



PALLETWAYS  
ID LAUNCHES  
IN THE UK

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INNOVATIONS  
EXPAND  
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STOKE  
TRANSPORT FIRM  
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PALLETWAYS EYE  
VIEW - MEET THE  
GROUP'S NEW IT  
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WALTERS

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# hub

SUMMER 2022



NEWS FROM AROUND THE PALLETWAYS NETWORK

## Group launches Palletways ID in the UK

Silverstone, the home of British Motor Racing was the ideal backdrop for the launch of Palletways ID in the UK.

Read more on pages  
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# LUIS REPORTS...



At the time of writing, we are in the middle of summer and the months seem to be going by very quickly.

Unfortunately, the war in Ukraine continues with no sign of any sort of ceasefire or agreement likely to be reached in the near future. The headlines are dominated with warnings about price increases across many sectors. Consumers are reining in their spending due to the huge hikes in energy and fuel prices combined with high levels of inflation which is having a negative impact on the economy across the UK and Europe.

Despite the bleak outlook, I was absolutely delighted to attend the first UK conference in more than two years at Silverstone – the home of British Motor Racing – in May. UK members turned out in force and it was great to catch up with both long standing and new members over the two days and see so many of you face-to-face.

In addition to the UK management team giving a business update, it was the perfect opportunity to physically demonstrate the new hub scanning technology which we'll fully integrate in the UK over the next couple of months. **Palletways ID** is our most innovative development to date and we're proud to soon roll this out in every network in the Group. The objective is that each country will have a similar launch to that in the UK so that all Palletways members will be able to see the technology in action before its implementation.

In the last edition, I introduced you to Hubdrop which allows members to directly inject multiple pallets into any of our 15 participating hubs for last mile delivery anywhere within Europe. Members are now starting to use Hubdrop which is ideal if you have customers with international freight with consignment management available via the Portal under your own

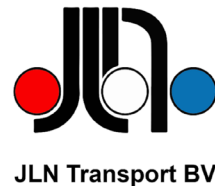
customer account. If anyone would like to learn more about Hubdrop, please contact your local Network Director or RGM who will be happy to talk you through it.

While I know the coming months are likely to be filled with economic uncertainty, I know we'll all work together to ensure the Palletways network continues to provide the service excellence we strive for and our experienced teams in every network are always here to help.

**Luis Zubialde**  
**Chief Executive Officer**  
**Palletways Group Limited**



# MEET THE MEMBER



In this edition of The Hub we talk to Joey Nijkamp, owner and director of JLN Transport, which has been a Palletways member since October 2018.

## Tell us more about JLN Transport

JLN Transport is a family business, which was started by my parents almost three decades ago in 1995 with just one car. My father was the driver – he brought photographic material from a local photographer which he delivered to studios around the country. Today, I run the company and my sister, Lincy, is responsible for administration.

## What sets JLN Transport apart from the competition?

Quick thinking, delivering bespoke logistics solutions and providing first-class customer service. We do this with skilled drivers, knowledgeable office staff and a great support team. Our flexibility, varied range of services and two-man distribution to consumers' homes makes JLN Transport a unique player in the industry.

## How do you stay motivated and make sure the staff are too?

I think transport has to be in you. I grew up with it so I always feel motivated! To keep our staff motivated, we organise fun activities and have a range of facilities on our premises. During breaks, staff don't have time to be bored – we've provided table football and a PlayStation for them that they love to use. Making sure our staff are happy drives them.

## What are the biggest challenges in the logistics sector?

Constant developments particularly regarding environmental requirements which is one of the reasons we recently tested the capabilities of a 16-tonne Renault E-truck for regional Palletways shipments which we hope we can put into mass use in the future. In addition,

the logistics sector is struggling with a huge staff shortage. To attract new employees and retain current staff, I put a lot of effort into creating a pleasant working environment. A satisfied employee is a good ambassador for your company. This applies not only to how they engage with customers, but also in terms of the recruitment of new colleagues. In addition, I have set up an introductory bonus for staff who introduce suitable candidates.

## What do you like most about logistics?

The diversity of the profession. Every day there is a new problem or challenge that you have to solve as quickly as possible. There is more to logistics than just transport. Planning, acquisition, customer contact, leadership, you name it. The nature of the job also means you're constantly visiting new places and companies and you're constantly meeting different people. Logistics is always interesting and the days fly by.

## Why did you want to be part of the Palletways network?

Palletways approached JLN Transport in 2018 with a view to joining the network. As I value a comprehensive offering and first-class service, I knew it'd be a good match. Many of JLN Transport's customers want a total logistics solution and being part of the Palletways network means we're able to meet their needs. I also think it's incredibly useful that through our membership, JLN Transport can now cover the whole of Europe via one network!

## What does the future hold for JLN Transport?

I see a positive future for JLN and our

partnership with Palletways contributes greatly to this. We're moving with the times and have made great strides in recent years in the area of digitalisation. For example, we now have a warehouse management system, planning tools and a transportation management system for optimal route planning, on-board computers in all vehicles and our own internal app. This makes us a leader in our market. It's incredibly important to grow with the market. You have to see it like this: if a customer indicates that it will grow significantly in a few months' time, we have to grow with it and with them. We don't have to be twice as big in 25 years' time. But we do know that this is possible!

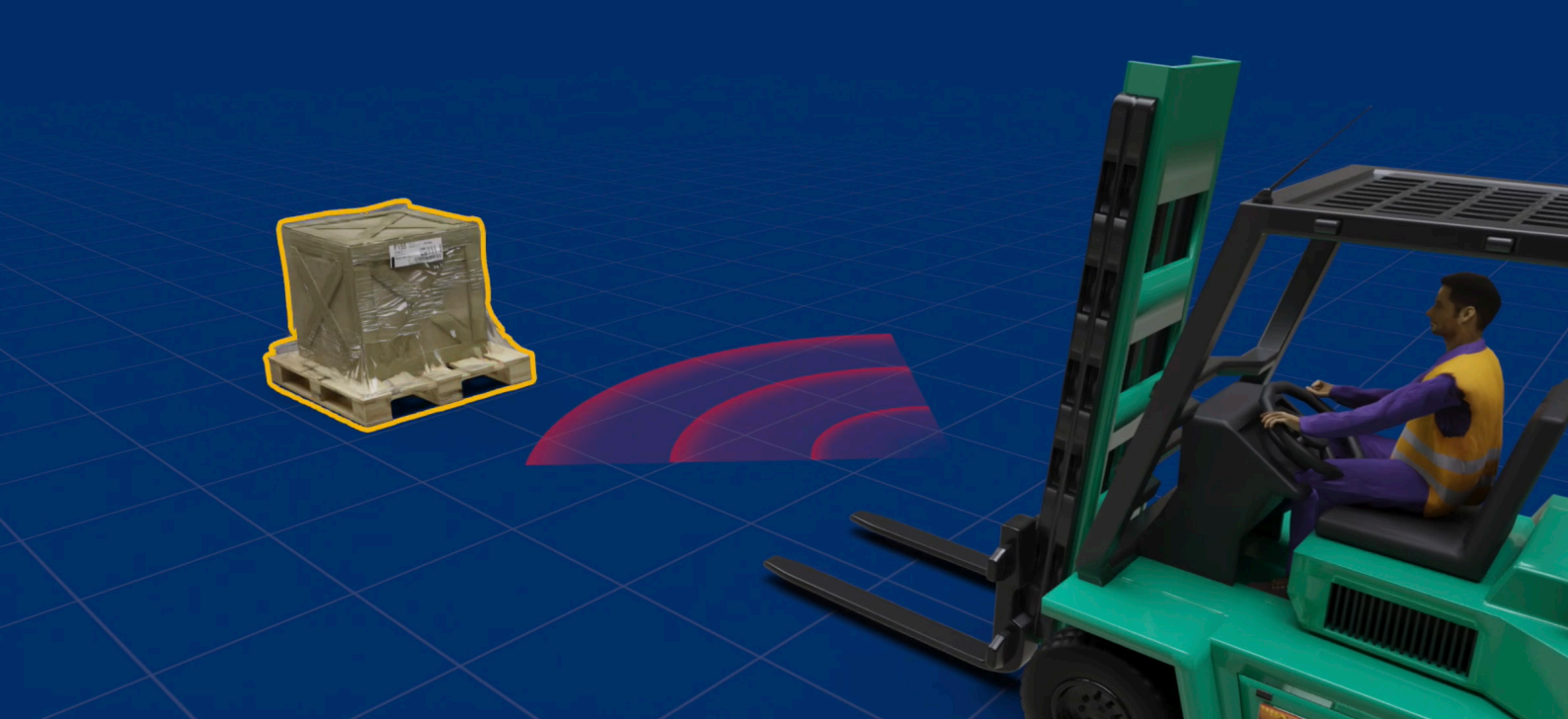
## MEMBER FACT FILE

**Location:** Etten- Leur, Netherlands

**Fleet:** 60 vehicles

**Delivery areas:** Breda, Moerdijk, Antwerp and Brussels

**Number of employees:** 100



# Innovation in Action – introducing Palletways ID!

We are always looking for new ways to push the technological boundaries to make its business more streamlined and to provide a better service to our members and their customers. This latest innovation, which is the result of two years of research and development, takes the shipping of palletised freight to the next level!

Introducing Palletways ID! This new technology opens up the use of data to accurately establish the weight and dimensions of a pallet to ensure the correct fee is applied to each pallet that goes through our network.

## How does it work?

Every forklift (FLT) in Palletways' hubs are fitted with sensor technology which records the pallet information upon approach to the pallet. It is set to make existing stand-alone pallet assessment and measuring technology obsolete as we can now combine four key data measurements in one go.

## Pinpoint accuracy

This technology identifies a pallet through imaging and barcode scanning, while delivering pinpoint accurate weight measurements as the pallet is being moved, and for the first time, cubes its dimensions in seconds again while the FLT is in motion.

## Real time information

This information is then transmitted in real time into the Palletways Portal and if the information does not match up to what was input at the order stage, the customer is contacted so the correct fee can be paid.

Not only does this help to ensure the pallets are correctly charged, but it also helps to plan where pallets should be placed on the transportation truck.

## Roll out

The Palletways ID system has been launched in the United Kingdom and the roll out to the rest of the business is planned for early 2023.

## Harnessing technology

Palletways ID is the biggest innovation since the launch of the Portal and is another step on the roadmap of how Palletways is continually harnessing technology to develop a better service for all.

# New marketing manager for Palletways Germany

Palletways Germany has welcomed a new Marketing Manager to the team. In this issue we meet Jacqueline Demuth - she explains how she got into marketing and describes her first few weeks at Palletways.

## When did your interest in marketing begin?

I remember when I was at school I was constantly coming up with advertising slogans and I was keen to get into journalism or become a writer - basically my dream job was anything that involved creativity and the written word.

When it came to choosing a career, training as a marketing communications specialist seemed like the best option that would combine both of these things. This proved to be the case and it laid the foundation for my professional future. When I was looking for a new challenge, I came across Palletways and was impressed with the company's welcoming environment. I knew instantly that working at Palletways would perfectly match my aspirations for a rewarding, motivating career. And I wasn't wrong!

## What are the biggest challenges in your job, what do you enjoy most?

There are so many specialist areas in marketing, particularly in today's fast-paced world. It's important to keep up to date with technological developments and I'm constantly analysing trends to make sure what we do as a marketing team is relevant. The needs of our customers is constantly changing and evolving - this means profiling and satisfying them is more important, if a little challenging at times!

What I enjoy most is the versatility that marketing offers. From online marketing to organising events and attending trade shows - no two days are the same and it's certainly never boring!

## Which characteristic helps you the most in your job?

As a lot of our marketing activity is online, my digital experience has been invaluable. To develop and deliver regional strategies in conjunction with the Palletways Group wouldn't be possible without having digital expertise.



Jacqueline Demuth

I also believe my enthusiasm and motivation makes me a better marketer. The logistics industry is still completely new territory for me and I don't have a best practice solution for every problem or years of experience to draw on. When I need to know or learn something, it's often a case of "roll up your sleeves and get stuck in" - either working hard to acquire the knowledge I need or get in touch with my colleagues who have been incredibly helpful and supportive. Getting under the skin of logistics would be difficult without the passion I have to succeed.

## How would you describe your first few weeks at Palletways?

I had a really insightful induction phase and was able to visit the Hub and get to know my colleagues in the UK. After that, I visited our main site in Knüllwald. Before I started at Palletways, this sector was completely foreign to me, but thanks to the investment my colleagues have made in me, I was able to learn a lot after only a short time. I'm now even more excited about the future at Palletways - if that's at all possible!



# 100 days as Head of Operations at Palletways Germany

It has been 100 days since Palletways Germany welcomed its new Head of Operations to the team and in this short time, Andreas Welle has introduced a host of changes to help improve the efficiency of the network.

Commenting, Andreas said: “My colleagues have made my transition into the Head of Operations role both easy and enjoyable. I’ve been very warmly welcomed and I felt at home from day one.

“While it was unfortunate when I joined I was only able to meet our network members and partners sporadically due to the pandemic, now things have started to get back to normal, I’m looking forward to getting to know them all much better.”

In the three months Andreas has been at Palletways he’s worked hard to streamline several internal processes to help improve the network’s efficiency. He and his team are currently developing a new pre-lodge customs procedure – this means Palletways will no longer collect pallets at the hub and can depart for the UK every day after the customs documents have been released. This will shorten transit times and provide partners with real added value for traffic to the UK.

Andreas has also increased the network’s focus on quality and along with his team, he’s closely monitoring the performance of members in a more targeted way. Andreas said: “The goal is to find solutions that will help fix members’ problems as this will help to improve the overall quality in the network. We need to constantly strive to improve our service quality as it ultimately benefits everyone.”

Commenting on his plans for the future, Andreas concludes: “Working closely with management, I’d like to stabilize the goods processes even in peak times, develop the quality of the loading process at the hub and expand our warehouse business.”



Andreas Welle

“

*The goal is to find solutions that will help fix members’ problems as this will help to improve the overall quality in the network. We need to constantly strive to improve our service quality as it ultimately benefits everyone.*

”



Over 200 delegates attended the event

# WORLD-FIRST TECHNOLOGY LAUNCHED AT PALLETWAYS UK ANNUAL CONFERENCE

Two years of research and development saw Palletways own the headlines in May 2022, as the world-first forklift-mounted scanning technology took centre stage at its UK annual conference, hosted once again by political business journalist, Daisy McAndrew.

Silverstone, the home of British Motor Racing, was the ideal platform to showcase the patented technology,

Palletways ID, to UK members and the press. Luis Zubialde, CEO of the Palletways Group, said the venue's atmosphere ironically replicated the moment pallets are delivered to the end destination as each of the race cars crosses the finish line.

The significance of the venue wasn't lost on guests as Silverstone, like Palletways, collects and uses data like no

other and recognises the important role it has in future developments.

Rob Gittins, Managing Director of Palletways UK, introduced the audience to Palletways ID via a subtle yet mysterious promotional video, before he welcomed the Head of UK IT, Richard Miller, to the stage to provide a full 360° overview of the new patented Palletways ID technology.



## Palletways ID: How, how and how?!

### How did Palletways ID come about?

Richard said: "We could have rolled out the archway scanning to all hubs, which was our original plan, but it wouldn't have put us further ahead of our competition. Rob pushed us to innovate asking 'what more can we do' so we looked at the pallet's journey within the network and it all came back to the forklifts (FLT). Each pallet is mounted on an FLT at one point or another, and the idea evolved around that known fact. We didn't want to change the processes our customers and members are used to, and we concluded that FLT-mounted sensor technology was exactly what our network needed."

### How does Palletways ID work?

It's the only technology that captures the four key data points of barcode, imaging, weight, and dimensions at one time, while the pallet is in motion.

As the FLT approaches the pallet, Palletways ID recognises the pallet is in front of it and begins scanning it for data. It knows where to scan and to look for the barcode. Whilst scanning, as the FLT approaches the pallet, five photographs are taken which are instantly embedded into our systems.

Once it's lifted onto the forks, sensors capture the exact weight of the palletised goods and the scanner accurately measures each side of the pallet, in the time it takes the FLT driver to move it. The data for that individual pallet is automatically sent to our systems and stored.

### How does Palletways ID benefit our network?

We all use double-decked trucks for loading and unloading palletised goods within the network, but there's a weight limit regarding what can be stacked on that top deck. From a health and safety standpoint, the technology allows the FLT to know whether that pallet is safe to courier on that top deck, reducing potential risks and accidents. That's not the only benefit -

as the technology captures the whole weight of the pallet we can now see the full picture in terms of the weight our trucks are carrying.

Palletways ID is set to make existing stand-alone pallet assessment and measuring technology obsolete. It's now fully integrated within the UK network, Iberia will shortly experience the revolutionary technology, followed by every European network in early 2023.

The Palletways UK management team took part in a panel discussion about the benefits of Palletways ID, moderated by Daisy. Collectively they discussed how the UK business pivoted during the pandemic which pushed the team to work hard on a development that would pit them against the competition - how they could disrupt without disrupting.

They referred to Palletways ID as a culmination of constant innovation, rather than a germ of an idea, that would have a positive impact on customers, allow members to better manage consignments, help increase







safety and keep up the pace at its hub operations.

Guest speaker, Neil Martin, Formula 1 Data Analytics Pioneer, covered the very topic that drove the innovation behind Palletways ID – Repurposing Data. He educated the audience on the world of Formula 1 data analytics and how data is captured, used, and recycled to improve performance, health and safety of drivers and increase the overall crowd excitement. He stated that it has also helped to reduce fatalities from 47 between 1950 and 1994 to one in the last 30 years.

Members came face-to-face with the technology, experiencing its speed and accuracy to effortlessly collect data through miniature workshops. Once back in their seats, Mike Harrison, Operations Director, reminded members that service is the network's only product. He said: "Service – it's what we

do. It's all we do. Nobody in this room makes anything that goes on these pallets, all we do is deliver. Ask yourself every day, what can we do better?"

Warwick Trimble, UK Network Director, Andrew Jones, General Manager for Strategic Member Development and Gordon Irvine, Regional General Manager (North) said that despite two years of economic hardship and worldwide complications, 11 members renewed their contract with Palletways UK and an additional 33 new members joined the network. The statistics demonstrate the ongoing strength of Palletways' business model as we move through 2022 and beyond.

Gary Owen, UK Head of Commercial, stressed how valuable a sales presence can be in a business – someone who can confidently and competently sit in front of any prospective clients and tell them

“  
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about the exciting developments within the network.

Lastly, the data revolution was the closing theme of Damian Gilbertson's presentation as the UK Corporate Sales Director urged members to review their objectives, strategy and tactics to help generate sales.

Members left the event feeling motivated, excited and united in their belief of the amazing innovation and the limitless possibilities Palletways ID will present in the future.

# Innovations expand Iberia's capacity

It has been 16 years since the Palletways Group launched in Iberia and during that time the network has constantly innovated to ensure it provides its customers with the most efficient service. Not only has this helped the team double its volumes over the past five years, but it has propelled the business to the enviable position of industry leader.

## One million pallets

Just two years after breaking into the Iberian market, the team extended its coverage to include Portugal. The network was soon moving one million pallets every year and due to high demand, the network expanded its Central Hub in Alcalá de Henares. To ensure it could continue to offer the best service and shorten transit times in the Iberian Peninsula, in 2011 the team then launched the Zaragoza Hub. The Regional Hub in Jaén, covering the south east and south west of Spain, followed in 2016 – around the same time the network started to cover the Balearic and Canary Islands.

## Market force

The network has continued to enhance its services to make it the market force it is today. It now handles more than 6,000 pallets daily and has a 70-strong network of members that cover the whole of Spain and Portugal.

Gregorio Hernando, Managing Director of Palletways Iberia, comments: "Technological innovation has been key to our success as it puts our members and their customers in the enviable position of having total control of their goods in real time, from collection through to delivery.

"Our R&D development is unstoppable – our Palletwaysonline platform means shipments can be managed online, Pallets to Consumers (P2C) for corporate customers is the industry's first palletised freight product specifically for home deliveries and our new Auto Book-In system provides our customers with even more autonomy."

“  
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”

## Environmental credentials

Over recent years the network has worked hard to improve its environmental credentials and has invested in high-capacity vehicles to reduce its carbon footprint. TransMayfa was its first member to start using these vehicles and the network is proud to count several mega-trucks and duo trailers in its fleet.

Earlier this year, the team relocated two of its facilities. Its new 40,000m<sup>2</sup> Central Hub headquarters based in Alcalá de Henares and its new 18,000m<sup>2</sup> South Hub headquarters in Bailén, will allow the network to handle more than three times the volumes in 2022. Both will facilitate future growth and have been designed with the environment in mind, featuring a wealth of sustainability features.

## Ambitious plans

Gregorio continues: "All of our achievements over the past 16 years wouldn't have been possible without the effort and involvement of our members and partners who have all continued to excel during the most challenging of times. We'll work hard to consolidate our position in the industry and continue with our ambitious plans to double the size of our network in the next five years. I'd like to thank everyone who has been part of the Iberia network and contributed to our success story – their collective efforts are what makes us the leaders we are today."



Palletways Iberia handles more than 6,000 pallets a day



# Leadership and growth celebrated at annual convention

Palletways Iberia recently held its annual Sales and Operations Convention in Valencia - the company's first face-to-face event since February 2020.

Hosted by Luis Zubialde, CEO of the Palletways Group, and the Palletways Iberia management team, the event celebrated the company's growth, let delegates know about upcoming developments and communicated its commitment for ongoing growth.

The Convention was held outside Madrid for the first time in the company's history, which brought together more than 120 guests, including network members.

Gregorio Hernando, Managing Director of Palletways Iberia, opened the event. He commended members for their work during challenging times and thanked them for continuing to provide an unbeatable service, which has allowed the company to double in size over the past five years.

Ángel Gausinet, Development Director, analysed the structure of the network and highlighted that the recruitment of new members has led to an improvement in service levels. He also

referenced the success of the Palletways Sales School which provides managers with access to virtual training, guidance on proactive sales and the option for permanent tutoring.

The commitment to digitalization has allowed the company to continue to advance and remain a leader at a time of such uncertainty. José Miguel García, IT Director, spoke about the importance of promoting the Group's own technology. He spoke about upcoming developments that will improve the efficiency and quality of service which are already well advanced and will be implemented in all countries, including Spain and Portugal before the end of the year.

Jorge Blanch, Director of Corporate Sales, said how collaboration with members and the robustness of the network will help the team achieve new opportunities.

José Hernández, Operations Director, highlighted how the unbeatable location and structure of the new Central Hub in Alcalá de Henares, will allow the business to continue to grow at more than double-digit rates over the coming years. In addition to the Alcalá Hub, the

new facilities of the South Hub in Bailén, along with the continuous development of the Zaragoza Hub, make it possible to offer agile and flexible operations. The operational infrastructure will be reinforced with the Catalonia Hub, which will facilitate greater development of the members in the area.

Luis closed the session by thanking the Iberia team and network members for exceeding expectations. He encouraged them continue to work hard to further improve service quality and provide even greater value to customers.



More than 120 guests attended the Sales and Operations Convention

## Iberia network lifts CSR standards

Palletways Iberia has secured accreditation to the ISO 26000 CSR certification – an international standard that helps organisations effectively assess and address their corporate social responsibilities.

The standard demonstrates the commitment of public and private organisations to operate in a socially responsible way and whose responsibility is to contribute to sustainable development, respect for human rights and the environment.

José Francisco Hernández, Operations Director of Palletways Iberia, said: "This accreditation shows that our company is committed to business and social sustainability, which we initially received recognition for in 2015.

"In terms of care for the environment, Palletways Iberia also stands out for its measures to reduce its impact. I'm proud that our network has received accreditation to the ISO 14064 and ISO 14067 standards which specifies principles, requirements and guidelines for the reporting of greenhouse gas emissions and a product's carbon footprint.

"These endorsements recognise that our business is socially committed, and ISO 26000 will quickly become a fundamental part of our integrated quality management system." As part of one of Palletways Iberia's recent CSR initiatives, the team purchased aluminum bottles for its staff and the money raised was donated to the JugueteAmos Association, a non-profit organisation, that supports people with Autism Spectrum Disorder (ASD).



The Palletways team attended Vinitaly – the most important international trade fair dedicated to wine

# Eventful in Italy

In-person trade fairs have reopened with gusto after numerous face-to-face meetings moved online last year due to the pandemic and the team from Palletways Italy have enjoyed a jam-packed calendar of events!

## Engaged with wineries

First, staff attended the 54th Vinitaly in Verona – the most important international trade fair dedicated to wine, one of the key sectors for Palletways' business and a leading player in Italy's agri-food exports that exceeded €50 billion in 2021. This is the 12th consecutive year the team has attended the event which saw the management team engage with a host of wineries including Claudio Quarta Vignaiolo, Agricola società cooperative Conti Zecca, La Grazia, Felline, Produttori di Manduria and more.

Among the exhibitors was Vespa Vignaioli di Manduria which understands the importance of logistics for their domestic deliveries plus those into markets beyond national borders, including the United States and Germany.

The team also met its client Baladin, a brewery founded in 1986 in the Langhe region of Italy and a trendsetter in the world of Italian craft beer.

## Food industry

For the third year, the team then attended the 18th Marca by BolognaFiere, the second largest trade fair in Europe - a sector which Palletways provides its high-quality service that constitutes close on eight per cent of the national food industry's turnover.

## Major events in Milan

Attendance at two major events in Milan for the transport and DIY sectors quickly followed! At Transpotec Logitec, one of the most important events for the world of transportation and logistics, visitors, partners and customers met and discussed the future of one of Italy's most essential economies, which manages the mobility of more than 80 per cent of goods.

Palletways Italy also sponsored Buyer Point at East End Studios, an international B2B event of the home and garden industry. As one of the sponsors, Palletways supported exhibitors with the collection and delivery of goods for the show. This was an opportunity for the team to renew its support for the key gardening and DIY segment that contributed to the increase in B2C shipments by around 30 per cent in 2021.

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*We remain attentive to our customers during an increasingly dynamic market and we are committed to continuously developing new solutions that can meet their needs.*

”

## Cultivate relationships

Massimiliano Peres, CEO of Palletways Italy, said: “We are delighted to have been able to attend these events in person – they are so important to Palletways as they provide us with lots of opportunities to talk to manufacturers about our services, make new contacts and cultivate relationships with companies that have already chosen Palletways Italy as their transportation partner.

“We remain attentive to our customers during an increasingly dynamic market and we are committed to continuously developing new solutions that can meet their needs. Indeed we have an important innovation in the pipeline which will allow us to improve the management and quality of service for the transportation of palletised goods across the country that we'll announce in the coming months.”



# Cheers to nine years of sponsorship

Palletways Italy has renewed its support of Cinemadivino, a film festival hosted by the wineries of 15 municipalities in the Emilia-Romagna region, for the ninth consecutive year.

"Cinemadivino - i grandi film si gustano in cantina" consists of a series of summer events which involves the entire Emilia-Romagna region and combines people's interest in the local wine products, their passion for cinema and the charm of the regional landscape.

This was another opportunity for Palletways Italy to show its support to the segment that accounts for 30 per cent of its volumes. The network works with wine producers every day who choose Palletways' services, in particular Palletwaysonline and Pallets to Consumers - tailored for customers who directly interact with end consumers - to distribute their products safely and reliably throughout Italy and Europe.



Palletways Italy has supported Cinemadivino for nine years

## A.D.S. Ferraris on the move in Italy

An Italian member has relocated to new headquarters to optimize the volume of goods it moves for the Palletways Group.

A.D.S. Ferraris, the Ligurian branch of the Piedmont-based Contenimondo, a company founded in Cuneo in 1912, has moved its former premises in Villanova d'Albenga to a larger hub in Cisano sul Neva, in the province of Savona, around 90km southwest of Genoa.

The new facility benefits from a strategic location, with easy access to the Albenga highway exit which serves Imperia and Savona.

The new 5,000m<sup>2</sup> headquarters has sufficient space for its fleet of 13 vehicles which will aid further expansion planned for later this year.

Massimiliano Peres, CEO of Palletways Italy, said: "I'd like to congratulate the team at A.D.S Ferraris on the launch of the new hub – these new premises will help the team continue to deliver high standards of service which in turn will strengthen and reflect positively on the Palletways Italy network."



# Regional logistics depot celebrates anniversary in Milton Keynes

A regional logistics depot in Milton Keynes established by Palletways UK has celebrated two years in business. Its success and resilience are a result of the hard work and commitment of its local management team and staff as the business opened just a week before the nationwide lockdown in 2020.

Terry Fouracre, General Manager for Palletways Milton Keynes, said: "It's been a challenging time for us and for our customers, but we're looking positively ahead to a new financial year of trading having overcome operational headaches created by Brexit and the pandemic, current fuel price rises and price increases for goods and services generally. The network is strong enough to take on whatever pallet volumes our customers want to move, even at the busiest times of year.

"The creation of the regional depot allows Palletways' customers and other

regional network members to benefit from competitive rates and a better service for pallet delivery. It brings about a faster turnaround of goods for onward distribution to delivery destinations, as well as extended geographic coverage, operational efficiencies and state-of-the-art technology."

Based in the Kiln Farm area of Milton Keynes, the business employs 35 people, in office and sales positions along with forklift truck and day and night HGV drivers.

Many regional companies are now benefiting from Palletways' sixth Owned Operations depot which accommodates some 2,600m<sup>2</sup> and processes an average of 340-400 pallets per day for customers in Buckinghamshire and beyond, mainly located in Milton Keynes, Luton, Dunstable, and Leighton Buzzard.

Bedford-based customer, Jamie

Davidson, Senior Operations Manager for Carlton Packaging, outlines his experience. Jamie says: "Our business has grown substantially and we couldn't have achieved this without a key business partner like Palletways Milton Keynes. We constantly place demands upon the team and each time they rise to the challenge to meeting our needs for innovative solutions for storage, full load transport and fleet support."



The Palletways Milton Keynes team

## Palletways team powers up for the Big Logistics Diversity Challenge

A team from Palletways UK took on more than 300 industry professionals in this year's Big Logistics Diversity Challenge (BLDC).

The event, organised by Nimble Media and Talent in Logistics, involved participants from all levels of the logistics industry to team-build within their own organisation, network with other companies and fundraise for industry charity, Transaid.

This year's Palletways ten-strong team called 'Pallet Power', was made up of representatives from different departments and hub locations across the business, including operations, commercial support, drivers, HR, management, reception and marketing.

Mike Harrison, Operations Director

for Palletways UK, said: "We're proud to have such a diverse and talented workforce and the wealth of experience that that brings, both professionally and socially. As part of our commitment to equality, inclusion and diversity within our business and the wider industry, we entered the challenge in its inaugural year in 2021. It was such an incredible event that we committed to taking part again this year, and for years to come, I hope.

"We competed in a series of physical, practical and mental team challenges which tested everyone's teamwork, collaboration and encouragement of each other, which ultimately celebrated the differences in us all in a fun and informal way."



Palletways' Pallet Power team



# Stoke transport firm and UK member under new ownership

A duo have invested in Berser International Cargo Services Limited, a well-established logistics firm in Stoke.

Richard Harris, along with his business partner Mark Bigley, both of whom have extensive experience in the logistics industry, said Berser's historically strong performance within the Palletways network, recent fleet investment which has helped develop its haulage operations and its top-performing operations and driver team were key factors in the acquisition.

Joint Directors, Richard and Mark, said: "Berser is a steadfast company whose relationships with customers are built upon reliability and communication and we don't plan on changing what works. Our team are the key to this and are what make the business what it is.

"We value our position within the haulage industry and recognise our responsibility to ensure we grow the business mindfully, working with sustainable and environmentally-aware suppliers and customers. This has already extended to training and development for team members, the introduction of IT systems to streamline our processes, thousands of pounds worth of investment in our premises and the appointment of a new commercial manager."

They continue: "We're committed in business growth in terms of pallet collections, local deliveries and haulage across the UK. We'll continue to invest in our people and technology to provide even greater customer service, and to adapt to changing consumer buying patterns, whilst ensuring we remain competitive."

The Newcastle-based firm currently employs 29 team members of which 22 are drivers and it covers ST and CW postcodes. Berser's Leeds-based business which focuses on e-commerce fulfilment logistics is supporting the change.



Pictured (l to r): Richard Harris and Mark Bigley

## SIXTY MILLION STEPS FOR DIABETES UK

More than 60 people from Palletways UK and its members are taking on one million steps to raise money for Diabetes UK, the UK's leading diabetes charity.

The One Million Step Challenge is a fundraising event organised by Diabetes UK. Between July and September, staff from Palletways UK and across the membership are walking more than 10,000 steps every day to hit the impressive milestone, while raising funds that will take Diabetes UK closer to its vision of a world where diabetes can do no harm. Participants are walking in their local area, at their own pace, and together the Palletways team aim to raise more than £10,000 for the charity.

The members that took part included:

- East Trans in Stallingborough
- Glendale Transport in South Shields
- Gwynedd Shipping in Holyhead
- Hastings Freight in Chesterfield
- IEFS Logistics in Barking
- PC Howard in Northampton

Rob Gittins, Managing Director for Palletways UK, one of the 60 step-takers in the challenge, said: "This is a great way for our employees and members to improve their fitness, enjoy a sense of camaraderie and use our nationwide presence to raise awareness for an incredible cause."

Steve Greenberg, Assistant Director for Engagement and Partnerships at Diabetes UK, added: "We're incredibly grateful to Palletways UK and its members for taking on Diabetes UK's One Million Step Challenge and we'd like to say a huge thank you to the whole team. Without such generous support, we simply wouldn't be able to offer advice and support to the thousands of people with diabetes contacting our helpline, to campaign alongside people with diabetes, or to invest in vital research."



# PALLETWAYS EYE VIEW

## CHRIS WALTERS



Each edition of The Hub interviews key personnel whose work influences the Palletways business. In this edition we talk to the Group's new IT Director, Chris Walters.

**Chris, you've been with Palletways for almost eight years. What major IT developments have you seen in the Group during that time?**

One of the things I love about technology is that there's an endless supply of exciting new things we get to work with. We're constantly reviewing new technologies to see how we can make them useful for our members. Palletways ID is a prime example— we've taken modern technology that can measure pallet weights and dimensions and integrated it to our systems in an incredibly useful way.

**What are your key roles and responsibilities?**

Palletways' IT exists primarily to support our members across 24 countries. My role is to build a team that can professionally develop high quality software and reliable solutions which are backed by excellent support. We also have a huge responsibility to provide a fast, reliable and always-on system that's critical to the operation of our members' businesses.

**Data has long been heralded as the new oil. How important do you feel IT is in the logistics industry?**

We often hear how useful data is across many industries, but it has some important applications specifically in the logistics sector. For example, we're using machine-learning technologies to review consignment flows in real-time so we can predict things that are likely to happen (or not) in the future. This allows us to make decisions that make us more efficient and ultimately offer a better service to our members.

**What are the biggest IT issues facing the business and how are you dealing with those challenges?**

The growth of IT within logistics is happening at an extraordinary pace. We need to make sure that we're keeping up with developments in a secure and appropriate way. Data is hugely valuable and therefore cyber-security is a hot topic. We have a fantastic internal infrastructure team who support us with this, and I'm proud of the level of security and resilience we can offer our members and their customers.

**Can you tell us about any developments you're currently working on?**

I'm really excited about Palletways ID that launched in the UK a couple of months ago. It truly is an industry first. Fundamentally it allows us to weigh and measure every pallet we handle but the applications are endless. Phase one will show these measurements to our members in the Palletways Portal but there are some exciting additional phases in the pipeline!

**What has been your proudest moment at Palletways?**

I was proud to lead the migration of all of our members from the former Sirius platform to the more modern Palletways web-based portal. We had a great team of people working on this and we managed the entire migration with zero downtime for any of our members. This was a great project to be involved with and I'm really proud of what the whole migration team achieved.



**Is IT the most heavily invested area at Palletways?**

I'd say so. Palletways has always invested in IT projects, developing solutions like our Archway Scanning or the Palletways Portal. This investment has continued in recent years and we're continuously looking for new ways to offer our members innovative ways to make use of IT solutions.

**With the help of IT, what will the logistics industry look like in five to ten years' time?**

In my opinion, the logistics industry will be more automated, more integrated and even more data driven than it is today. The expectation of consumers has shifted so quickly; five to ten years ago it was acceptable to have a basic track and trace for consignments available on a website that was reasonably up to date. Today's user demands so much more - they expect to have even more detailed information available to them automatically, instantly and in real time and I believe that trend will continue.

**What do you like to do in your spare time?**

I like to take a break from technology and learn some new non-IT skills. I like music and recently took up playing the guitar which is a challenge for sure! I've always enjoyed travelling and visiting new places and hope to be able to do more of that in future.