet of eight company owned vehicles and is supplemented by sub-contractors when necessary.

The majority of finished product is carried by rail and currently there are up to seven trains per week departing to destinations in Scotland and South of the Border. Through industry contacts Freight Best Practice Scotland approached Lafarge during investigations for a Case Study titled; **‘Short Haul Rail on Track for Profits in Scotland’**.

## On Site Risk Assessment

As a result of its varied site delivery requirements all of Lafarge’s HGV drivers are trained in the latest Health and Safety regulations and are required to carry out risk assessments on each and every new site to which they are required to deliver.

These assessments are carried out in accordance with British Cement Association standards to ensure the welfare and safety of the driver whilst on site and indeed all contractors working around the vehicle while it discharges. Northern Area Logistics Manager Iain Campbell explains:

“A selection of our drivers is used to assess new sites for safety purposes. Before they even get out of the cab they are required to take stock of the conditions. They then make any concerns known to the site supervisors. The assessment and observations are fed back to our traffic offices so we can brief all other drivers who may be going to that location. It is a good system which works well and we are proud to have reduced accidents concerning our staff to virtually zero.”

**Iain Campbell Lafarge Cement Northern Area Logistics Manager**

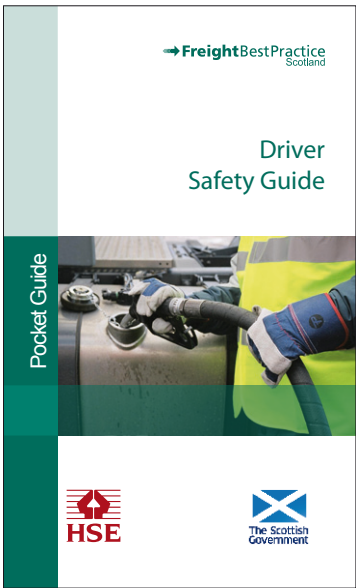




Lafarge Cement train leaving Dunbar

# Safety Message

Having understood the background of the company it is easy to see the critical importance of safety for Lafarge and its drivers. Freight Best Practice material is used to support the company's deeply embedded safety culture.



Driver Safety Guide – helping Lafarge Cement UK to reinforce their Health and Safety policies.

Safety messages and posters are in place at all Lafarge UK's sites and it is clear that the company has the best interests of all company and visiting drivers as a focus. The use of Freight best Practice Material continues to support this message and culture.

Following an onsite presentation to Lafarge's drivers in January 2009, the company has continued to distribute Freight Best Practice products not only to its drivers on this site, but also nationwide in order to help promote driver safety.

The products that Lafarge have found most beneficial to support their safety culture include:

- ➡ Safe Driving Tips
- ➡ Fuel Efficient Drivers Handbook
- ➡ Bad Weather Driving Guide
- ➡ Driver Safety Guide

# Proven Benefits of Freight Best Practice Onsite Advice

The Freight Best Practice Scotland programme has offered a limited number of companies the chance to talk to its expert team about the issues that they face when managing and operating their fleets. The team provides advice on a range of programme material from fuel saving to safety, depending on the needs of the business.

Through these five micro-case studies Freight Best Practice Scotland has shown that it has provided invaluable information to industry in different sectors for a variety of differing goals. Areas that Freight Best Practice has supported are:

- ➡ Saving money
- ➡ Saving fuel
- ➡ Performance management
- ➡ Operational Efficiency
- ➡ Driver education and training
- ➡ Vehicle and equipment specification
- ➡ Operator compliance

More specifically the programme has helped to:

- ➡ Form the basis for in-house training and Driver CPC courses
- ➡ Achieve fuel savings in a large construction company
- ➡ Contribute towards improved vehicle utilisation and helping to reduce empty running in a general haulage fleet
- ➡ Helping to reduce fuel consumption across a general haulage fleet by around £5,000 in the last year
- ➡ Improve and support the quality of regional training
- ➡ Provide the correct driver safety and operating information directly to drivers
- ➡ Add significant value to the Health and Safety policies of a multinational cement manufacturer



# Appendix

A list of the FREE Products Used by the Companies Featured in this Case Study

- TOP (Transport Operators Pack) Managers And Driver Trainers Information Pack
- TOP Poster Pack:- containing Anti-Idling, Cruise Control, Aerodynamic, Heavy Weather and Look Ahead advice.
- TOP Checklists: - Daily Driver Vehicle and Trailer
- Fuel Management Guide
- SAFED for HGVs Guide
- Innovation in Rural Haulier Case Study
- Short Haul Rail on Track for Profits in Scotland Case Study
- Bad Weather Driving Pocket Guide
- Safe Driving Tips Pocket Guide
- Rural Driving Pocket Guide
- Urban Driving Pocket Guide
- Driver Safety Pocket Guide
- Fuel Efficient Truck Drivers Handbook
- Fuel Saving Tips Pocket Guide
- Save IT – Training DVD
- Drive IT- Training DVD



**Drivers: You are the key!**

# CRUISE

FOR EFFICIENT FUEL

# CONTROL

Using cruise control  
when safe and appropriate  
will maximise fuel economy  
and improve engine efficiency.



**Drivers: You are the key!**

# TURN IT OFF!

Excessive idling...  
Wastes fuel  
Wastes money  
Increases emissions

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