



Published on *Scotland Excel Supplier Excellence Awards*  
(<https://supplierexcellenceawards.holyrood.com>)

[Home](#) > 2020 Winners

---

## 2020 Winners

### Community Benefits

#### Winner - SME



#### **The Furnishing Service**

The Furnishing Service demonstrated a multi-agency approach to developing its training and employability strategy to ensure the organisation maximises its impact in local communities. It offers a wide range of work-based opportunities tailored to the needs of individuals with a focus on helping them to reach positive destinations.

#### Winner - Large



#### **Muller**

Muller worked with a range of partners in North Lanarkshire to extend the benefits of its Leadership Academy for Sport to 14 - 18-year-olds in the area. The initiative comprised a 6-month evening programme offering up to 16 qualifications in sport, physical activity and personal development. 70 young people gained 753 certified qualifications.

## Customer Service

Winner - SME



### **The Furnishing Service**

The Furnishing Service set out to develop a “Wow factor” service plan and involved its staff to do so. The company upgraded its service management tool to give better visibility of work flow, which helped them to improve in their “job delivered right first time” KPI from 90% to 99%.

Winner - Large



### **ACL Hire Ltd (Avis Budget Group)**

Delivering excellent customer service has underpinned ACL operations for 30 years. ACL was acquired by Avis in 2017, with significant investment in fleet and the introduction of a Cloud-based rental software system elevating customer convenience and efficiency to a new level. Cutting edge systems are supported by expert account managers.

## Environmental Practices

Winner - SME

### **Claremont Office Furniture**

Claremont Office Furniture reduced their carbon footprint year upon year for the past six years and increased their landfill diversion rate to 94% with their aim of reaching 100%. In addition to replacing delivery vehicles they introduced a route planning system to lower vehicle emissions. Desk products are 100% recyclable/100% recycled.



### **Winner - Large**

#### **Brakes**

Brakes introduced initiatives designed to raise awareness of recycling within the organisation and with their suppliers, achieving their 2020 target of 20% carbon reduction by 2018. The introduction of newer, more efficient lorries, the development of a route planning system to reduce distance travelled and new refrigeration units helped to reduce emissions.



## **Innovation**

### **Winner**

### **Alliance Scotland**

An alliance with the European importer of hand-held electrostatic cleaning technology resulted in a trial of this innovative approach with South Lanarkshire Council. The technology allows cleaning to happen four times faster and with 65% less chemicals than conventional methods. The approach also has benefits for hygiene levels and costs.



## **Partnership Working**

**Winner - SME**

### **CMS Window Systems**

CMS developed a successful partnership with Ferguslie Park Housing Association to ensure its homes comply with the Scottish Government's Energy Efficiency Standard for Social Housing (ESSH). CMS's extensive experience in this area allowed them to far exceed tenants' expectations and lever broader environmental and social benefits for the community.



**Winner - Large**

### **Muller**

Muller worked with a range of partners in North Lanarkshire to extend the benefits of its Leadership Academy for Sport to 14 - 18-year-olds in the area. The initiative comprised a 6-month evening programme offering up to 16 qualifications in sport, physical activity and personal development. 70 young people gained 753 certified qualifications.



## **Small Business & Third Sector**

**Winner**

### **Community Resources Network Scotland**

The CRNS Reuse Consortium demonstrates how a consortium of third sector suppliers can deliver consistent high quality service on a national framework. At a time of climate emergency and with the Scottish Welfare Fund under pressure, the Reuse Consortium provides an opportunity for councils to reduce landfill waste and help people in need.



## **Value for Money**

**Winner - SME**

### **Swiis Foster Care Scotland**

The company's wholesale commitment to developing its people – including young people in its care – using its in-house SQA Centre and Investors in People is central to achieving its main aim of providing cost effective placements where children flourish. Promoting from within has resulted in fresh thinking around efficiencies, processes and practices.



### **Winner - Large**

### **Dingbro Ltd**

Following a brief from the Aberdeen City Council, Aberdeenshire Council and Highland Council shared procurement service to reduce costs, Dingbro undertook an enormous data analysis exercise to identify economies of scale. The project also involved working with council workshop staff to identify opportunities to target specific high-volume items for savings.



## **Workforce Development**

### **Winner - SME**

### **Swiis Foster Care Scotland**

Swiis Foster Care's wholesale commitment to developing its people – including young people in its care – using its in-house SQA Centre and Investors in People is central to the company's business strategy. A comprehensive staffing review resulted in 25% of the staff being promoted with an invigorating effect on the workforce.



### **Winner - Large**

### **Kibble**

Kibble's Child and Youth Care Worker Development Programme attracts fresh talent to the care sector, providing training, qualifications and experience to support trainees into becoming successful child and youth care workers. The 12-month programme was developed to encourage those with the right soft skills to carve out a rewarding career in care.



### **Highly Commended**



Three other companies so impressed the judges they were Highly Commended. Everwarm scored highly in two categories for their work to introduce energy efficiency measures to “hard to treat properties” and to reduce fuel poverty. Hey Girls CIC, meanwhile, are a social enterprise on a mission to eradicate period poverty in the UK and Scotland’s Bravest Manufacturing Company was recognised as a supported business, which has made significant impact in the short time they have been operating.

---

**Source URL:** <https://supplierexcellenceawards.holyrood.com/page/2020-winners>