

Case Study

Loomis **Cash in Transit** implemented flawlessly for Euro Garages.

When Euro Garages needed a cash in transit provider to help them with their secure cash transport - they chose Loomis and enjoyed a flawless implementation.



As one of the largest privately-owned forecourt operators in the UK, Euro Garages has an expanding portfolio of 180 freehold-owned sites that are predominantly located across the North West, North East, Yorkshire, Midlands and Wales.

With over 1,800 staff, Euro Garages have strategic brand partnerships with BP, ESSO, Shell, SPAR, Starbucks, Subway, Greggs and Burger King.

Euro Garages are committed to providing 'excellent customer service, good value products, and a wide range of facilities for their clients'. It will come as no surprise then that with that commitment to their customers, Euro Garages expects similar high standards from its suppliers.

In 2013, Euro Garages had commenced a series of acquisitions which more than doubled their estate and with this rapid expansion came some fresh challenges.

When the business was smaller and all staff were known personally to the management team a "walk to bank" arrangement served them well. Staff would count and reconcile cash on-site before bagging it and transporting it to the bank.

With the huge growth the business has experienced in the past two years, it chose to take a fresh look at its processes and began to investigate the merits of utilising the services of a cash in transit provider.

Supported by Lloyds & Barclays, Euro Garages Finance Director James Thornton held a number of discussions and ultimately decided to award the business to Loomis.

"Due to the on going expansion of Euro Garages a need for cash management was identified," says James.

"As Euro Garages have not used this type of service before we utilised the expertise of our banking relationship manager, who introduced us to Daniel Pratt from Loomis."

"After a number of meetings with Daniel, spanning a period of several months, along with the re-organisation of internal procedures, it was deemed the correct and logical decision to award Loomis the cash handling aspects of our business."

The implementation of services was handled by a cross-functional team drawn from the ranks of Loomis' Operational team and a team from Euro Garages.

The Euro Garages project team was led by Ahmed Kazi, who is Operations Manager and has worked for the organisation since it started in 2001 – taking up his role on the third day of its operation.

Ahmed and the Loomis team collaborated to devise the optimum implementation and scheduled a three phase rollout to minimise disruption and to run alongside other Euro Garages initiatives.



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The plan was presented to the management team at Euro Garages. The response was extremely positive and the implementation given the 'green light' for February 2014.

All site managers were engaged, service information shared and site surveys were conducted by the Loomis Risk team to establish local collection processes.

Phase One commenced as planned and Loomis Cash in Transit services were introduced to all Euro Garages sites in the north-west. This initial rollout ran very smoothly supported by constant proactive discussion between the teams at Euro Garages and Loomis.

Once these first sites were bedded in, the next phase commenced in March 2014 and saw the remainder of existing sites go live by the end of that month.

Phase Three was scheduled to coincide with the Euro Garages takeover of their new Mid-Western sites in April 2014.

Ahmed and the team at Loomis had planned the implementation to coincide with the rebrand of each site. As each site was structurally and operationally complete, Loomis commenced cash collection services the following day. Again, this final phase went exactly to plan and the implementation project was completed on schedule.

"From operational, service performance and delivery perspectives Loomis are delivering on everything they said they would," says Ahmed.

"We are very pleased with our decision to work with Loomis and are happy with the service levels at over 99% Day One collection."

"For us - it's gone far smoother than we could have hoped or dreamed. The support from the team at Loomis was exceptional - they did a brilliant job in getting the service up and running. They continue to do so!"

"Obviously alongside the reduction in risk to staff, the time that we have saved - keeping managers in the business rather than in their cars transporting cash to the bank. We are genuinely delighted with our decision and the service."

Find out more about Euro Garages on their website - www.eurogarages.com

The Loomis Operational Implementation and Improvement Team come from varied and cross-industry backgrounds and have a wealth of experience, each one of the team has a mixture of Prince 2, Lean Six Sigma (from Green to Black Belt), and Kaizen training.

This is underpinned with Loomis's own methodologies of constantly "Innovating, Inspiring & Improving" in all we do.

In all areas, Loomis works in partnership with all internal and external parties to tackle cost reduction, drive down waste efficiently and increase value.

Loomis Cash In Transit Collection Process

