

LINE

magazine

ISSUE 10

JUNE 2019

palletline

Network Freight Distribution

**But what we
do with an old
bamboo makes
everybody cheer!**

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YOUR EXCLUSIVE
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8 REASONS FOR USING SHS DRIVER ELECTRIC TRUCKS IN 2019

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- ✓ PREVENT AGAINST INJURY CLAIMS
- ✓ CUSTOMER SATISFACTION ON DELIVERIES
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Welcome to Line Magazine issue 10

Welcome to Issue 10 of Line Magazine, which continues to celebrate the ongoing successes of Palletline and its members, evidenced and perhaps personified through the nature of the articles contained in this issue.

Like most businesses in the UK we have been striving towards sustainable growth and Brexit preparedness, despite the media storm and subsequent uncertainty that has surrounded the business community for most of this year. In terms of Palletline, we have both the experience and breadth of resources through our members to be able to thrive by being highly proactive and adaptable to the changing business climate. In 2019 we have continued to attract high-quality new members from other networks, as those well-established look towards their own futures by selecting the best network for the long-term.

2019 has already seen the addition of businesses and new depots, namely Transaction, Bowker Group with one additional location, and Sims Worldwide Logistics who join the growing Palletline family.

Testimony to our successful member-owned business model can be further demonstrated through the articles we publish that receive the full support of both our members and our members' customers. In this issue we feature an article on CS Ellis's customer, The Bamboo Flooring Company, as well as celebrate Bowker Group's 100th Anniversary, which of course is a milestone achievement in any industry, but especially in the challenging landscape of logistics, wherein change is not optional, it is inevitable. In addition, we have an overview of JMC Logistics, our Dublin based member, whose successes in their marketplace are both wide-ranging and extensively demonstrate that adapting your products to your customers' requirements, means you will have a winning formula.

This key message equally applies to all members of the Palletline family which, together with our market leading levels of service, ensures we are all well prepared to meet the future economic and market challenges.



LINE MAGAZINE

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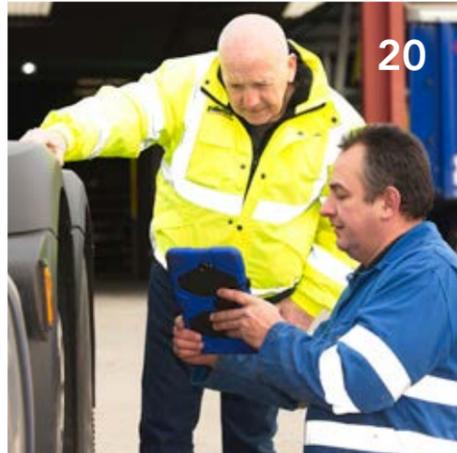
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Graham Leitch

Graham Leitch

Group Managing Director, Palletline Ltd



P6. C S Ellis (Group) delivers flawless solution for The Bamboo Flooring Company

Driven by consumer demand for more sustainable and environmentally-friendly alternatives to traditional timber products, the bamboo flooring market has grown almost as fast as the toughened grass which only needs to be pruned, rather than chopped down to yield its long-lasting harvest.

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Palletline opts for 'NEXUS' fork lift truck scales, supplied by one of the country's leading suppliers of weighing scales, systems and equipment.

P12. JMC Logistics

Sending freight to Ireland from the UK and beyond.

P16. Bowker Group celebrates centenary milestone

Line Magazine takes a look at the past 100 years of the Bowker Group.

P22. University of Warwick students visit the Palletline Central Hub

Palletline are always pleased to assist local universities by offering Hub visits and site tours to enable students to see what they have learnt through their studies in a physical operational environment.

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Palletline welcomes Oxfordshire based, Transaction International to the Palletline family!

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James Mountain tells Phoebe Seymour why he gave up a successful

career in the music business to run a charity supplying organic produce.

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Palletline Logistics members' investment in camera safety technology focuses on greater efficiencies.

P34. Next Issue

Take a glimpse at what's coming up in the next issue of Line Magazine.



Welcome to the early summer edition of Line Magazine, and to our 10th issue can you believe?! In fact Line Magazine will be three years old this year and we will celebrate by refreshing our front cover design just a little in order to keep us right up to date.

Our 3rd Birthday celebrations are on a small scale however, compared of course to Bowker Group's 100th Birthday, and to their year-long list of activities to record this major milestone.

In this issue we also feature the environmentally beneficial world of The Bamboo Flooring Company and take you back to the land in our fascinating article all about one man's journey from selling music to organic crop.

We also take you on a visual journey of team work taken from the Palletline Operations Conference held earlier this year.....and we also checked in with Positive Weighing

to see if it all stacked up, which of course it did! Positive Weighing provide Palletline with the very latest forklift freight weighing technology, but don't worry it makes for light reading and is clever stuff.

In this issue is our second feature from JMC Logistics, the Irish based logistics experts, who give us great insight to their business, and thank you guys and girls for posing in our New York skyscraper style image. Come on, you all know the one.



Paul Komuro, Managing Editor

PALLETLINE HELPS DELIVER FLOOR TO DOOR SERVICE

Palletline delivers flawless solution for The Bamboo Floor Company



Driven by consumer demand for more sustainable and environmentally-friendly alternatives to traditional timber products, the bamboo flooring market has grown almost as fast as the toughened grass which only needs to be pruned, rather than chopped down to yield its long-lasting harvest.

Bamboo is a rapid growing grass that can be harvested every five years, unlike 15-20 years for most hardwood, as well as it being more than twice as hard wearing as oak.

This was one of the key drivers for Chris Elliott to set up the Bamboo Floor Company in 2004 with the proceeds of the sale of his beloved motorbike and a small business loan from Lloyds Bank.

Chris, who started with one member of staff - himself - but now employs a team of 13, recognised the potential growth in the market based upon the simple maxim: eco-sustainability and economic viability are not mutually exclusive, but complementary.

This approach captured the mood of a nation and continues to this day as demand is as solid as his products which are manufactured and shipped in from China direct to the customer, via the Bamboo Flooring Company.

“Missing out the middle man also makes it a great cost-effective alternative to real wood because it is sustainable and eco-friendly, as well being hard-wearing,” said Chris, who has turned the £25,000 bank loan into a £5 million turnover enterprise.

Some types of bamboo flooring are more than twice as hard as oak, making them popular with both commercial and domestic properties. Most of the company’s flooring products are available with 100 per cent FSC certification, which means that every

business involved in the chain of production of the flooring product - forest owner, farmer, manufacturer and seller - share the same values and ideals that address the exploitation and mismanagement of forests, whilst promoting the social bio-diversity and ecological value of them through long-term forestry management plans.

“The UK has taken us and our product to its heart as we have been incredibly busy growing the business over the last 15 years,” he said.

In addition, the Bamboo Flooring Company, the trading name of Kitchener Flooring Ltd, also has a sister company, Ambience Hardwood Flooring, which distributes hardwood, laminate and vinyl flooring, as well as matching accessories.

As a distributor and retailer of high-quality bamboo flooring and matching flooring accessories, the company now boasts an extensive showroom displaying its full range of products and a 1,300ft² factory in Leicestershire and unmanned showrooms in London and Swindon, all geared up to next day delivery to its UK and Ireland customers.

Durable and hard-working describe the product, but they are also similes for the logistics partnership that enables the all-important final mile journey to the customer’s home or office.

This function is outsourced to C S Ellis, the Rutland-based founding member of the Palletline network which has more than 80 years’ experience of handling over-sized freight and challenging consignments.

“We had some issues with our previous pallet network which resulted in us having one of our staff pretty much full time having to manage that all-important customer journey. This resulted in us jumping ship to Palletline - and we haven’t looked back because they simply get on with it,” added Chris.

“Such is the strength of this relationship that if there is a problem, they sort it out and inform us afterwards - it is seamless.”

Mathew Bratherton, commercial manager at C S Ellis, said the contract, which commenced in 2014, was one of the largest the fourth-generation family business dealt with as more than 10 over-sized loads per day were delivered all over the UK on behalf of the Bamboo Flooring Company.

“We have a dedicated customer service desk for any issues which we take extremely seriously. As we are delivering directly into people’s homes, we are extensions of their business and ambassadors for their brand across the UK and into Ireland,” added Mat who has worked for C S Ellis for the last 16 years.

In short, to ensure that customers never end up floorless, the floor to door service relies upon a flawless relationship between the Bamboo Floor Company and C S Ellis, as well as making sure that it is as hard working, business-like and sustainable as the products being delivered.





PALLETLINE'S POSITIVELY WEIGHTY DECISION



Palletline's continued drive for health and safety has been given another lift with the installation of Nexus FLT weighing technology at its new Coventry hub.

The solution from Positive Weighing Solutions aligns to Palletline's strategy of accurately measuring and recording weights to avoid unnecessary risks, as reflected by the company's decision to

reduce tailgate lift weights to 750kg, the only pallet network to voluntarily introduce a limit.

The NEXUS fork lift truck scale attaches to most types of lift truck carriages and requires no modification to the lift truck. This is because the NEXUS does not connect to the lift truck's hydraulic system.

Lifting, weighing, counting, accumulating and transporting are accomplished as a single efficient operation which streamlines work-flow by eliminating the time-consuming task of taking shipments to remote platform scales.

"Safety is a central component to the decision making when adding anything to the operation," said Harpreet Sohal, Operational Finance Analyst at Palletline.

"As a part of this, pallets over 400kg are no longer loaded on the top deck when leaving the hub. Previously, FLT drivers used their personal experience to make that decision, so to improve that process, we wanted to add scales that would precisely measure the pallet weight (in real time), so that we make better decisions, every time.

"Scales were added to the FLT's in Birmingham approximately two years ago and they have significantly helped the operation. So, when we decided to bring the Coventry hub online, we wanted to mirror that safety element at the new hub.

"We went out to tender and reviewed three different products. Positive Weighing were a part of this process. As technology is for ever moving forward, we wanted to ensure that we were using the best scales in the market place now. To help with this, we trialled the units in the real operation at our Birmingham hub, and compared the performance of the scales.

Palletline measured the performance over several key elements in terms of accuracy, speed of measurement, durability and visibility.

"In total we asked our drivers who tested the new equipment 10 key questions and to score them one to five, with one being low. Once we collated all of the questionnaires, we found the Nexus Scales had scored 97 per cent in total and came out as top or joint top on eight of the 10 questions asked.

"After the trial period was completed, we felt assured that this was the right product for us, and that it would be a good fit to start at our new Coventry hub."

Harpreet added: "Positive Weighing worked closely with us throughout the entire period, from the MD to the engineers fitting the equipment on site. They supported the extended trial that we wanted to run to ensure their product was the right fit for us and it proved so. In addition to providing the new scales, Positive Weighing now look after the ongoing maintenance of the scales, not only at Coventry but at the main Birmingham hub as well.

Due to the adaptability of Positive Weighing, who are able to tailor their products to match our specific needs, we look forward to continuing the relationship further on new projects in the future.



Positive Weighing Solutions Managing Director Lucy Bennett-Poole, added:

"We are delighted to bring Palletline into our customer portfolio and look forward to working with them. It goes without saying that dealing with so many clients in a highly competitive marketplace highlights our commitment to individual

customers need for confidentiality and this is something we take very seriously.

"Palletline approached us regarding our 'NEXUS' fork lift truck scale after seeing a post on a business media site. Following a few meetings, we went head to head with their existing supplier and another alternative supplier. The trial period went on for a month and our 'NEXUS' came out on top in all aspects of the tests - accuracy, speed, durability, user friendliness and safety features of the display and also pricing. So, the order for the new fleet was placed with us and we are also slowly replacing existing equipment as it breaks down at their Hubs throughout the UK".



Lucy added: "At Positive Weighing Solutions we pride ourselves on our face-to-face, traditional style. You will never have to try numerous times to get through to one of our team.

We will never substitute our team for an automated telephone system. You will never have to search around for the right number or get passed from department to department. You can be confident that when you call us you will speak to one of our friendly reliable team members and you won't be kept waiting".

POSITIVE

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WEIGHING SOLUTIONS
PROFESSIONALS

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May we introduce to you the Palletline member for Ireland, JMC headed up jointly by Garrett Thornton and Garret Murphy, who between them and their management team have taken the JMC business from strength to strength to become one of the fastest growing and well-known logistics companies in the country.

Line Magazine met with Garrett Thornton earlier this year to see for ourselves the growing JMC operation and exciting future expansion plans.

In this pictorial article we thought we'd let the facts speak for themselves and really demonstrate the quality and success of this Palletline member, who next year will celebrate having been a member for 10 years.



KEY FACTS

- » Founded in 1989
- » Privately owned with presence in Dublin and Manchester, UK
- » Nearly 4,000 consignments per day
- » Over 1500 customers
- » 157,000 ft² Hub and HQ facility at N7/M50 Interchange in Dublin
- » 252 Vehicles in daily use
- » 123 employees
- » 22 Regional depots in Ireland



KEY STATISTICS

Domestic Overnight	
Services	Daily Jobs
Carton & Pallet Services	2,500
22 Depot Network	
Tracking & POD via Portal	
Book-Ins & Timed	
Reverse Logistics	

SameDay	
Services	Daily Jobs
Point to Point	240
Unit Loads	
Multi-drops	
Contract Hire	
2-Man Deliveries	

UK & Europe	
Services	Daily Jobs
Guaranteed Nightly Services UK-Ire – UK-NI	600
UK Domestic Pallet Network	
Access to 5 European Networks	
Increased Capacity Available via Extra Trunking	

Logistics	
Services	Pallet Spaces
Bespoke Storage Services	4,600
Long-term and Seasonal Options	
Break Bulk/DeVan	
Customer Accessible WMS	
Light Assembly & Picking Option	



JMC & PALLETLINE

- » Joined in 2010 as the member for the Republic of Ireland at a time when Irish GDP was -0.4%
- » 23 Pallets delivered to Ireland on the first night of operations in 2010
- » 1 trunk vehicle per night in 2010
- » 7 trunks per night in 2019

ACQUISITIONS

Harbour International Freight 2013

- » Dublin and Merseyside
- » Integrated Dublin office and customer base into JMC
- » Moved UK office to Trafford Park, kept Harbour brand

ECS 2018

- » Heywood UK
- » Integrated to Harbour UK, Carton traffic to Ireland, Bunzl

Network Couriers Cork 2019

- » SameDay, Overnight Carton and Pallet
- » Carrier
- » RICO Logistics
- » Car Parts
- » Manager Appointed
- » Plan to integrate Cork sales office
- » Cork is a Tech and Pharma centre
- » Plan to grow UK and European exports from this region

THE FUTURE

- » The business is expected to grow by 7% per annum
- » New business is forecasted at 1.4M Euros per annum
- » New state of the art logistics facility being opened in 2020
- » New customs clearance service
- » New European routes via Cork and Rosslare



NEW FACILITY 2020

- » 10.5 acre site
- » 167,000 ft² of warehouse and cross dock
- » 19,000 ft² of office space
- » 17 trailer under cover unloading bays
- » 15 dock levellers



Garrett Thornton

Lancashire Family-Owned Logistics Company Launches

YEAR-LONG CENTENARY CELEBRATIONS



One of the UK's oldest UK and International logistics specialists has unveiled a new livery to launch a year of Centenary celebrations.

The new Bowker Transport (www.bowkertransport.co.uk) livery will debut on two Volvo tractor units, donated by the commercial vehicle manufacturer for use during the Centenary year.

The new livery replicates the vintage blue, red and gold colour scheme used historically by the Company. It will be seen for the first time in January 2019.

The launch heralds a year of activities for the Preston-based haulage experts involving staff, customers and suppliers.

Bowker operates in excess of 160 vehicles and 300 trailers, providing over one million square feet of warehousing at their 7 UK sites.

Bill Bowker, Director said: "We are extremely proud of our history. We are pleased to introduce our new livery to celebrate the Centenary which is a significant milestone within our Company's history. Undoubtedly, this is a momentous achievement making Bowker one of the oldest road transport companies still operating in the UK today and the new livery is a fitting tribute to our past and the future which marks the launch of the celebrations.

"We will commemorate our Centenary Year with a number of events throughout 2019 which will involve our staff, our customers and our suppliers. We want to thank everyone who has played their part in the Bowker success story and want to make it a year to remember."

Joe Roddy, Sales Director for Volvo Trucks UK & Ireland said:

"Congratulations to Bowker Transport on reaching this historic milestone. It is rare for any business to achieve this level of excellence for so long. That's why we're delighted to donate the centenary trucks and be part of the celebrations. Congratulations to Bowker Transport and all its customers from everyone at Volvo. And here's to the next 100 years!"

Bowker Transport was established in 1919 when William Bowker used his £75 war gratuity to buy the first vehicle. He began making local deliveries in Lancashire earning a reputation for a pioneering spirit and an innovative approach to industry's needs. It wasn't long before he'd assembled one of the largest fleets in the country.

Since then, the famous Bowker livery has gone on to become one of the most recognisable on British roads.

More information about the Bowker Transport Centenary is available from www.bowkertransport.co.uk





Est. 1919
CELEBRATING
100 YEARS

1919

Establishes the business in East Lancashire



1925

The business continues to grow through the twenties



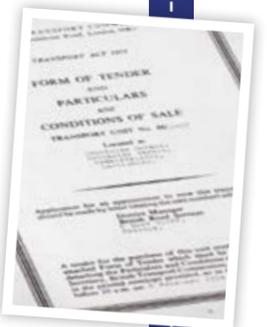
1926

The General Strike provides further growth transporting fruit overnight from Liverpool Docks to Covent Garden market



1949

Bowker continues to prosper until 1949 when all UK transport assets are nationalised. Bowker continue to operate as warehouse keepers



1954

A change in government heralds de-nationalisation. William Bowker buys back a number of vehicles and rebuilds his transport business

1961

Bowker takes first steps into Europe moving carpet machinery to Holland. The new service proves popular and experiences major growth

1976

A base is established in Zeebrugge to manage movements to and from Europe



1978

Our first dedicated contract hire, working in partnership with packaging and chemical company Huntsman



1973

Hull office open to handle increasing European volumes



1955

The business is once again at the forefront of the UK haulage industry



2019

Today, Bowker is a major UK and International and Warehousing Operator with 160 vehicles, 300 trailers and over 1 million square feet of warehousing.

100 Year Anniversary



1989

New head office and operations centre opens in Bamber Bridge, Preston



2015

Authorised European Operator Security and Safety



2016

In November 2016, Bowker completes the purchase of Potter Logistics warehousing and distribution operations who were crowned 2015 Motor Transport Haulier of the Year



1984

The company diversifies with the acquisition of Clock Garage in Accrington - the authorised BMW dealership for East Lancashire

2009

2012

2014



Greatest British Haulier of All Time

END OF THE PAPER CHASE



Palletline Logistics invests in the latest digital fleet maintenance technology

Palletline logistics heralds a new era of technology focussed solutions for the businesses within the group through a programme of research designed to identify the most efficient practises, supported in this case through the acquisition of digital fleet management software. The logistics business has highlighted that although initial investment costs will have an impact on short-term profitability, the long-term pay back will deliver an exceptional return on investment.

Sweating the all-important assets of a logistics fleet to optimise loads, reduce empty running and vehicle downtime in a cost-driven, narrow margin industry goes beyond competitive advantage – it is the holy grail for maintenance managers.

Traditionally, supervising ongoing repairs has been a dirty-fingernailed, paper-based activity for fleet managers, but new digital technology is signalling the ‘end of the line for grime.’

Kent based, S&S Distribution Ltd was established 50 years ago by the Sanderson family and entered a new era in 2015 when it was purchased by Palletline Ltd. S&S Distribution is now part of the £30m turnover business, Palletline Logistics, which includes ABE (Ledbury) Ltd, Palletline London, Mike Watson Transport Ltd and Fast Forward Distribution Ltd.

Having operated its own successful workshop since 2002, S&S Distribution has now also switched to Truckfile at the behest of Workshop Manager Sam Loader, who has driven their success story, including reduced delays in vehicle departures, repair costs, ensuring a compliant fleet and a better quality of repairs.

Herefordshire-based ABE (Ledbury) is also one of a number of Palletline members that is calling time on the paperchase through the introduction of the easy recording of all vehicle maintenance data, thanks to Truckfile digital workshop and fleet management systems.

The company joined the Truckfile family earlier this year and, according to Transport Compliance Manager Jeff Pryce, has not looked back since.

“From a compliance point of view, I love it,” he said. “I have full visibility of everything that happens with our truck fleet. Already I’m using it far more than even I thought I would. I can see when jobs are being started and follow them right through to completion, while all the relevant records are updated automatically.

“Nothing is further away than the click of a button – I don’t have to go searching for different bits of paper. It’s so easy to keep up to speed.”

ABE (Ledbury), which serves customers across Herefordshire, Worcestershire, Powys, Gloucestershire and Shropshire, runs 46 trucks from its headquarters in Ledbury, most of which are DAF or Mercedes-Benz. The fleet also includes 70 semi-trailers, most of which are curtain-siders.

The trucks are maintained by its workshop team of five qualified technicians and one apprentice, who work across two shifts per day.

Using the Truckfile system means that records of all vehicle safety checks, workshop inspections and any job carried out, from start to finish, are stored securely and permanently in electronic files, with no need to keep track of endless sheets of paper.

Truckfile has transformed the way ABE’s workshop team go about their daily tasks, too. The system records the initial allocation of a job to a technician, who then uses a hand-held tablet device to check off every stage – and again, all records are automatically updated, securely stored and easily accessible.

Drivers, meanwhile, can also use Truckfile to perform and record their walkaround checks. Details for each vehicle can then be viewed on-screen alongside workshop inspection sheets.



THE WORKSHOP AND DRIVER APPRENTICE SCHEME

The new truckfile system is cutting edge in its cloud-based application, however working hand-in-hand with the technology-based systems is the more traditional apprentice scheme, allowing the business to develop its own in-house talent to keep the fleet running at maximum efficiency. The workshop has been running at the S&S Distribution site in Kent since 1989 and has given the business an operation advantage that many similar businesses don’t have and are therefore reliant on third party suppliers, who may of course not be available just when you need them! The apprentice scheme also covers the recruitment and training of drivers, which is a great benefit as the UK continues to see an overall shortage in driver numbers. The scheme is run in association with local colleges to ensure there is a strong educational as well as practical aspect to the apprenticeship.

THE APPRENTICES STORIES

Stephanie joined us in 2017 as a new trainee. Stephanie is now one of our top class 2 drivers and is looking at taking her class 1 test later in 2019.

Leylia, Stephanie’s mum joined us in 2015 as a trainee lorry driver and has since passed her test working as a Class 2 driver on Multi drop, however Leylia who was keen to advance subsequently took her Class 1 and is now a fully qualified Class 1 driver.

Brandon is in his last year of a three-year apprenticeship, with the first two years being an NVQ level 2 which he has now completed and the third year will be for his NVQ level 3.

S&S have put Brandon through several other training courses, such as tail-lift loler service and weight testing qualification, Haldex ebs, texa adblue training course and

Pryce stated: “The workshop and fleet management were the only aspects of the company not governed by a computer system.

“I could see the need for a new approach – to make my life easier, to give us a comprehensive oversight of all the information we have to record, and just to foster a more joined-up approach to running this side of the business.

“So I started looking around at what was available on the market. We approached several different suppliers, but straight away I could see that Truckfile was very much like the idea in my head of what I wanted. A demonstration confirmed it was exactly what I was looking for.”

From the outset, though, Mr Pryce knew that others in the company would also need to be convinced. “Implementing a change like this, you need everyone to be on board,” he said.

“Technicians are not trained to input data so I had to be sure the system would be quick and intuitive for them to use – that it would make their lives easier too.

“So, we asked the Truckfile team to give us a second demo, and this time we included people from across the whole company. It was a great success and everyone, including the workshop team, was impressed. With that, the decision was taken.”

Having made the choice, moving over to digitised recording proved to be a painless process. “The Truckfile team were with us as we ‘went live’ and have been on hand ever since for support but really very little help was required,” said Mr Pryce who is now looking to take the technology further.

“Installing Truckfile brought immediate benefits to our business but the opportunities it provides to improve the efficiency of the operation are still unfolding,” he concluded.

the class 1 C+E hgv licence. The modern truck has several complex systems and vital for us to keep up to date with the new technology and ensure employees are fully qualified to operate the high-tech equipment.

Macauley is in his second year of a three-year apprenticeship and is on track to be awarded his NVQ level 2. Macauley has also just passed his tail-lift loler, service and weight testing qualification, which is carried out in-house now, further improving training efficiencies as well as having the added benefit of cost reduction in delivering training and further improving equipment maintenance and reliability.

Richard Ball, Managing Director, S&S Distribution comments: “Having our own workshop on site allows for a swift and efficient turn-round of any vehicle or trailer defects.

“This is crucial to our profitability. An in-house solution is also more cost effective than any outsourced solution. The care and attention given to the vehicles and trailers by our own staff is excellent and allows S&S to run vehicles on for an extended life which would otherwise not be possible, again this gives a net benefit to our profitability.”

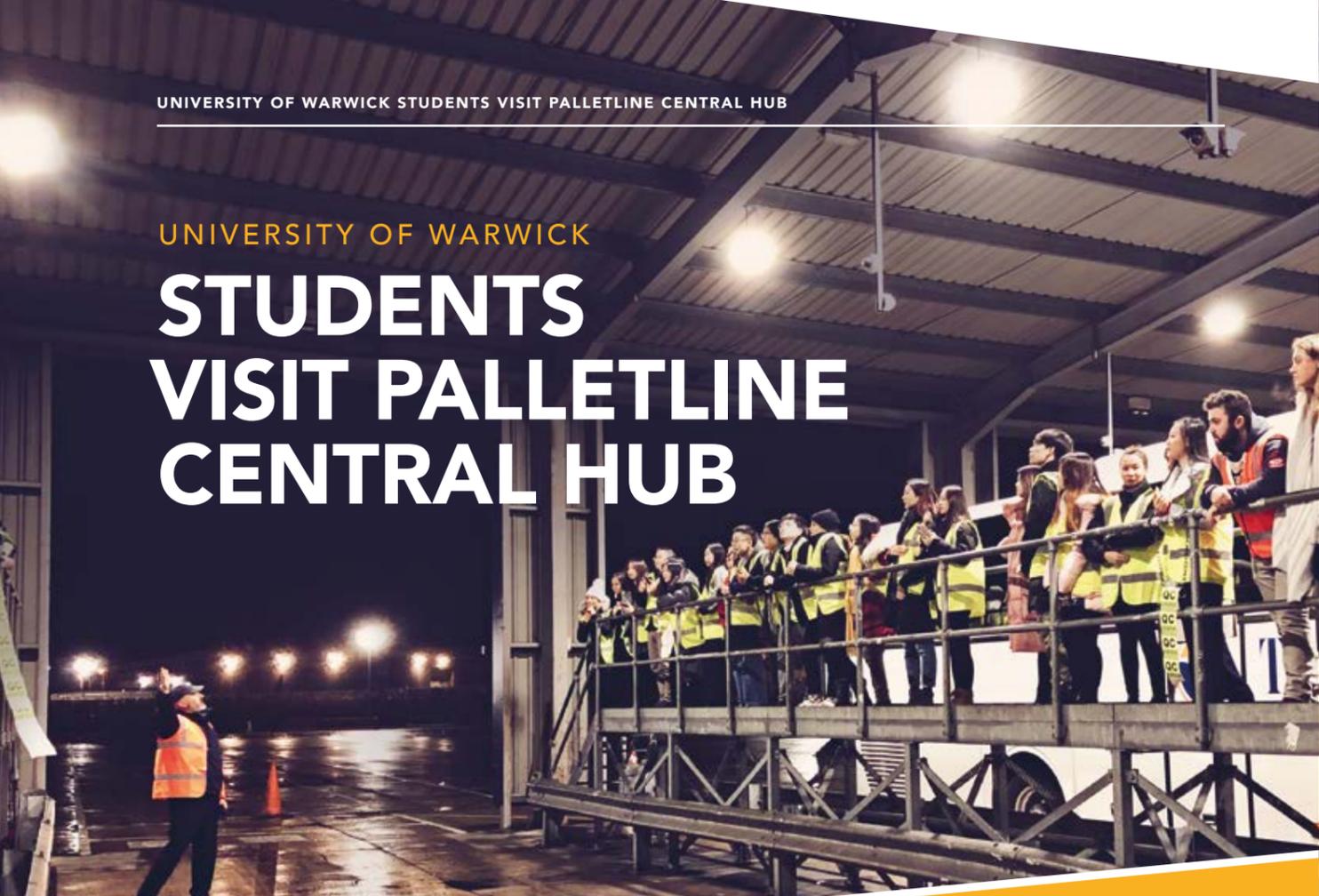
Richard continues: “We have recently moved to a new cloud-based workshop system called Truckfile after recommendation from fellow Palletline Logistics member, ABE (Ledbury) Ltd. The system ticked all of our requirement:

It allows S&S the ability to reduce paperwork, control part prices and number changes, show vehicle repair bills, control costs and service schedules in the workshop as well as manage other health and safety and FORS requirements for inspection.



UNIVERSITY OF WARWICK

STUDENTS VISIT PALLETLINE CENTRAL HUB



WMG, University of Warwick, is a world leader in industrially relevant education.

This visit was undertaken by 32 students all studying for their MSc in International Trade, Strategy and Operations. They will spend 12 months at Warwick, studying for their qualification full-time.

The students were from China, Taiwan, UK, Germany, Italy, India and Korea.

As part of the programme the students will study 9 different modules in subjects ranging from International Joint Ventures to Transport Techniques and



Management. They will also write a 20,000 word dissertation.

A key part of the transport techniques and management module is a visit to an industrial location. It allows the students to be able to visualise some of the theory that they have been taught during their module in a 'real world' environment. For many of the students this is the first time that they have visited a fully operational distribution facility.

The students love the Palletline visit because the coach drives into the hub and allows the students to get an on the ground appreciation of the speed and efficiency of the operation.

They are also impressed with the levels of performance. One of the students saw some products being delivered by Palletline for the company that his father works for.

Chris Page, Senior Teaching Fellow comments: "Without the generous co-operation of organisations such as Palletline, we would not be able to provide such a valuable experience for our students whilst they are studying at WMG."

Richard Gutsell, Operations Director, Palletline Ltd comments: "Palletline have a vested interest in ensuring that educated individuals choose to work for professional transport businesses to safeguard the future of the industry. Therefore, Palletline are always pleased to assist local universities by offering Hub visits and site tours to enable students to see what they have learnt through their studies in a physical operational environment. The visits help to give the next generation of logisticians the practical knowledge they will require for when they enter the industry after completing their studies."



WELCOME TO THE FAMILY

Transaction International started its journey within the Industry in September 1986 in High Wycombe, a brand-new company with a very limited customer base; however, the business grew over the years when we moved to Amersham, Buckinghamshire to better premises offering Warehousing/UK Distribution/Freight Forwarding services to our ever-increasing customer base.

We moved to our current location in Long Crendon over 20 years ago due to the business growing and taking on a larger warehouse of 16,000 sq. feet, which was very daunting as we were doubling our warehousing capacity. The first year was to say at the least 'challenging', we lost our biggest warehouse account due to them being sold to another business, however with a lot of hard work we were gradually able to fill the empty space.

Due to the increase in our Warehousing /UK Transport business we increased our vehicle fleet from 2 vehicles to 3, Pallet Networks were in their early

infancy at this time, so we were using hauliers based in parts of the country where we needed deliveries to be made along with utilising our vehicles to deliver. We currently have a manageable fleet of 11 vehicles.

Transaction were then approached to join a new start up Pallet Network which after careful consideration along with seeing an opportunity to grow the business further we joined and stayed there for 18 years covering the OX Postcode for the Network.

Transaction's main aim is to provide a good service; we might not be the cheapest in the area, however we do deliver to our customers. Testament of this is that we still have customers who have been using Transaction for over 20 years; the majority of our business is within a 15-mile radius of Long Crendon. Transaction's decision to move from their current Network was based on varied reasons, but one of the driving forces was 'Service'. We felt that the current Network was not

delivering the service to us or more importantly to our customers, without them there would be no Transaction.

As many businesses all the Networks had approached us over the years, however Palletline being member owned along with the driving focus being on 'Service' was the major attraction. We came from a previously member owned Network who were sold to an Investment Company which did change the Network. Being part of a Member owned Network fitted best with us, so we made probably one of the biggest decisions in our history to change to Palletline.

David Caulfield and Jade Milligan from Palletline were with us every day for a week helping the 'Team' to settle in within the Network. So far we are enjoying being part of the Network. It's like a 'breath of fresh air' speaking to the Depots who are as focused as we are to offering the Network the best possible service for their customer base. Without them none of us would be in business!

Transaction looks forward to driving their business forward with working in partnership with The Palletline Network.

Back to the land

JAMES MOUNTAIN TELLS PHOEBE SEYMOUR WHY HE GAVE UP A SUCCESSFUL CAREER IN THE MUSIC BUSINESS TO RUN A CHARITY SUPPLYING ORGANIC PRODUCE

From managing electronic music acts in London to tending sheep and digging carrots on a Derbyshire farm is not so much a career change as a complete lifestyle makeover.

But for James Mountain, who walked away from a job as the head of a major talent management business specialising in electronic music acts to head up a charity project based on a farm, it all makes perfect sense.

James has swapped the hustle and bustle of the Big Smoke for a new life as the driving force behind Down to Earth, a charity project based at Lane End Farm Trust in Derbyshire, offering wholesale organic vegetables and meat to a number of Sheffield restaurants and cafes.



And just five minutes into our interview, I was inspired by his farming expertise and passion for locally-grown food. I'd have been forgiven for thinking that James had always been set on this career path, but until two years ago, he was running a talent management business at Ninja Tune, one of the world's biggest independent record labels.

So what made James switch a high-flying career in the music industry for pastures new in Derbyshire?

"I'm originally from Lincolnshire. I grew up on a farm with a father who was a farmer and a mother who is an incredible gardener. I was always really into music and there was nothing to do growing up, so I'd listen to John Peel and Pete Tong and Giles Peterson, and get the train to London to buy records whenever I could.

"Then as soon as I was old enough I got the hell out of there because it was the middle of nowhere and took myself off to university in Leeds and completely got immersed in the music culture."

It was here that James started a course in hospitality and business management, which included practical work as a chef. In his spare time, he would host a student radio show and DJ. After university, he moved down to London and after undertaking work experience at Ninja Tune, he was offered a full-time position there.

Five years later, he set up Stealth Management under the Ninja Tune umbrella, managing some of the most exciting names in the music business including Toddla T. Some years later, he was married with a child and a second on the way, and the charm that London once had was starting to fade.

As his wife was originally from Sheffield, they decided to make the move north. And although his management business was still booming, James knew he needed a complete change in lifestyle.

"We were doing great stuff and had two top 10 hits in 2013/14. Music should be multi-generational, but I found myself aged 35 talking to excited creative people in their early 20s and I had a realisation that I didn't want to be telling these people what was cool anymore. I know this sounds clichéd, but I wanted to get into helping people."



James Googled 'outdoor jobs in Sheffield', found Lane End Farm Trust and 18 months into working on Down To Earth, he is helping the project go from strength to strength.

Word of mouth has been a big part of the charity's success, but colourful photos of the farm's produce on Instagram has also ensured a steady stream of requests for their personalised veg boxes, whilst a recent collaboration with Henderson's Relish has helped them flourish further.

What makes this farm all the more special, is that one area of it is a business with a social conscience. Disadvantaged, vulnerable and disabled young people from Sheffield and Hope Valley work on this therapeutic horticultural project, which creates a sustainable community food cycle.

"We've got between seven and 10 customers and most of them are restaurant owners and chefs themselves. I'll send them an email at the beginning of the week saying what we've got, then we harvest it ourselves with the farming students, deliver it and it all goes back into

creating a sustainable charity, where we can pay our staff wages and give our students access to a therapeutic environment.

"I want people to buy from us, not because we are a charity, but because the quality of what we are growing is incredible and we fit into this amazing food community in Sheffield. Our students are at the core of everything and if we don't support what's going on in our community, then our charity wouldn't be able to exist, so they really do feed one another."

Their faithful clients also include Ashoka on Ecclesall Road, Zeds green grocers in Nether Edge and Seven Hills Bakery on Sharrow Vale Road.

What's more, local chefs plan their menus with James' produce in mind. Simon Couth from Hathersage Social Club is one such forward-thinking chef who has selected delicious heritage carrots, Brussels sprouts and red cabbage, to name a few, for his autumn menu.

If you've tried Made by Jonty's delicious eggs or Ashoka's tender lamb, you will have experienced the produce from the farm for yourself.

"I can almost earmark certain areas of our crops to certain people ahead of time, which is the dream scenario and that's real provenance-based sustainable cooking and growing - that's really what it's about."

'I want people to buy from us, not because we are a charity, but because the quality of what we are growing is incredible and we fit into this amazing food community in Sheffield.'



OPERATORS CONFERENCE

JANUARY 2019



“ As previously communicated to the network, the purpose of the Conference was to give operators and administrators throughout the network a chance to meet face to face, to enable them to build on their relationships, to improve the communication between all parties in order to make further improvements to the network. I am delighted with the success of the event and would like to thank every attendee for their co-operation in creating the special Palletline canvas. The Conference was all about collaboration and showcasing our key 'Principles of Partnership' - Commitment, Loyalty, Service, Co-operation, Quality and Integrity.

On behalf of the business, I would like to extend my sincere appreciation to events company, Eventurous and our Executive PA, Sue Herbert, whose impeccable organisation and innovative ideas ensured the day was enjoyable for all involved.

GLENN BAKER, NETWORK DIRECTOR, PALLETLINE LTD



“ I really enjoyed meeting some of the other operators. The presentations were informative and the main event was really good, it made everyone communicate with each other a lot more. I'm looking forward to attending the next one.

CONNOR COATES, PALLETLINE TRANSPORT PLANNER, NIGEL RICE TRANSPORT & STORAGE LTD



“ As a new Palletline member it was the first Ops Conference I had attended and it was a very enjoyable day, meeting other depots and working together in teams. It was also great to see Palletline's plans for the next 12 months - ideal information to relay to customers once developments become clear to members. The day clearly underlined the fundamentals of which Palletline is built on and that is working collaboratively with other members within the network.

SHAUN BARKER, PALLETLINE OPERATIONS MANAGER, JACK RICHARDS AND SON LTD



“ Personally I felt the Ops Conference certainly achieved its aim of helping with communication and bringing everyone together. On my team we all had conversations about each other and what we did at our depots etc. It was very nice to meet the people we speak to on a daily/weekly basis.

ZOE RATCLIFFE, CUSTOMER SERVICE SUPERVISOR, ANGLIA FREIGHT LTD

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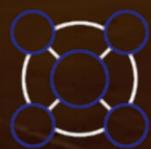
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12,582 Staff

6,177 Vehicles

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Less miles – Less CO₂
Designed for the Environment

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Palletised Distribution in Operation - How does it all work?

Each member collects freight from their customers and identifies any freight for delivery outside of their local area. They then scan each pallet and trunk all of their network freight to one of our hubs. There each pallet is quality checked, scanned, unloaded and sorted into delivery areas.

Each member then collects pallet network freight which is for delivery in their local area - so effectively they simply exchange freight - and the pallets are scanned and quality checked again before leaving our site.

It all happens overnight. Simple yet very effective.

Freight is then taken back to the local delivery depot, scanned and checked then sorted into delivery areas, making sure that requests for timed deliveries or specific delivery needs are noted.

Deliveries are made, digital proof of deliveries uploaded and you, our customer, can see the delivery information online within moments.

palletline
Delivering Network Advantage

From the sensible



PREMIUM ADDITION

The new Volvo V60 premium mid-size estate is now available to order in the UK, with on-the-road prices starting at £31,810 for the D3 Momentum manual version.

A choice of three 2.0-litre, four-cylinder engines is initially offered.

The D3, D4 and T5 V60s are all front-wheel drive. Both diesel engines are available with a six-speed manual or eight-speed automatic gearbox, while the petrol comes with the eight-speed automatic as standard.

The D3 offers 150hp, 64.2mpg and CO2 emissions from just 117g/km. The D4 has 190hp, 64.0mpg and CO2 emissions also from just 117g/km. The 250hp T5's numbers are 43.7mpg and 150g/km respectively.

Standard equipment includes LED headlights, a powered tailgate, two-zone climate control, a 12.3-inch driver's information display and rear parking sensors.

BEATING THE COMPETITION

The BMW M5 is the pinnacle of the high performance business express; it combines German engineering, plush luxury with blistering supercar performance.

This latest M5 Competition variant is no different – based on the sixth generation of the M5 Saloon first revealed last year, it comes with increased power, optimised styling

and aerodynamics, changes to the chassis and tuning, and interior design updates.

Power comes from a 4.4-litre biturbo V8 churning out 625hp and 750Nm of torque. Thanks to the new M5 being four-wheel-drive, 0-62mph takes 3.3 seconds. Vmax limited to 155mph with a combined economy figure of 26.9mpg. Available to order now from £96,205 with first deliveries due in September.

THE NEXT LEVEL

The new Mercedes AMG GT S Roadster is now available to order from £126,730.

The AMG GT S is already one of the best super sports cars on the market today; by having the roof removed along with acquiring a wider and more aggressive looking body, the roadster takes things up to the next level.

The roadster is powered by a 4.0-litre biturbo V8 powerplant generating 522bhp and 670Nm of torque. It can sprint from 0-62 mph in just 3.8 seconds, and has a top speed of 192 mph. It delivers up to 24.6 mpg and emits 262 g/km of CO2.

The three-layer fabric roof is available in a choice of three colours at no extra cost: black, beige or red.

to the sublime



RACING PEDIGREE

Say hello to the flagship model of the DB11 range, the DB11 AMR.

Inspired by Aston Martin Racing's successful endurance programme, the AMR pushes the already powerful DB11 into another category. The AMR acquires even sharper handling over the regular DB11 and there's a new exhaust tune which amplifies the sound of the already glorious V12 soundtrack.

There are other changes to the AMR over the standard DB11. On the outside we have forged alloys, carbon fibre and gloss black detailing. On the interior, we have extensive use of Alcantara and dark chrome, plus AMR embossing and embroidery.

The AMR develops 630hp from a 5.2-litre twin-turbo V12 giving a 0-62mph time of 3.7 seconds and a vmax of 208mph. On sale now from £174,995.





LIGHTS, CAMERAS, (REDUCING) ACTION!

Palletline Logistics members' investment in camera safety technology focuses on greater efficiencies

Palletline's introduction of camera technology is not only bringing safety into sharper focus, but also driving better compliance as well as cutting costs and the number of legal actions and insurance claims against member businesses.

Three Palletline Logistics members have returned strong results as a result of introducing CCTV technology into their fleet.

Kent-based S&S Distribution has installed camera in 30 of its vehicles, Palletline London, the only wholly-owned fleet has equipped 25 vehicles and Mike Watson Transport (MWT), located in Hampshire, has provided eight vehicles with the four-camera technology that not only grants drivers better all-round visibility for the avoidance of accidents, but also provides support to help defend against frivolous claims.

The cameras are widely recognised as a tool for supporting driver training and management, including the benefit of greater visibility of the tail lift when tipping pallets at delivery which is typically a point of health and safety vulnerability for drivers.

John Childs on behalf of MWT, which has invested almost £10,000 in the technology, said: "I believe it has helped reduce accidents and by allowing us to look at the data in more detail, help the prevention in re-occurrences.

"We have had 5 issues since November 2018, against 8 for the same period the previous year."

The technology, which includes front, rear and side views, provides downloadable data from a recordable hard drive.

S&S Distribution, which has invested £45,000 in the technology, was looking at the ability to defend claims, reduce costs, target training and, when necessary, remove poor drivers.

John Childs, of S&S Distribution, said: "It's more about what cost we avoid than cost saved. Hopefully leading to reduced or level insurance premiums.

"We had a claim for a damage to a car that was in a repair garage that was post-delivery. The rear camera's footage is in HD and we could clearly see that the damage was already on the car before our vehicle began reversing, so we were able to defend that claim.

"In another incident, we were able to defend a claim when our driver clipped a passing car. The driver subsequently claimed that we had rammed him, but the footage showed that our driver was reversing at the same as a third party roared up and tried to drive through the small gap.

Another example is where we were able to dismiss two drivers as the footage clearly shows that they did not exercise good judgement."

Apart from being of use from a compliance and FORS perspective, Palletline London, which invested £60,000 in the 25 cameras, recognises more long-term benefits.

Ucal McLeod from Palletline London said: "The system is a

market leading system and the live view capability is actually the best on the market. Over 10 million school buses in America are actually fitted with this DVR so you can see how safe and compliant this system really is.

"It is too early to see its true benefits so far, but, over a twelve-month period we will be able to review the data and work out how many claims it has successfully refuted - we have already noticed that it is speeding up the process and waiting time for the investigation," he added.



Allports Group and Palletline London have been working in Partnership for 15 years developing cost effective operational vehicle and trailer solutions.

Palletline, which has invested in 12 new vehicles and five new trailers, chose the Allports Group CCTV vehicle system with full DVR which allows full HD cameras in each channel up to two-megapixel quality.

The mapping and viewing software is also user-friendly and allows

users to view multiple vehicles at once with the DVR, which also comes with a phone app.

The new DVR is fully programmable allowing users to change settings and customise the cameras to their needs.

Theft is another driver for the technology. If users are experiencing thefts on a Sunday morning, the DVR can be programmed to wake up and record for set times, when not in use.

The positioning of the side camera means it is less likely to get damaged and also gives drivers a clearer view down the side of the vehicle.

Paul Sanders, managing director of Allports, said: "We have heavily invested in our camera functions and we are working closely with a team that fully understand the needs and requirement of the industry. Listening to customers and understanding as to what level of system is required, we are able to fit FORS compliant technology to the vehicles and trailers.

"The cameras come equipped with live streaming by use of a SIM card which allows operators to track and view in real time. The system also allows you to go back and download footage as and when required. We have found all customers that have invested in the system have automatically seen the benefit which has included savings on insurance claims."



NEXT ISSUE

In the next issue of Line Magazine we have a full house of features to include:

TOTALLY *Tropical* TASTE

Think prints, palm trees and pineapples... this summer's home trends take on a Caribbean twist.



Awards Night 2019

A review of the biggest night of the year.



Introducing...

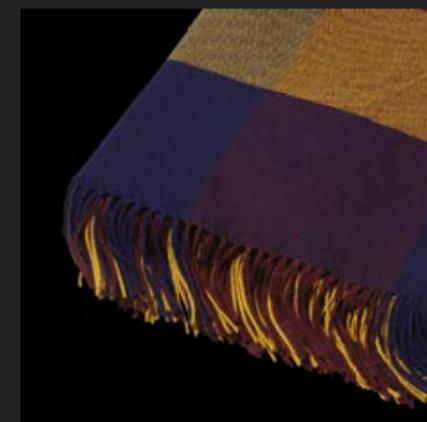
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