

CASE STUDY – TNT UK and Ireland

TNT is the UK's leading B2B Express delivery operator and as a recognised innovator were the first company in the logistics sector to introduce and evaluate BACK-TRACK.



TNT Highlights

▶ BACK-TRACK client since 2011 using 1000 BACK-TRACK devices.

▶ TNT's injury stats show that employees wearing the BACK-TRACK device are three times less likely to experience a back, knee or ankle injury than employees without a BACK-TRACK.

▶ In 2014, TNT's working days lost have been reduced by 62% compared to the same period in 2013.



TNT's network of 49 depots and 4 sortation centres is impressive and provides a nationwide collection and delivery service to customers throughout the UK and Ireland. Each week, almost 2 million items are collected, sorted and loaded onto trucks for overnight distribution to depots throughout the UK to meet time critical delivery schedules and deliver service excellence to thousands of TNT customers.

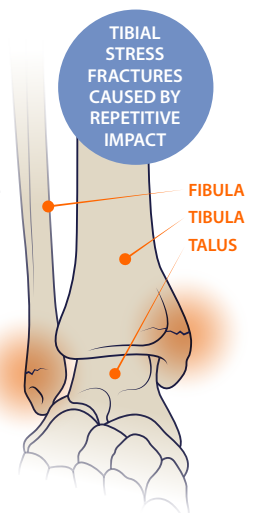
With 9,500 employees in the UK and Ireland, the majority of whom are moving and delivering these packages, the task of minimising back injuries is a major challenge.

Following an initial trial of BACK-TRACK at its Northampton hub, a larger 12 month pilot was undertaken at Kingsbury, Rotherham and Northampton with 110 employees all working in the parcel sortation and vehicle loading areas. This led to the introduction in 2011 of 500 BACK-TRACK devices within these three locations.

In 2013, a further 500 BACK-TRACK devices were implemented across a number of depots. These devices also incorporated Jump Detect which identifies when delivery drivers jump from the rear of the vehicle or vehicle cab. The Jump Detect functionality was developed with TNT and has demonstrated that the behaviour change process used for reducing manual handling injuries can also be applied to reducing the incidence of jumping. Jumping can lead to cumulative damage to legs, ankles and backs in the same way that poor manual handling technique can result in cumulative damage to the back. In an ageing workforce, it is vital to ensure these risks are minimised.

Cumulative damage and fractures can result from repeated jumping from a vehicle's tailgate.

After 3 years of using BACK-TRACK, the Site Accident Investigator at the Kingsbury sortation centre (TNT's biggest BACK-TRACK installation with 150 devices) reports; "there has not been a reported back injury at Kingsbury whilst someone is wearing a BACK-TRACK".





TNT use BACK-TRACK's Competency Programme where an individual will wear a BACK-TRACK for 3 months and their manual handling competency (and jump frequency) is assessed using BACK-TRACK data collected through this period. On a monthly basis, an assessment is made as to who appears to be placing themselves at an elevated level of risk (relative to their co-workers). This group will have this information fed back and a coaching session via a 1:1 will take place. This is an opportunity to promote positive two-way engagement.

At the end of the 12 weeks, an assessment is made as to whether the individual is demonstrating good manual handling techniques (and not jumping) and if so, they move their device on to a new user. If not, they will receive additional 1:1 coaching and retain their BACK-TRACK for another month when their competency will be reassessed. This programme is effective in highlighting those at elevated risk and providing them with ongoing support whilst they adapt to new lifting methods (or break the habit of jumping from their vehicle).

Neil Griffiths TNT's Director of Health, Safety and Environmental presented TNT's success with BACK-TRACK at the 2013 Freight Transport Association's Safety in Logistics Conference and continues to promote BACK-TRACK within the logistics sector.

Neil says of BACK-TRACK *"Manual handling activities are one of TNT's significant health and safety risks and the BACK-TRACK technology which is used by 1,000 employees across 18 locations, has assisted the company to reduce the incidence of back, knee and ankle injuries. The Competency Programme, developed by BACK-TRACK and TNT, provides our managers with excellent management information which they use to complete the employee 1:1 review process. This feedback provides employees with their individual results and is assisting TNT to influence behavioural change within our driver and loader population"*

A recent quote from a BACK-TRACK user in TNT's Wellingborough depot during a 1:1 feedback session; *"I think BACK-TRACK is an awesome invention, it really helped me to lift boxes in a safe way. Thank you TNT for saving my back".* DS, May 2014.

I have found BACK-TRACK to be an amazing device. I suffered a slip disc in 2013 and was absent from work for 44 days following my operation. BACK-TRACK was being introduced at Llantrisant at the time and it is without doubt in my opinion this device gave me the opportunity to discipline myself, reminding me to keep moving" (Tony's device was being used in the Rehab mode with Activity Detection enabled). "I can personally state that it was good for me".

Tony Nash, TNT's Depot Manager at Llantrisant

keeping track of backs™

For more information

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