

TPN lauded for business excellence for its great service and operation

TPN's high service levels, customer focus and accreditations have all contributed to its claim to 'Business Excellence'

TPN is a finalist in 2018's *Motor Transport* Business Excellence category – and MD Mark Duggan says the acknowledgement could not have come at a more apposite time as the network clears record volumes with no decline in service levels.

TPN's pre-Easter peak volumes hit 20,600 pallets a night which sailed through the network maintaining the excellent KPIs which illustrate the network's very high service levels.

The awards judges have no doubt taken into account other aspects of TPN's performance as well, including its success with three major accreditations in one year including ISO 9001, ISO 14001 and OSHAS 18001.



TPN also has high environmental standards and it develops its internal staff and its Membership with continuous investment and support.

"We focus on our front end operation for the benefit of

customers," says Duggan. "But we have behind the scenes support which is equally beneficial. Our audit team and network support services work closely with Members to help them perform to our very high standards. This includes hands-on operational support, continuous access to IT support and sales and marketing. We prize sustainable business."

Duggan says: "Of course, we also have sector-leading IT and the largest Membership in the country which gives excellent postcode coverage with small service areas. We are very proud of the ethos of excellence that runs throughout the organisation."

WELCOME

The UK pallet network sector is full of claims of 'quality' and 'excellence'. But it's important to know that this is fact and not just talk. We measure our success carefully and we believe we're the best in Membership, in ethos and in performance. We measure KPIs for every Member and for every pallet through the network. Because every pallet counts.

Our IT system tells us how your local Member performs – and, crucially, how they perform for you. So you can see for yourself how well your pallet distribution

needs are met.

We're also working hard to make sure our service is peak-proof. That however much volumes surge, our model works without a hitch. So when we recently hit record volumes of 20,600 pallets in one night, we were thrilled to see our KPIs barely quivered.

Excellence. Why settle for less?

Mark Duggan, MD



Customer view

Kimes Transport invests in quality

Lincolnshire-based George H Kime & Co has bought two new Renault rigid for delivery work and has more vehicles on order including two 42 ft curtainsiders with Moffat forklifts.

The company has also just won planning permission to create another 26,000 sq ft of warehousing in Sleaford, which will take its total Sleaford capacity to 120,000 sq ft and 15,000 pallets. MD Nigel Kime says the new warehouse will have ground level loading bays and be fully specced for purpose, as is their existing site which has recently been fitted with fast-acting roller shutters. The roller doors make the site more secure and efficient with better temperature control.

"Our pallet volumes have grown by 10% and because we prize customer service we are attracting new clients all the time," says Kime. "Our investment shows our commitment to these clients."

Whether you are a TPN Member or a customer please share your views on the Network with us. If you have a story for TPN News contact Louise Cole at White Rose Media Ltd on 01609 771140 or email us at Louise@whiterosemedia.co.uk



If you'd like to know more about TPN – THE Pallet Network, you can watch our video on our YouTube channel. Just go to: <https://tinyurl.com/THepalletNetwork>

The video explains how TPN works, and why it is the sector leader in pallet distribution, quality and quantity of Members, and IT functionality.

And if that whets your appetite, customers are always welcome to visit the Hub by arrangement with their local TPN Member.



LTS Distribution goes global

Birmingham-based TPN Member LTS Distribution will complete its transition to a full-service freight forwarding operation this summer, with new branding as LTS Global Solutions.

The company which runs a 50-strong fleet and already offers pallet distribution, contract logistics and warehousing, has been building its international transport business for two years. The culmination to its new strategy, which will offer end-to-end support for companies importing or exporting to the UK will take place over the next couple of months.

MD Dave Hands says: "Our UK business is well-established, with national coverage thanks



to TPN and a well-provisioned infrastructure. We have two sites in Birmingham and we've invested in a high degree of automation in our warehousing and excellent security for high-value goods.

"Our new brand emphasises the geographical scope of our activities and is in keeping with our extensive freight forwarding and our multimodal transport offerings, including ocean, air and rail solutions."

Eminence Transport helps cancer charities

Kent-based Eminence Transport, the most recent winner of the TPN Charity Draw, has donated £250 each to Macmillan Cancer Support and the John Eastwood Hospice Trust.

Sutton Coldfield-based TPN has 109 Member companies around the UK, each of which pledges £10 a month to the charity 'pot'.

At least half of the money must go to a charitable cause of the winning Member's choice, although they are allowed to use part or all of the remainder to reward their TPN teams.

"The charities in question were chosen by the team," says Eminence director Colin Burman. "I think most families are touched at some point by cancer, or the need for hospice care, so it was important for all of us to support this type of



essential service."

The John Eastwood Hospice Trust offers a range of palliative and emotional support services to patients and their carers, including counselling, complementary therapies and social work.

Macmillan Cancer Support provides practical, emotional and personal support to people affected by cancer every year.

talk about their feelings.

TPN MD Mark Duggan says: "We are very proud of our Charity Draw initiative. Our network is made up of more than 100 of the best transport companies in the UK and all of them are very committed to working in their local communities and all have favourite charities they support.

"The TPN Charity Drive is a way we can work collectively to raise funds and awareness for charities, but still keep that local connection between our Members and the causes that matter to them," he says.

One regional Member of the TPN network will be randomly chosen each month to receive the pot and donate at least £500 to a cause of their choice.



The charity is there to support people during treatment, help with work and money worries, and listen when people need to

Turf mega-brand says it doesn't get better than TPN

Harrowden Turf, the new trading name for a merger of four top turf brands, is relying on TPN Member Malco Freight and the TPN network to deliver hundreds of pallets of turf a night across the UK.

When Harrowden Group brought Spearhead Turf, Q Lawns, Stewarts Turf and Turfland all under one banner, it needed a premium transport supplier which could manage both high volumes and the very challenging mix of residential, professional and top-end retail customers. It chose TPN Member Malco Freight.

"We decided on Malco Freight because of the work MD Alison Jeffrey has put in to make sure that our delivery operation is as good as it can possibly be. Turf is a heavy and difficult product," he says. "We simply could not do our jobs daily if it weren't for the efforts of



Malco Freight and TPN. I have a background in pallet networks, and I honestly think most pallet networks would creak if we asked them to handle our delivery portfolio. That TPN doesn't is testament to the hard

work of Malco Freight and their fellow depots."

Harrowden's clients need on-time deliveries because turf requires resource to manage it as soon as it arrives. It's not only heavy but a living product.

Furthermore, major retailers typically have very tight delivery windows. Harrowden sells turf and associated products all year with sales peaking between Easter and the end of summer.

Pharmacy assistant jumps track with Jays Logistics

A 32-year-old pharmacy assistant has become one of the latest valuable recruits to the logistics industry as an LGV driver. Emma Wilson took up the challenge offered by the director of TPN Member Jays Logistics (South-West) and started an apprenticeship to retrain as a driver.

The logistics industry has an acute shortage of LGV drivers, estimated at 45,000 by the Road Haulage Association. It also has a serious shortfall of younger adults joining the industry, with a mean driving age of 53. It is expected that Brexit will further limit driver numbers.

TPN - THE Pallet Network along with many of its Member companies have championed

attracting young people into the logistics industry by highlighting the wide range of opportunities. Some of these were captured in its #THENextGeneration videos online.

Wilson passed her rigid licence in six months and



already has parity with what she earned as a pharmacy assistant. She plans to take her CE licence at the end of the year. She says she has enjoyed the challenge of becoming a truck driver and that, although her gender causes a few

raised eyebrows, the industry is nonetheless welcoming and supportive.

Paul Phillips, Jays' operations director says: "When Emma joined us in October 2017 we both took a leap of faith. Emma had never driven anything bigger than a Fiat 500. She's learnt the ropes and has

been driving a 4m Sprinter since her start. Her confidence has soared, and she's a well-liked, valuable and hard-working member of the team."

He adds: "The transport and logistics industry is heavily male orientated and deemed expensive to get into. We need to face this challenge of the driver shortage head on. Companies like Jays Logistics in partnership with Somax & Weston College are offering many ways to get into the industry including warehouse, driving and office apprenticeships.

"I also feel that women are very under-represented in our industry and we need to show that it is open to everyone."



Hire Power 'amazed' at TPN's professionalism

Essex-based Hire Power Contracts has joined TPN to service postcodes EN7-11 and IG10 – and director Glen Sando says they have been amazed at the quality and friendliness of the network.

Hire Power was previously a member of another UK pallet network for several years, so the company thought it knew what to expect.

"TPN is so professional," says Sando. "It was genuinely a huge shock for us to realise that pallet networks could be this good. And the Hub staff and other depots are lovely to



work with and very helpful."

Hire Power began life as a vehicle hire company which branched into haulage.

It is now in its 39th year, and under third-generation family control.

"We offer contract logistics, pallet distribution, general haulage and warehousing services, such as container devanning and order fulfilment," says Sando. "We handle storage for a major solicitor and have some large manufacturing clients."

The company has a second operating centre in Lincoln.

"I suspect joining TPN may prove to be one of the best moves we've made for us and our customers," says Sando.

Forty successful years of trading for Alan Davie

Forfar-based Alan Davie, which won TPN's Northern Depot of the Year award in 2018, celebrates its 40th birthday this year.

Alan Davie started business in 1978 with one vehicle transporting reels of paper from Montrose docks to RL Fleming in Dundee. Since then it has expanded to become one of Scotland's most prestigious haulage companies, and one of the top

regional hauliers in the UK. With 300+ customers and a 50-strong mixed fleet, comprising artics and rigids, the company offers a full-service logistics operation, including haulage, pallet distribution, freight forwarding and warehousing.

"We're very proud to have been trading for 40 years, and to be such a solid part of our community," says MD Alan Davie. "I attribute most of our success to our

determination to give great service. If you always put the customer first, you can't go wrong. That's why we have meshed so well for so many years with TPN – we share an ethos of excellence and customer service."

As well as the company having won several TPN Awards over the years, MD Alan has previously been awarded the title of Scottish Road Haulage Personality of the Year.

SCS Logistics teams up to save lives

SCS Logistics has joined forces with two neighbouring companies on its industrial estate in Heysham to provide a defibrillator for the local area.

When all of SCS's team were trained in first aid earlier this year, the trainers confided that the local area suffered a lack of publicly available defibrillation units. If used quickly, and the patient can then be rapidly transported to hospital, defibrillators have been shown to improve survival rates from heart failure to 74%.

Steve Vause, SCS transport manager, immediately contacted other companies in the local area, and neighbouring



businesses Lancaster Training Services and Lingwood Security Management (LSM) both agreed to share the cost.

The unit is now installed at LSM, as this is a 24-hour manned site. Local workers

will be given training on when and how to use the equipment and the equipment is registered with the NHS for use by paramedics.

Vause says: "This seemed like an important and practical thing to do especially with so many walkers in the area. These pieces of equipment can be life-saving in the event of a heart attack when even the minutes waiting for an ambulance to arrive are crucial. I'm glad we could do something which makes all the people living and working nearby a little safer."

Advice on defibrillators can be found at St John Ambulance.



The Pallet Network, Prologis Park Midpoint,
Midpoint Way, Minworth, Sutton Coldfield, B76 9EH
Tel: 0121 313 4000 • Email: mail@tpnmail.co.uk
• www.thepalletnetworkltd.co.uk

Produced by White Rose Media Ltd
Contact: Louise Cole
Tel: 01609 771140
Email: louise@whiterosemedia.co.uk