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CASE STUDY

Stolthaven Dagenham

Changing shift patterns to support efficiency, resilience and employee wellbeing



Background

Stolthaven Dagenham is a bulk liquid storage terminal located on the River Thames, 15 miles from Central London. The site has 113 tanks which can store 162,884m³ of hazardous products imported by marine vessel.

Changing shift patterns was part of a modernisation programme designed to maximise efficiency, flexibility and resilience, whilst limiting fatigue risk and supporting employee work-life balance. Manning requirements at Stolthaven Dagenham can change at short notice due to weather, pilot availability or customer expectations and there was an increasing need for weekend working.

This demand volatility was amplified by Brexit and the Coronavirus pandemic, creating increased overtime costs, short notice callouts and shift cancellations. To optimise shift planning, Stolthaven Dagenham asked us to design new shift patterns for employees across its customer service and operations teams.



Our Role

Our consultants used their shift work insight, the Shift Pattern Design software tool within WORKSuite and a proven approach to employee engagement to deliver options which factored in forecast demand, operational factors and employee preferences.

“Handling hazardous materials in a dynamic operating environment requires shift patterns to provide exactly the right capacity without fatigue risk or unnecessary costs.

“Working Time Solutions helped us quickly design demand-led shift patterns that give management and employees more flexibility and certainty, whilst improving processes and efficiencies.

“Their combination of insight, software and employee engagement meant that the process of changing shift patterns was smooth, despite the impact of Brexit and COVID. We were able to implement the new ways of working quickly and see the benefit sooner.

“I'd recommend Working Time Solutions' best practice approach as it gives employees the opportunity to co-design their shift patterns and buy-in to the process. It also provides a framework that will support us as we adapt and improve shift work in response to changing demand and employee needs.”

***Rob Peacock, Safety, health environment and quality assurance
Manager at Stolthaven Dagenham***



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Totalmobile

Totalmobile is market leader in field service and mobile workforce management technology, helping organisations deliver more service, of the highest quality and at reduced cost.

Our SaaS based software provides a range of innovative products that deliver a step change in field service performance, mobile worker empowerment and management control.

This unlocks transformative cost savings, capacity gains, productivity improvements and empowers allows mobile workers to focus on consistently delivering the best service.

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