

Case Study

Benefits of Sole Supply for Co-Operative



BACKGROUND

The Co-operative is one of the largest independent retailers in the UK, with over 400 trading outlets across 16 counties from the Midlands to the East Coast. A family of over 8,000 colleagues with ambition to be the UK's best consumer retail outlet by making a real difference to their colleagues, customers and communities. libero.

OUR SOLUTION

Gi Group supports the Co-op with their retail food store deliveries by providing drivers and warehouse operatives. We have worked with the Co-Op since 2010, initially as one of multiple agencies before being appointed as the onsite sole supplier at their Leicester premises.

The benefits of this model to the Co-op include:

- Designated Account Manager providing a single point of contact for all driving and warehouse roles

- A consistent candidate assessment process to ensure consistency in high quality driving and warehouse personnel
- Mitigation of risk through UK Logistics accredited recruitment personnel and compliant processes; including a robust candidate vetting programme, regular licence checks and an audit programme.
- Consistent driver management through a single driver pool including peak planning initiatives, improved driver communication and maintenance of a driver talent pool
- Standard charge rates which enables the Co-op to budget more effectively
- Clear KPIs for monitoring and tracking, enabling Gi Group to maintain on-time delivery of over 99%
- KPI monitoring – Created a clear way of monitoring key business objectives and ensuring targets are reached.
- Added value services through the provision of six monthly Driver CPC training, delivered through our National Driving Network.



RESULTS

Since the transition to Gi Group as the sole supply agency and streamlining of the account management services, the average fulfilment rate has risen from 94% to over 98%. This has enabled the Co-Op to increase the number of their delivery days from six to seven days.