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# hub

WINTER 2022



NEWS FROM AROUND THE PALLETWAYS NETWORK



## Four successful years in Hungary

Palletways Hungary is celebrating the network's fourth anniversary which opened up export opportunities for the Group. Read more about the success of the network on **page 7**.

# LUIS REPORTS...



As we rapidly head towards Christmas, the shorter, darker days are a sign that winter is approaching.

The headlines remain dominated by escalating prices, inflationary rises and ongoing economic challenges, particularly across mainland Europe and the UK.

During such uncertainty, we will continue to adapt our pricing policy with customers to ensure we can support the increased costs of our operations and the necessary increase in salaries for our best asset: our people.

I wanted to provide you a quick update on the Palletways ID technology following its launch at the UK conference a few months ago. The Fradley hub in the UK has been the testing ground for the technology and the team has worked hard to resolve the technological issues that have arisen due to the fast-paced operation. We're looking forward to our innovation being fully operational in the UK so our members can benefit from the availability of data and images and the subsequent correction of the charges in the Portal.

We expect to roll-out the technology in Iberia over the next few months, closely followed by the rest of Europe.

We have started to investigate the feasibility of launching a Palletways network in the Czech Republic as part of our plans to expand into new countries. We are currently carrying out research and hope to decide whether to go forward with this by Q1 2023.

Looking ahead to the first quarter of 2023 the business will focus on three key priorities:

- Getting the right pricing from our customers to ensure our members' businesses and Palletways is sustainable
- Operational focus will be on service quality excellence and the roll-out of Palletways ID in all networks
- The launch of the new Italian hub in Bologna which will allow greater efficiencies and have the standard Palletways operation in place

As is widely predicted, global economies are expected to remain turbulent.

However, the business is in a good position to ride out the storm and we'll support our members as best we can to maintain and improve sales and strengthen their trading performance. Service quality and pricing are key to help us achieve this.

I will close by wishing all our members, employees and their families a Merry Christmas and a peaceful New Year.

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



# MEET THE MEMBER



In this edition of The Hub, we talk to Martyn Young, Managing Director of Ketra (Linked Logistics), a member since 2000.

## What's Ketra's background?

Ketra has provided local companies in South London with distribution services and solutions for over 40 years. And for just over half that time we've been a member of Palletways UK. Established in the 1970's, Ketra was originally part of a German freight forwarding company and was, I understand, named after the owner's daughter.

By 2014 I'd been part of Palletways UK's senior management team for eight years, and I learned the Ketra business was up for sale. I decided to make the leap and become a member, working with Palletways, rather than working for Palletways. Eight years later that's what I'm still doing, so I think I made the right choice!

## How has the business changed in recent times?

In 2017 we bought neighbouring member IEFS, which is a similar size to us, when the business' owner retired, securing over 50 jobs by retaining the Palletways contract. Recently renamed as Ketra (October 2022) we now operate both companies for Palletways from opposite sides of the River Thames.

Since the acquisition we've invested £1 million, including the purchase of ten Euro 6 compliant liveried vehicles and trailers to operate in London, and the more recent delivery of two customer-branded double deck trailers. Today, it specialises in next day palletised distribution and services customers in East London with E and IG postcodes, whilst Ketra operates throughout South East London and North Kent.

In doing so it's allowed us to make service improvements for our customers through the merging of resources, training and development of employees and the implementation of Palletways' IT systems to optimise pallet movements across both businesses.

## What sets Ketra apart from the competition?

I think there are two things that distinguish us. The first is the benefits of the resource and innovation we have access

to through our Palletways association. We might be a small independent, local operator, but the strength of the network allows us to link up with 400 depots, use innovative IT and guarantee strong daily volumes. Our second USP is our people, and we're committed to investing in and empowering them.

Over 90% of our business is through the Palletways network and we're excited to be able to take advantage of IT innovations that offer customers visibility of freight, security of movement through the hubs and upgraded proof of delivery, through to newly developed systems like Palletways ID - 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.

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

It's been well documented what the sector's recent challenges have been – from COVID-19 to Brexit, driver shortages to rising fuel prices – and the latter continues to be a pinch-point for an industry that operates on small margins.

But for me the main challenge is recruitment. We need to attract more young people into driving and warehousing roles and for them to see logistics as an exciting career. Most of our warehousing team is now under 30 and they understand new technology in an instant, but our drivers are 40+ and it's vital we bring new talent into the industry.

## What do you like most about logistics?

The logistics industry will be here forever, it will evolve and adapt of course, but the need to move things from A to B will remain – so that's comforting even on the bad days! I have good relationships with my Palletways neighbouring members, a great team of people at Ketra and with my old colleagues at Palletways – it's very collaborative.

## What does the future hold for Ketra?

Bringing IEFS into the Ketra family gives us a great opportunity to expand

our coverage in London. At the start both companies operated independently but we quickly realised the benefits of combining resources and knowledge. It creates brand clarity and allows our employees to belong to one inclusive company.

After years of significant investment, next year will be a short period of consolidation. We'll embrace all that the network has to offer and continue to provide our customers with the excellent service they expect from Ketra.

The pallet networks have been around for 25 years now, and in that time Palletways has delivered many industry firsts and innovations that led the sector. Despite this impressive track record I believe their best years are still to come – so whatever the future brings, Ketra will be alongside them as it's a winning partnership for us both.

## MEMBER FACT FILE

**Location:**  
Thamesmead  
and Barking, London

**Fleet:**  
60 vehicles

**Delivery areas:**  
South London, East London  
and North Kent

**Number of employees:**  
80 people

# Innovation in Action – cyber security



**With an increase in cyber-attacks, including phishing, combined with perpetrators becoming even more sophisticated and determined, the issue of cyber security has fast become a top priority. We want to find out more about cyber security in the business and understand what is being done to help win the battle against attackers.**

Palletways IT has described the ongoing issues with cyber security as an “evolutionary arms race” – a battle between those who are trying to extort money out of the business or damage its reputation with Palletways trying to make sure employees can do their jobs without its day-to-day activities being compromised.

Ryan Lewis, the Group’s IT Support and Implementations Engineer, said: “COVID-19 presented the IT team with its biggest challenges to date when many

people started to work from home. They went from being in the safety and comfort of the Palletways castle, to the wide open spaces of their homes, away from many of the traditional cyber security tools the business had in place to protect them.

“We had to find a way to quickly adapt to the new working practices. We migrated to a cloud-based system of protection which protects users no matter where they are, but the main game changer was the introduction of Multi Factor Authentication. This ensures that only one user can access their accounts, making it virtually impossible for a hacker to obtain their information.”

Palletways has also invested time and resource in ensuring all employees complete an online training course to make them more aware, plus when an external email is received, they are

alerted to check that it is from a reliable source first before they click or reply.

Ryan added: “People are both our weakest and strongest component in our security system so providing people with knowledge including the ‘why’ we do something is making that component stronger in the fight against cyber-attacks.

“Our advice to all our employees is that IT is there to help. If they’re unsure about anything, we’d rather they send us an email or give us a call rather than open the business up to an unwanted attack. We’re constantly trying to find innovative ways to support the business and we’re currently looking into ways we can make the communications procedure even easier for everyone. So stay tuned everyone, and stay vigilant!”





Palletways Germany's central Hub, Knüllwald

# Hub Events in Knüllwald - a real success

Anyone who knows about Palletways Germany's central Hub in the tranquil town of Knüllwald knows that there is a lot of activity here, particularly at night. It's not uncommon to see up to 20 electric forklifts dart between vehicles at any one time as they load and unload within the site. In this issue of The Hub, Thomas Maurer tells us what makes the German Hub so productive, the rationale behind Hub events, and why they're so important for partners and potential new customers.

## Can you tell us more about your Hub events?

A Hub Event is the opportunity to show outside guests and potential partners what happens live behind the

scenes at Palletways. We differ from other logistics networks in that we load and unload from the side. This enables us to transport our partners' and customers' freight effectively and with more care. It also allows them to see what goes on within our hub and how we work. Transparency is really important to us at Palletways.

## How does such a Hub event work?

We welcome our guests at the Hub and start with a presentation where we talk about our software, the operational flow of our processes both in the Portal and across the national and international Palletways network. Guests have the opportunity to ask questions and then we take them to

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We are keen for our existing and potential new partners to visit so we can demonstrate just how efficient we are as a network.  
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an area where they have a terrific aerial view of our operations. They can see how we handle goods, the choreography of how our forklift drivers scan the pallets and drive them into the individual bays, and where we collect and load pallets.

## Who's eligible to attend a Hub event?

Anyone who is interested in learning about our company and our handling operations. We are keen for our existing and potential new partners to visit so we can demonstrate just how efficient we are as a network. Invitations and events usually arise from conversations with potential partners and it's something we're committed to doing for the long term.

# Parcel delivery company joins Hungarian network

A parcel company in Hungary whose philosophy is that customer experience is their top priority has joined the Palletways network.

Established in 2016, Gyűjtőszállítás.hu Kft, is a provider of courier and logistics services. Globally, there's been a rise in e-commerce retail since the COVID-19 pandemic and the growth of online retailers has seen an increase in parcel delivery companies diversifying into haulage and palletised freight.

Gyűjtőszállítás.hu is proud of its record of adding value through an emphasis on same-day services and it was keen to expand its operation with an additional revenue stream of pallet transport. Being focused on parcel delivery, it had become increasingly difficult to deliver pallets with a tailboard to every address in-house so the search began to find a partner with excellent geographic coverage, as well as the ability to deliver goods and services within 72-hours from the time the order was placed.

A partner recommendation led the team to Palletways Hungary.

As Gyűjtőszállítás.hu's transport schedule and destinations are non-linear, with more than 200 customer addresses across

the country to fulfil, the ease of use of the Palletways IT system and the transparency of its services were important features. In addition, Palletways Hungary's network, which comprises 15 members, can offer additional support to Gyűjtőszállítás.hu in specific geographic areas.

Palletways Hungary provides the company with its domestic pallet deliveries in Hungary where it handles approximately 600-700 pallets per year.

Ákos Pap, Project Manager of Gyűjtőszállítás.hu Kft, says: "Besides cost, the most important thing for us is to keep our customers satisfied, so accuracy, reliability and smooth communication, including the quality of support, are crucial. The partnership with Palletways is working well."

Balazs Balatonyi, Sales Manager of Palletways Hungary, added: "This new relationship is an important opportunity for us. Across Europe, we see a clear trend that parcel and pallet transport service providers are looking for opportunities to collaborate. It's a mutually beneficial arrangement to offer customers more efficient and even more competitive services, whether that be in parcel or pallet form."



Gyűjtőszállítás.hu, a parcel company, has joined Palletways Hungary





It has been four years since the launch of Palletways Hungary - image shows Budapest which is served by the network

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The performance  
of the Hungarian  
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Palletways Group.

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# Celebrating four years of the Hungarian network

It has been four years since the launch of the Palletways Hungary network in Batorbagy.

Since then, the 110+-strong team, including drivers, operational, office and member employees, have all played an important role in the transportation of 550,000 domestic and international pallet deliveries.

Its fleet of 80 vehicles have moved 240,000 tonnes of consignments – the equivalent of 10,000 fully-loaded trucks – which have covered more than four million kilometres.

Situated in the western suburbs of Budapest, the Hungarian

network has grown considerably since its launch. Today, it works with 14 local transport companies, up almost 30 per cent since its launch in 2018, that provides 100 per cent coverage across the country.

The network handles the shipping requirements of more than 700 customers and it's the logistics partner for some of the largest agricultural and construction material providers in the country. More than 50 per cent of its volumes come from retail and processing industries.

Luis Zubialde, CEO for the Palletways Group, added: “The performance of the Hungarian network has exceeded expectations and it has fast become an integral part of the Palletways Group.

“The country is the 35th largest export economy in the world with a heavy emphasis on foreign trade. International services are an incredibly important and attractive part of our network operations and branching out into this new territory opened up a range of opportunities. While Germany and Italy are significant markets for Hungary due to the geographic locations, the network has enabled our members and their customers across our other networks in the UK, the Benelux and Iberia access to a larger pool of consumers and businesses.”



# Palletways Iberia donates funds to cerebral palsy charity

Palletways Iberia has donated funds to Fundación Bobath – a charity that aims to improve the quality of life of people suffering from cerebral palsy.

Cerebral palsy, which affects around 120,000 people in Spain, is one of the most common causes of motor disability in children. Palletways Iberia, as part of its active Corporate Social Responsibility (CSR) policy, has collaborated with Fundación Bobath - the first education and treatment centre in Spain dedicated to the exclusive and specialised intervention of children with cerebral palsy. The funding will allow 89 children in its Special Education School and their families to receive the specialised treatments.

Gregorio Hernando, Managing Director of Palletways Iberia, said: "We're not only a palletised goods service,

we're also dedicated to help improve the lives of people in Spain with our commitment to CSR. We want to leave our own mark on society, and we are proud to support organisations such as Fundación Bobath. We're delighted we've had the opportunity to collaborate with them and our congratulations go to the entire team who constantly help improve the lives of those they care for."



Fundación Bobath aims to improve the quality of life for children with cerebral palsy

## Marsan Logistic grows in Málaga

Palletways Iberia has expanded its services in Andalusia after one of its members, Marsan Logistic, opened two new warehouses in Málaga and Antequera, allowing the network to take a great leap forward in the province.

The depots will help to meet the increase in demand, and access larger customers, to become the logistics provider of choice in the area.

After more than 15 years in the same location, Marsan Logistic moved into a new 2,653 m<sup>2</sup> facility in Málaga, on a 5,500 m<sup>2</sup> plot in July. The facilities offer the capability to unload maritime containers, warehousing, and cross docking services for customers, as well as improving collection times throughout the province. Marsan Logistic currently has a fleet of 18 delivery vehicles and around ten trailers in which it transports around 600 pallets a day. As a result of the warehouse's large capacity, these figures are forecast to increase in the short term.

The company has also launched a 600 m<sup>2</sup> warehouse in Antequera. This building, which has direct communication with its new warehouse in Málaga,

features storage facilities for customers and will also help speed up the loading and unloading of customers' goods.

Ramón Fernández, General Manager of Marsan Logistic, said: "We have improved the loading and unloading times of our delivery and collection vehicles, which will allow us to guarantee links to the Palletways hubs for the efficient delivery of shipments."

In addition to the new warehouses, Marsan Logistic has also recently invested in two mega trucks to further improve its operations.



Marsan Logistic's new facilities in Málaga



## Iberia member adds mega truck to its fleet

Pallet Jaén, one of Palletways Iberia's members in the city, has added its first mega truck to its new facilities in Bailén. The vehicle, which will be used for Palletways services following the increasing demand in the Andalusian area, will operate across the Jaén-Alcalá de Henares route.

Since the opening of its new warehouse in Bailén in November 2021, Pallet Jaén has added a host of improvements to its depot which have allowed the team to attract new customers and increase volumes. Adding the first high-capacity vehicle to its fleet will facilitate the movement of even more palletised freight to Palletways' Central Hub.

Pallet Jaén's new facilities feature sufficient space to accommodate more high-capacity, low emission vehicles in the future, which form part of Palletways' and its members' commitment to adhere to sustainable practices.

Jesús Mulero, Manager of Pallet Jaén, said: "We are now beginning to experience further growth following our relocation to our new facility in Bailén - it boasts greater capacity, and the location means we're geographically closer to our customers."

Gregorio Hernando, Managing Director of Palletways Iberia, added: "Our network's daily routes are growing rapidly thanks to our members. Pallet Jaén's new facilities, along with its new mega truck, are part of our strategy to optimize freight volume and operational costs. We'll continue to work to offer the best palletised goods service while reducing our environmental footprint."



Pallet Jaén has added its first mega truck to its new facilities in Bailén

## ISO and Sustainability recognition for Iberia network

Palletways Iberia has received several ISO accreditations from IMQ Ibérica for its quality and environmental management, reporting of greenhouse gas and emissions, carbon footprint, occupational health and safety and social responsibility.

The accreditations demonstrate the network's commitment to its customers in respect of its reliability and quality standards – a result of its continuous improvement of processes.

José Francisco Hernández, Operations Director of Palletways Iberia, said: "The renewal of our entire quality, environmental management and occupational safety system is a recognition of our daily work. Our network is made up of a great team of employees and members from the best companies in the sector, which, together with the most cutting-

edge technological tools, allows us to provide the best services for our members' customers."

And in line with its commitment to ethical, responsible, and sustainable action, Palletways Iberia has also been awarded a Sustainability Certificate from regulatory compliance organisation, BONET Consulting, presented in recognition of its preservation of the environment, commitment to equality and protection of people and regulatory compliance.

José added: "This legitimizes our constant work to implement measures and systems that reduce our impact on nature and protect people."

Palletways Iberia's ISO accreditation includes ISO 9001, ISO 14001, ISO 14064, ISO 14067, ISO 45001, and ISO 26000 standards.



Pictured (l to r): José Fco. Hernández, Operations Director, Palletways Iberia, Nicolás González, Director, BONET Consulting and Gregorio Hernando, Managing Director, Palletways Iberia

# Enthusiasm & team spirit: Palletways Italy conference 2022



**More than two years after its last conference in June 2019, the Palletways Italy team consisting of management, employees and members, recently came together at a two-day event to celebrate the network's 20th anniversary.**

The network has evolved greatly since the last conference. Palletways Italy has recruited a host of new independent transport companies to its network, renewed numerous contracts with existing members and welcomed a number of key figures to its management team. This year's conference was the perfect backdrop to celebrate its long-standing relationships and establish links with new partner companies to help strengthen the sense of belonging within the network.

Held in the Poiano Resort, an impressive venue on Lake Garda, participants enjoyed two days of light-heartedness and fun, enjoying the return to normality after the past two years. This year's event was truly special as it went beyond

business and the practical sessions highlighted the strengths that underpin the work across the entire Palletways Italy network: a strong team spirit, a healthy competitiveness worthy of Olympic athletes and a great goal-oriented enthusiasm.

Friday night's dinner, enlivened by games and entertainment, was an opportunity to celebrate the first 20 years of the Italian network and look to the future with excitement. The next day continued in a similar way and guests enjoyed a day of child's play at Verona's Movieland Park where they took part in engaging team-building activities! Guests were divided into eight teams which included representatives from different geographic



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*The purpose of the conference was to stop and reflect, together. Usually we are overwhelmed by routine and we forget how important it is to work side by side and above all, have fun.*

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areas and disciplines across the network. Everyone was challenged to earn as many ‘coins’ as possible by passing different tests within set time limits – the Pink Team emerged triumphant, finding the treasure and ultimately winning the Oscar Hunt! Congratulations went to the winning team which was made up of members and employees which included Alessandro Greco, Alessia Biondi, Cirstean Maria Cosmina, Eleny Borroni, Giacomo Palladino, Giobbio Giuseppe, Giulia Cattani, Ilaria Minichiello, Luca Nappini, Massimo Bosi, Riccardo Sacchi, Sara Gentile, Sergio Longhi and William Paolillo.

The challenge, sharing thoughts, visions and ways of working, helped highlight participants’ problem solving skills and helped foster a greater working relationship between team members.

Massimiliano Peres, CEO of Palletways Italy, said: “The purpose of the conference was to stop and reflect, together. Usually we are overwhelmed by routine and we forget how important it is to work side by side and above all, have fun. I am sure that this shared experience will help facilitate relationships within the network and make them even more successful. It was an honour to have with us two key members of the Palletways Group - CEO, Luis Zubialde and Michael Sterk, Chief Commercial Officer, both of whom epitomise the solidarity of the Group. Most of all, it gave us the chance to say ‘thank you’ to our members. We are building the path to our success together – there are important new developments in the pipeline that we’ll all celebrate which will benefit the entire Italian network.”

## Palletways Italy among exhibitors at Bricoday

During the start of the autumn trade fairs season, Palletways Italy attended Bricoday Expo & Forum 2022, one of the most important B2B events in the world of DIY and home improvement at Fieramilanocity in Milan.

Now in its 14th year, Bricoday, the main event for B2B companies operating in the DIY sector, welcomed around 350 exhibitors from a range of industries which attracted more than 8,000 visitors.

Participating at this event with a dedicated stand, the event presented the Palletways Italy team with another opportunity to network and continue to support the businesses’ key sectors. The movement of home, DIY and gardening products contributed to an increase in B2C shipments of about 30% last year.



# New marketing hire for Palletways Benelux

Palletways Benelux has welcomed a new employee to its marketing team. In this issue we meet Franzjella Dortalina, who explains how she got into marketing and describes her first few weeks at Palletways.

## What got you into marketing?

I've always had an obsession with commercials. A good slogan or jingle would get stuck in my head which would make me wonder who'd come up with the ideas. I used to find myself staring at billboards and analysing what it was about the advertisement that had made me look. That's how I found out about marketing. Being able to learn everything that goes on behind the whole process was what made me passionate about it.

## How did you start working at Palletways Benelux?

After getting my degree in Marketing & Communication, I worked for four years in the service industry, which I really enjoyed. However, when COVID-19 hit, I realised it was time to grow myself on a professional level, so I started to look for a new challenge. After considering all my options I decided to go back into education and work part-time. I came across the vacancy at Palletways Benelux and I knew that working here would be a great opportunity to learn and grow.

## How do you stay organised?

I've found the best way is to have all my information in one place. Excel has become my best friend and honestly, I never thought I'd be saying that!

## How do you keep up with industry trends?

In my few months working here, I've realised that the transport industry, just like any other, changes constantly. The trick is to know with whom I should be communicating and networking and what they use to stay up-to-date. For example, knowing what blogs they read, what magazines they are interested in, and what conventions/events they're going to.

## How do you manage obstacles in your role?

Every obstacle you come across in life is an opportunity to learn something new – learning is growth and as long as you are growing, you are changing, hopefully for the better. Therefore, the more obstacles I face the more growth I see in myself.

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*Every obstacle you come across in life is an opportunity to learn something new – learning is growth and as long as you are growing, you are changing, hopefully for the better.*

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Franzjella Dortalina



# Pallet network model – attractive long-term proposition for Berser in Benelux

In this issue, Palletways Benelux gets under the skin of Berser Network Logistics, one of its longest-serving members, to understand how the pallet network model has benefitted the Rotterdam-based firm. Remko Marks from Berser shares his views:

## Why did you want to join a pallet network?

When we joined the Benelux network, what attracted us most were the links to a host of international markets. The range of logistics solutions it can provide customers was also impressive and it was also crystal clear from the outset that we'd work as a team and that together both parties would be stronger.

## What can Berser offer that your competitors can't?

We have a degree of flexibility that larger logistics companies simply cannot match. We have short lines of communication, we're customer-focused and we go the extra mile to maintain personal contact. We are large enough to be able to offer competitive, high quality, timely services, which are of equal importance to our customers.

## What are the biggest obstacles in logistics at the moment?

Sustainability and the shortage of personnel is our biggest challenge but lately I feel this is something that is affecting many sectors, not only logistics. The complexity of what no longer has to do with transport is

coming - there are so many factors associated with having a pallet delivered from A to B. For example, no longer are logisticians solely focused on the price of fuel, there are so many other factors such as the green agenda that now inform how we can and should run our business.

## How do you and your employees stay motivated?

We are a family business, so everyone has direct contact with each other and we make sure that we have an open culture. At Berser, everything is negotiable. We are one team and we're all in this together. Our staff aren't just numbers – everyone has an important role to play, and we do everything possible to make sure we have the right atmosphere and they enjoy their work.

## What do you most like about your work in logistics?

Every customer has their own demands and it's tremendously rewarding if you can design a commercial solution that benefits both parties. I also like the fact that from an operational point of view, every day is different. You try to standardize as much as possible, because that's how we bring about efficiencies, but we encounter various challenges every day that need solving in different ways.

## Are you ambitious for future growth and continual improvement?

Thanks to Palletways, we're in the enviable position of being able

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*When updating our fleet, we pay particular attention to the engine, fuel consumption and CO<sub>2</sub> emissions...*

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to provide our customers access to international markets. Five years ago, I said that we wanted to be among the top five logistics firm in the region and we're currently number three for delivering goods in our area. Now we want to experience the same level of success on the export side and being part of the Benelux network will certainly help with that.

As you'd expect, the majority of our CO<sub>2</sub> emissions are caused by our fleet. We are therefore continuously working on making our trucks, vans and cars more sustainable and we've already drawn up procedures in our environmental management system for the sustainable procurement of vehicles. When updating our fleet, we pay particular attention to the engine, fuel consumption and CO<sub>2</sub> emissions but other factors like cruise control, speed limiters, shift indicators and tyre pressure gauges can also help reduce our impact on the environment.

# Safety footwear firm appoints Palletways to handle deliveries

D&D Transport in Nottingham has won a large-scale account after successfully bidding for one of the country's leading safety footwear companies.

Rock Fall, an award-winning second-generation family-owned business, has positioned itself at the forefront of the safety footwear industry through innovations that provide solutions to the ever-changing demands of modern businesses. The organisation is proud of its British heritage and its position as a world leader in Health and Safety.

D&D Transport has been assigned to handle deliveries of safety footwear across the country and expects to transport one full trailer load per day.

Debbie Slack, Operations Manager of Rock Fall, said: "Joanne Seabrook, D&D Transport's Regional Sales

Manager got in touch when we went to market for a new supplier to handle our freight movements and there was an immediate connection between the two companies. It's evident she's an industry professional and she gave us a fair price based on a first-class service, in line with our UK ethical standards regarding quality and fair pay.

"We awarded the account to D&D Transport based on quality, service, price, experience and our shared values for continual improvement. We've been instantly impressed with D&D Transport's outstanding service levels, so much so we've already increased the business we've given them. We now use them for a significant proportion of our pallet freight to our nationwide distribution base of Safety Footwear Resellers."

Jo added: "A combination of our first-class service and Palletways' industry-leading IT systems were integral in us securing – and subsequently growing – this account. Rock Fall is one of our most valued customers and I'm sure the quality and efficiency of our service will contribute to their ongoing success."



D&D Transport expects to transport one full trailer load per day for Rock Fall

## STR Logistics accredited to Made in Devon Trading Standards Scheme

Exeter-based haulage operator, STR Logistics Limited has been accredited by the Made in Devon Trading Standards Scheme - the only transport logistics provider to have achieved this accreditation in the South West.

The scheme forms part of the Government's "Buy With Confidence" Trading Standards approved supplier listing, which is recognised nationally. Accreditation means STR's processes and working practices have been fully audited and approved by Trading Standards.

Commenting on the accreditation, Anthony Quinn, STR Logistics' Managing Director/Owner, said: "We're proud and delighted to be awarded this prestigious approval and accreditation. The audit looked at our daily working practices, both operationally and administratively, as well as our HR policies, approach to employee well-being, branding and service levels. We hope it gives customers further confidence in working with STR Logistics as their partner of choice here in the South West."

Rob Gittins, Managing Director of Palletways UK, added: "This is a great accolade for STR Logistics which already has an excellent track record and is well-respected in its region. The audit determined STR's professionalism and recognised the pride it takes in its service delivery."

STR Logistics operates pallet handling and distribution services across the English Riviera and surrounding areas of Teignmouth and Newton Abbott.





# Palletways scores for Milton Keynes charity

Partners of Routeco, an automation customer of Palletways Milton Keynes, challenged one another to an unforgettable, friendly football tournament to raise money for good causes, resulting in more than £1,500 being raised for the children's charity, Barnardo's.

When Palletways Milton Keynes learnt that Routeco, one of its longest serving customers, was hosting a charity football tournament, employees were quick to strike and entered a team comprising depot and warehouse employees and drivers.

The tournament took place at Power League Milton Keynes, with over 65 cheering spectators in attendance. The Palletways team went up against nine other competing partners in back-to-back, 12-minute tournaments. The team advanced through to the knockout stage, scoring an impressive seven goals.

Terry Fouracre, General Manager of Palletways Milton Keynes, said: "This was an incredible opportunity that allowed the Palletways team to collaborate, have fun

and come together to support a worthy cause. There is nothing better than supporting our customer and partner's charitable ambitions and Routeco did a great job organising the event.

"A massive thank you goes to SHS Handling, MIDAS Recruitment and Grayson Print, that suited and booted the Palletways team with a new kit on the day of the tournament. It was a great event and we played exceptionally well, our congratulations go to Routeco's Milton Keynes team that emerged triumphant on the day. This is the first time that Palletways Milton Keynes took on the challenge and it definitely won't be the last."



The Palletways Milton Keynes team

## Walkers Transport secures FORS Bronze accreditation

Walkers Transport in Lichfield has secured a Bronze accreditation from the Fleet Operator Recognition Scheme (FORS) in recognition of the firm's sustained commitment to high quality fleet transport.

FORS is a voluntary accreditation scheme for fleet operators which aims to drive up standards within fleet operations and demonstrate which operators are achieving exemplary levels of best practice in safety, efficiency, and environmental protection.

Tim Bentley, Group Safety, Health, Environmental, and Quality (SHEQ) Manager at Walkers Transport, said: "Bronze accreditation officially recognises that we employ good practice and that we're fully compliant with the requirements laid out by the FORS Standard. This includes our dedication to driver and vehicle safety, combined with improving operating practices through effective monitoring of fuel and tyre usage.

"This accreditation emphasises the safety and environmental impact of our fleet and efficiency to customers. It's a great coup for us and one that sends out a strong signal to our customers and competitors that we're committed to continuous improvement."

The industry-led FORS accreditation scheme promotes road freight as a safe and sustainable mode of transportation. It's open to any company that operates a fleet and to the organisations that award contracts to them.

With a fleet ranging from vans to 44t trucks, Walkers Transport Group delivers an expansive array of goods for a multitude of sectors including Construction, Automotive, Manufacturing, and Retail. In partnership with Palletways, Walkers Transport Group also operates the Northern Hub in Leeds, providing an express gateway across the UK for ambient freight.

# PALLETWAYS EYE VIEW

## WARWICK TRIMBLE



Each edition of The Hub interviews key personnel whose work influences the Palletways business. In this edition we talk to UK Network Director, Warwick Trimble.

**Q: What are your main areas of responsibility?**

I'm responsible for the integrity and robustness of the network, supplying our members with the tools so we can provide service excellence in every postcode.

**Q: How do you sell the Palletways business/network model to a prospective new member?**

We do this through gaining an in-depth understanding of the prospective member's business and their long-term aspirations. We show them how we can support the development of their commercial position by identifying the quality of the market within the prospect's area. This is often highlighted through P&L modelling and historical delivery data and other statistical information.

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

Bringing 20 new members into the network in 2020, the majority of which took place during the height of COVID-19 lockdown conditions.

**Q: We've recently seen a number of parcel companies join the UK network - what do you think is behind this trend and is it likely to continue?**

Parcel delivery companies have grown tremendously through lockdown following an increase in home deliveries and independent businesses have supported this activity. These companies are well

accomplished in routing large fleets of vans and drivers. The next steps for these companies is to grow and diversify into freight delivery and we have an ideal model to support this. We also have the expertise to work with these companies to support their growth.

**Q: What are the biggest challenges in your role and how do you deal with them?**

We have navigated our way through COVID-19, Brexit and the driver shortage. The current economic crisis is now our biggest challenge.

**Q: When it comes to working with members, do you need any qualities or skills?**

You need to be able to see both sides of every story. It also helps that I previously ran a depot and I have years of operational experience. I have over ten years' experience with Palletways in customer-facing, commercial and operational roles, all of which helps. You need to be able to look at the bigger picture and work with members on the best solutions for them and Palletways.

**Q: How do you motivate your team?**

We share common goals and it's important to empower them to make decisions, I don't micro-manage. We work as a team – when one fails we all fail, that said we all celebrate the wins, too.



**Q: Following Palletways' launch in the UK in 1994, why do you think a number of founding members remain part of the network to this day?**

We have the largest network with the highest volumes, industry-leading systems and an experienced team that can support them.

**Q: From a career perspective, where do you hope to be in five years' time?**

I'd like to say retired but the mortgage company has other ideas! I'm committed to growing the team for succession planning and I'd like to see Palletways continue to grow and implement more world-class technologies.

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