

# Track Record Global Ltd

## **WOLSELEY** Case Study

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Wolseley (Group Services) Ltd is the world's largest specialist trade distributor of plumbing and heating products and a leading supplier of building materials to the professional market. The Group primarily purchases pre-assembled products such as industrial pipes, plumbing supplies, heating and ventilation equipment, timber and building materials. These products are then delivered to Group branches or regional distribution centres for onward sale to customers. Wolseley has operations in 27 countries with more than 4,400 branches worldwide. It has around 51,000 employees and £14.4 billion of sales in FY '09.

### **Wolseley's requirement:**

During 2005 Wolseley UK was heavily criticized by eNGOs for trading plywood manufactured in China with the raw material potentially being stolen from forests in Papua New Guinea. It quickly became clear to Wolseley senior management that neither the company nor its suppliers had access to any convincing documentary objective evidence with which to address the allegations. Track Record, because of its internationally recognised expertise in timber legality and responsible sourcing, was contacted by Wolseley UK and asked to help.

### **Track Record's solution:**

As a consequence, Wolseley prepared a Global Timber Policy stating that, as a minimum, it would only purchase timber that was legal. In 2006 Track Record configured its TrackVision online systems as the backbone of a timber Due Diligence Service, designed to risk rate and report the likelihood of timber products compliance with the Policy.

Track Record's Due Diligence system stores, organises and delivers online reporting of product compliance levels. In this instance compliance effectively means 'legality'.

Suppliers upload specifically requested documentary objective evidence to support compliance claims. Track Record's staff review the supplier information and risk rate the products using an agreed risk rating methodology. The outcomes are reported via online systems as Key Performance Indicators, at product or product group level. Track Record has been providing the Service for over 3 years and the contract has just been extended. The level of use continues to grow with approximate 300 timber suppliers providing Due Diligence information for approximately 21 000 products. Track Record is implementing the Service (in multiple languages) for Wolseley companies in Denmark, Eire, France, Finland, Norway, Sweden and United Kingdom. Wolseley suppliers use the system to capture and deliver their documentary objective evidence from all over the world.

### **What Track Record's Service Delivers to Wolseley:**

- Every timber product processed through Track Record's Service, receives a risk rating which is an expression of the likelihood of 'illegality'. Wolseley purchasing staff regularly consult the Service to identify High Risk products. They are now able to take informed actions to systematically reduce the volume and number of High Risk and Medium Risk products in the value chain. They also regularly use this information during contract negotiations.

- Costs are controlled and cut by ensuring purchasing (and quality) staff are able to focus on their core roles without having to address the complexity of decision making associated with timber legality issues. They no longer need to manage the gigabytes of compliance linked documentation, supplier interactions and the related reporting. By not being embroiled in these tasks, it makes individuals more efficient and able to manage purchasing related issues more effectively for many, many more products.
- Online reporting of Key Performance Indicators, extracted from the live database that relate directly to legal parameters, can be presented directly to senior management.
- The Service delivers a highly flexible system that can be adapted and evolved as compliance requirements (such as the forthcoming Timber EU Due Diligence regulation) grow and become increasingly complex.

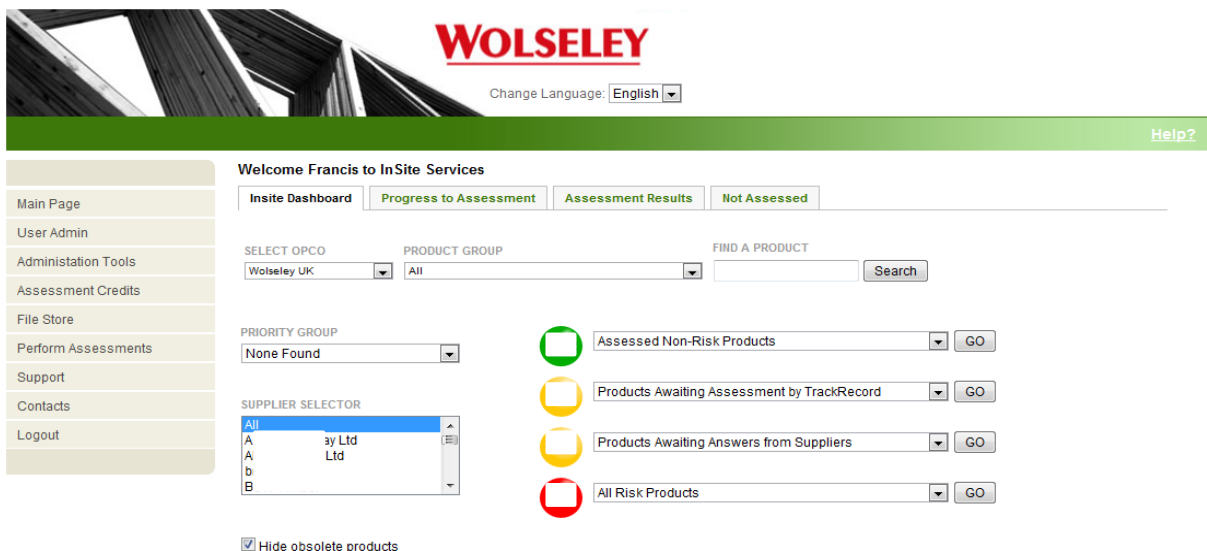
### Quotes from Wolseley about Track Record's Service:

“Wolseley’s Global Timber Policy makes it clear that, as one of the world’s largest suppliers to the construction industry, Wolseley is committed to sourcing the timber products it trades responsibly. For the past 4 years Wolseley has retained Track Record, as recognised experts in this sector, to independently assess compliance with our Policy.

Track Record’s data management service allows Wolseley to convert our responsible purchasing policy (catering for all the timber products we trade across the EU) into procurement practice. By using Track Record’s data management and assessment service, Wolseley also anticipates satisfying the forthcoming EU legislation covering legal timber imports in an efficient and straightforward manner.”

23 April 2009 **Jermain Cheetham** Timber & Sustainable Product Policy Manager - UK & Europe.

An example of the Track Record Due Diligence ‘dashboard’ that Wolseley buyers use to manage and review product risk ratings.



**WOLSELEY**  
Change Language: English

Help?

Welcome Francis to InSite Services

SELECT OPCO: 
 PRODUCT GROUP: 
 FIND A PRODUCT:

PRIORITY GROUP:

SUPPLIER SELECTOR:
 

- All
- A...y Ltd
- A... Ltd
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- B

Hide obsolete products

Assessed Non-Risk Products

Products Awaiting Assessment by TrackRecord

Products Awaiting Answers from Suppliers

All Risk Products