

THE MAZE

SPRING 2010

Labyrinth Launches Driver CPC Training

Don't wait – it may be too late



We are delighted to announce that we are now able to offer Driver CPC training.

The Driver CPC (Certificate of Professional Competence) scheme was launched in September this year in a bid to improve the professional standing of LGV drivers. Although all existing LGV licence holders obtain their CPC via “grandfather rights” they still need to complete 35 hours’ periodic training by 2014 (and within each 5 year period thereafter, as long as they want to continue driving); this equates to an average of 7 hours’ training per year.

To qualify towards the 35 hours’ total, the training must be carried out at a training centre approved by JAAPT (the Joint Approval Unit for Periodic Training) and the trainers and the course content must also be JAAPT approved, in

accordance with the syllabus. Labyrinth MD Ruth Waring has been approved as a trainer for two courses designed by the RHA, “LGV Essentials” and “Health & Safety, Security and Manual Handling”.

This training is being delivered in conjunction with our long-term customers, Hopkinson Transport Ltd. Training can either be carried out at their existing approved training centres, or additional training centres can be specified on request (for example, at other customers’ premises). This process requires approval from JAAPT but additional training centres are quick and easy to set up. Via our Associates we can also offer additional courses at customer venues. Details of prices and capacity are available on request.



If you would like to find out more about this new service, please contact Ruth Waring on 01926 430362 or email ruthwaring@labyrintholutions.co.uk. We would urge all our customers who employ drivers to consider spreading the 35 hours over the 5 years as opposed to waiting until 2013, as there may not be sufficient training capacity by this stage.

IN THIS ISSUE: Plaudits for our Audits! ■ Commercial Audits: How Robust is Your Business? How Can it Improve? ■ Do you need to drive cost from your customer’s operation? ■ Ruth passes over the baton for women in logistics uk as the group goes from strength to strength ■ Congratulations – ISO Success

Plaudits for our Audits!



Labyrinth offers a range of audits to hauliers, pallet networks, 3PLs and 4PLs. The list includes:

- Operational controls (in line with ISO 9001:2008 if required)
- Health & Safety (in line with OHSAS 18001:2007 if required)
- "O" Licence compliance
- Commercial stability



Acumen Logistics Group

Acumen Distribution Ltd has used Labyrinth's H&S and O Licence audits for many years. Acumen's MD Chris Doughty said:

"Using an outside consultant has helped us to mature in our approach to H&S, and Ruth and her team provide a lot more than legal updates. We could never have reached this level internally – we do need to focus on the job in hand and we have also grown a great deal in recent years. I would recommend this approach to other companies, having the right consultancy is obviously a vital element in our success to date. I believe having a serious accident could cost us ten times what we pay Labyrinth, so it's a sound investment– and more importantly we are saving lives along the way. And if it keeps me out of those stripy prison pyjamas, I am happy."

Details of our newly launched Commercial Audits are provided below.

Commercial Audits: How Robust is Your Business? How Can it Improve?

Labyrinth directors Paul Smith and Harvey Douglas have launched a new service that helps logistics providers mitigate the effects of the recession.

The Labyrinth commercial audit provides clients with a vigorous and thorough appraisal of all aspects of commercial risk within their business.

Using their combined 35 years of logistics experience, including ten years launching and operating Jigsaw, which became the UK's fastest growing logistics business, Paul and Harvey will consider every commercial facet of the client's business.

They will then identify areas where risk exists, and recommend how the client can reduce its exposure.

Labyrinth's hands-on approach means they will implement some of the initiatives themselves, or support the client through the change process.

Areas where logistics service providers typically face risk and potential losses include:

- Cohesion between sales, operations and accounts functions
- Lack of clearly defined pricing policies
- Management of the commercial aspects of customer relationships
- Scattergun approach to purchasing and insurance
- Over dependency on a few, large customers
- Lack of knowledge of how to use PR and marketing to develop their business
- Lack of awareness of opportunities in the wider market
- Lack of a cohesive sales strategy
- Lack of forward planning in cashflow
- Lack of credit control procedures
- No longer term business strategy - especially internal succession planning

Paul is also one of the UK's leading specialists in PR, marketing and business development for logistics companies. He is now offering logistics service providers training and support in these areas, as well as the opportunity to receive practical assistance with individual new business projects.

For further information consult the Commercial Services section of our website, or contact Paul at paulsmith@labyrintholutions.co.uk

Do you need to drive cost from your customer's operation?



Jo Godsmark, Director

Many transport providers are now required to find cost savings for their clients over the course of a contract, often up to 5% a year. It can be difficult finding new ideas but Labyrinth can assist. Says Labyrinth Director Jo Godsmark:

“Recently we were approached by a 3PL which needed help reducing costs for its long-term

client. We were only too happy to oblige, and by working in partnership with both the transport operator and the client, and using route optimization software, we were able to recommend a new configuration of routes, generating significant potential savings.”

So if you're needing some inspiration to reduce costs, contact Jo on jogodsmark@labyrintholutions.co.uk

Ruth passes over the baton

for women in logistics uk as the group goes from strength to strength...



Labyrinth MD Ruth Waring has recently handed over the role of Chair of Women in Logistics UK after 18 fantastic months; Clare Bottle has now taken over running the group. Founded by Ruth in September 2008 using the professional networking website LinkedIn (www.linkedin.com) membership has grown at a phenomenal rate and currently has over 700 members, with numbers going up every day. Various events are planned for 2010, more information is available at www.womeninlogistics.org.uk. The group is free to join, membership is open to men and women, and is run by volunteers. The next formal event, “Diversity and Inclusion – how can it positively impact on the bottom line in logistics?” will be held at PepsiCo Reading on 25th May 2010. Women in Logistics members are also meeting up at the Commercial Vehicle Operator Show and Multimodal, both to be held in April at the NEC.

CONGRATULATIONS – ISO SUCCESS!

We are delighted to announce that two more Labyrinth customers have recently been awarded the ISO 9001:2008 certification, with a little help from us.

These are heavy hauliers RJP (Lincoln) and environmental specialists F Sherwood and Sons in Shepshed, Leicestershire.

We also offer OHSAS 18001:2007.

