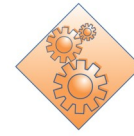


# Case Study

**Raising standards, maximising safety, maximising productivity.**



**BON-ACCORD**  
TRAINING LIMITED

**CASE STUDY: GORDON TIMBER**

**SECTOR:** Sawmilling/Timber

**TRAINING/SERVICE:** Forklift Manager/Supervisor and various Mobile Plant

## THE NEED

Gordon Timber wanted to reduce the likelihood of accidents, reduce running costs and improve lift truck and mobile plant discipline across all their sites. They wanted to establish a good standard of supervision thus meeting their legal requirements whilst also gaining a clear understanding of the current laws, regulations and codes of practice.

"We have always been safety driven, however, we were conscious we could enhance our operators skills throughout the team. We were fundamentally aware that achieving this would in turn help us escalate our production and safety record, resulting in less product damage."

## OUR APPROACH

Our relationship with Gordon Timber started when George McPhail (Mobile Plant Manager) attended our Forklift Manager/Supervisor Course. It was then clear from this course that there was a requirement and desire for further plant training across the business and we have gone on to support them with a full consultancy service. We worked with Gordon Timber, visiting and working with them on their site to understand their business, their needs and their challenges. As a result we identified and now deliver a complete programme of mobile plant training for their employees on an annual basis, helping to enhance and maintain skills and safety on-site.

## CUSTOMER BENEFITS

"As a result of engaging with Bon-Accord Training we have been able to implement novice, conversion and refresher training to meet company requirements. As per Approved Code of Practice L117 we are developing specific job and familiarisation training. This allows for detailed job, task and product knowledge at local/specific areas of our site.

Without doubt Bon-Accord Training has helped us to increase safety and efficiency on all our sites. Their team has enabled us to provide easy transfer of skills and knowledge from our new starts, to temporary workers as well as those more experienced. We've been able to take the training and add "our own twist" for maximum benefit and to retain essential skills, experience and knowledge for forklift / plant equipment handling and storage areas."

**George McPhail—Mobile Plant Manager, Gordon Timber**



## Why we continue to choose Bon-Accord Training?

"Professionalism; excellent training standards are maintained and delivered on a daily basis. They continue to help us progress our company standards and skills. Their flexible approach to on-site training with sound support and advice make Bon-Accord Training our continued first choice plant training provider."

"Instructor knowledge is excellent, they have industry experience with a great depth of knowledge in our products and business. They go the extra mile to provide a personalised service of the highest standard rather than an off the shelf approach to training. We really do get the best training which gives us peace of mind."

They can plan ahead working bookings and training requirements around our business; and they are flexible and understanding when things don't go to plan."

