

Customer: Frasers Group

Project: National Waste Management Partnership

Date Range: December 2021 - Present

F R A S E R S
G R O U P

Scope of Works

Frasers Group is a household name, fulfilling the three core pillars of Sports, Lifestyle and Luxury. With so many brands under their umbrella group, Frasers Group continue to grow and develop in the retail industry. Aligning with their main principles: Think Without Limits, Don't Hesitate and Own It, Frasers Group have managed to create a national empire in which Go Green are lucky to collaborate on.

Challenges

When in preliminary discussions with Frasers Group, they noted that their main frustration with the current provision is the lack of control they have with vital factors such as cost and service; in collaboration with Go Green, we have developed a Waste Strategy for their Trade Waste which provides them centralised support for the 767 sites nationwide that Go Green assist with, and gives them an avenue for the assessment of costs.

Initial review meetings were set up by Go Green to evaluate Frasers Group's existing service provision and to gain a full understanding of the set up as was. We were then introduced to their incumbent at which point we opened lines of communication between ourselves and the incumbent to enable a smooth partnership of service. At this point we were also introduced to their stores as part of Frasers Group's communication protocol. The review period took near on a month and a half which gave Go Green a complete view of the waste provision in full.

Solutions

In order to begin the problem solving aspect of the service, Go Green have implemented several key processes to provide Frasers Group with the control they are after:

Created Bespoke Waste Service Register

As we do not directly service the stores, Go Green's in-house management system is not appropriate to manage services and charges via our usual processes. From this, Go Green developed a bespoke register and method for the analysis of schedules and invoices. We created this to ensure optimal control and allow for any amendments to be made with ease and efficiency.

Created Bespoke Email Contact

Due to the vast number of locations and contacts, Go Green have provided Frasers Group with one bespoke email inbox to utilise. This means we are able to more effectively monitor, and organise, any incoming queries regarding the trade services. The incumbent makes use of this as well, giving them direct access to us.

Regular Meetings

Scheduled fortnightly Teams meetings have provided the customer with continued support and provided the opportunity for Frasers Group to discuss updates and raise any issues in more detail. The meetings have been invaluable and allowed us to develop and maintain a good working relationship.

Investigating Wasted Journeys

As part of standard service, Go Green assess any wasted journeys that are flagged on a weekly basis, as well as disputing any incorrect charges which was an aspect of service Frasers Group were struggling with.

It can often be the case when working with one large supplier that drivers frequently change and service days can be amended at short notice. Go Green want to ensure that each incident is investigated fully, and followed up with site were necessary to prevent further wasted journeys. Since starting work with Frasers Group, we have seen the number of incorrectly charged wasted journeys decrease. This is a service that requires attention to detail and has previously been overlooked due to the volume of cases, but now Go Green has handed back control to Fraser Group surrounding unnecessary charges.

Analysis of Invoices

Frasers Group noted that a frustration with their current provision of invoices is a regular change in incumbent contacts and no appropriate method for analysing and disputing of invoices. To combat this issue, Go Green have negotiated a procedure with the incumbent to ensure that all movement charges are assessed, and any disputes are submitted and followed up in a timely manner.

Contingency Plans

As part of the service Go Green provides, Frasers Group have access to utilise our expertise whenever required. Some sites had a history of problematic service via the current incumbent and in these cases, if a solution can't be arranged, Go Green provides alternative options and takes over management of services. On occasions where Frasers Group has not been given the fast response times and quick turnarounds required on site, Go Green has stepped in to meet service expectations. Whilst current services remain in place with the incumbent, Go Green has arranged for changes in container usage to improve service and avoid store delivery times.

Outcome

With hard work and full review of services, Frasers Group are now in a better position with control of their waste management provision, which was the main driver towards making changes. We continue to be on hand for operational management and several other provisions outlined below:

- Go Green are on hand to assist with the management of the incumbent, and ensure that the trade waste service continues to be delivered in line with Frasers Group requirements.
- Bespoke signage distributed by Go Green, available to be adapted as needed.
- Site visits will be carried out as and when necessary by Go Green's Site Inspection Team.
- Frasers Group have the ability to review and analyse waste data from every site they are in partnership with Go Green on.