

INSIDE

MEET THE
MEMBER:
CORDOEXPRESS

page 2



NEW
PARTNERSHIP
ANNOUNCED
WITH CTL FOR
GERMANY

page 6



BENELUX
LAUNCHES
NEW EXPRESS
SERVICE TO
SPAIN

page 11



PALLETWAYS EYE
VIEW: SIMON
MEADOWS
GROUP FINANCE
DIRECTOR

page 16



hub

WINTER 2020



NEWS FROM AROUND THE PALLETWAYS NETWORK

Palletways delivers industry-first product

Pallets to the people!



Introducing P2C – the dedicated home delivery solution from Palletways.

p2c
allets to consumers

LUIS REPORTS...



Well, this year is certainly one that I doubt any of us wish to repeat in a hurry and, with the winter months fast approaching, it is going to be a challenging time given the continuing rise in Covid-19 infection rates across the whole world.

However, I am both pleased and proud to say that the Palletways Group continues to rise to the challenge, and everyone is working hard to ensure that we remain operational and provide the highest standards of service quality possible, which is a testament to the commitment from all our staff and members – thank you to everyone!

Whilst the pandemic has been the main focus over the last six months, Brexit is another challenge that is rapidly approaching now that we are nearing the end of the transition period. Recently the UK's Prime Minister warned businesses to "prepare for a no deal". As I mentioned in my last report, we were already preparing for the worst case scenario of a hard Brexit and that work has continued to ensure that we and our members and customers are in the best possible position from the start of 2021.

In recent weeks, the senior management team have held a virtual workshop to discuss the strategy for the next five years and that session has thrown up some interesting suggestions and ideas to develop the business further in the coming years. It's too early to share any of these at the moment but watch this space.

One of the most exciting developments is the recent introduction of our Pallets 2

Consumer (P2C) campaign. P2C consists of a basic package of service offerings with the option of adding more tailored services, specifically for customers that have an online retail store. It features better flexibility for their end use customers as there is a book-in service that allows them to choose an alternative day and time slot for their delivery. P2C is a simple way for members to sell Palletways' home delivery expertise. This product will be improved over the next few months with the offer of upsell services providing extra revenue for members.

This is a market-leading initiative for a pallet network, and I am absolutely delighted that Palletways is once again the first pallet network to introduce it into the market.

In my last communication, I signed off by saying that I hoped we would return to normal in the near future; sadly that has not happened and we are all adapting to what I hope is a temporary "new normal". Let's hope that it will not be too long before we are able to return to the freedoms that we previously enjoyed.

In the meantime, please continue to adhere to the guidelines to keep you, our colleagues and your families safe.

Luis Zubialde
Chief Executive Officer
Palletways Group Limited

P2C book-in service offers members improved efficiency

As part of Palletways' industry first P2C service, members now have access to a new book-in service, giving them complete control over the customer delivery process.

This technology removes the need to call customers as an email is sent instead, saving significant administration time and allowing members to allocate delivery slots to maximise delivery routing, further improving network efficiency.

With the book-in service, a link is sent to the customer which allows them to decide whether the day and time set by the member works for them. Not only do members have complete control over the whole process, but customers are offered greater flexibility regarding the pallet delivery time and date which means they no longer have to spend time waiting for their delivery.



MEET THE MEMBER



In this issue of The Hub, we showcase the success of Iberian member, CordoExpress, S.L., with views from Managing Director, Rafael Zamora.

What sets you apart from your competitors?

Compared to competitors in our area, we have a strong feeling of belonging to the network we're part of. Secondly, we work together with our customers to turn transport into a value-added process and our efficiency and credibility differentiates us from our competitors.

Working with Palletways Iberia also makes it easier for supply chains to operate with greater accuracy. Its industry-famed IT platforms provide greater visibility and traceability. This ensures shipments flow correctly which in turn provides immediate answers to any questions about movements and prevents problems further down the line.

How do you keep motivated and ensure your workforce feels the same way?

The sector is very competitive and we're faced with continuous challenges. Working in this thriving industry every day keeps you active and highly motivated. We're lucky that we have a perfectly blended team made up of those with extensive industry experience and younger members of staff that offer a new and different perspective who help us to embrace new technologies.

Direct, close, and individual contact with our staff helps us to identify their needs in terms of training, prevention, communication, and work tools, and this translates into increased team motivation. It's also important to maintain a level of remuneration and a salary structure in accordance with the work carried out by each professional.

What are the main challenges in the logistics industry?

Like all sectors, the impact of new technologies is key and we believe it'll continue due to the development of automation of processes and artificial intelligence applied to business management.

New purchasing habits using digital channels has transformed urban logistics. The introduction of Palletways' new "Pallets to Consumers" service has been launched on the back of this shift and enables the transportation of palletised goods straight to customer's homes. It's an exciting development and we're looking forward to the opportunities it'll bring our way.

What are the benefits being part of the Europe's largest and fastest growing express palletised freight network?

We're proud to belong to the Palletways family and to have been part of the Iberian network since its formation. Palletways is focused on offering quality and efficiency of unbeatable service, something that has always been part of CordoExpress' identity.

Palletways' strong commitment to provide the highest quality service, ongoing investment in new technologies, continually improving the efficiency of its processes and high growth targets, is necessary to any company in this sector that wants to guarantee its development and survival in the long-term.

What does the future hold for CordoExpress?

The future of CordoExpress lies in working in an integrated way with our customers. Moreover, its linked to the market vision that Palletways projects, so we can most definitely say it's a future full of hope and growth.

MEMBER FACT FILE

Headquarters:
Córdoba

6,000m² with two 1,200 sqm storage warehouses

Fleet of 30 different vehicles (car, van, rigid, road train, trailer, megatrailer and isothermal) for all types of services

Postcode areas:
Córdoba and a part of the Seville province

35 employees

“

The main driver behind the growth of B2C deliveries is e-commerce

”



MARKET LEADING P2C INITIATIVE

Palletways' new Pallets to Consumers (P2C) service is aimed at B2C companies that sell online direct to the end consumer who need a reliable delivery partner.

p2c
allets to consumers

With P2C, retailers can integrate their systems and website with Palletways' platforms to offer their customers a seamless service. It also incorporates a set of delivery options to include a choice of Premium AM or economy.

Premium AM is the fastest possible option, usually made the morning after despatch, and Palletways

will provide a two-hour delivery window prior to their delivery. Customers who have booked the standard economy service will be offered the option to change their delivery time and date after they place an order, should the existing delivery be inconvenient. Economy takes between 48 - 72 hours and customers will receive an email and SMS as soon as the product reaches the depot offering the alternative delivery slot.

Growth of e-commerce

Michael Sterk, Chief Commercial Officer of the Palletways Group, said: "E-commerce has driven the growth of B2C deliveries as an increased number of consumers are now shopping online with larger products being delivered on pallets direct to people's homes.

Expertise

"We've spent many years meeting the transportation needs of businesses. P2C blends our

expertise in the express palletised freight sector with the conveniences customers have come to expect from a traditional parcel service, such as increased communication regarding the status of the shipment, flexible shipping options and delivery upgrades ensuring online orders are delivered to customers at a time to suit them.

"Ease of delivery - both arranging and accepting the shipment - has become an important part of the transaction and P2C is designed to enhance the overall pallet delivery experience."



Echo Drive GmbH joins Palletways Germany

Experienced logistics specialist Echo Drive GmbH (Depot 307) has joined Palletways Germany as a new member.

Based in Garbsen, Echo Drive operates in and around the important economic area of Hannover, which was previously covered by Depot 344.

Echo's Branch Manager, Mehmet Alacakus, said: "We've joined Palletways because it's the largest player in the market and offers excellent service and support, to add value to our skills and services. We're highly motivated to help the network and to build up a long-time partnership. Even though there are many challenges caused by the Covid-19 pandemic we're optimistic about the future."

"We'll provide a quality collection and delivery service across Hannover with a standard 24-hour collection and delivery service, however specialist AM and timed service deliveries will also be available."

Echo Drive GmbH employs 43 people, and has a fleet of 35 trucks (ranging between 7,5 tons and 40 tons), with a fully equipped transshipment hall of 1,000 sqm at its head office.



Experienced manager joins Palletways Germany

Andre Multhaupt has joined Palletways Germany as its International Sales Manager.

Starting out in the transport and logistics sector as a logistics manager, Andre has worked for renowned companies, including Rhenus Freight and Raben Logistics, in a range of roles from customer support to quality management. For the past ten years he has largely focused on sales.

In his new position he'll be responsible for a broad range of sales activities, especially international sales for Palletways Germany members, working with

other parts of the network across Europe and further afield.

Abraham Garcia, Managing Director, Palletways Germany, comments: "Andre will strengthen our organisation by adding value in driving international sales activity. His expertise will help to achieve sales success for our network and our members. Andre was involved in the Palletways business through his former employer, so is already familiar with our business model and USPs of the Palletways network, meaning he can hit the ground running. We're delighted to welcome him to the team."



Andre Multhaupt, International Sales Manager

New partnership announced between CTL and Palletways Germany

Palletways Germany has formed a strategic partnership with Cargo Trans Logistik AG (CTL), that will see customers of both companies benefit from faster transit times and a wider European distribution capability.

CTL is a dynamic and growing network with five hubs and 170 local partners throughout Germany, transporting palletised freight domestically and across Europe. Palletways also has a substantial German network, with its primary hub at Knüllwald, serving customers through 70 depots.

"This new partnership will open up new areas and territories, and opportunities for greater business development for both companies," says Abraham Garcia, Managing Director, Palletways Germany.

He continues: "Palletways Germany will provide CTL with international

services to and from the UK, Italy, Iberia and Hungary and the whole of Europe, while CTL will supplement Palletways Germany's existing network with its own hubs and depots if necessary."

Outside of the strategic partnership, the networks of both companies will continue to function separately.

Francesco De Lauso, CEO of CTL, adds: "The partnership with Palletways creates a real win-win situation. The combination of Palletways' strong presence throughout Europe means our customers will have access to many more markets and greater frequency of service. Meanwhile, the combination of CTL's and Palletways' domestic German networks means customers of both companies will enjoy improved coverage and faster transit times."

Exchange of palletised traffic between the two operators will be facilitated by the fact that CTL's central

hub in Homberg, is only 10km from Palletways Germany's hub in Knüllwald.

Abraham Garcia concludes: "In these challenging times, and with greater emphasis on e-commerce, fast and reliable distribution has taken on a new importance. This collaboration with CTL provides a stronger and more comprehensive offering to customers that will support their efforts to bring new efficiencies and capabilities to their operations."



Left to right: Abraham Garcia, Palletways Germany; Francesco De Lauso, CEO and Paul Walter, Board Member, CTL

Innovative PalletSpider developed in Germany

An innovative and unique pallet attachment for forklift trucks has been created and developed by a Palletways Germany member. Launched over the summer with positive feedback, the product is now available for sale.

The PalletSpider attachment is the brainchild of Sven Kastner, the son of the owner of D324 Spedition Friedrich Kastner GmbH, based in Karlsruhe. Having been involved in the logistics industry all his life, Sven was looking for ways to speed up the pallet loading/unloading process.

He hit upon the idea that as pallets are always a standard size, why not unload three pallets at a

time instead of just one? Looking at the fork attachments of the truck he developed a polystyrene prototype attachment with six forks rather than the standard two. A steel prototype followed which Sven tested over three months and it then became a reality.

The product is called the PalletSpider due to the six forks of the PalletSpider combined with the two standard forks of a forklift truck. After rigorous development and durability testing it now has CE approval and a TÜV certificate - and is commercially available.

The PalletSpider can unload a truck in eight minutes; is compatible with all standard electric lifting trucks, is energy-efficient, easy to install and can be customised. Load capacity is 2600kg and it can carry 33 pallets at once.

Sven Kastner comments: "It's important to say that production of the PalletSpider would not have been possible without the support of my parents. The PalletSpider

combines the long-time experience of my father with my vision to develop a product which can change the logistics industry and has a clear added value. I hope to develop more products in the future which can help logistics companies and are equally as easy to use."

A 20% discount is available to Palletways members who wish to order a PalletSpider using the reference 'Hub Winter offer'. For more information please contact Sven Kastner at D324 Spedition Friedrich Kastner GmbH.



Sven Kastner's PalletSpider

Hungary marks anniversary with 750% volume growth

Palletways Hungary launched just two years ago and during that time it has experienced exponential growth, having increased its pallet volumes by more than 750%, delivering service excellence to more than 800 customers and adding new members to increase its geographical reach.

The network started trading in 2018 from its central hub in Biatorbagy in the western suburbs of Budapest and has moved in excess of 180,000 pallets since then. Today, it serves more than 800 customers including tool manufacturer, Makita, and Saint-Gobain Construction Products, with more than half coming from the retail and processing industries.

Peter Kovacs, Managing Director at Palletways Hungary, said: "We couldn't be happier with the network's performance over the past two years. Our volumes continue to grow and we're pleased to report our volumes are close to 60% up this September compared to the same period last year. During this financial year, we plan to move as much as we've moved since the launch of the network and our long-term goal

is to reach 2,000 pallets a day. There's a lot to do to achieve this and it'll be a challenge as we don't intend to compromise our service excellence which we've worked so hard to achieve.

"Our appetite for growth doesn't end there and we have ambitious plans for further expansion. We'll soon expand into Slovakia and we fully expect this territory will quickly become an integral part of our business. One of our founding members, TT Sped has recently expanded its geographical footprint into Romania, which enabled us to better service those countries as well. We're confident that with their help, we'll see an increase in volumes to and from Romania and Bulgaria."

Established in 1997, TT Sped operates 50 trailers that can transport normal dry, chilled and bulk cargo. All vehicles are equipped with GPS which enables customers to track their shipments online. Domestic and international transportation is TT Sped's core business, and it specialises in moving normal and chilled goods.



Palletways Hungary has experienced exponential growth

YouTube star helps Hungary reach new audiences

Palletways Hungary has an active presence across numerous social media channels including Facebook and LinkedIn and the team aspires to launch a YouTube channel in the near future.

So who better to teach them all about the platform than social media star, László Dajka.

Collaboration

Palletways Hungary recently collaborated with László, a truck YouTuber, who boasts more than 53 million views and 178,000 subscribers to his online channel, to help improve awareness and reach new audiences.

László said: "I started my career as a truck driver in 2005 in Eastern

Hungary and found that there wasn't a lot of knowledge sharing amongst new drivers. My first YouTube videos in 2014 aimed to address this gap by offering advice on how to correctly handle weight distribution on a trailer, what documents drivers should check before departure and how to stay healthy while on the road. I now work with organisations like Palletways to showcase the wide range of services that are on offer throughout the Hungarian logistics market. In the 22-minute video we cover the history of Palletways, the key advantages for members and customers using the network and an explanation of how the Hub operations work."

New adventure

Balazs Balatonyi, Sales Manager at Palletways Hungary, said: "Our collaboration with László was a new adventure for the network. We were keen to set ourselves apart from our competitors and this exciting

and engaging video with a high-profile YouTuber has helped us do just that. The video has been a great success and has opened up a lot of new business opportunities for us, reaching customers outside of the traditional logistics industry. So far, we've had more than 57,000 views and we have had a significant increase in followers on our own social media channels. Given the success of the initiative, we hope this sparks more social media collaborations in the future."



Social media star, László Dajka

Palletways Italy on campaign trail

Palletways Italy has created new campaign, #ricominciAMOinsieme (Let's start again together) which aims to send a strong message to members and customers, reinforcing information about the network's high-quality services and technology.

When the pandemic first hit Italy in February 2020, Palletways ensured the continuity of service and the regular supply of essential goods throughout the country, always at the side of customers and members.

The campaign specifically uses the verb 'to start over' as

the network is committed to supporting its members and customers through this difficult financial period. The network is helping each member to create a commercial incentive plan to support their ongoing growth.

From the communications perspective, the #ricominciAMOinsieme campaign has been developed through the creation of videos and other dedicated content, promoted through national newspapers and social media. Commercially, the initiative aims to support members to recover lost volumes because

of lockdown and, increase brand awareness of the network by promoting the high quality of its services and the strengths of the transport network to potential new customers.



#ricominciAMOinsieme campaign

Palletways Italy clicks with customers

Palletways Italy CEO, Massimiliano Peres, recently spoke to I Grandi Vini, one of the country's main wine publications about the launch of Palletwaysonline, the company's new e-commerce platform.

Boom times

Massimiliano said: "As a result of the national lockdown, the e-commerce market in Italy experienced a real boom. Couriers have reached record shipping volumes and new market opportunities have been created. Palletways could not miss this opportunity which is why we launched 'Palletwaysonline' in the summer. The new digital platform targets both small online retailers and private customers who require individual shipments of palletised goods.

Growth of e-commerce

"The platform makes it possible to process, manage and track orders online with the dedicated tool. Through Palletwaysonline, our company is providing for the B2C and C2C markets, without overlooking our traditional B2B customers. We believe

Palletwaysonline offers a practical solution to the DIY, pet food and food and drink sectors, which have all experienced a significant growth in e-commerce in recent years. That's why it's important that customers can also get in touch with us through digital channels. We also wanted to send out the message: We're here!"

"Of course, we do not want to compete with our members. In fact, if a new customer who comes in with an e-commerce background becomes a regular customer, they will be transferred directly to the member managing the area."



Iberia's pallet milestone

Staff are in a celebratory mood at Palletways Iberia following the news that the network transported in excess of a record-breaking 983,000 pallets this year, plus added a host of new customers to its portfolio.

Decade of experience

Palletways Iberia has more than a decade of experience as the leading logistics company delivering palletised freight across the Iberian Peninsula and Islands. Despite worldwide challenges, already this year the network has secured numerous new customers, recruited six members and celebrated the third successful year of trading at its South Hub, resulting in the network doubling in size since 2015.

In 2017, the network aspired to increase its geographical coverage in the South of the Peninsula and offer a more specialised service to its customers. Its two hubs in Madrid and Zaragoza served the existing membership and the introduction of a third regional hub in Jaén was designed to increase coverage in the autonomous region of Andalusia in the south-east of Spain, as well as in the regions of Badajoz and Murcia.

Greater coverage

Just three years on, and thanks to the success of the South Hub, the Iberian network is providing customers in these regions a greater range of collection times, a

higher frequency of deliveries, greater coverage of the Premium 24h service, optimization of deliveries and collections, and all with full online Track and Trace.

Gregorio Hernando, Managing Director of Palletways Iberia, said: "Like businesses the world over, we have felt the effects of the pandemic so surpassing last year's volumes, serving new customers and attracting members are worth celebrating.

"The South Hub, which is still a relatively new proposition, has allowed us to significantly develop our offering and contributed to these record pallet movements and I'm sure that as the South Hub grows, we'll see an increase in volumes. We have such confidence in our capabilities that we expect to surpass the one million pallet figure during our next financial year - which would be a record for the Iberian team - and the South Hub is integral in us achieving this ambitious target."

Commitment to processes

Also this year, Palletways Iberia renewed its management system with the recertification of ISO 9001, ISO 14001, ISO 14064, ISO 14067 and ISO 45001 which demonstrates the network's commitment to processes, environmental commitment, such as reducing its carbon footprint, and occupational safety, endorsed by leading certification body, IMQ Ibérica.

José Francisco Hernández, Operations Director for Palletways Iberia, added: "Renewal for the ninth consecutive year demonstrates our commitment to maintain continuous improvement of processes, offer customers the best service under the highest standards of quality and reliability, with the guarantee that only a leader like Palletways can offer."

Iberia joins fight against childhood cancer

As part of its CSR commitment, Palletways Iberia has donated much-needed funds to the Cris Unit of Advanced Therapies in Childhood Cancer at the La Paz Hospital in Madrid to help fund research into the disease.

The specialist medical unit, financed by the Cris Foundation, is made up of professionals from different fields whose coordination allows the implementation of new treatments for children suffering from childhood cancer who currently have no other therapeutic options.

Gregorio Hernando, Managing Director of Palletways Iberia, said: "Our contribution to the Cris Foundation will allow the ongoing fight against childhood cancer, through the support of research and medical professionals. We're especially proud to help out and this recent donation reinforces our ongoing commitment to society."

The Cris Research Foundation (Cancer Research Innovation Spain) Against Cancer is a non-profit organisation, whose main objective is to provide the scientific community with tools to facilitate and develop research to beat cancer.



Gregorio Hernando, Managing Director of Palletways Iberia with Daniel Guerrero, volunteer and trustee of CrisCancer Spain

Iberia's Covid-19 certification

Palletways Iberia has become the first network in the sector to obtain IMQ certification in its protocols against Covid-19.

Iberian Certification body

The Iberian team has obtained the 'Covid-19 Restriction' certificate issued by the IMQ Iberia certification body, which accredits correct compliance with the regulations imposed by the Health Authority. These measures will prevent the spread of Covid-19, thus accrediting the safety of its operations.

Hygiene measures

Since the country was put into a State of Alarm, Palletways Iberia adopted the necessary hygiene measures to protect the health of its employees and customers. As part of its commitment to Corporate Social Responsibility, this new 'Covid-19 Restriction' certification guarantees that all existing processes and regulations are being complied with

to prevent the spread of the virus.

Safe delivery protocol

Since the beginning of the pandemic, a new 'safe delivery' protocol has been implemented, which aims to avoid contact between the client and the member of the network, to ensure an interpersonal safety distance at all times and allowing the Iberian Network to continue operating with the same quality and efficiency.

As far as Palletways Iberia's operating centres are concerned, screens have been installed to guarantee interpersonal separation of workstations, and all personnel (employees and drivers) have been provided with masks and hydrogels both in the offices and in the warehouse.

Similarly, the common areas have been signposted, where a deeper and more continuous disinfection of these spaces has also been carried out. Likewise, rotation of posts has

been avoided so that workers do not have to share materials, and new safety protocols have been incorporated during the exchange of documentation required for shipments. Also, in those positions where remote working is possible, this has been encouraged.

Guarantee of compliance

José F. Hernández, Operations Director at Palletways Iberia, said: "The certification is a guarantee that we are complying with all the indications of the Health and Government Authorities. In addition, it allowed us to reinforce our commitment to CSR and, of course, our commitment to ensuring the safety of our team at all times."



Benelux launches new express service to Spain



The new express service means that pallets can be delivered from the network's hub in Nijmegen, the Netherlands, to all major cities across Spain within a 48-hour window.

The brand-new service is offered as part of Palletways' Iberian network, which connects professional regional logistics companies using the Palletways portal.

With most competitors, customers have to schedule up to 72 hours for delivery to major cities such as Madrid and Barcelona, and up to 96 hours for delivery to other smaller cities. The new service offers a fast joined up service which is able to reach all major urban areas in Spain within 48 hours.

As well as providing an express service, it is also more environmentally friendly. Avoiding additional transshipment in France, the import and export shipments to and from Spain now go through the Palletways Hub in Zaragoza resulting in less CO₂ emission than air freight deliveries.

Rob Manders, General Manager at Palletways Benelux proudly states: "The new express service to Spain is a major step forward in the further development of the international Palletways network. Thanks to our hub in Nijmegen, it is now possible to deliver throughout Spain within two days, in a way that is more environmentally friendly and is offered at attractive prices."

Palletways Benelux appoints Rob Manders as General Manager

Rob Manders, who has built up vast experience in the logistics sector and worked as an Interim Operations Manager for Palletways since 2015, has been appointed as the new General Manager at Palletways Benelux.

Manders started his career in the air freight industry in 1985 as an Export Team Leader at Damco Air. He has held various logistics managerial positions at Gerlach Air, Compaq, Rockwell Automation, DHL and Ryano Logistics. In 2008 he became a Managing Partner at 2Thinklogic, a company with a focus on optimizing performance in the logistics sector in areas such as lead times, budget and visibility.

Manders became Interim Operations Manager at Palletways in Nijmegen in 2015. In this role, he was responsible for recruiting new members, supporting existing members, and developing the cross-dock operation in Nijmegen.

As the new General Manager, Manders plans to broaden the service offering of Palletways in the Netherlands and strengthen the position of the Dutch hub in Nijmegen, as well as investing in the further development of the online portal for its members and customers.



Palletways Benelux General Manager, Rob Manders

Nijmegen provides Palletways' gateway to Europe

Since the UK voted to leave the EU in June 2016, Palletways has been working hard to ensure the business is well prepared to continue to deliver a high-quality service for its members and customers. Part of this preparation involved creating strategic import and export customs clearance sites to avoid delays to shipments.

Palletways Benelux's Nijmegen hub has been prepared as one of the company's main entry points to mainland Europe at the end of the Brexit transition period on 31 December. The hub, located in the Netherlands's oldest city, is in the Gelderland region and lies close to the German border. The Hub is now licensed through the Imperial group to carry out import and export clearance for goods coming into and leaving Europe. All employees in the hub have received in-depth training on how to handle import and export goods.

The Nijmegen hub was selected for its strategically close location to the UK mainland, and for its access to Central and Eastern Europe as well as the in-depth customs knowledge that is helping to position the business as the first choice for international palletised freight.

Moving freight post Brexit – UK delivers training

Meanwhile in the UK, Palletways has taken action to train its staff and member network on the new rules that will come into effect from January 2021.

Working in partnership with the Greater Birmingham Chambers of Commerce, Palletways has developed and delivered certified and fully accredited trade training for

internal staff and its 115+ members across the UK.

It provides an understanding of what Brexit will mean for the logistics sector, Palletways, its members and their customers and covers export and import terminology and processes including sanctions and embargoes, terms and documents and the implications for trade and how to understand commodity codes and customs procedures.

Three training modules are available; bronze for members who don't trade internationally now or have limited experience shipping internationally by road, with silver and gold modules aimed at experienced international carriers. Sessions are interactive, and feature video content and a Q&A session, and there's an end of course assessment which is marked and accredited by the Chamber.



£50,000 investment in fleet and staff

A sustained period of growth has led to H&M Distribution in St Neots invest in its fleet and recruit additional members of staff. The company has taken on an additional delivery territory to cover overall SG postcodes in Stevenage, representing a 40% increase in delivery volumes.

Dean Woodyer, Director at H&M, said: "The new postcode area has meant we've had to recruit three new drivers and warehouse staff. We've also ploughed considerable investment to the tune of £50,000 to expand our fleet and have recently acquired two trucks, two trailers and three 18-tonne vehicles."

Formed in January 2007, H&M offers transport and warehousing services out of its Warrington facility. As the company has grown, it has opened additional depots in the South East – at St. Neots – and in the South West – at Gloucester and also in the Midlands.



£1.1M fleet spend for Powys transport firm

Speed Welshpool in Welshpool, Powys, has ploughed £1.1m in the business over the past year to grow its fleet – the largest investment in the company's 40-year history – and invested in 11 HGV's.

Today, the firm boasts 22 HGVs, 22 trailers and eight vans, a huge leap from five years ago when the business operated a fleet of just ten HGV's.

George Edwards, Managing Director at Speed Welshpool, said: "Ploughing £1.1m into the business for new equipment is something that few operators in our area can boast about. This is by far our single largest investment and demonstrates our commitment to better serve our customers and staff. These are exciting times for Speed Welshpool; profits are up, we've recently acquired a contract that a haulier operated with our largest customer and we're on target to exceed in excess of £5.6m turnover this year."



ILS invests in team to grow business

Independent Logistics Solutions (ILS) Limited has appointed a new Business Development Manager to grow its business in Kent and East Sussex. It has recruited Michelle Blackwell in this new role.

Michelle brings with her 30 years' sector experience having worked for a range of parcels and pallet networked businesses, most recently joining from The Delivery Group. Michelle will support the senior management team to grow the business which has a diverse customer base from single traders to multinational businesses.

Commenting Michelle, said: "ILS is a respected name in the logistics industry and I'm delighted to be on board. I'm keen to further develop our customer base, provide an excellent service to customers and grow the order book. I'm looking forward to being part of ILS' journey which will see us becoming stronger and more prominent locally."

ILS was founded in 2013, employs 35 people and is a

member of the Road Haulage Association (RHA) and Freight Transport Association (FTA). The company covers the TN1-12, TN17-40 and BN20-27 postcodes for Palletways. It has grown to provide same-day courier and general haulage/storage services to a variety of local customers, delivering items from bricks, office stationery and garden furniture to fresh eggs.



Business Development Manager, Michelle Blackwell

A thirst for logistics excellence

Anniversary celebrations are brewing at Palletways Edinburgh as the team marks the tenth year of providing logistics support to Edinburgh-based coffee and tea merchants, Brodies.

Palletways Edinburgh handles Brodies' domestic freight, delivering coffee, tea, equipment and ancillary products to the hundreds of premium cafes, hotels, restaurants and offices it supplies around the UK.

Exceptional customer service



Tom Drennan, Operations Manager at Brodies, said: "Having used Palletways Edinburgh for ten years means they have a fundamental understanding of our business and instinctively know what we need. Palletways' industry-leading IT developments allow us to track our pallets right through to delivery which gives us the tools to help us provide exceptional customer service. In a tough retail environment, excelling in this field is a must."

Brodies has over 150 years' experience in the art of roasting coffee and blending tea. Robert Drysdale, one

of the company's founders, is credited to be the first tea manufacturer in the UK to produce breakfast tea. It's said that Queen Victoria, during a stay at Balmoral, enjoyed the blend so much, she subsequently took a supply with her when she returned to England where upon it was renamed to become known as English Breakfast tea.

Crafty solution



Palletways Edinburgh has also crafted a logistics solution for Stewart Brewing, one of Scotland's most successful and reputable breweries.

Stewart Brewing required a logistics provider that could deliver locally, throughout Scotland and into England to expand the availability of its products. Kirsty Menzies, Logistics Manager at Stewart Brewing, said: "Our business is based on three basic principles; to produce beers of the highest quality possible, provide an exceptional service to our customers and to have fun doing it. Working with Palletways Edinburgh fits perfectly with our ethos and we have confidence that our customers will receive their pallets undamaged and on-time."

Stewart Brewing, established in 2004, is an independent craft brewery on the outskirts of Edinburgh. The company produces beer in small batches, which are available in around 200 real ale pubs in Edinburgh, the Lothians, Fife, the Borders, Glasgow and Newcastle. It launched a range of canned and bottled beers in 2009. The company also sells mini casks and bottled beers from its brewery shop. In addition It also has a tasting room in Leith. Its custom-built premises, which are open to members of the public, boasts a range of facilities such as its experimental brew-it-yourself and the UK's first Craft Beer Kitchen and an 18 tap Growler Fill Station.

EFS growth during lockdown

Within a few months of joining Palletways, Burnley-based EFS Global have grown their business to accommodate additional postcodes in the Stockport area.

Increase in volumes

Founded in 1996, EFS Global boasts a 200-strong fleet and employs over 325 members of staff who work across ten strategically located depots in Burnley, Manchester, Skipton, Bradford, Preston, Tamworth, Immingham, Bromborough Widnes and Liverpool. It covers selected postcodes in Burnley, Colne, Nelson, Clitheroe, Oldham and surrounding areas and in addition to expanding its services across Stockport, the company has also experienced an increase in volumes due to their resilience during the pandemic.

Face masks and sanitiser

A proportion of its customers supply face masks and various sanitiser products including wipes and gels while at its depot in Bromborough, one customer is assisting in screening NHS staff and is distributing vital testing kits. In addition, EFS' customers have seen increases in online purchases for items such as gardening, building and cleaning materials, giving staff the opportunity to handle an increasing number of pallet deliveries.

Martyn Stanworth, Business Development Manager at EFS Global, said: "The one thing lockdown gave us was more time to readdress our way of working so we could accommodate additional postcode deliveries. There are challenges ahead as we adapt to the new world we find ourselves in, adjusting to the new systems of working which applies to ourselves and our customers."



Giving drivers the thumbs up!



Emoji's on Stuart Nicol Transport Trucks

Drivers across Scotland have been given the thumbs up while others have been on the receiving end of kisses, thanks to Stuart Nicol Transport's latest advertising campaign.

Stuart Nicol Transport in Lanarkshire recently rolled out a number of new vehicles which boast eye-catching emojis which has captured drivers' attention across Scotland!

The new vehicles have been decked-out with some of the best-loved emojis including hearts, gymnasts and puppies. The vehicles that make weekly trips to Spain have even been adorned with Spanish dancers and sunglasses!

Founder and Managing Director, Stuart Nicol, said: "I watched The Emoji Movie with my daughter and it got us thinking about how we could incorporate the symbols on our new trucks to raise awareness of our brand. The response we've had has been phenomenal! Lots of people have got in touch to thank us for lifting their mood over the past few challenging months so we've decided that all our new trucks will incorporate an emoji, which will be decided by our hardworking office staff."



Palletways Eye View

Simon Meadows



Each edition of The Hub interviews a key person whose work influences the Palletways business. This edition we talk to Palletways' Group Finance Director, Simon Meadows.

Q: Simon, you've now been with Palletways for just over a year - how are things going?

SM: It's been an excellent year and my expectations have been exceeded since joining the team. The Palletways business model is simple in principle, but more complicated as you get to understand the full dynamics. I'm learning something new every day and that excites me.

The staff at Palletways are great and until the pandemic hit, I was enjoying travelling across Europe, meeting our teams and understanding the specific plans they're implementing to improve our business. I have also been impressed with the entrepreneurial culture and can-do attitude across the Group.

Q: As Group Finance Director, what are the big issues facing the business and how are you dealing with those challenges?

SM: I'm an optimist and always have 'glass half full' approach. I avoid thinking of challenges as issues and try to take a 'play to win' attitude bringing solutions.

From a finance perspective, we are developing plans around three pillars which encompasses robust governance, operational efficiency and seeing finance as a business partner.

For the wider business, our priorities are simple;

- **Grow** the network by increasing volume through existing channels,

international expansion, offering new products and services, specifically in the B2C market, and improving service quality.

- **Earn** higher quality of sustainable earnings through commercial and operational excellence. Member excellence is critical to this. We work hard to support our members and this in turn supports their sustainable growth and profit margins.
- **Turn** the profit into cash with focused investment in technology and effective working capital management in our asset light business model.

Q: What was your background before joining Palletways? What drew you to the business?

SM: I'm a qualified chartered accountant with more than 20 years' experience in global businesses and corporate finance.

My previous positions include global divisional chief financial officer of GKN plc Driveline and GKN plc Land Systems. I've also worked in corporate finance at Arthur Andersen and Deloitte.

I was drawn to Palletways as it's a high-quality market leading business which has a strong people-centred culture. I felt I could make a big difference and contribute towards the future of the business.

Q: Outside of work, what do you get up to in your spare time?

SM: My family is very important to me and I'm always busy with my three teenage children and our dog! I'm a big sports fan, especially watching rugby and football and playing golf, badly!

Q: Have you got any exciting developments or projects lined up in the next 3-6 months?

SM: I am keen to see the development of our Pallets to Consumers campaign, our industry-first home delivery service. We are also looking to implement common finance systems and business intelligence tools across all locations to standardise and simplify back office processes, improving governance and operational efficiency.

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