

## CASE STUDY: DYNO ROD

### BACKGROUND

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Formed in 1963, Dyno Rod is drainage and plumbing company that offers comprehensive services for both domestic and industrial sites. They are the UK's largest plumbing force and have a network of Gas Safe registered engineers, made up of over 45 franchisee businesses and over a thousand skills engineers. Sustainability is a key element of Dyno Rod's business and they are committed to continually improving the performance of their engineers; focusing primarily on; pollution, energy and resource consumption, waste, environmental impact and leadership, local ecology and communication across the business and out to their customers.

### INITIAL ENGAGEMENT

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Dyno Rod were encouraged to join the Homes School by one of their key clients, and founding Partners of the Homes School, Barratt Developments. Barratt Developments set the challenging target for all their key suppliers to register with the Homes School in 2016. To support this, they hosted a series of supply chain events which focused on highlighting Barratt Developments' sustainability priorities and objectives, and the role of the supply chain to help them deliver those objectives.

Dyno Rod attended one of these events in 2016, and consequently registered with the Homes School and completed their first self-assessment.

### IMPACT

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As a result of engaging with the School through Barratt Developments, Dyno Rod has:

- **Upskilled office based staff on a wide range of sustainability issues using the School toolbox talks** on Sustainability at Work, Energy Efficiency and Waste Management, Fairness Inclusion and Respect Induction and Mental Health and Wellbeing.
- **Gained a better insight into their customers' sustainability drivers and priorities**, and recognise the potential of the School as resources to help Dyno Rod better meet their customers' requirements.
- **Completed a self-assessment and made a commitment to re-assess quarterly.**
- **Used the resources recommended in the action plan** to support the training of onsite engineers. Dyno Rod are keen for sustainability considerations to become 'business as usual' for their engineers, and believe the School's resources will help them to educate the staff and achieve this goal.
- **Attended supplier days in the South West, Glasgow and the Midlands** to find out more about future sustainability challenges and drivers within the sector, and hear directly from School Partners and clients about what sustainability means to them.

*"The toolbox talks and e-learning modules are fantastic! They bring the subject to life and explain clearly and easily what sustainability is all about. Sustainability is a complex issue and without these simple, user friendly online modules I think it would be a struggle to know how we can all do our bit"*

*.Jono Sieber, Key Account Manager, Dyno Rod*

## BENEFITS


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- **Cost and time savings** – staff at all levels have engaged in the School and used its bank of free resources, especially the toolbox talks and e-learning modules, to develop their sustainability knowledge and competencies.
- **Networking opportunities** – a key benefit for Dyno Rod in participating with the School has been the opportunity to learn from and network with other link minded businesses at School supplier days.
- **Access to resources which help build the business case for sustainability** – this supports Dyno Rod's ambition for all staff members to consider sustainability throughout their job roles; making it become business as usual as opposed to a 'nice to have'.

## THE FUTURE

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In order for the School to continue to be of benefit to Dyno Rod it is important to:

- ✓ Ensure the events and workshops delivered highlight a variety of topics to ensure a broad spectrum of industry issues are covered
  - ✓ Ensure the events and workshops have a good geographical spread so as to engage businesses across the UK, and not just those based in the South or Midlands
  - ✓ Continue to grow the number of industry Partners
  - ✓ Continue to update the content of the workshops and online resources to ensure it is current
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