



## CASE STUDY

Business Challenge:  
Safety Standards

# How Ideal Electrical Suppliers Streamlined Safety Practices with PVpallet Series X



## Scenario

Work Safe. Home Safe. That's Ideal Electrical Suppliers safety motto. When National Health, Safety and Environment Manager Phillip Eades joined the team in late 2020, he aimed to make this motto a reality for all 350 employees. His primary objective was to create well-researched safety processes and implement them nationwide. After analyzing all 48 branches, Phil discovered a common safety concern: solar panels. Handling and storing solar panels after they were opened was a company-wide challenge. Breakage was prevalent. Returning extra solar panels to the branch after a delivery was time consuming. Loose solar panels in the warehouse were frequently lost or in the way. But the biggest concern to Ideal Electrical was the safety hazard the solar panels posed. Both vertically and horizontally stacked solar panels could easily fall. In fact, safety incidents involving loose solar panels had been reported in every region of the business—19 total over a two-year period, ranging from report only to lost time injuries. Ideal Electrical knew they needed to establish company-wide processes to protect their valued employees.

## Safety Challenges

### COUNTRYWIDE SAFETY INCIDENTS

Safety incidents involving loose solar panels were reported in every region, totaling 19 reports over a two-year period, ranging from report only to lost time injuries.

### LACK OF CONSISTENT PROCESSES

Handling and storing solar panels after they were removed from the packaging was a challenge throughout the country. Without a streamlined safety protocol, each branch had their own process for managing loose panels.

### EXPOSURE TO HARM

From the moment the banding was cut on a package of solar panels, handing loose panels was not just awkward—it was a safety hazard. Both vertically and horizontally stacked solar panels could easily fall, exposing employees to harm.



## About Ideal Electrical Suppliers

Founded in 1936 with a vision to set an industry benchmark for outstanding customer service, Ideal Electrical Suppliers has grown to become one of New Zealand's leading electrical wholesalers with 48 branches throughout the country. As part of the Rexel International Group, which provides electrical solutions and equipment to 25 countries and more than 40 distribution networks worldwide, Ideal Electrical is supported by a global network with unlimited resources and an unwavering commitment to sustainability.

## Solution

Ideal Electrical Suppliers began searching for a solution in mid-2021. When nothing suitable was available for purchase, they explored designing their own solution. But this direction was soon rejected due to material and design constraints. Finally in late 2022, Ideal Electrical found what they were looking for: PVpallet Series X. A trial was soon organized with a singular purpose: to accurately assess if PVpallet Series X was the best solution to safely store loose panels at their branches. Six branches with a high volume of solar were selected for the trial. Each branch trialed a Series X unit for six weeks, allowing ample time for managers and staff to evaluate the performance of the pallet. The trial period began with training, including best practices for erecting and collapsing the pallet, using the pallet's load management system, and loading/unloading solar panels. Series X units were initially tested for ease of handling and basic functions, then used in the daily operations of the branch. At the conclusion of the testing period, a survey was completed by the branch manager.



## Results

During the 6-week trial period, positive feedback was reported across all branches. Ideal Electrical Suppliers determined that PVpallet Series X was the solution they needed to help streamline their safety procedures for storing loose solar panels.



**REDUCE EXPOSURE TO HARM**  
Integrating Series X into company safety processes will reduce exposure to harm when handling solar panels.



**STREAMLINE SAFETY PROCESSES**  
Positive feedback confirmed that Series X will be key to streamlining loose solar panel safety procedures.



**PROTECT EMPLOYEES**  
Series X underscores Ideal Electrical's commitment to processes that foster a safe work environment.

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**"PVpallet Series X provides a proper encasement for loose solar panels, significantly reducing the risk of falling panels and improving safety at our branches."**

PHILLIP EADES

National Health, Safety and Environment Manager  
Ideal Electrical Suppliers

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## Outcome

Positive feedback was reported across all branches. "Series X is a fantastic piece of kit. It's an exceptional tool for handling loose panels," said Kahl Osborne, Branch Manager at New Plymouth. "I could use one of these pallets in the branch and sell them to our customers."

As a result of the successful trial, PVpallet Series X units will be allocated to each of the 30 solar branches. This solution will be a critical part of ensuring the safety of their employees and making their safety motto—Work Safe, Home Safe—a reality.

The trial proved that Series X was the practical solution Ideal Electrical Suppliers needed to reduce the risks involved in handling and storing solar panels after they are removed from the manufacturer's packaging. "PVpallet Series X provides a proper encasement for loose solar panels, significantly reducing the risk of falling panels and improving safety at our branches," explained Phil. "This innovative solution meets our requirements to reduce our team's exposure to harm and let people go home safely."

## Future

Ideal Electrical Suppliers sees PVpallet Series X as a key part of their focus on employee safety, innovation, and delivering the best customer service. In addition to implementing PVpallet Series X in their warehouses throughout the country, Ideal Electrical has become New Zealand's distributor for the product so they can offer the solution to their customers. "PVpallet has been a real pleasure to work with. They're very proactive and make sure we receive the information we need. They're always happy to find solutions," said Phil. "We see so much potential in this product—plus it's made from recycled plastic, which is awesome."



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