



Leading the way...

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Our success is built on understanding the importance of getting the right products, to the right place, at the right time - and always in-full. Having an all-in-one supplier will often save customers time, money, reduce risk, help us identify challenges, and find safer, more sustainable ways of working.

It's also built on our ability to source and develop products, consolidate orders quickly, and customise solutions to each customer and their specific needs.

We believe that 'your customer is our customer', which is why we like to deliver solutions that benefit your customer relationships too.

There are lots of success stories showcasing how we have worked with customers and manufacturer partners to break new ground and develop innovative products and solutions. They're a great way for companies to understand what a mutually beneficial partnership with Tower looks like.

Helping you stay safe and succeed is our role as your trusted supplier partner. I hope these stories draw a clear picture of how we work with customers and partners to solve problems, develop PPE & safety products, and lead the way in making a real difference to every businesses we work with.



Charles Aris
CEO



A seamless transition for RAC

How we helped the RAC change their supplier of twenty years.

For more than two decades, the RAC had been with the same supplier before initiating a tender in 2020. Because of this long-term supplier partnership, there was understandably a perceived heightened risk involved with choosing and moving to another supplier.

The RAC's need to provide branded workwear to their 1,400 remote staff had evolved quickly. They now required a supplier that could deliver high-quality workwear on-time and in-full, whilst also helping them adapt to changes such as the increasing proportion of electric vehicles on the road.

A common concern when changing supplier is related to stock, which is why it was vital we were able to minimise wastage related to the outgoing supplier's stock pool. The RAC was also pleased that we could facilitate a national rollout of workwear and customer experience enhancements.

We believe in the British Safety Industry Federation's (BSIF) dictum that "Anyone can sell safety, but you wouldn't buy safety from just anyone". That's why we made sure that during RAC's transition, our teams made no assumptions in terms of stakeholder product and safety knowledge.

We covered everything that was vital to safety and performance with the stakeholders from health & safety, procurement, marketing, and the supply chain. From clarification of breathable and water-resistant ratings and footwear passing an electric hazard test, to hi vis reflective tape for decoration.

RAC



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It was also crucial that the RAC's stakeholders were satisfied that their areas of responsibility were not just met but exceeded by Tower. For example, we provided marketing with technical drawings showing not just the RAC logo size, but also the position in proportion to product features.

As well as a pain-free transition, we were able to help the RAC in other ways. This included providing our online ordering platform, CtrlCloud, to deliver day-to-day contract management and a simple control method to restrict the product range and ensure adherence to quota or allocation by role.

Our onboarding process also ensures any goods that the customer is committed to keeping from the previous supplier is in our stock. We also recommend which lines to put into stock for replenishment purposes, and which products to remove from the supply chain securely and environmentally.

As a final part of supporting the transition during production of new RAC uniform, the patrols had video training on the ordering process, had access to pictograms to determine sizes, and were invited to order in advance of a dedicated weekend when Tower despatched over 1,000 man-packs.





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Going the extra mile to the final mile

How we helped P&O Ferries replace a consolidation hub and save millions.

P&O Ferries used to be in full control of their own supply chain, using a large distribution centre in Dover to have goods delivered to - including those from Tower. But this operation was a challenge with many of its own problems, not least of all the annual cost of upwards of five million pounds.

A big part of this considerable cost came from the centre being used as a hub, for a consolidated delivery model of operation. This ensures that goods get across the 'final mile' to ship side delivery, on time and in full. But these hubs meant using their own transport, at their own costs.

As an expert supplier partner to P&O Ferries, our goal is to develop solutions that work. We stepped in and reviewed P&O Ferries' processes, spent time understanding every part of their supply chain and business, and as a safety expert, prioritised the safety of passengers and crew.

We also looked at these processes from an efficiency perspective, to try and eliminate any potential areas of frustration, and to see where time and resources were being wasted. Unsurprisingly, we discovered one of the biggest areas of waste was the costly distribution and consolidation hub.

The consolidation hub was not just costly, it also suffered from stock accuracy issues. Stock would go missing in the warehouse, or not be present when it was supposed to be. As 'ships-don't-wait', P&O would have to flex heavily at further cost, to ensure every essential was ship-side on time.

It was clear to see exactly where the consolidation hub was failing operations. Using a hub to consolidate stock from multiple suppliers was resulting in costly operations, and missing stock was tarnishing the reputation of these suppliers despite them having no control over the situation.



After completing our final review, we offered P&O Ferries an effective and suitable one-supplier solution. By making Tower their sole supplier for final-mile ship-side delivery, they no longer needed the consolidation hub. This eliminated the need for the hub and saved the client millions in cost.

This is a perfect example of how we focus on, develop, and nurture mutually beneficial long-term partnerships when we do business with clients. Our reviews and analysis are there to make our clients' lives easier, help them save on resources and costs, and reduce waste wherever we see it.

We can help clients the most when we offer a one-supplier-solution. Using a consolidation hub and working with multiple suppliers can work, but there is often more risk involved, more to manage, and more wasted resources spent on arranging deliveries and organising transport.

Tower can eliminate the need to split PPE, cleaning, and non-food consumables over several suppliers. As well as sourcing stock to find the right product solutions, we can consolidate at every turn and arrange the right deliveries that won't let ship operations down when it matters.





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The ultimate one-stop-shop supplier

How we simplified and transformed ordering for Millbrook.

Before becoming a partner to Tower, Millbrook Healthcare (a leading provider of community equipment, wheelchairs, assistive technology, and home improvement agency services in the UK), found that raising orders for supplies was so inefficient, it was a full-time job for someone.

During Millbrook's onboarding, we recognised that we could give their buyers remote access to our online ordering portal CtrlCloud. This made things more efficient by listing all the staff in the company and automatically allocating set uniform quotas to each role within Millbrook.

By being a one-stop-shop supplier for uniform, PPE, and janitorial products, Millbrook were able to easily manage a 40 job-role specific range of uniform, including simple delegation of authority. This also reduced administration to a single monthly consolidated invoice.

Millbrook found that the adoption of our CtrlCloud online ordering portal made not just uniform allocation better, but also allowed them to include customer-specific products within the agreed range, with tailored management information aligned to each customer's KPIs.



Millbrook
HEALTHCARE



Keeping them high and dry

How a new foul-weather solution kept energy giant SSE performing at their best.

Our value as a partner is often felt most during the regular review consultations we have with customers. During one such session with power generating company SSE, they asked us to develop foul weather garments that performed particularly well during harsh winter conditions on UK coasts.

UK winters can bring extreme weather such as heavy rain, snow, gale force winds, and storm conditions. Although existing garments met safety and health regulations, wearers reported that when they became very wet it would become uncomfortably heavy and have a long drying out time.

When the SSE engineers worked in driving rain and windy conditions, the rain was coming at angles that meant the traditional features on the existing garments were not preventing water getting into the garment. This was causing discomfort and what is often described as 'wet neck'.

Their engineers were sometimes required to work consecutively for several days to restore power when bad weather had destroyed parts of the network. This meant it was vital that they have foul weather solutions that can dry out quickly after being wet and be ready to wear for their next shift.

Our mission was to develop a foul-weather garment that would be tough enough for the customer's working conditions whilst also waterproof, windproof, flexible, and lightweight. Working closely with a leading global waterproof garment manufacturer, we developed a new fit-for-purpose solution.

As SSE engineers work with electrical systems with the potential risk of being exposed to an arc flash incident, the new solution was also made to be arc resistant. The garment was certified and field tested with SSE, who were pleased to report that it performed excellently when worn.





Switching tracks on their PPE

**How a new partnership review with TFL
quickly turned into a complete PPE renovation.**

One of our first actions at the start of a new partnership is to review the situation and assess where we can immediately help and provide solutions. After partnering with major transport provider Transport for London (TFL), we found that we could help in more ways than they expected.

After concluding that TFL had been using an unusually wide range of solutions with their previous supplier, we began work on a project of rationalisation and standardisation. We also helped TFL find and then switch over to alternative solutions when and if products were no longer available.

We even found that we could improve the way TFL laundered their coveralls. Using our relationship with commercial laundry service phs beSafe, we provided a comprehensive end-to-end ordering, laundry, and delivery service, with lockers and a simple repairs service for them to use.

TFL also directly benefited from our unrivalled safety and best practice knowledge. Tower's unique understanding of garment standard requirements for each job role and type of risk, led to a safer, more rationalised product range from the outset of the new partnership.

A partnership with us also meant access to our ordering management platform, CtrlCloud, to help TFL control buying behaviour and ensure a PPE standard across the company. This resulted in improved safety excellence, a reduced range of products, and better cost-effective practices.



**Transport
for London**

CtrlCloud improves control and safety

How we developed a much-needed ordering platform for MDL Marinas.

MDL Marinas manage marinas mainly on the UK South Coast, ensuring the safe storage of vessels whilst policing the marinas to make sure everyone is acting safely and following procedures. They therefore work in a high risk, near-water environment, with a heavy emphasis on workplace safety.

But with locations spread across hundreds of miles, their Health & Safety Director cannot be everywhere at once. And with workers sourcing PPE dockside at places such as chandlers, the Director cannot always control and monitor which products are being used and when.

As the safety expert partner for MDL Marinas, we needed to develop a solution. We needed to ensure that the Health & Safety Director had complete control over what PPE was being used, and the ability to make sure it was always available for workers when they needed to replace it.

We immediately visited their sites, travelling the width of the South Coast to completely understand how MDL Marinas operates. It was especially important for us to see people at work and the risks they faced, so we develop and rationalise a range that prioritised safety as well as performance.

We developed a solution with our CtrlCloud smart ordering platform, to get the right products, to the right place, at the right time. We also ensured that each marina had its own range unique to the risks and work environment, such as ridges in boots for working on slippery ladders.

As well as giving control back to the customer over PPE, our CtrlCloud solution also stopped workers from using chandlers to purchase goods. Not only are these goods often more expensive, but there is also very little quality consistency when products are bought across multiple brands.

CtrlCloud gave MDL Marinas the ability to allocate PPE and workwear to each role, based on the risks involved in their daily tasks. As well as peace of mind when it came to workplace safety, this meant less products were purchased, for an immediate financial benefit to the company.



MDL Marinas





Scan QR code to find out more.
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TOWER