

Building a 21st-century supply chain



The Business

Travis Perkins is one of the largest suppliers to the UK's building and construction industry, with a network of more than 600 branches. It operates 19 businesses from almost 2,000 sites across the UK, employing over 26,000 people, and providing more than 100,000 products.

The Challenge

Travis Perkins wanted to streamline operations and lower costs in its supply chain. But it couldn't focus solely on time savings and cost efficiency. It needed pallets that were safe, sustainable and traceable.

The Answer

In 2015 Travis Perkins signed a five-year contract with CHEP, underpinned by a comprehensive joint business plan, with CHEP providing full pallet category management services. Their joint plan ensured a smooth transition for Travis Perkins.



Five benefits of the CHEP solution

1. A tailored service: managing bespoke and white pallets alongside the CHEP pooling system, and including category managers at Travis Perkins sites
2. Improved reliability and safety: high-quality equipment minimises pallet failure and delay
3. Time savings: guaranteed pallet dimensions allow a quicker, more standard racking procedure
4. Quality-assured equipment: frequently checked, tested and maintained by CHEP
5. Greater sustainability: pooled equipment is repaired and reused time and time again



“Our partnership with CHEP will ultimately help modernise construction’s supply chain”

Brain Huckle, Supply Chain Development, Travis Perkins

Modernising the construction industry’s supply chain

The move towards a pooled pallet system marks a significant step in the modernisation of Travis Perkins’ supply chain. Brian Huckle, Supply Chain Development Director at Travis Perkins, says, “Both Travis Perkins and CHEP are committed to finding new ways to work more efficiently, which will ultimately help to modernise the supply chain to a long-established industry.”

Travis Perkins always looks to its suppliers to help improve its sustainability. CHEP Managing Director, UK and Ireland, Rod Francis, says, “Until now, the construction sector has predominantly been served by high-cost, single-use white pallets, which ultimately end up in landfill!” CHEP’s pooling service, based on pallets that are reconditioned, reused and eventually recycled, has reduced Travis Perkins’ reliance on disposable white pallets.

A tailored, supportive service

CHEP and Travis Perkins agreed that CHEP would manage all pallet equipment throughout Travis Perkins’ supply chain. This includes CHEP’s own standard pallets, plus white pallets and bespoke pallets, under a tailored service. CHEP will provide onsite category managers at Travis Perkins’ primary distribution

hubs to manage the partnership and support the change-management process.

Standardisation for time and money savings

Having guaranteed pallet dimensions helps Travis Perkins move products through the warehouse and on to retailers much more easily. Also, instead of making manual adjustments to suit the individual size and quality of each pallet, working with CHEP gives Travis Perkins a more standard racking procedure, saving time and streamlining operations.

Standardisation is also safer. CHEP pallets are frequently tested and maintained at a high quality, and CHEP is proactive in its attitude to safety. And James Dinsdale, Travis Perkins’ Commercial and Supply Chain Director, points out another advantage: “Most significantly, this model is typically more economical for the supplier.”

Let’s talk. Our dedicated Customer Service team will be glad to provide further information about CHEP’s managed pooling services. Alternatively, you can contact a local representative through www.chep.com/chep_in_your_language/