

# Dedicated to Driver Training



## Who Are we?

- Family owned company
- Trading over 100 years
- Musgrave Retail Partners Ireland(MRPI) Irelands largest retailer
- Supply Supervalu & Centra stores
- 2012 Musgrave purchase Superquinn
- 2015 Musgrave purchase Allied Foods

## What We Do?

- Employing over 40.000
- Approx. 700 stores in ROI
- Chill, ambient & frozen deliveries.

## Transport

- 4 Regional Distribution Centres
- 360 HGV drivers
- 250 Tractor units
- 500 Trailers
- 11 Rigid trucks
- Onsite Vehicle Maintenance Units on each site
- 24hr on call availability

## Driving for Work Risk Factors

- Driver style/behaviour
- Driver wellbeing
- Slips trips and falls
- Manual handling
- Suitability of vehicles for stores
- Tacho graph compliance
- Vehicle roadworthiness

## Company Commitment to Driver Training Program

- Top line Commitment to Driver Training Program. Safety Leadership- Accountability- Engagement
- We are committed to provide a safe and healthy working environment for our employees, customers, contractors and visitors.
- 2018 Fleet Transport Award Winner, Best Safety Practice 2018.



## Objective of Driver Training Program

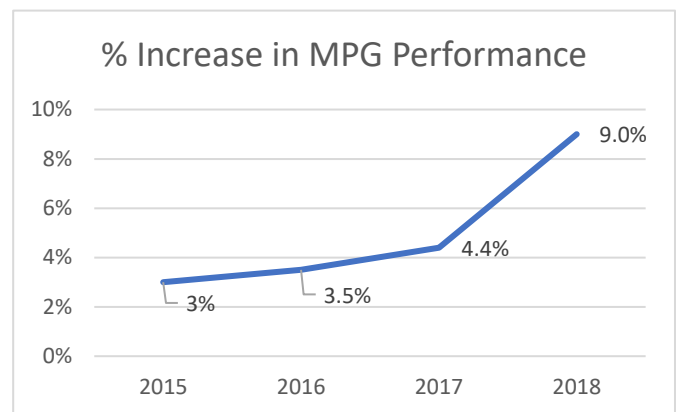
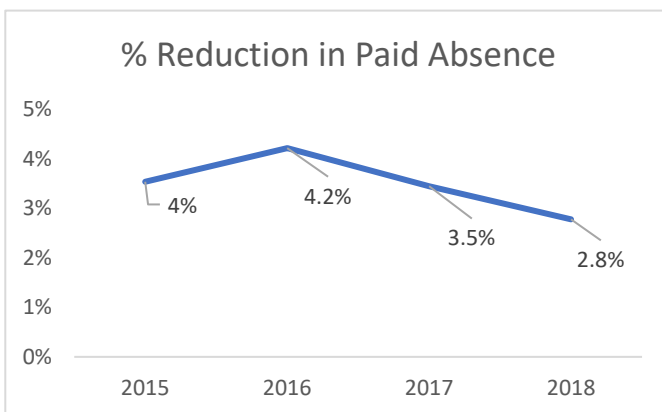
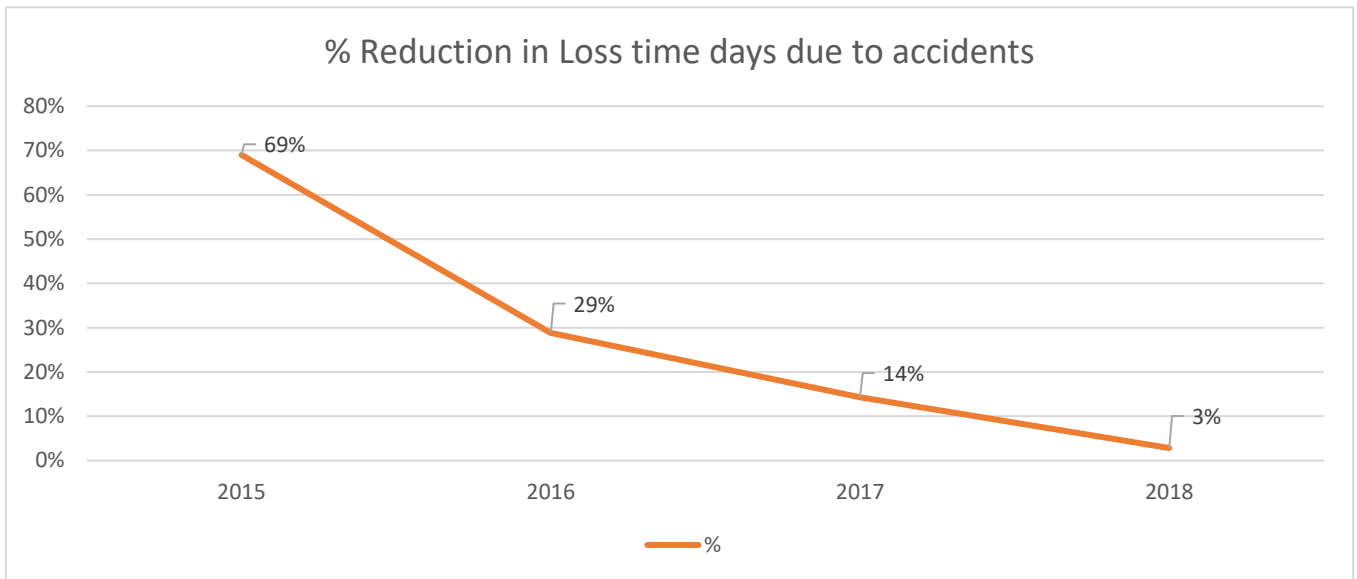
- Reduce manual handling and slip/trip and fall injuries
- Reduce lost time accidents
- Reduce motor accidents
- Reduce customer service issues with driver/delivery
- Staff retention
- Reduce insurance claims
- Update risk assessments of stores and suppliers.
- Help ensure cyclist and pedestrian safety
- Improve driver MPG

## Risk exposure:

- 24.6million kms travelled per year
- Daily delivery to 700 stores nationwide
- 360+ Drivers

Risk Areas	Risk Reduction Investment
Vehicle Incidents & Collisions	Full week driver Induction with dedicated driver trainer.
Vehicle Ergonomics	Considerable investment in new fleet. All tractor units now automatic. Trailer design to help eliminate risk to people and property.
Manual Handling	Dedicated transport operations manual handling program designed by driver trainers, job specific, given as standalone one day training course.
Driver Wellbeing	Breakthrough sessions rolled out to all Musgrave employees to assist with personal behaviour and wellbeing.
Delivery Operations	Assessments of all new stores by H&S Reps to assess vehicle suitability.
Incident Reporting / Driver Engagement	“Good catch programme” for drivers to report incidents. Committees to drive health and safety agenda, improve scheduling, vehicle design. Employee annual survey to drive continuous improvement. WRVS Policy & procedures & activities.

## The Results



## Going Forward

- Continuous training and routine appraisal of existing drivers.
- Use of technology to update fleet and assist driver.
- Continuous assessment of existing stores including access & egress for deliveries and risk assessments specific to store delivery.
- Further reduction in maintenance costs & reduce breakdowns / downtime.
- Continued improvement in MPG and reduction in kms travelled, with planning department.

## Conclusion

The modern work environment can be very challenging and stressful, we feel at Musgrave that implementing a dedicated driver training program has greatly helped to address challenging aspects within the workplace. The overall result of this can be seen by the employees and the organisation benefiting greatly through less accidents, staff retention, improved morale and productivity.