

CASE STUDY

Eurostar improves transparency across its supply chain with SupplierPortal



Eurostar is the only high-speed railway service connecting London with Avignon, Brussels, Lille, Lyon, Marseille and Paris. All its trains traverse the Channel Tunnel between the United Kingdom and France. Since it started in 1994, Eurostar has carried over 150 million passengers across the Channel.

The challenge

As a business working across a range of destinations for over twenty years, Eurostar has always had a strong sense of responsibility to the environment and the communities in which it operates.

Since setting out to reduce its business CO² emissions by 25% in 2012, Eurostar has been managing all its projects through Greenstone's enterprise level software. This gives Eurostar an accurate baseline to work from and ensures that its measurement, tracking against targets, and reporting is robust.

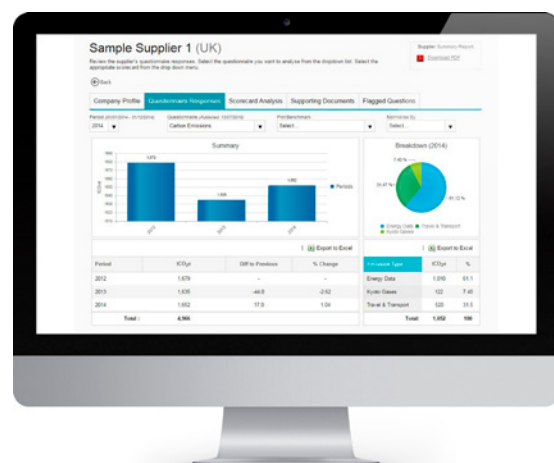
However, Eurostar needed to start looking beyond the impacts of its own business and wanted a clearer understanding of its supply chain as a way of managing risk and compliance.

The solution

Through the use of Greenstone's SupplierPortal, Eurostar has significantly improved the transparency of its supply chain. By gathering data from its suppliers through this online platform, Eurostar is not only getting a better understanding of the environmental performance of its supply chain, but also creating a more complete profile of supplier information.

The flexibility of the solution has enabled Eurostar to capture information covering the environment, health & safety, commercial information, labour standards, IT security and anti-bribery & corruption. It can then undertake in-depth supplier analysis across each of these areas, including the use of the automated audit function to carry out risk assessments for its IT suppliers.

This puts Eurostar in a position to be able to manage any direct risks that may result from supplier non-compliance, but also, vitally, to be able to engage with its suppliers on all areas of their business and improve their own performance.



The results

Collecting and analysing supplier information is part of Eurostar's Supplier Engagement Strategy which helps Eurostar to build on its strengths and effectively manage risk in its supply chain. Moving the process online, Eurostar has been able to move the focus away from just data collection onto developing a supplier engagement strategy that really works.

The data collected is helping Eurostar to review the current performance of its key suppliers, focus on the key areas of weakness and identify ways in which it can work with suppliers to help them improve their performance going forward. SupplierPortal is helping Eurostar to collaborate with its suppliers and engage with them in a way that benefits both Eurostar and its suppliers.



Integrating SupplierPortal into our procurement process has enabled us to make more informed decisions when deciding which suppliers we wish to work with in the future. We are confident that we have the right platform in place to help us manage and reduce areas of risk to our business. The response we've had from suppliers so far has been really positive, and we will continue to focus more on building those long-term relationships that are mutually beneficial."

Luke Ervine, Head of Environment & Energy, Eurostar



Talk to us

Got a question about your organisation's supplier management process? Or want to see SupplierPortal in action? Please email us at supplierportal@greenstoneplus.com or call +44 (0)20 3031 4000 to speak to our team.