

# NEWSLETTER

ISSUE Autumn 2005

*Bill Chippington Haulage*

## SATISFACTION AND STAFF DEVELOPMENT GET 'A' GRADES!

A recent staff survey has revealed that 73% of staff say they get quite a lot of satisfaction from the job they do at BCH – up 13% from last year's survey – whilst 88% say their contribution to work is recognised and valued (an increase of 36%).

BCH boss Bill Chippington said he was delighted with the outcome of the summer survey.

*“Our main function is to satisfy customer needs and I believe we can only achieve this if our staff themselves feel fulfilled and appreciated. Of course there is still a small number who don't feel fully included but that is our challenge over the next year”.*

With over 90 per cent of staff saying they could explain how their contribution helps achieve Company objectives, and 80 per cent believes the Company is committed to staff development; the BCH Board expressed its ongoing support for its staff development programme in the new financial year. “We are beginning to understand what works for our staff”, added MD Chippington, “and it important that the Board's commitment is maintained when improvement levels are so substantial”.



Bill Chippington

The staff survey follows a customer survey, which identified the highest ever levels of customer care and satisfaction with BCH.

BCH Managers are working on increasing participation of staff in decision making processes and improving levels of feedback about staff performance.

“Having objectives is pretty useless if the workforce are not aware of them” said Mr. Chippington with the knowledge that 85 per cent of his staff could explain what BCH is trying to achieve.

# PROFILE ON DOUGIE SMITH

*When it comes to awarding a title of Mr Commitment, one of the top contenders must be BCH driver Dougie Smith. Now in his 60's, Dougie has built up a reputation for going the extra mile if it keeps the customer satisfied.*

*Following 8 years shunting at Quebecor, Dougie is a front line ambassador for BCH drivers at their very best. It's great when the company is able to praise its workers for their commitment and flexibility but when the Customer adds their respect, the accolade becomes all the more precious.*

When it was time to undertake two years National Service, it seemed only natural that Dougie should join up with the locally based Gordon Highlanders and found himself as part of a peace keeping force in Cyprus between 1954 and 1956 where there was terrorist activity as trouble escalated between Turks and Greeks.

Originally from Aberdeenshire, Dougie moved to Corby with his parents in 1957 with the promise of a new job for Mr Smith senior and a new house for the Smith family. It



Dougie Smith

was at a period when many of the Scottish steel works, such as Stewart and Lloyds, closed their doors, and many families made a mass exodus towards the 'rainbow' town of Corby.

As a driver with BRS for 38 years at the current BCH Corby site, Dougie moved with them to Northampton for 1 year but couldn't settle. It was then he decided to return to his 'home base', which by his time was now in the hands of BCH Ltd. "It's a great company to work for with a great history of being built up from nothing, said Dougie, "things have changed for the better over the years as the business has built up and Bill has spent a lot of money of new vehicles" Dougie said he loves his job, not only because "it suits me down to the ground" but also because of the people he works with.

Following a shock emergency operation for an aneurism, Dougie has been back at work for the past 7 or so weeks. "It's great to have Dougie back" said BCH boss Bill Chippington. "In addition to being a real professional, he really does radiate job satisfaction through his flexible approach to work accompanied by a radiant personality"

In the most recent customer satisfaction survey, BCH Drivers scored the highest ever ratings for attending to customer needs and providing an excellent service. The newsletter will focus on some of the BCH drivers who are

# Transport Association Welcomes BCH

BCH Ltd has been accepted into membership of the Transport Association – a self-help network of around 70 family-owned-and-managed road haulage operators.

Membership of the Association of medium sized family hauliers fosters mutual support with fuelling, breakdown and operational problems nationally. It provides opportunities for sub-contracting and operational co-operation, as well as a forum for exchange of information and ideas.

Bill Chippington, MD, said the TA was the right kind of association to belong to “because we share a similar vision which places satisfaction at the core of Company Objectives”.

## In the News

- Well done to Corby's Roger Hornby for passing his Class 2 Licence.
- Depot Manager at Corby – Kevin Fox is now a First Aider for the Company. Kevin says he specialised in resuscitation.
- Martin Farrow and Alan Copley have been appointed Health and Safety Reps and undertaken a first Aid Course.
- Kate Walpole – Sales Ledger Controller at St. Albans married Mick Lever on 10th September. Congratulations to the new Mrs. Lever and best wishes for future happiness from colleagues at BCH.

## Board Chairman ends up in Chains

BCH Board Chairman, Malcolm MacMillan is getting used to his new title as the Right Worshipful Mayor of St. Albans. Staff at the St. Albans Depot decided to honour the first citizen with a special BCH Chain made from steel padlocks ---- a bit different from the 120 year old gold chain.

“Colleagues at BCH have been marvellous about the whole thing. Their support is very special, coming to work definitely keeps my feet on the ground” added Malcolm.



The BCH Chain



The Real Thing

# Sponsorship

There has been a long history between BCH Ltd and football. At the end of last season the locally sponsored BCH London Colney won the Hertfordshire Sunday Cup Final – a massive achievement against one of the top teams around. They go into this season with renewed confidence and some excellent players.

At Conference Football level, the Company has now become the main sponsor of St. Albans City FC for the Conference South League. Replacing Philips as the main sponsor, Bill Chippington said he was looking forward to the forthcoming season “with a good team and an excellent Manager, we hope the BCH name will be advertised at the highest levels of football with a good Trophy or FA Cup run”.



BCH Team

## BCH gets to Awards Finals

Reaching the National Training Awards finals is a great tribute to the BCH investment in training and learning. The level of the Award achieved will not be known until late October; following an Awards Ceremony at Cambridge.

The Training Awards are the premier accolade in the UK, and give recognition to Companies that have used training to deliver exceptional results for their business and recognise achievements.

*BCH believes that its training programme for staff has been a key factor in successful growth of the Company.*

Training of drivers to Class 1 and 2, training in forklift driving and other mentoring and learning programmes has catapulted BCH into the ‘best practice’ category amongst medium sized haulage companies.

## Traffic Movement

It's only a 20-metre move across the St. Albans yard, but the BCH Traffic Office is now accommodated in a new refurbished home.

*“A comfortable working environment is essential if traffic staff are to give their best in pressured roles”*

said Operations Director Will Chippington; “and this change will certainly improve effectiveness with our

team of 5 working together” Traffic Planning Supervisor Sarah added “Good communication provides good results for our customers and this is one of the most important outcomes from this move”.

The refurbished office block on the St. Albans site has previously been sublet to printers, but now provides a Board Room, in addition to a new home for the planning function.



**Will Chippington**  
Director Marketing and Operations