

Managing Home Delivery

22 February 2012

Donington Park, Castle Donington, Derby DE74 2RP

09.00–15.15

In these times of increasing click-and-drop consumer purchasing, how has the distribution industry changed and how should we control the risks to our delivery crews and the consumer? This event has been designed to provide up to the minute information and guidance on the hazards and risks of home delivery, and the civil and criminal landscape within which home delivery is carried out.

The day will include:

- the retailers' perspective, taking the sale and arranging the delivery
- the ergonomics of manual handling
- how a 3PL manages home delivery risk
- keeping up with the times
- how to deliver to vulnerable people

Who should attend?

- safety advisors
- retailers
- logistics professionals
- call centre managers
- transport managers and planners
- the event will also be valuable to enforcers of health and safety, and transport policy.

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Supported by:



The Chartered Institute of
Logistics and Transport (UK)



Programme

- 09.00 Registration and refreshments
- 09.30 **Welcome**
Abby Miller
Home Retail Group
- 09.40 **The retailer's perspective, taking the sale and arranging the delivery**
Chris Jerman
John Lewis
- 10.00 **Delivering the law to a home near you – legal update**
Jason Bleasdale
Hill Dickinson
- 10.20 **An unknown quantity**
Stuart Rainbow
Parcel Carriers Safety Association
- 10.40 Refreshments
- 11.10 **Practical demonstration session – The ergonomics of manual handling**
Andy Nicholson
Axis Ergonomics
- 11.40 **The HSE stance on manual handling during home delivery**
Pete Lennon
Health & Safety Executive
- 12.10 **Practical demonstration session – Planet-friendly home delivery**
Martin Johnson
Kuehne + Nagel Asset Control Solutions
- 12.40 **How a 3PL manages home delivery risk**
Bernard Commons
Wincanton
- 13.00 Lunch
- 14.00 **Home shopping fleet collision prevention**
Chris Moore
ASDA
Paul Gallemore
ASDA
- 14.20 **Red routes and yellow lines – a rainbow of problems**
Jamie Connors
Sainsbury's Supermarkets Ltd
- 14.40 **How to deliver to vulnerable people**
Nicole Vazquez
Suzie Lamplugh Trust (represented by Worthwhile Training)
- 15.00 Q&A session
- 15.15 Summary and close of day

Note: The programme details may be subject to change

Booking information

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Event fees

- IOSH members: £60 + VAT (£12) = £72
- Non-members: £85 + VAT (£17) = £102

The fee includes lunch and refreshments.

Book by phone...

Simply ring the IOSH bookings team on +44 (0)116 257 3197 and register your place using your credit or debit card.

Book by email...

Please send your completed booking form and payment details to bookings@iosh.co.uk.

Book by fax...

Please fax your completed booking form and payment details to +44 (0)116 257 9197.

Book by post...

Please post your completed booking form and payment to IOSH bookings team, IOSH, The Grange, Highfield Drive, Wigston, Leicestershire, LE18 1NN, UK.

Payment details

What type of account is the payment being made from? (please tick one) Business Personal

Name and address of cardholder or for invoice	
	Postcode
email address (where your invoice and/or receipt will be sent)	
<input type="checkbox"/> I enclose a cheque/purchase order made payable to IOSH Services Limited for	£
<input type="checkbox"/> Please charge my payment card	£
Select one: Visa MasterCard Eurocard Switch Maestro	
Card number	Issue number (Switch/Maestro)
Valid from	Expiry
Security code (last 3 digits on signature strip)	
Signature	Date

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Delegate details (your event/joining instructions will be sent electronically)

Title	First name*	Surname*
Job title*		
Organisation name*		
Tel	Fax	
email		
Are you a member of IOSH? yes no		Membership number
Do you have any dietary or other special requirements?		
How did you hear about this event? brochure <i>Connect</i> email letter <i>SHP</i> website other		

*As you want them to appear on your badge and the delegate list

Please copy this form if you're registering other delegates.

Sorry, we can't accept bookings after 15 February 2012.

Acknowledgment

When we've received your registration and payment, we'll confirm your booking and send you more details by email. We must receive your payment at least five working days before the event. If you haven't received your paperwork by 15 February 2012, please contact the IOSH bookings team on +44 (0)116 257 3197 or bookings@iosh.co.uk.

Cancellations

Bookings below £100 are non-refundable.

For more information, please contact the IOSH bookings team on +44 (0)116 257 3197 or bookings@iosh.co.uk.

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We may take photographs and video footage at the event and use these in future marketing. Please tick the box if you don't want your image to be used in this way.

All information provided in the programme is correct at the time of going to print. IOSH reserves the right to make appropriate changes as necessary.