* Please complete one form for each category entered.
* A company may enter a maximum of three categories, one entry per category.
* The completed entry must be emailed to eventsoffice@bifa.org no later than 5pm on Monday 8th October 2018.

**YOUR DETAILS**

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| **COMPANY NAME** | Jordon  | **BIFA MEMBER NO.** | 1979 |
| **COMPANY ADDRESS** |  | 4 Schneider CloseFelixstoweInsert address line 3.SuffolkIP11 3SS |
| **CONTACT NAME** | Paula Bennett | **CONTACT POSITION** | PR manager |
| **CONTACT EMAIL** | paula@peach-pr.co.uk | **CONTACT TELEPHONE** | 07393 911299 |

**CATEGORY ENTERED** (*Tick to select one*)

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| **Air Cargo Services Award**  | **Cool Award**  | **European Logistics Award**  |
| **Extra Mile Award**  | **Ocean Services Award**  | **Project Forwarding Award**  |
| **Specialist Services Award**  | **Staff Development Award**  | **Supply Chain Management Award**  |

Using the following pages please describe your entry keeping to the indicated word limits (Introduction: 300 words; Detail of project or service: 600 words; Conclusion: 100 words). In the detail of project or service you may wish to include the benefits to your company and your customer. Do not attach any further documents at this stage, shortlisted entrants will be invited to submit supporting information during October.

Submissions will be treated in the strictest confidence by BIFA and the Judging panel. An outline of the winning entry in each category will be published as Judges’ comments and the winning company and entry details may be featured in BIFAlink during 2019.

**INTRODUCTION (maximum 300 words)**

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| Since 2016 Jordon has worked with the Arena Group’s Arena Structures division delivering complete temporary environments to some of the world’s most prestigious and cultural occasions, including: Wimbledon, The ATP World Tour, the Ryder Cup and Glastonbury.Renowned across the industry for its precision, planning and ability to up-scale very quickly, Jordon is ideally placed to meet Arena’s just-in-time requirements.With event structures often required at a venue within 24 hours, Jordon’s careful selection of quality approved hauliers forms part of the team that successfully delivers structures to events across Europe, always on time and to Jordon’s demanding services levels.Key to the success of this contract is the speed that Jordon can act, delivering last minute consignments without charging express prices. Working hard to protect its clients from exaggerated rates, Jordon undertakes intensive market price surveillance and benchmarking of prices quoted by competing hauliers enabling the company to consistently offer the best price available from its approved team of hauliers, whilst offering the seamless service it is renowned for.Exemplifying a successful business relationship, Jordon’s success is in the logistics services it offers and the relationships it builds with clients and hauliers alike. Jon Swallow of Jordon says: “We’re speaking daily with our client during the event season rather than relying on emails that often delay time sensitive information. The success of the Arena contract demonstrates that buying your logistics from a freight exchange or online platform simply isn’t a suit all approach. The bespoke nature of Arena’s industry, and the often-frantic run-up to these events requires long term planning. The teams on both sides work on trust and a commitment to get the job done properly, but always as cost-effectively and efficiently as possible.” |

**DETAIL OF PROJECT OR SERVICE (maximum 600 words)**

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| Start typing here (max 600 words).Jon Swallow, director of Jordon says of the Arena Structure contract: “The schedule of loads we move for Arena is always known well in advance, as you would expect. But, the closer it gets to an event taking place, there are often late bookings on a Friday night or over the weekend, which can involve unusual requests. “To an average transport company, these requests would be deemed impossible, but at Jordon we take a different approach. The show or event requiring the structure is often world class and must go on; so, we must make what has been requested happen. From the outset of discussions with Arena, a ‘can do’ attitude was cited as a must-have from their logistics provider. And so, we’re always prepared for any 11th hour eventualities and have contingencies in place. “Working without a fixed fleet, but having hauliers on standby, operating in a more flexible mode throughout the events season ensures we can meet those last minute urgent or express loads. So, if structures need picking up in Paris, we find the nearest available empty haulier, rather than having to pass on charges for empty mileage running.”Having moved over 400 shipments for Arena Structures last year to Spain, Portugal and Belgium, Jon continues: “We also then bring everything back to Arena Structures’ sites here in the UK or Europe.”Jordon’s network of carefully selected, quality approved European hauliers is key to the success of this contract. “We’ve invested heavily to ensure our network offers the same logistics expertise as we do. What’s more, our commitment to the ISO 9001:2015 quality standard, which we achieved earlier this year, ensures quality of service across all aspects of our business, ensuring from a client’s perspective it’s a seamless operation and Jordon all the way.”Proud of its European expertise, Jordon acts quickly on behalf of Arena Structures, delivering last minute consignments without charging over-inflated express prices. “It’s here our market surveillance and price benchmarking reap dividends. Our asset light business model ensures we work hard to identify the closest available haulier to take on any last-minute jobs, removing the need to charge for empty miles and ensuring we operate as flexibly as possible. Generally, this approach means we can retain the same price for a delivery to Europe if it was booked a week in advance or just one hour in advance, providing massive competitive edge.Proud of its market intelligence and its commitment to embracing the industry’s latest technologies, Jordon is equally proud of the one-to-one relationships it enjoys with its clients. Jon continues: “Our excellent service levels and committed team of specialists are key to why we retain our contracts. In this relationship, teams on both sides work on trust, plan properly and are committed to covering as many bases as possible ahead of time.“Immediate communication is critical if you want to be a reliable and robust transport provider. So, for us, that means picking up the phone and having proper conversations. Whilst email is an essential communication tool, the phone is currently still king.“What’s more, we liaise with both senders and the receivers, wherever they may be in Europe, as well as individual event’s project management and on-site staff at the event.”Andrew Bookless of Arena Structures adds: “Arena Structures needs to be 100% confident in its logistics providers’ ability and Jordon is with us all the way, going that extra mile to help us meet our demanding deadlines.” |

**CONCLUSION (maximum 100 words)**

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| Jordon cares for its clients, gets involved and becomes an extension of a client’s business as required.Jon Swallow adds: “Working with Arena Structures is fast paced and pressurised, but it’s one of our most enjoyable clients. We love nothing more than completing what our customers deem impossible.”Andrew Bookless of Arena Structures concludes: “Since working with Jordon, Arena has made significant financial savings and achieved improved response times to events across Europe. We work together as a team and are confident Jordon can support us around the clock and go above and beyond to help us achieve our goals.” |

**Privacy Notice (Awards Entry form)**

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| This entry form allows us to register your company for a General, Modal or Specialist award.Your information will never be shared with any organisation outside of BIFA.For our contact details and other important privacy information please read our full [privacy statement](https://www.bifa.org/awards-privacy/). |