

CASE STUDY – DHL Supply Chain Ltd, DHL - Tesco (Frozen) Ltd

DHL-Tesco operate BACK-TRACK's Manual Handling Competency Programme at their site in Daventry, UK.



DHL-Tesco Highlights

- ▶ LTIR reduced from 0.92 (2012) to 0.52 (2013).
- ▶ Absence costs reduced by almost a third in the first year following BACK-TRACK's implementation
- ▶ BACK-TRACK supports DHL's objective of preventing injuries.
- ▶ Supports wellbeing & employee engagement messages.
- ▶ DHL Corporate Innovation Award winner



DHL-Tesco's frozen warehouse in Daventry supplies most of Tesco's UK supermarkets and employs 280 people working at minus 25°C shifting more than 60 million cases of frozen food per year. This environment presents numerous manual handling challenges and DHL recognised that they needed an innovative approach to achieve best practice and so decided to evaluate the BACK-TRACK System.

Following a successful trial in 2011, DHL-Tesco (Daventry) adopted BACK-TRACK's Competency Programme in 2012. In this programme, a proportion of the workforce (usually a third) wear a BACK-TRACK for approximately 3 months and if the collected BACK-TRACK data demonstrates competency, (i.e. acceptable lifting technique), the device moves on to someone else. If they are not demonstrating competency, they retain their BACK-TRACK for another month after which the data is reviewed again. In approximately 12 months' time, the BACK-TRACK devices having worked their way through the operation, will be reissued to the first group and so the process continues.

"Our aim is to deliver safety excellence across the Retail Division through supporting sites like Tesco in supporting and developing innovative and engaging safety programs tailored to the customer need. This initiative fulfils all those objectives and I congratulate the team on their success".

Nicola Crick, DHL Retail Division's SHE Manager



Historically, back related injuries have been the most common cause of absence and injury. However, the results following implementation of the BACK-TRACK System are impressive with good feedback from warehouse associates, support from the unions on site and in 2013; no lost time accidents and no claims related to back injuries. The Lost Time Incident Rate has dropped since BACK-TRACK was implemented from 0.92 in 2012 to 0.52 in 2013 and the annual absence costs have reduced by almost a third in the first year.

"The benefits are clear to see. We are able to evaluate and coach the colleagues through safe working practices before it becomes a problem, rather than react after an incident. The trial was a great success and the subsequent roll out and review of the data has allowed us to think how we can now refine the use of the system for even greater benefit to include delivery drivers and assist in return to work programmes."

Michael Davison, the General Manager at Daventry



DEUTSCHE POST - DHL
Corporate Health Award 2013
Innovation Award Winners

Deutsche Post-DHL employs about 480,000 people across more than 220 countries and each year holds a series of awards to recognise achievements within their business. In 2013, the Corporate Innovation Award was given to DHL Supply Chain's entry from DHL-Tesco in Daventry for their success with BACK-TRACK.

keeping track of backs™

For more information

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