



## Providing accredited instructor training to one of the world's largest logistics companies

CEVA Logistics is a global leader in third-party logistics, delivering transportation and supply chain solutions that connect people, products and providers around the world.

With more than 110,000 employees and 1,700 facilities across over 170 countries, CEVA operates at significant scale and relies on consistently high standards of safety, compliance and operational excellence.

### Building a nationwide partnership

CEVA began working with Mentor in 2016, following positive reports from others in the industry. Since then, the relationship has grown into a trusted long-term partnership, with Mentor now sole provider for all initial and re-registration training for CEVA's forklift instructors nationwide, as well as supporting operator training when needed.

Our UK-wide training network enables courses to be delivered wherever CEVA require, to the same accredited standards across all sites. We ensure this uniformity amongst Mentor's trainers via comprehensive quality assurance measures, including an initial onboarding Academy, standardised training materials and regular audits from dedicated Field Training Assessors, so CEVA receive consistency nationwide.

### Setting the standard

For organisations like CEVA, the quality of its in-house instructors has a direct influence on establishing operator safety standards throughout the business.

By developing competent instructors, CEVA can ensure that skills, safe working practices and operational standards are consistently passed on to its workforce, helping to improve safety standards across sites nationwide.

That's why every instructor course that Mentor deliver is designed to equip CEVA trainers with the practical knowledge, instructional techniques and confidence they need to upskill others effectively.

**"The training is exceptional. I attended one of their courses myself before I put any of my instructors on and it was absolutely brilliant."**

*Gordon Fraser, Operational Training Manager - CEVA Logistics*



As James Barnes, Operations Trainer at CEVA Logistics, explains, “The training to our instructors is of a high standard and then our guys are passing that back on to the individuals back on site, increasing better behaviours across the site to help reduce accidents.”

### Understanding CEVA’s business needs

To ensure we meet their requirements, our AITT accredited instructor training works around CEVA’s operational demands, while ensuring vital standards remain upheld.

Because every site operates differently, training is scheduled around their working requirements to minimise disruption while helping CEVA maintain productivity.

Mentor has also built a detailed understanding of CEVA’s expectations, processes and commitment to safety, which enables our team to provide the relevant support when new instructors join the business or existing instructors need to refresh their skills.

And as the relationship continues to evolve, so too does the training service we offer, something that CEVA values in their provider, with modern, innovative training solutions, including e-learning options, constantly in development to offer customers added benefits.

**“When looking for another provider, we’re looking for a company that’s got the same values as we have, and we felt Mentor had that.”**

**“...It’s a relationship that’s constantly building and evolving.”**

*James Barnes, Operations Trainer - CEVA Logistics*

### A partnership built on trust

Over the past decade, Mentor’s relationship with CEVA has evolved beyond simply delivering training courses. Today, we are a trusted partner in the ongoing development of CEVA’s internal instructor team, helping the business maintain high standards of safety, compliance and operational excellence across its nationwide network.

CEVA value the support provided throughout our service provision, praising the prompt handling of queries, our reliability, honesty and attention to detail. Gordon Fraser summarises the partnership, “From the trainers to the office staff to the admin, it’s very, very difficult to find any faults with them.”

We’re proud to continue working with CEVA Logistics and support the development of skilled, confident individuals throughout their organisation.



**“Year on year we’re actually seeing a reduction in the number of accidents we’re having at sites...Personally, I put it down to the good training.”**

*Gordon Fraser, Operational Training Manager - CEVA Logistics*

### How can Mentor support your business?

If you’d like to find out how Mentor can support your organisation, call **01246 555222** or leave a message at [www.mentortraining.co.uk/contact-us](http://www.mentortraining.co.uk/contact-us)