BEST PRACTICE

LOCATION:	**Cement plant**	**ARTICLE YEAR**	**2013**
ACTIVITY:	**Transport & Logistics / Delivery**	**COMPANY:**	**Kerneos Ltd**
SUB ACTIVITY:	**Product delivery**	**COMPANY LOCATION:**	**West Thurrock**
BEST PRACTICE No:	**BP858**	**COMPANY TEL:**	**01708 681215**
COUNTRY OF ORIGIN:	**United Kingdom**		

TITLE

Driver's Induction – overcoming the language barrier

ARTICLE

DESCRIPTION

Kerneos UK manufactures black and white high alumina cement which is distributed to markets across Europe. Many of the drivers collecting from their site do not speak English. The language barrier has created a problem in communicating site safety rules to these drivers.

Kerneos developed a pictorial presentation for the drivers that imparted all the information they needed but ensured that language was not a problem. To confirm the driver's understanding of the safety information and the procedures on site, Kerneos also developed a simple, visual test sheet. Drivers had to watch the presentation and successfully complete the test before being allowed to load. Drivers breaching any of the rules are made to retake the test.

BENEFITS

• The system has successfully overcome the language barrier for foreign drivers
• There have been no accidents involving drivers since this system was introduced.

ARTICLE IMAGES