

A perfectly tailored partnership



Kinloch Anderson
SCOTLAND

Background

Kinloch Anderson has been respected and well-known in Scotland since 1868, as the experts in kilts, tartan and Highland Dress, and makers of luxury traditional clothing with a strong emphasis on Scottish Design.

Kinloch Anderson is a family-owned business that is now in its sixth generation and a proud holder of three Royal Warrants of Appointment as Tailors and Kiltmakers to Her Majesty the Queen, His Royal Highness the Duke of Edinburgh and His Royal Highness The Prince of Wales. Kinloch Anderson has been supplying the British Royal Family since King Edward VII in 1903.



<https://www.kinlochanderson.com>

Growing together

Kinloch Anderson are recognised as market-leaders in their industry and they have experienced exponential growth after focusing on their e-commerce offering. Understanding that an industry-leading delivery service was required to help fulfil a crucial part in the customer experience, CEO John Kinloch Anderson says: “Our delivery requirements have grown massively and DPD were the only choice for us thanks to their innovative technology and customer focus.”

He adds: “Offering a one hour delivery window with interactive SMS and email notifications and then by enabling our customers to track the exact location of their parcel on a real-time map.”

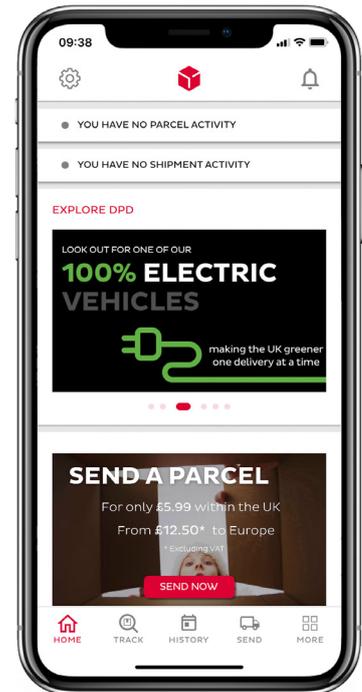
John concludes: “DPD has come such a long way since it became our primary carrier, and we fully expect them to develop their services even further in the coming months and years – we very much look forward to being a part of this and allowing our customers to benefit from DPD’s forward-thinking nature and excellent IT support”

The DPD App

DPD's award-winning app has more than 9 million users and means your customers won't miss a parcel delivery again.

With the DPD app it's easier than ever to make changes to your deliveries and save your delivery preferences. You'll also get 30 minute delivery alerts, have direct access to live chat and our customer service team, learn about your driver and be able to send a parcel in three easy steps.

This innovation means that there's no need to wait in all day when expecting a parcel, and it has substantially increased DPD's 'right first time' delivery rate, which is a key driver of customer satisfaction.



The UK's most sustainable parcel delivery company

DPD wants to be the leader in sustainable delivery. Since opening our first two micro-depots in London in 2018, we've moved rapidly through the gears on our journey towards decarbonisation.

Of the £100m we invested in new vehicles last year, a massive 20% was spent on electric vehicles. We added 561 EVs to our fleet since the start of 2020 and now have more than 700 at 84 depots nationwide, which means that 10% of all our volumes are now delivered totally emission-free.

As the UK's fastest-growing major parcel carrier, CO2 emitted per parcel has now become as important to us as our right-first-time delivery rates.

Our new 25-25-25 vision is to deliver 100m parcels a year (which will be 25% of our volumes) on all-electric vehicles in 25 UK cities by 2025.

You can find out more about our green vision by going to green.dpd.co.uk or visit blog.dpd.co.uk where you can keep up to date with DPD's latest green and sustainable thought leadership.

Grow your business with DPD

To find out how DPD can benefit your business, call 0845 9505 505.