



CASE STUDY

KUEHNE & NAGEL



KUEHNE+NAGEL

As a logistics business, Kuehne+ Nagel is driven by clients to ensure their products reach their stores. The company's distribution centres therefore have to remain open and operational at all times. Over Christmas, as an example, this becomes even more of a necessity.

OVERVIEW

SITES

365,000 m²

AREAS

Car parks

Pathways

Asphalt areas

RESOURCES

multiple national teams

SCOPE

Mechanical gritting

Manual gritting

Snow clearance

Snow removal

The Challenge

As a logistics business, Kuehne+ Nagel is driven by clients to ensure their products reach their stores. The company's distribution centres therefore have to remain open and operational at all times. Over Christmas, as an example, this becomes even more of a necessity.

Kuehne+Nagel knew it needed to bring in the services of a specialist winter gritting provider, to provide protection against the financial and physical risks of adverse weather.

In 2011-12, the company engaged the services of OUTCO, the UK's leading winter risk management specialist, to manage 10 of the company's key sites across the UK. This number was increased to 20 for the 2012-13.

The Solution

Prior to setting up the contract with OUTCO, Kuehne+Nagel used general site managers to look after the gritting or it was outsourced locally.

Through OUTCO, the company was assured that a full audit trail of the gritting which took place was stored on file.

The Result

Commenting on the service delivered by OUTCO in Winter 2010-11, David Jarvis, procurement category manager at Kuehne+Nagel, said:

"For our key sites, we knew that we had to have a fail-safe procedure in place, and as it turned out, this was really put to the test throughout the last harsh winter we have experienced."

"We have just finished our second season, and were impressed by the service provided - OUTCO is a supplier that hasn't let us down. We are able to review regional activity levels on a national basis."

"After doubling the number of sites last winter, we now plan to add a further 10 sites for the upcoming winter season."

"The OUTCO service was put under real pressure during this last winter, but placed real focus on gritting and snow clearance to support its customers."

David Jarvis
Procurement Category Manager