



Council of Supply Chain
Management Professionals

Educating and Connecting the World's Supply Chain Professionals.™

CORPORATE SPOTLIGHT



ONE PARTNER. **MANY SOLUTIONS.**



TRINITY



BURRISLOGISTICS.COM

In a nutshell, what is your company all about?

Burris Logistics is summed up in our company tagline, ONE PARTNER. MANY SOLUTIONS. We have assembled a portfolio of brands and a suite of solutions to provide end to end supply chain management. Burris Logistics is a 95-year-old family business that is rooted in refrigerated and frozen logistics. We offer storage, distribution, freight brokerage, redistribution, and logistics technology.

What differentiates your company from others in the industry?

The relationship and services provided by Burris are dynamic, evolved, and continuously improve over time. Burris has a history of maintaining multi-decade relationships with service excellence. These relationships are designed to be flexible and focused on the customer's changing needs. At Burris, 2000+ team members are treated like family and are culturally committed to service and customer care. Our mindset is that of a partnership, focusing on a custom solution for our partners.

What is your company's most recent accomplishment?

Burris Logistics' Custom brand recently won a 6-year contract renewal with Acme Markets and Eastern Safeway. This is the continuation of a 95+ year relationship between Burris and Acme. Burris Custom in Harrington, DE will handle the distribution of Frozen grocery, ice cream, bakery, meat, seafood, ice, and deli. Safeway is returning to Burris Logistics' distribution network.

What is the biggest challenge your company faces in the industry?

Hiring and retaining talent is both our biggest challenge and greatest opportunity. Burris Logistics focuses on our team members, as they are the reason behind our success. We are just as prone to turn over as our competitors, as higher wages and different incentives continuously lure our talent away. But we have seen that creating an environment where each team member is family, increases the likelihood for retention. Frozen warehouse work is tough work, so being rewarded and cared for by our company keeps team members employed by Burris for the long run.

How does your company approach recruiting and retaining talent? What challenges do you face?

We are transparent in our recruiting practices. With the help of marketing, our HR teams work to educate future team members about the different positions at our distribution centers. We seek to educate first, and then show the opportunities that lie ahead. As mentioned, this is tough work but when you are treated as a family member, essential to America's supply chain, you feel the reward. Our leaders also provide ongoing opportunity both from each distribution center and from our corporate office. Burris University is a training program where team members representing multiple roles learn about leadership, supply chain, and how they can grow withing Burris.

Why is your company a CSCMP Corporate Member?

CSCMP is an association that connects the small spaces in between the main links of the supply chain. These are the often-unmentioned requirements of being an end to end supply chain solution like Burris. CSCMP provides a community where members can learn what other peers are doing both within and outside of their industry. CSCMP provides educational programs and digital marketing opportunities designed to strengthen the industry and its members. Engaging with the community that CSCMP supports, whether through digital programming or at EDGE, allows us to learn about what our industry partners want in a logistics provider..

How have you handled the Covid-19 Pandemic?

We have been careful, knowing that our business is essential and depends on the health and safety of our essential team members. When COVID-19 first hit, we were quick to educate our teams on information published by the CDC. We took measure to ensure that our warehouses and team members were able to work in a safe environment. This included temperature checks, catered food, and company provided PPE. We leveraged our thought leaders and industry associations like CSCMP to stay up to speed on food safety and pandemic planning. It was a combined effort that ultimately has allowed us to operate above capacity, safely.



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