



PALLETWAYS
UK NATIONAL
CONFERENCE -
CELEBRATING
25 YEARS

page 4



MEET THE MEMBER:
RACCHETTI
MEDIOTRASPORTI

page 5



FIRST
BIRTHDAY
CELEBRATIONS
FOR HUNGARY

page 8



PALLETWAYS EYE
VIEW: INTERVIEW
WITH CCO
MICHAEL STERK

page 16



hub

AUTUMN 2019



NEWS FROM AROUND THE PALLETWAYS NETWORK



Palletways UK National Conference 2019

Celebrating 25 years

LUIS REPORTS...



Welcome to The Hub, our new-look newsletter, which is also my first as CEO of the Palletways Group.

This is also a special edition as Palletways UK celebrates its 25th anniversary. The company has changed, developed and grown over those 25 years but we still work to the same values, with our members and customers being of central importance to us.

The company was originally founded in Walsall in the UK and on its first night moved 110 pallets. Today, we operate across 24 countries with over 400 member depots and collectively we handle in excess of 40,000 pallets daily. Since that first night, the company has moved over 75 million pallets - an incredible achievement for everyone involved throughout the past 25 years!

The industry has evolved and changed over the past couple of decades. However, we've established ourselves as the leading palletised freight network across Europe and, if we all continue to work to our values, this position will only strengthen.

We're extremely proud of our high service levels and IT innovation. Both are at the heart of our success and we'll continue to invest in these areas to consolidate our position.

The Palletways business is now firmly part of the Imperial Logistics Group. Palletways was acquired by Imperial in 2016 to expand its capabilities, drive synergies and opportunities for our members across Europe, while also offering Imperial's existing customers access to the largest express delivery network for palletised goods in Europe. This can only benefit our business and our members.

Who knows what the next 25 years will have in store but with the backing of the Imperial Group, combined with the quality, innovation and commitment already seen, we'll go from strength to strength.

Luis Zubialde
Chief Executive Officer
Palletways Group Limited

Innovative technology gives networks competitive advantage

Palletways is proud to introduce a cutting-edge, cloud-based, portal which will dramatically improve business functions.

This next generation technology will deliver exceptional savings to network members, partners and customers in terms of process management and efficiency which will ultimately result in significant cost savings. The system is incredibly easy to use, with minimal training needed, so it can be set up in a matter of minutes.

The portal allows network members and partners to access a full overview of their depot operation, traffic management, live updates, full customer history information and mapping of collection and delivery volumes. Live delivery updates mean that a two-hour estimated time of arrival can be offered to save customers waiting around for a delivery.

The system also integrates seamlessly with a customer's software, so they can be trading within minutes, not days. This dramatically improves customer service levels with phone call enquiries significantly reduced due to increased customer visibility, in addition to a reduction in administration which ultimately helps to reduce overall costs.

For network members/partners wondering how they can get access to this new technology, the answer is simple. The Palletways portal is already available in many areas of the business so speak to your local IT team who will be able to tell you what is currently available and how you can get up and running and start making savings today.



MEET THE MEMBER

In this issue of The Hub, we showcase the success of Italian member, Racchetti Mediotrasporti, with views from Managing Director, Alberto Racchetti.

You've recently received an award for delivering first-class customer service. Why is this area of the business so important to you?

Receiving the 1st prize as top performing member of Palletways Italy during 2018/19 made us all particularly proud; it was a moment of great satisfaction which recognised the daily commitment of every single member of staff. We've always believed in and committed ourselves to ensuring the quality of our services. To receive official recognition was amazing.

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

It allows us to offer more competitive and faster solutions and therefore operate in countries that otherwise we'd be unable to reach. It also allows us to give and receive professional support to meet the varying needs of our customers. Being part of Palletways means we must also comply to the strictest quality standards, which can only be a good thing.

What sets you apart from your competitors?

The whole team is committed to delivering excellent customer service. We personally check each shipment and re-pack, if necessary, to prevent damage while it's in transit. After

we deliver goods to the Palletways hub in Bologna and Milan, we use a monitoring system that allows us to know the precise location of any shipment at any time of the day. This means we can intervene to ensure deliveries are made on time. Our customers can be assured that we take the very best care of their goods, handling them with kid gloves from the point of shipping until delivery.

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

We're a long-established team and when we do recruit, we do so carefully. We look for specialised team-players who collaborate. Those who recognise that we all work for the same purpose in which everyone plays a key role.

What are the main challenges in the logistics industry?

It requires major investment to meet ever-increasing demands. All sector companies face three fundamental issues: staff training, the expansion and modernisation of facilities and the ability to adapt to new demands for additional services. Another is around the issue of sustainability in the sector. It will be challenging for small and medium-sized enterprises to restructure their vehicle fleet to reduce emissions and bear the resulting cost increases while also remaining competitive.

What does the future hold for Racchetti Mediotrasporti?

We plan to expand our internal logistics to further increase our ability to offer competitive and cutting-edge solutions. We also want to invest in staff training as this is the only way we can guarantee we continue to offer a first-class service.

MEMBER FACT FILE

Headquarters
in Via delle Viole, 35 26100
Cremona, Italy

6,600m2 of warehouse facilities

Fleet of 21 owned vehicles and 8 external service providers

Postcode areas:
26 – 29

32 employees

PALLETWAYS UK - NATIONAL CONFERENCE 2019

Celebrating 25 years

St George's Park – The Football Association's national football centre - provided the perfect motivational backdrop for Palletways UK's National Conference 2019, which was moderated by political business journalist, Daisy McAndrew.



Daisy McAndrew and Mike Harrison

Managing Director, Rob Gittins, welcomed member delegates to the event which marks Palletways UK's 25th anniversary.

Delivering a service

Service, service, service was the theme of Operations Director, Mike Harrison's rousing speech to the network. He reiterated that delivering a service for customers is the core of what everyone in the room does on a daily basis. He praised members for their efforts in driving up overall on-time delivery statistics, which have improved on the previous two years. He said change doesn't happen automatically and the culmination of members and hubs working collaboratively has produced these results. He said: "service is never finished - we can always do better" and noted that significant investment in Terminal 1 and Terminal 2 and in manpower at Fradley will further improve service levels.

Richard Miller, UK IT Manager, took a nostalgic look back at key milestones in Palletways's development journey

from the introduction of the first Sirius integrated network IT system in 1999 through to today's industry-leading technology that processes 3,500 consignments every day via the portal, and said more investment is on the way.

Stronger network

Next up was Michelle Naylor, current Head of the RGM Network who, from 1st December 2019, will take up the Network Development Director post, responsible for working with prospective members to encourage them to join the network. She said: "stronger members mean a stronger network" and it'll be Michelle's responsibility to identify key areas of the UK that'll benefit from realignment or strategic recruitment.



Richard Miller and Michelle Naylor

Michelle welcomed a host of new members to the network, including:

Box Logistics
OTEC
Surrey Pallets
SureTrans
International Logistics
Sovereign Transport (Swindon)
EFS Global
First Choice
Kent Couriers
Tomsetts
PPL
Select

She also congratulated members on their recent contract renewals:

IFL
Montgomery Distribution
Gregory Distribution
Speed Welshpool
Hastings Freight
Rapid Link
Pollock (Scotrans) Ltd
Cross Country Carriers

Craig Chapman, Regional General Manager, reminded delegates that the RGM team is on hand to help with member and business reviews and cited Cross Country Carriers and Salvatori as two members that have benefited from the RGM's commercial and operational expertise.

Collaboration

Palletways UK's new Corporate Sales Director, Damian Gilbertson said it's his responsibility to refocus the Corporate Sales Team and reconnect with members. He recognised the differing needs across the network and said that in an ultra-competitive sector, working collaboratively is a must. He named a host of powerful brands that currently work with Palletways UK including Farrow & Ball, Yankee Candle and DHL. Concluding, he said that everyone needs to work together to win, retain and grow accounts of a similar stature.



Craig Chapman and Damian Gilbertson

Continued on next page...

One of the original management team members, Craig Hibbert, spoke about the initial Palletways concept and spoke fondly about the company which from such humble beginnings, has grown to become Europe's leading and fastest growing express palletised freight network. He reflected on the life-long friends he's made within the business and thanked founder members including Alan Hastings from Hastings Freight and Simon Parry from Frenni Transport.



Craig Hibbert, Rob Gittins and Luke Buchholtz

Newly appointed Chief Commercial Officer, Michael Sterk, who joined Palletways from The Imperial Group, said he was attracted to the capability of the Palletways model and can see a lot of synergies with Imperial and members' customer bases. While Luis Zubialde, CEO for the Palletways Group, spoke about plans for future growth and highlighted that ocean freight movement will happen.

Advancing technology

Luke Buchholtz, Head of Industrial & Logistics Project Management at CBRE, concluded the session, and spoke about advancing technology and its impact on logistics real estate – including machine-learning that uses algorithms to identify demand patterns and sales forecast models upgraded by artificial intelligence. He also talked about elastic logistics which gives the flexibility to expand and reduce capabilities to accommodate changing demands within the supply chain such as on-demand warehousing.

Benelux member shows commitment to network

Palletways Benelux is celebrating a trio of five-year contract extensions with its members. The first is with Visser Transporten Bolsward who are based in the north of the Netherlands. The company, which was founded in 1920, employs 42 people and joined the Palletways business in 2014. The second contract extension is with Combilogic who are based in the southern province of Krabbendijke. The company joined Palletways in 2014 and offers services for transporting medical and office equipment, furniture, and vehicles parts.

The final five-year contract extension with one of the network's longest serving members. Veens Transport, who have been part of the network for the past ten years, are based in the south-east of the country.

The company which was founded in 1915, employs a team of 75 and has a range of vehicle types including tractor units, curtain-sided trucks, deep loaders and self-loaders. Veens offer transport solutions within the construction, office decor and DIY sectors.

Marco Veens, Managing Director at Veens Transport said: "We are very happy to commit to another five years with Palletways Benelux. Since we joined the network, we have experienced great customers service and support with sector-leading IT platforms which make business operation as seamless as possible for our customers. The network also offers us excellent solutions for collections and deliveries outside our own service area domestically and internationally."



Gjalt Visser and Rob Manders



Top to bottom: Lars and Marco Veens

In search of new apprentices

Palletways Germany participates in Homberg education fair



From left to right: Kamil Wazny, Olga Strak and Katja Möller

For two consecutive years the Hub team in Knüllwald has participated in the education fair of the Reichspräsident-Friedrich-Ebert-Schule in search of new apprentices and future stars of the logistics industry.

Palletways Germany was represented by Katja Möller (responsible for apprentices), Olga Strak (a former apprentice and now employee) and apprentice Kamil Wazny.

The Reichspräsident-Friedrich-Ebert-Schule invites pupils, parents, teachers and employers to its annual education fair in Fritzlar and Homberg. Local employers are invited from sectors including logistics, agricultural technology, construction technology, electrical engineering, nutrition/gastronomy, colour technology and interior design, vehicle technology, wood technology, body care, agricultural machinery technology, metal technology, business and administration.

This year more than 50 exhibitors attended from the fields of logistics, education, crafts, industry and services, including Palletways Germany. It's an invaluable event not only for employers to meet and attract potential new apprentices and future employees but for the students

themselves. There they can gain extensive information on educational programmes, training occupations and industry training places. The fair also advises on application procedures, recruitment criteria and training and career opportunities through lectures and workshops. More than 700 people attended.

Commenting Katja says: "The event is a highlight in the Palletways Germany calendar. We talked to many people and handed out specially designed flyers about Palletways as a preferred local employer, the training and job opportunities we offer and the important role logistics plays in the economic environment.

"We wanted to show these young people that the logistics sector is an exciting field of work with excellent development opportunities and that it's a progressive industry with the latest IT developments industry, all of which is key to attracting young people. We also wanted to show the human side of the business and the emphasis Palletways places on team working."

Olga added: "We had many interesting discussions, and following the event, received a high number of applications, demonstrating the perception of Palletways as a good local employer. We've secured all our places for next year's apprenticeship - which is a great achievement, and look forward to returning once more next year."

Palletways Germany welcomes new members to the network

Palletways Germany is delighted to welcome two new members to the German network. The first being RCS Runkel Cargo GmbH (Depot 376) from Troisdorf, the second Michel Spedition GmbH from Weinstadt (Depot 375).

The addition of these two members enhances Palletways Germany coverage in the important regions Cologne and Stuttgart. Customers will see an immediate improvement in delivery and pick-up times from 48 hours to 24 hours, with the availability of morning and timed services too.

RCS Runkel provides same day, next day and 48-hour services to a range of industries with extensive warehousing offering storage, cross docking and regional consolidation. Michel Spedition was formed more than 100 years ago and today employs a total of sixteen people operating twelve vehicles for local and long-distance transport services.

Klaus Klein-Bölting, Palletways Germany's Head of Member Recruitment, says: "These appointments demonstrate the importance we place on recruiting the most experienced firms in the logistics industry. Both are great assets to the network and we're looking forward to drawing on their experience to grow our presence in Germany."



Knüllwald hub tests out new electric FLT

The Knüllwald hub has taken delivery of a new electric fork lift truck which it's trialing alongside its current fleet, with a view to rolling out more if the test phase proves successful.

The Linde E16-E20 EVO is an electric four-wheel forklift truck which is designed for precise load handling in the tightest of spaces. Linde's combi-steering axle allows the rear wheels to be rotated 175 degrees, giving a strong operational performance with high degree of efficiency. The lithium ion battery is easily replaceable. It also has an on-board charger for maximum productivity.

Markus Egerer, Head of Operations at Palletways Germany says: "We've been trialing the new FLT since July and have been very pleased

with its performance. Due to its design, it's smaller and more ergonomic when operating around the hub. It's more environmentally friendly and cost effective from an energy point of view too which is a significant benefit for our operation.

"During an eight hour shift a standard gas FLT consumes approx. 23,30 € worth of energy whilst the electric truck consumes just 8,74 €, a difference per day of 14,56 €. When you add that up across 250 working days per year that's a really significant saving. Furthermore, reduced driving noise and smaller dimensions of the vehicle are a big plus point too."



“We've been trialing the new FLT since July and have been very pleased with its performance”

Drivers lift award



The team celebrates their success

A team of fork lift truck drivers from Knüllwald recently proved why they are the cream of the crop, achieving first place in a regional competition.

Drivers Latif Aydin, Sebastian Weingarten and Burkhard Bahlke entered the regional championships in Kaufungen where they competed alongside a hundred other drivers. Racing against the clock, they had to work with their forklift trucks and complete a series of delicate, careful manoeuvres under pressure.

The testing tasks ranged from stacking champagne glasses onto a pyramid using the forks, to picking up thumb-sized barrels with a miniature forklift attached to the fork, transporting them and setting them down again at a predetermined position.

Nightshift Supervisor, Latif Aydin, comments: "Both were very tricky tasks! The delicate

plastic champagne glass almost slipped off the forks and caused the pyramid to collapse. But we kept our nerve and carefully raised the glass again into position. The tests required a good sense of proportion and, above all, a steady hand on the joystick and steering wheel. The championship was great fun and a good demonstration of our team work."

In the team classification, Palletways Hub Knüllwald took first place ahead of Finoba-Automotive from Baunatal and Heil-und Mineralquellen Germete. In the individual final, Maik Grünbaum (BMW Group) won the individual classification ahead of Wassili Freimann (ELVIS) and Mustafa Öndes from Rudolph Automotive Logistik GmbH.

The team goes forward to compete in the German Championships in Aschaffenburg. We wish them every success.

Palletways Hungary launches extended international service

Palletways Hungary has expanded its operations with further improvements to its services. In response to growing demands, the network has increased its international departures from twice a week to a daily service. In September, the network more than doubled its international volume, in part due to this service change.

Daniel Mark Ádám, Member Support Manager at Palletways Hungary said, "In today's fast-paced world, international transport services limited to twice a week was not competitive enough in the long run. We thought it was essential to launch a daily transport to reach and serve more customers more effectively. Ultimately, daily departures shorten transit time and dramatically improve service quality. We believe this will bring value to our existing and future customers, and as a result, enable us to increase our market share. We have also increased the capacity of our central hub in Budapest to enable the network to cope with these higher volumes. Our aim now is to increase the international monthly pallet volume tenfold. It's ambitious but that's why the Palletways business has been so successful in Hungary to date."



PALLETWAYS CELEBRATES ONE YEAR IN HUNGARY

Palletways Hungary is celebrating its first anniversary with record volumes and a rapidly growing membership base.

The network, which started with eleven members from across the country, transported around 100 pallets a day in its first month of operation. Over the past 12 months this figure has risen significantly, with more than 500 pallets now moved on a daily basis.

Further underlining its exponential growth, Palletways Hungary reached a significant milestone last month, shipping a total of 50,000 pallets since its initial launch.

With the main hub in the western suburbs of Budapest, Palletways Hungary currently has a total of 16 members servicing routes across the country, with the most recent addition being Ekol Logistics located in south of the capital.

Customers in the UK and in Hungary have access to a full range of domestic and international services including a domestic next-day Premium service across Hungary, an Economy service and morning deliveries. All of these services are provided with Palletways' Track and Trace technology.

Peter Kovacs, Managing Director of Palletways Hungary, said: "The last 12

months have been incredibly positive for the network. Our sector-leading technology and European-wide coverage means we can offer customers a unique package. We are looking to expand our import and export opportunities to Slovakia in the near future, as our initial research has shown there is appetite for Palletways services in this market."

Ian Miller, Managing Director at Frederick R Miller, a UK Palletways member who regularly uses the network, added: "The addition of Hungary to the network has been totally seamless for our UK customers. We can now access a new and thriving market in Eastern Europe and the visibility customers have across 24 European destinations really contributes to their businesses offering, with accurate and immediate information on their shipments."

Luis Zubialde, Chief Executive Officer of Palletways Group, concluded: "We're delighted with the Hungarian network's impressive level of growth. It underlines a period of extensive development for the Palletways Group, with the additional announcement of a new operating area in three Nordic countries last autumn. I look forward to supporting the Hungarian team as they continue to expand."

Impressive growth in Hungary

Palletways Hungary has recently welcomed three new companies to its ever expanding network.

The first new member, Haemmerling Kft is based in Győr-Moson-Sopron, a county in the north-west of the country. The majority of the company is owned by Haemmerling Group Logistic which is the logistics branch of the Hammerling Group and was founded in 2010. The German firm operates in five European countries (Germany, Hungary, Poland, Romania and Slovakia) and has 11 hubs in total, with the Hungarian hub located in Mosonmagyaróvár. The Hungarian company operates with 35 trucks and 75 trailers, 80 employees, and in addition to domestic and international transport, it also provides logistics and warehouse services.

New addition TLS Express, based in the Pest County to the east of Budapest, was founded in 2011 and provides a diverse range of domestic and international transportation and logistics services. The company currently has 18 employees and a fleet of 7 goods vehicles. TLS Express Kft has experienced a period of steady growth and launched its logistics offering in January 2017.

Finally there's, Ekol Logistics, an international logistics company, which employs more than 360 members of staff at its headquarters in Budapest Freeport. It offers a wide range of services including international road transport, customers clearance and air and sea solutions.

László Horváth, Managing Director of Haemmerling Kft. said, "Palletways is offering a completely new service for the Hungarian market so we consider it a fantastic long-term business opportunity by joining the network. We hope this partnership will increase the number both of our services and customers. Our company will be able to add a high quality professional experience to assist the network, because of our many years of experience in domestic and international transport, our hub and wide range of vehicles."

Zsolt Tréfás, Managing Director of TLS Express Kft. added: "Patience, commitment and a sense of responsibility are reasons why we chose to join the Palletways network. The impact on our business since joining been significant with pallet bookings doubling across two months. With Palletways' support, we have been able to extend our business hours dispatching our vehicles earlier giving them enough time to collect the goods during the day, including international shipments. Our customer portfolio is very diverse, ranging from small family-run businesses to multimillion-euro companies. We maintain these strong relationships through our high-quality customer service. Since we launched eight years ago, every customer who has requested a trial service from us has signed up the very next day."



Left to right: Ron Neggers, Group Development Director at Palletways Group and László Horváth, Managing Director of Haemmerling Kft

Palletways Iberia hits 65 members

Palletways Iberia has welcomed its newest member to its network covering the province of Seville. Pantoja Grupo Logístico, which is based in the town of Santiponce, have worked in the sector for more than 70 years. The company has a number of depots across the Iberian Peninsula and offer international logistics, distribution and transport services.

Javier Lafuente Mumpao, CEO of Pantoja Grupo Logístico, said: "It is very important for us to have

joined the Palletways network. The industry-leading technology, customer service support and international network are hugely beneficial to the growth of our business."

Gregorio Hernando, General Manager of Palletways Iberia, said: "Pantoja Grupo Logístico has a well-established track record in this sector, which guarantees efficient, fast and effective operations. Its incorporation into the Iberian network will allow us to reinforce our coverage in the province of Seville and, consequently, in the entire peninsular geography. Palletways Iberia moves more than 4,500 pallets a day which equates to one million pallets a year. We are very happy with the level of growth and Pantoja Grupo Logístico will help us to increase this figure."

Iberia's Championing CSR

Palletways Iberia demonstrated its continued commitment to corporate social responsibility (CSR) by recently sponsoring the El Motor de tus Pasos charity which participated in the Pilgrim Race, a 7-day mountain bike race to raise awareness of Charcot Marie Tooth disease (CMT). CMT is a degenerative neuromuscular disease, affecting around 17,000 people in Spain, and is currently incurable.

The fundraising initiative was developed by the parents of a girl who is affected by the disease, who recognised the opportunity to raise awareness and generate funds for research through sport.

Gregorio Hernando, Managing Director of Palletways Iberia, said: "Sponsoring El Motor de tus Pasos has been a source of pride for Palletways Iberia. We particularly enjoyed investing our time in this

project which combined sport with disability support, as they are both very close to our hearts."

As part of the sponsorship, Palletways Iberia funded one race entry fee in addition to sponsoring the team's race diary, which allowed for the creation of a variety of videos to capturing each stage of the event.

In addition to its sponsorship of El Motor de tus Pasos, earlier this

summer the network took part in a Red Cross blood donation campaign. It's the fifth year that Palletways has participated which aims to highlight the importance of giving blood.

Gregorio has praised his employees for their strong commitment to this cause and continues to encourage his team to participate in similar initiatives.



El Motor de tus Pasos Team

Network sponsors high-profile show jumping event in Spain

Palletways Iberia has sponsored the Spanish National Show Jumping Championship. The network supported one of the trials at the equestrian competition which took place earlier this year in the central Spanish city of Alcalá de Henares.

The event attracted more than 200 riders from across the country, who competed at the highest level on a course with jumps of a varying levels of difficulty.

The network's staff were directly involved in the event with Palletways Iberia's Managing Director Gregorio Hernando presenting the prize to the winner of the 1.35m competition.

Commenting on the competition, Gregorio Hernando, Managing Director of Palletways Iberia, said: "It's fantastic

to be part of such a high-level sporting event. Palletways Iberia is committed to supporting activities which promote an ethos of teamwork and a culture of hard-work because, as a business, we are driven by those values. We have previously sponsored other elite-level sports such as national handball and we hope to continue supporting events in the future which bring enjoyment to the public."

The National Show Jumping Competition was held for the second year running in Alcalá de Henares due to the city's strong historical links with the sport.

Video footage from the event can be found below:

<https://youtu.be/HDNkVgEh9eg>



Palletways Italy support film festival for the eighth year running



Earlier this summer, Palletways Italy supported Cinemadivino, a film festival in the Emilia Romagna region which invites audiences to sample the regions' best wine and food whilst watching a selection of classic and modern films. The network has sponsored the festival, which runs between June and September, for the last eight years. More than 30 films were screened in vineyards in the northern Italian region allowing attendees to witness a unique enogastronomic experience.

The sponsorship of the festival is just one example of the initiatives backed by the network and related to the wine sector. The network has a wider and long-standing commitment to the international wine market regularly taking part at Vinitaly, the largest international wine exhibition held every year in Verona. Wine is one of the most important market segments in terms of volumes for the network and it is the specialised ability and extensive knowledge of transporting wine and oil on pallets, that Palletways differentiates itself from the competitors.

cinemadivino 
I GRANDI FILM SI GUSTANO IN CANTINA
RASSEGNA ESTATE 2019 - SEDICESIMA EDIZIONE

New CEO for Palletways Italy

Palletways Italy has announced the appointment of Massimiliano Peres as the Chief Executive Officer of the network. Peres takes up the post having previously held the position of Managing Director of the network.



Luis Zubialde, Palletways Group Chief Executive Officer, said: "I am pleased to announce that Massimiliano Peres has been appointed to the position of Chief Executive. Thanks to his broad skills and deep knowledge of the logistics and transport sector, he has the right qualifications to successfully lead the Palletways network in Italy. He will continue to develop the fantastic membership base of our Italian network."

Born in 1966 in Turin, Peres has 20 years of experience in national and multinational companies working in the transport and logistics sector, having successfully held important managerial positions. After more than 12 years working for TNT Group, where he gained various commercial, operational and managerial experience, at the end of 2008 he accepted a new challenge leading SIT Logistics. He helped the company to establish itself as one of the best logistics operators in the automotive sector. Finally, between SIT and Palletways, last year Peres took on the role of General Cargo Manager of the Lannutti Group, with the specific task of re-organising and developing the general cargo division.

Commenting on his appointment, Massimiliano said: "I am very happy to take on this exciting opportunity and to be part of the Palletways family and the Imperial Group. I look forward to working with the whole team to grow our network, strengthen the Group's reputation and achieve high quality standards of service. I will work to ensure that both our customers and members can take full advantage of the business opportunities offered by the domestic and international markets we cover, increasing their competitiveness in the sector."

Massimiliano's appointment is the latest in a series of announcements by Palletways Italy. The network now has more than 110 members, after the recent recruitment of eight new members into the network.



“

There is a growing appreciation of Palletways' high-quality service and competitive prices for small consignments

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ONE BRAND | C

An interview with Massimiliano Peres

Massimiliano Peres has held the post of Managing Director and now CEO at Palletways Italy but what is the state of play in the Italian market?

How has the Italian freight market adapted to the pallet network model?

The Palletways network was launched in the Italian market 17 years ago and currently transports more than 11,000 pallets every day in Italy, which demonstrates how well the market has embraced a pallet network model. From a member's perspective, an increasing number of logistics companies want to join Palletways Italy because they understand the additional source of revenue and business opportunities that the network can bring them. From a customer's perspective, there is a growing appreciation of Palletways' high-quality service and competitive prices for small consignments, which wasn't previously offered in the Italian market.

Can you provide a broad picture of your infrastructure, coverage and IT capability?

Palletways' Italian network is currently composed of over 110 members and three owned depots in Bologna, Milan and Genoa, operating throughout the country with three main hubs which are based in Bologna, Milan and Avellino.

Palletways Italy has been providing online shipment tracking for the last 11 years and the network's Transport Management System is an essential element of the service offering. With technology constantly evolving and the growing importance of online data, the network has recently been redesigning its own IT system, providing customers with more detailed information on estimated arrival times and any potential delays to their shipment.

Let's move on to the Italian logistics market in general. Where is your trade focused?

Disruptive technologies, shifting customer behaviours and emerging business models are shaking up the logistics industry across the world.

In Italy, Palletways is well-positioned to work with vertical industries, export and international markets. In the past we were primarily a B2B company, but with the increase of e-commerce we are now increasing our focus to include B2C trade.

The wine and olive oil industry also presents very exciting opportunities for Palletways Italy as it accounts for over 25% of our volume.

In terms of the next five to ten years, Palletways will continue to invest heavily in its fleets by gradually introducing electric vehicles. This enables us to make deliveries to city centre locations, where, due to Italy's rich historical heritage, movement of heavy vehicles and traffic in general is strictly regulated. Indeed, last year the network introduced electric vehicles to its operation in the northern city of Bologna.

NETWORK CELEBRATES MEMBERS OF THE YEAR

Earlier this summer, Palletways Italy's management team and members gathered together to celebrate the results of the previous year and plan for the next 12 months at the network's annual convention. The event, which was held at the Enzo Ferrari Museum in Modena, also included an award ceremony for the highest performing members in the network.

Racchetti Mediotransporti, based in the Lombardy region, was the awarded the top prize of member of the year for 2018-2019 in recognition of their high level of service, delivery of operational excellence and creating a positive company culture.

Second prize was awarded to Emidi Viaggi based in Città di Castello in the province of Perugia. Finally, third place was awarded to Trial Trasporti who operate in the city of Milan.

The network's senior management team also recognised the hard work and ongoing commitment of the following members; Mised Distribuzione Nazionale, Traspel Italia, Tracon, Trial, Prealpina Trasporti e Depositi and Ekol Logistics.



Top to bottom: Massimiliano Peres and Luis Zubialde

Palletways Iberia celebrates record growth figures

Palletways Iberia hosted its annual convention earlier this year at the network's main hub in Madrid.

More than 150 people, including the network's members and senior management team, attended the event which celebrated the high-performance of the network, the expansion of the Madrid hub - which will be fully operational in the next financial year - and the network's continued commitment to corporate social responsibility activities.

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The network's senior management team each delivered a short presentation to all delegates reporting on their area of expertise in the business. Ángel Gausinet, the network's Development Manager presented the customer satisfaction survey which revealed the network has an exceptionally high level of service quality. Jorge Blanch, the network's Corporate Sales Manager went on to emphasise the excellent reputation Palletways Iberia has in the industry and the trust which large companies and customers have in the business. José Miguel García, IT Manager at Palletways Iberia, also thanked members for their support in integrating the Portal into everyday operations. He also explored new technologies which Palletways are developing to cement their position as industry leaders.

Finally, José Fco. Hernández, Operations Manager for the network, presented the service quality control systems and emphasised his satisfaction that the objectives had been met surrounding the system. However, he stated there is still room to continuously improve the network's operations. He finished by saying that the expansion of the Madrid Hub will contribute to substantially improving the operation of the entire network.

Luis Zubialde, Chief Executive Officer for the Palletways Group, said: "We are delighted to welcome all members to this national convention which provides a fantastic opportunity to share the great success of the network. The members' passion for their work and commitment to the highest customer service levels means we can really say the network is one of the best in Europe. We must however, strive to always improve our service and keep driving up industry standards."



“We’re really excited about the new opportunities this expansion will open up for the company”

Rob Pike, Managing Director at International Forwarding

International Forwarding doubles warehousing with significant investment

International Forwarding has opened a new 2,000m² secure storage facility in the Midlands to support the company’s ambitious growth plans.

The timing of this major expansion is particularly opportune as several existing customers require additional warehousing to protect their supply chain against Brexit-related issues. It also gives the sales team the tools to acquire additional forwarding and pallet distribution contracts from new UK and overseas-based customers. The existing management team will oversee the physical freight handling and the back-office functions for the new site.

Rob Pike, Managing Director at International Forwarding, said: “We’re really excited about the new opportunities this expansion will open up for the company, especially

as it effectively doubles the size of our Birmingham hub operations.

“The warehousing part of the business has been running at maximum capacity for some time and we are confident that the additional facilities will deliver organic growth and strengthen the ability of the company to offer high quality and cost-effective supply chain logistics to the marketplace.”

International Forwarding started trading in 1989 to fill a niche in the West Midlands, providing a personalised bespoke freight forwarding service to local exporters and importers. Since then, the company has continued to go from strength to strength and now has 60 staff, a fleet of 20 trucks and a turnover of almost £10million.

Four senior appointments for Palletways Colchester

Palletways Colchester has made four senior appointments to further develop the business and deliver a quality service to its customers.

Steve Dowd is appointed as the depot’s General Manager, while Ross Deacon joins as Operations Manager. Jackie Marks becomes the firm’s Sales Manager and Simon Colyer has become Customer Service Manager.

Rob Gittins, Managing Director of Palletways UK, said: “These senior appointments demonstrate the importance we place on recruiting the best people in the industry, who understand the market and the

challenges our customers face. They bring with them considerable knowledge of the logistics market and their industry experience is second to none.”

Steve, with the help of his new team of managers, successfully navigated the transition of the business to Palletways Colchester following its acquisition late last year.

The depot now handles single pallet shipments to large scale consignments across parts of the South East. The team manage and service all parts of the operation, from local collection and delivery operations, up to trunking longer semi-trailers between Palletways Hubs and the depot.

EFS GLOBAL IS PALLETWAYS UK'S LATEST ADDITION

A Burnley-based haulage operator has become one of the latest companies to join the Palletways network in the UK.

EFS Global, which was founded in 1996, employs over 325 members of staff across nine strategically located depots. The company, which has a fleet of more than 200 vehicles, will handle everything from single-pallet loads to large-scale consignments and cover selected postcodes across the north west.

Mark Jones, Managing Director and founder of EFS Global, said: "We're pleased to have joined forces with Palletways. This exciting new move will enable us to continue providing a comprehensive solution for our pallet consignments whilst complementing and improving our service offerings to Europe and maintaining the high standards of quality and service that our customers have come to expect."

Dan Balshaw, IT & International Logistics at EFS Global, added: "Palletways has innovative ideas and technology, which are not only unique for the network, but also the industry, all of which will complement our commitment to technology."

Rob Gittins, Managing Director for Palletways UK, concluded: "I'm pleased to welcome EFS Global to our ever-growing network. They'll bring with them a wealth of industry knowledge and we look forward to drawing on their expertise to enhance our services in the north of the UK."



All-time highest investment for Speed Welshpool



Wales-based Speed Welshpool has ploughed £330,000 into the business to grow its fleet – the single largest investment in the company's 40-year history.

The company has invested in six new vehicles, including four DAF tractor units and two Ford Transit vans. The new additions offer enhanced efficiency, reliability and safety features and meet the latest emission requirements.

George Edwards, Managing Director at Speed Welshpool, said: "This is by far our single-largest investment. It's the first time we've ever bought brand-new vehicles, having always leased or rented in the past. However, such has been our growth and success over recent years that we're in the fortunate position that we can buy our own vehicles. This is a huge achievement – and a

massive milestone for everyone at Speed Welshpool."

And it's hoped the new vehicles will help Speed Welshpool to attract new drivers. George continues: "It's well-known that as a country we are in the midst of a driver shortage and it's really important to the business that we attract and retain the best staff. To do this we need to offer market-leading equipment and infrastructure. We trialled a number of vehicles and listened carefully to the feedback from our drivers when choosing DAF tractor units. DAF is a respected, quality brand which offers a well-equipped, comfortable and modern working environment."

The fleet investment tops off a big year for Speed Welshpool, which has recently appointed a brand-new operations director and celebrated its most successful 12 months to date.

Palletways Eye View

Michael Sterk



Each edition of The Hub interviews a key person whose work influences the Palletways business. This edition we talk to Michael Sterk, Chief Commercial Officer.

Q: Michael, you've now been with Palletways for seven months - how are things going?

MS: Time is flying! After ten years at Imperial, everyone at Palletways gave me a really warm welcome – and offered some great support too.

I find the business extremely exciting! The services Palletways offers are very different to any offered by other businesses in Imperial's portfolio which presents some interesting opportunities that we can all benefit from.

My role is to connect these opportunities with the business' talent and expertise and I'm keen to support the network's commercial development, strengthening our market position by entering new markets and having innovative products/services.

Q: As Chief Commercial Officer, where do you see Palletways this time next year?

MS: While there is uncertainty around Brexit, I'm confident that Palletways is well-positioned to maintain its strength as a network as we have a clear plan. Predictions for next year:

As we start to push our pan-European services, we will have more volumes in our international setup;

Slovakia will be a newly Palletways-managed country for the network, and we'll be amending and improving concepts in Germany and France.

We will continue to improve quality and services, be innovative by having

new products and develop digitisation through our portal;

We will continue to refine our service offering and motivate our members to be confident to sell which will ultimately drive further volume and growth in the next twelve months.

Q: You have a strong background in logistics, dating back over two decades – so, what is it you enjoy about the industry?

MS: I started my career in Cologne in 1993, the city where I was born. I was an apprentice at a quite similar business, which distributed pallets both nationally and across Europe.

Growing up, I was really interested in working internationally and logistics was a great fit, as it took me across Europe, Asia and the Americas. Every day is different, and I enjoy how enthusiastic and flexible people are.

The logistics world has become more digitally focused and the industry continues to change tremendously. It's important to embrace these changes and any challenges presented to you, as in our business, everything is about change, adapting and speed. Being proactive with services and innovation is also crucial – something Palletways is really strong at, especially when you look at the cloud-based portal, and the recently developed tools which support our members digitally.

Q: Have you got any exciting developments or projects lined up in the next three to six months?

MS: Yes, we're working on several projects from a commercial perspective:

Making the commercial sections of the portal more sophisticated – this includes providing more supportive tools that allow our members to better-manage their customers.

We're working with our colleagues to improve our international set-up which includes reviewing pricing, leveraging our service portfolio and lead times.

In early 2020, we'll be reviewing our French network, which is an essential piece of the Palletways puzzle – and key to delivering a strong international service.

We've invested more time and resource into providing more marketing and sales-driven tools for the international business.

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