

## CASE STUDY: SCOTT PALLETS

### BACKGROUND

Founded in 1987, Scott Pallets provides a wide range of goods and services to industrial and manufacturing markets, and is Europe's leading manufacturer and supplier of sustainable new timber pallets. Employing over 1,000 people and with sites located throughout the UK, Scott Pallets considers sustainability to be integral to its business values, working with its customers to optimise the use and re-use of timber pallets and packaging, with an award winning national packaging service endorsed by WRAP (Waste and Resources and Action Programme).

### INITIAL ENGAGEMENT

Scott Pallets joined the Construction School in 2015, and later heard about the launch of the Homes School from one of its founding Partners, Barratt Developments. Barratt Developments set the challenging target for all of its key suppliers to register with the Homes School in 2016, and hosted a series of supply chain events to help raise awareness of the School and promote engagement.

Scott Pallets attended Barratt Development's supply chain event in September 2016 and consequently registered with the Homes School and completed its first self-assessment.

### IMPACT

As a result of engaging with the School through Barratt Developments, Scott Pallets has:

- **Understood more about Barratt Developments' sustainability priorities and objectives** and the role of the supply chain to help it deliver those objectives, and the opportunities / benefits available through the School.
- **Presented a case study of its innovative pallet optimisation scheme to 120 suppliers and contractors** at a School event with a view to sharing the team's knowledge of sustainability best practice within the sector.
- **Gained a comprehensive working understanding of the Modern Slavery Act** after having attended the School's "Modern Slavery" workshop, and has begun to consider the implications of this throughout its supply chain.



- **Attended seven School supplier days** which provided an opportunity to learn more about, and discuss specific sustainability issues including sustainable procurement, modern slavery, ethical business and carbon.
- **Used the resources in the School** on a regular basis to help keep up to date on key issues within the homes sector, and ensure that policies and offerings are aligned to those of its customers.
- **Obtained a Gold membership badge** through high levels of engagement with the School and has promoted this internally and externally to its supply chain, business partners and other customers.

## BENEFITS

- **Better understanding of client requirements and customer retention** – the resources available through the School, coupled with hearing from School Partners and members at School events have provided a useful insight into the priorities of Scott Pallets' customers, helping the team to tailor their business offer accordingly and ultimately retain key customers.
- **Cost savings** – Scott Pallets has benefited from 30+ hours of free face to face training provided at School events and workshops.
- **Positive PR and enhanced reputation** – by speaking at School events, and promoting Gold membership status, Scott Pallets believe it is demonstrating to its customers a commitment to sustainability, which goes hand in hand with its their improved understanding of client requirements.
- **Networking opportunities** – attendance at events has provided Scott Pallets with valuable networking opportunities to meet with, and learn from, like minded businesses as well as meet potential new customers.
- **Opportunities for collaboration** – Scott Pallets believes that the School succeeds in facilitating honest and open collaboration between major clients, contractors, and its supply chains on how best to address the challenges faced by our industry.



## THE FUTURE

In order for the School to continue to be of benefit to Scott Pallets it is important to:

- ✓ Ensure the events and workshops provided through the School cover a broad spectrum of topical issues
- ✓ Ensure the content remains up to date and is reflective of the priorities of the School's partners
- ✓ Continue to grow the number of Partners
- ✓ Continue to improve the user journey making it easier for the business to re-assess the two markets of the School in which it is currently registered