

NEWSLETTER

ISSUE Spring 2008

Bill Chippington Haulage

A VERY GOOD YEAR IN 2007 AND HAPPY NEW YEAR IN 2008...

One of the highlights of the BCH year was 'BCH drivers' receiving top marks for courtesy in the 2007 customer survey with a 90% rating for being polite and courteous, the driver rating 'pips' the previous best of 88% in 2005.

Turnover rose by 20 per cent during the financial year ending September 2007.

"This was excellent for the company because it was planned and the processes we put in place accommodated growth, which we believe are sustainable" said Managing Director Bill Chippington.

He added "Further growth is planned over the next 12 months and we believe that the Quality Management system operation throughout the company is helping our development programme".

BCH achieved ISO 9001/2000 accreditation in October 2006 and now



Bill Chippington

has 6 monthly assessments of their Quality Systems.

Customers gave the company a 95% satisfactory rating for overall service and a 70% 'best value' score.

As with many haulage companies one of the priorities is improved communications with customers, and this is top of the 2008 agenda.

BCH sends best wishes to its staff and customers for good health, happiness and prosperity in 2008.

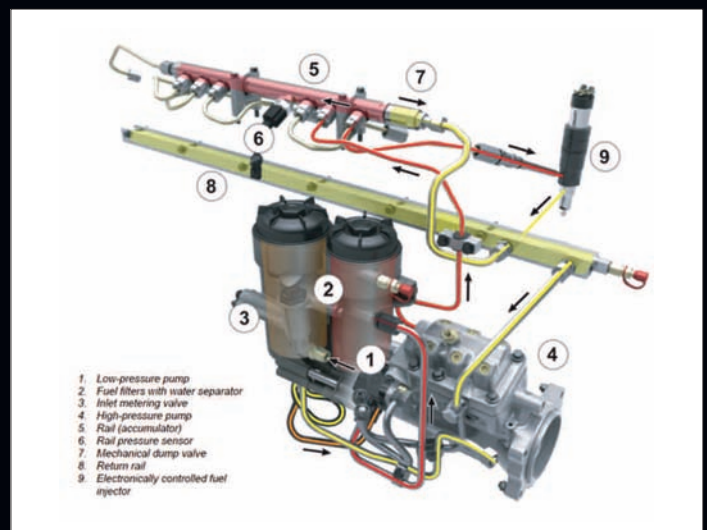
Getting Greener All the Time

Minimizing any harmful environmental effects as a result of its day-to-day operation is key to the new BCH Environmental Policy. At a recent Board meeting, the company recognized that its role within the logistics industry has an impact on local and regional environments.

“We will minimize waste, recycle more materials and dispose of waste in a safe and responsible manner” said Board Chairman Malcolm Macmillan. Using environmental safe energy sources to meet energy needs with investment in energy efficient products is also a policy priority.

Managing Director Bill Chippington believes the company has considerable skills in routing schedules to get the benefits of reduced fuel consumption and lower exhaust emissions.

“Our vehicle purchasing strategy has been to issue euro 5 level vehicles long before the 2009 deadline”.



Drugs and Alcohol Policy under consultation

BCH Ltd has published a policy which its Board believes will help prevent accidents and impaired performance at work, related to alcohol and drugs.

Under UK law, the company is aware that it has a responsibility to demonstrate 'due diligence'. BCH is required to take reasonable care to prevent an offence if an employee's ability is impaired due to alcohol or drugs.

Will Chippington, Deputy Managing Director, explained that the company wanted to highlight the potential charges at work. He added 'We have a legitimate interest if an employee's life outside work impacts on the performance of themselves and colleagues and on the health & safety of the public and customers'.

The company wants the issue to be considered as primarily a health matter rather than an immediate cause for disciplinary action. "It is important that workers are encouraged to come forward if they have a problem and that we avoid the situation where colleagues feel the need to cover up for others" said Will.

On alcohol consumption the policy has a zero tolerance level "Staff with driving duties should not consume alcohol prior to work or at work".

BCH proposes to carry out breathalyser tests on a random basis and in its briefing notes to staff highlights that 25% of accidents at work are reported as being alcohol related.

Consultation with staff is taking place during early 2008.

Welcome for Prompt Pod's

BCH customers will receive daily notification by email that their Pod's are available electronically for viewing or printing.

Contact addresses and passwords were confirmed with customers during January, and the system will be fully functional in the New Year.

This system allows customers to have their paperwork within 24 hours and increases efficiency all round.