

Knauf Insulation reaps benefits

Knauf Insulation is both one of the most prestigious names on Scott Group's customer list and one of the first to sign up for ELM's innovative pallet return service. ELM was added to the Group's portfolio in 2007 to provide customers with a pallet management service, from design and manufacture through to repair and repatriation nationally.

With timber prices reaching an all-time high in 2007, Scott Group has strived to manage pallet price inflation through the innovative development of its pallet repair and repatriation service. Knauf's contract with ELM marks one of the first major Scott Group customers to fully take advantage of returnable transit packaging, or more broadly, dealing with a sole and complete supplier.

ELM's nationwide logistics structure combined with the extensive Scott Group depot network facilitates a level of service unrivalled in the UK market, offering a one-stop shop to meet all pallet requirements. By recovering and re-using pallets Knauf will significantly reduce its need for purchase of new pallets, thus ensuring reduced

demand for raw materials and providing an option best fitting of its environmental policy.

Mark Jolliffe, Operations Director from Knauf Insulation, said: "As a market leading manufacturer of products that have a real impact on sustainability in the construction industry, we are committed to a robust environmental policy. This means we are constantly looking at ways of reducing the environmental impact of not only the manufacture and use of our products but also how they are transported, packaged and stored.

ELM's pallet return service can make a valuable contribution and therefore Knauf is pleased to be part of this worthwhile initiative."

The smartController, ELM's bespoke software package, has ensured pallet recovery is a proven success – accurately measuring customer returns and providing auditable data on recycling and packaging re-use. Through this system, the reverse logistics of re-useable pallets is viable not only environmentally, but commercially too.

Reduced expenditure on new pallets, coupled with a reduced tax levy corresponding to diminished packaging waste, ensures sizeable

savings are made.

Mark Jolliffe commented: "In addition to the environmental and financial benefits of working with ELM, we benefit from a proven system of pallet recovery and re-use which is welcomed by our customers, many of whom perceive unwanted pallets as a logistics and safety concern." Michael Noble, Managing Director of ELM, said: "We are very pleased that Knauf Insulation has recognised the benefits of pallet re-use and has decided to work with the team at ELM to ensure a professional approach to such a major customer service driven initiative."

The Scott Group's acquisition of ELM was part of a diversification strategy allowing the Group to handle more of its customer's supply needs. As the partnership between Knauf and ELM grows, it marks the strategy coming to fruition.

