

Reception - Arkema: listening to drivers to improve working conditions



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EMPLOYMENT & TRAINING, TRANSPORT AND LOGISTICS

ARKEMA: LISTENING TO DRIVERS TO IMPROVE WORKING CONDITIONS



[Success in Motion: Innovations and Achievements in Transportation]

The chemical industry is stepping up its initiatives to improve the reception conditions and work of truck drivers on industrial sites. We met with Caroline Clément Trouillet, Head of Land Transport Purchasing Europe at ARKEMA who relies on transparency to offer drivers a safer, more comfortable environment adapted to their needs.

Can you tell us about ARKEMA is committed to improving the conditions for drivers?

Caroline Clément Trouillet: At ARKEMA, we consider the safety, quality and competitiveness of our transport and logistics activities very carefully. I meet a large number of transport company managers in France and Europe on a daily basis and the shortage of drivers is a subject that is often discussed during our discussions. We must make these professions more attractive and promote their working conditions. This is why we wanted to know more about the feelings of the drivers who come to our sites.

How did you proceed?

Caroline Clément Trouillet: We give drivers the opportunity to transparently assess the reception conditions of the Arkema sites they visit, in order to identify areas for improvement. These evaluations focus on clear and measurable criteria, including the safety, comfort and accessibility of our facilities.

How does this materialize?

Caroline Clément Trouillet: We offer a digital evaluation system on some of our pilot sites: Carling, Jarrie, Marseille and Serquigny. Drivers who wish to do so can scan a QR code, displayed in the reception desk, which directs them to the website of [ECTA](#), our partner on the subject.

This application collects drivers' opinions on the reception conditions on site. One of the evaluation criteria also concerns the reception of female staff. This is an important point in line with Arkema's values, which aims to promote and increase gender diversity in Chemicals and in the field of logistics and transportation.

When the site has been evaluated more than 30 times, the results are shared on the [ECTA](#) website with the company concerned – always in complete confidentiality – a bit like a TripAdvisor for industrial sites! Today, more than 1,000 sites in Europe have been assessed and 1,600 drivers have registered on the platform.

What were the results of this initiative?

Caroline Clément Trouillet: This process was launched only a few weeks ago, but we have already taken into account the first feedback.

Not everything is possible of course, we are not going to transform our waiting areas into living spaces, but this also reminded our internal teams that the partnership begins with a quality welcome for our service providers.

What are your next goals?

Caroline Clément Trouillet: We will first analyze the initial results and then extend this system to all of the Group's sites in France and Europe.

Safety, quality of operations, and constant dialogue with our logistics partners are and remain a priority. This approach only reinforces other initiatives carried out within the Arkema group. The dematerialisation of transport documents will certainly be one of our next objectives.

Your contact on transport and logistics topics:

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A major player in specialty materials, Arkema or through its subsidiaries (MLPC International, Rheology and Specialty Additives and Bostik) directly employs nearly 7,300 people in France.

Arkema France has [26 production sites](#) and [7 research and development centers](#) spread across the country.

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