

Challenges:

Force One's initial engagement with the school, was in 2017 when they joined as a member. A major driver for this initial engagement was due to meeting clients' requirements. Although this was a main driver, Force One explains that since being active within the School their focus is now the use of the School's e-learning modules.



Impact:

- **Extensive learning:** Force One has gained extensive value from the high-quality e-learning modules and subsequently, the modules are being rolled out within the organisation in order to increase knowledge levels on different sustainability topics.
- **Organisation-wide success:** The Managing Director has also completed the modules, showing how the use of the School is being implemented throughout the entire organisation.
- **Collaborative business:** Force One has completed assessments and accessed resources within their action plans collaboratively to ensure that all business dynamics are included and are assessed.
- **Key areas identification:** The process of assessing and re-assessing against different sustainability issues has allowed Force One to identify key areas for knowledge improvement and to implement sustainability and value gained into business process.
- **Increased understanding:** Since becoming a member of the School, Force One has focused on Fairness, Inclusion and Respect. This resulted in the company creating a weekly blog called 'Everybody Counts'. The blog highlights an individual within the organisation and focuses on their progress from when they joined the organisation and celebrates their achievements. Force One explained the importance of encouraging and congratulating those on onsite, as well as those in the office.

Value gained:

- **Awareness:** Increased awareness and implementation of Fairness, Inclusion and Respect across their organisation which has improved communications within internal teams. The blog has been a great success within the organisation and has improved morale

Fact box



Company

Force One

No of employees

30

HQ

March, Cambridgeshire

Website

www.forceoneld.co.uk

Main contacts

Hannah Odlin and Rebecca Billimore

Services

Suction and vacuum excavation supplier

About

Force One was established in 2004 intentionally working in the utilities sector. Since then they have expanded into the rail industry with their main service being safe dig suction and vacuum excavation. By 2011, Force One became one of the largest independent operators in Europe of 26, 32 and 41 tonne suction or vacuum excavators.

- **Improved customer relationships:** As a result of joining the School and dedicating resources to the School's events, customer relationships have improved.
- **Networking Opportunities:** Force One has experienced various networking opportunities with major contractors and clients at School events.
- **Understanding client's requirements:** Involvement with the School has enabled Force One to understand the requirements of their clients and what they are expecting from their supply chain.
- **Increased knowledge:** Force One has gained knowledge on carbon emissions and carbon footprint reporting by accessing the School's e-learning modules. As a result, they have re-assessed their carbon footprint report and how they are reporting. They have also looked at changes that can be made to remove carbon footprint through an anti-engine idling campaign.



“Since joining the Supply Chain Sustainability School we have been able to improve elements of our business by refinement of processes and very importantly building on Fairness, Respect and Inclusion. We have also seen benefits by greater connection with customers who are also members of the School. And as a member we demonstrate our commitment to our workforce, our customers and our industry.”

Sean Strohman, Business Development Manager