

Case Study: John Mitchell Haulage & Warehousing



to, which can be useful. The sign-up has been noticed by community and customers therefore there has been a reputational benefit. There have been no noticeable benefits in terms of resource saving and profit on recycled pellets, as numbers have always been very small, and continue to be.

Have you put in place any procedure to monitor the success of the scheme?

The procedure will be monitored through ISO and it will be a non-conformance notified if there is a problem. Checking returning black bin bags are an informal way to check that staff are complying.

Would you recommend the scheme to other companies? Do you have any suggestions for their uptake?

I definitely would recommend uptake – In fact, we're frustrated that more people haven't signed up because it's so simple! The cost of implementation is next to nothing. I am convinced that most professional companies will already have the majority of procedures in place, and it's mostly a case of recognising the good management that is already in place. A maximum of half a day of middle management time would allow implementation of OCS in their business.

It is a good scheme for the haulage business to get involved with, to improve image – the industry has a poor reputation for environmental issues, despite the huge improvements that have been made in terms of engine emissions. OCS is not about being penalised for spillages – it's about sending a new message, to show commitment to reducing pellet loss and protecting the environment.

When did you sign up to OCS?

15th January 2016 – We've been signed up around 6 months

Did you conduct an internal audit?

Yes – we created a procedure for OCS and built it into our ISO 9001 auditing system, so now when we do the regular audit for ISO we are also looking at OCS procedure.

Did the audit highlight any areas of concern? What improvements have you been able to make?

Yes – the general housekeeping element was already in place, but signage was added. Although we already had spill kits for each pellet transporter we added black bin bags to improve the already existing spill kits. We were already recycling any spilled pellets.

Have you done anything to raise staff awareness of the issue?

Staff were informed about OCS at the annual driver's meeting (March), and we added a paragraph to the driver's manual. Initially the response was not overly enthusiastic but after the TV cameras came in April the interest surrounding the issue grew. We are managing employees informally by seeing how many bags come back full –

we know there is spillage so if no black bags are returned it's suspicious!

Any other initiatives that you have implemented during uptake of OCS?

We have spoken to the Road Haulage Association to get support there, contributed to a BBC Scotland news piece and a Transport News article to raise awareness of the pellet loss issue.

Did you find the resources provided in the manual / checklists useful?

Yes, they were useful initially, and we used them as a guide to set up our own system. Not all are relevant, so you have to adapt them to suit your workplace.

Did you encounter any hurdles / costs while implementing OCS so far?

Costs have been on the order of £100 – basically negligible, and no other hurdles have been encountered. No-one has objected, everyone has embraced it!

Have there been any noticeable benefits? / expecting any in the future?

Being able to tell customers that we are a signed up member of OCS has been the top benefit, it's great for marketing. The OCS scheme can be used as a management tool to make reference