

Achiever of the Year Highly Commended 2015

Jacqueline O'Donovan, O'Donovan Waste Disposal

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Jacqueline O'Donovan is Managing Director at London-based O'Donovan Waste Disposal. For over 30 years Jacqueline has led her team from the front – achieving a turnover of more than £14m, employing 140 staff and running a fleet of 85 vehicles.

Jacqueline is an opinion former and is passionate about shaping best practice for the entire logistics and waste industries. She has had a profound impact – collaborating with Transport for London, CLOCS and vehicle manufacturers to identify ways to improve driver vision on vehicles and the safety of vulnerable road users. She has pioneered a 'how low can we go' initiative, trialling lower side guards to reduce the risk of people being dragged under an HGV's wheels.

As a result of Jacqueline's dedication, O'Donovan has been awarded FORS Gold for the third year in a row and is recognised by TfL and the Mayor of London as exemplars in a number of their logistics-focused initiatives.

Jacqueline is committed to continuous improvement in training, equipment and culture. She inspires her team by providing an opportunity for everyone to learn and upskill and by ensuring they have the required education and tools to perform their jobs safely and to the best of their ability. At the core of their Greener Vision Strategy is a bespoke and certified driver course, which improves drivers' understanding of waste, customer relations, legal obligations, compliance, H & S and efficiency and environment. This has reduced carbon emissions by almost 10% and idling by 50%. Investment of £80,000 in a new operational management system, that monitors driver behaviour in real-time and identifies training needs at an early stage, has already recorded a reduction in the 'number of incidents' by 25% in 10 months.

This year Jacqueline was made a Fellow of the Chartered Institute of Logistics & Transport and O'Donovan has been recognised by the training body, WAMITAB, for implementing one of the largest upskilling programmes undertaken by an SME in this sector.



Judges comments

Jacqueline's passion for her industry is both obvious and infectious. She took over the family firm at a young age and has demonstrated resilience, innovation and commercial acumen making her business arguably the most successful Waste Management SME in the region.

Her passion and drive for improving the industry has made her a beacon for change, driving improvements in Health & Safety, training and sustainability. We believe that Jacqueline has been instrumental in transforming the waste management sector across London.

O'DONOVAN
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