

CASE STUDY

TACKLING THE TALENT GAP THROUGH SHARED CORE VALUES



As the world's leading logistics company, DHL offers a wide range of interesting job challenges and opportunities in its different divisions around the globe.

That diversity of challenges is reflected at DHL Supply Chain, where customers come in all shapes and sizes and include many of the world's top brands and biggest corporations.

Developing tailored and innovative supply chain solutions that can meet the demands and challenges of them all is what makes its people such an admired and highly valued team.

INDUSTRY CHALLENGE

The supply chain sector, though, is facing a talent shortage. Significant increases in demand, combined with an ageing workforce and the need for new skills, mean that what was once simply a gap is now becoming a crisis.

One of many ways in which DHL Supply Chain is working to tackle that shortage is through signing the Armed Forces Covenant, demonstrating its commitment to those who have served as Regulars or Reservists in the Armed Forces.

Since its core values are closely aligned to those of HM Forces, DHL Supply Chain will actively seek to find the right position for the right person.

INDUSTRY CHALLENGE:

- Increased demand for talent
- Ageing workforce
- Need for new skills

DHL SUPPLY CHAIN SOLUTION:

- Signing of Armed Forces Covenant demonstrates commitment to Regulars and Reservists
- Actively finding right position for right person

BENEFITS:

- Close alignment of core values between Armed Forces and DHL Supply Chain
- Structured organization
- Opportunity to learn new skills

DHL SUPPLY CHAIN SOLUTION

Take Carl Ritson, for example.

Carl, an Assistant Fleet manager for DHL Supply Chain, served in the Royal Logistic Corps and Royal Engineers for 22 years before he joined the team at DHL.

While in the army, he worked in the logistics team and was responsible for the delivery of sensitive mail. However, after fulfilling his contract of 22 years of service, he was unsure where to go next.

His resettlement team supported him by providing work experience in the IT industry, but at the time there were no suitable roles available. With a Class One driver qualification, gained whilst in service, Carl turned to the logistics industry following the recommendation of a friend. After 13 weeks as an agency employee, Carl was taken on full-time by DHL.

Carl began his career at DHL as a driver and soon progressed in the business. Due to the IT skills developed on his resettlement course he was asked to support on the administrative side of the business.

As a result he was soon promoted to his current role as Assistant Fleet Manager. Typically, Carl carries out a range of activities each day, from data creation to ensuring drivers remain compliant with regulations.

BENEFITS

Carl believes that DHL has helped him throughout his career with the company, by enabling him to try a lot of different roles, from driving to office-based positions.

He says: "I can honestly say that I enjoy my job. At DHL, you can get on with things - I'm not micromanaged and my colleagues are very supportive. I would definitely recommend DHL to others, particularly ex-military people. It's a structured organization that provides plenty of opportunities to gain new skills and move up the career ladder."

He offers two pieces of advice to ex-service people who are looking to start a career, in particular with DHL.

Firstly, Carl says it is important to listen to what others have to say and take on board feedback. Secondly he advises that you should be prepared to be told 'no'.

In the military, officers follow orders and whilst there can be more freedom in a civilian profession, Carl says it is important that you do not expect to get everything you ask for.

Whilst there are of course challenges in his role, Carl derives great satisfaction from his work and believes it would be a suitable career for others who have served in the military. The close-knit community of the military is similar to that of DHL and the ability that many service leavers have to 'get on' with a diverse range of people is useful in the workplace.

QUOTE

"When I'm asked what skills are important for my role I would say that you need to be a good leader who respects the team and gets on with colleagues. It's a different culture to the military but I have found that the discipline and punctuality that was instilled in me during my time in the service has been of great benefit at DHL too. I also believe that the instructing skills I gained when in the army have helped me to become a more confident presenter in classroom environments at DHL."

Carl Ritson
Assistant Fleet manager, DHL Supply Chain

FOR FURTHER INFORMATION

Contact our supply chain experts [here](https://dhl.com/supplychain) >
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