

'Management of On-Site and Off-site Transport'

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Key Points:

- DPD handled over 212 million parcels last year
- The group has a workforce of 9,000 with a further 5,000 franchised delivery drivers
- 880 staff are employed as LGV 1 drivers
- Drivers covered 53 million miles last year
- All newly qualified drivers are also trained by DPD's own instructors
- Drivers are continually monitored and trained following a strict protocol
- All vehicles have a telemetry system installed, which monitors driver behaviour
- DPD has the best UK fleet of drivers and are the 11th best globally
- There are drivers who regularly work away from home for extended periods - a core of drivers who operate nationally and are well acquainted with the Premier Inn network!

- There are 122 'spoke' depots, 4 domestic and 1 international 'hub' facilities
- Strict controls are in place at each site to ensure the safety of vehicles, pedestrians and efficiency of the loading and off-loading process – hubs have two access points and trailers do not enter the site until space is available to restrict traffic movement
- Vehicles are managed by software known as Fleetboard – which monitors trailer contents, delivery location and allocates designated spaces on-site for loading/unloading
- Staff and vehicles are audited, breaches are investigated and action is always taken
- Wherever it is unsafe for a driver to deliver a parcel, it must be returned to the depot (this happens in about 1% of cases). The customer will then either need to make the area safe or agree to collect the parcel themselves.