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hub

SPRING 2023



NEWS FROM AROUND THE PALLETWAYS NETWORK

Turning deliveries green

Palletways' UK network is setting an example to the industry in the use of alternative fuels and electric vehicles. Read more about how the network is reducing its carbon footprint on [page 14](#).



LUIS REPORTS...



As many of you are aware, I am proud of the reputation Palletways has for Service Excellence and it is one of the key differentiators between us and our competitors. We will shortly launch a campaign to communicate and highlight the strategy for Service Excellence so that members and all customers can understand the tools available to them to help continuously improve the service levels offered to them.

Here we are again at the beginning of another year. While little has changed in respect of continued economic challenges, the approach of spring and summer will bring some positivity along with the warmer weather and lighter days.

Since our last issue, I'm pleased to report that we have invested in a new, eco-friendly hub in the port of Barcelona which will speed up deliveries to the Catalan area and Balearic Islands.

I'm also pleased that after 20 years in Italy, we've recently announced a multi-million euro investment in a new hub in Bologna which is due to launch in the coming months. The bespoke facility contributes to environmental preservation by improving the eco-sustainability of the business. Its location will facilitate easy access to the north, centre and south of the country with the Bologna area acting as the strategic centre of the network's operations in Italy for many years to come.

We continue to evaluate the launch of a new network in the Czech Republic. Our team recently spent time in Prague presenting to companies who have expressed an interest in becoming members of our network. We'll continue to assess their suitability as we begin to consider potential hub locations.



Finally, I am delighted to say we are considering holding a European Congress in 2023. It has been a long time since the last one in Munich and I believe that getting all the Palletways members together again will be beneficial for everybody. More details will follow in due course and I hope to see many familiar and new faces at the event.

Luis Zubialde
Chief Executive Officer
Palletways Group Limited

Innovation in Action

The Palletways Plus app is going the extra mile!

The software development team at Palletways have been working hard recently to improve the Palletways Plus mobile app.



This app was originally developed to give drivers the ability to see information about the consignments they must deliver, as well as capture data such as delivery point signatures and photographs in near real-time. Over the years it has grown into so much more with the ability for it to be used in hubs and depots to capture even more useful information.

We now have a dedicated team of internal developers focusing on the next version of the app which includes migrating to a more modern platform and improvements to make the software even more user-friendly. The new platform will allow us to release new developments to the app much quicker so it can be kept up to date regularly with the speed of change demanded in logistics today.

New areas of functionality include capturing consignment exceptions as they happen. Things can go wrong with a consignment and so it's important to capture what happened, why it happened, and correct it as soon as possible. The mobile app gives us the perfect tool to be able to do that in a highly efficient way. The app will also help improve the way collections are handled.

Furthermore, the team are working on giving the app a modern and new up-to-date look and feel which will make navigation much easier.

The latest version of the app is currently in a test phase and will be publicly available soon, so watch this space for further updates!

MEET THE MEMBER



In this issue of The Hub, we get up close and personal with one of Palletways Iberia's founding members, PalletCat.

What sets you apart from your competitors?

We are proud to have operated in the Catalan area for more than 30 years. One of our most important partners is Palletways Iberia – we've been part of the network since its launch in 2006. It provides us with the greatest added value as it allows us to offer an excellent, agile, transparent service which offers value for money.

In addition, the technology we have access to via Palletways provides us with considerable advantages, particularly its real-time traceability, the flexibility customers have in terms of delivery dates and reporting. All this brings security and personalised attention to our customers, which I know they value greatly.

How do you keep yourself motivated and ensure that your staff feel the same way?

Everyone in the business treats every consignment as if it was their own – that definitely motivates us. We continually strive to provide the best service – when our customers thank us for it, we get the greatest sense of job satisfaction.

The future feels bright for us – Palletways continues to make great technological advances and the network is going from strength to strength. We want to be part of the success story for as long as possible so it's important we create and maintain a workforce that will help us achieve – and surpass – our growth objectives.

What are the main challenges in the logistics industry?

The needs of the market are changing rapidly and only those who can react quickly to them will survive.

Sustainability, speed and flexibility of deliveries as well as the integration of new technologies are key now and will remain so.

Technology will help us to improve efficiency and make deliveries faster at times that suit our customers, improving our all-round service quality.

Another challenge is to implement solutions that help to reduce our impact on the environment with considerations given to how we can deliver consignments in electric vehicles and high-capacity vehicles such as mega-trucks to optimize routes and lower emissions. Attention should also be paid to our facilities – introducing features such as efficient waste management systems and LED lights, in line with Palletways Iberia's environmental commitment, means we're on the right track to a sustainable logistics business.

What are the benefits of being part of the largest and fastest growing express distribution network for palletised goods in Europe?

The benefits are countless and we are definitely more competitive as a result of being part of the network. The assurance of having up to date technologies and services at our fingertips allows us to explore new markets and grow with confidence.

Our clients are increasingly demanding greater coverage and a wider range of services, which we can provide with Palletways Iberia.

What does the future hold for PalletCat?

Our future looks extremely positive. We have a clear vision for the future: to continue growing as we have over recent years, enter new markets and

offer new services such as storage logistics and order picking. We will grow together with Palletways Iberia through the provision of a high quality, personalised, but increasingly extensive, local services. We have great expectations of growth in our regional and domestic markets due to the opening of the Regional Hub in Catalonia at the start of the year.

Of course, we'll only achieve these ambitious plans thanks to our fantastic team and the support of Palletways Iberia – collectively they'll contribute to the future success of our business.

MEMBER FACT FILE

Headquarters: Tàrrrega (Lleida)

Installations: PalletCat has two open-plan 1,500m² warehouses and another 1,600m² warehouse with ten docks

Fleet: Six trailers and six rigid delivery lorries

Employees: 30

Palletways Germany supports appeal to government



Palletways Germany has announced its support of an appeal by the DSLV Bundesverband Spedition und Logistik (German Freight Forwarders and Logistics Association) to the German government to create a binding legal framework for the widespread use of gigaliners - or long/mega/high-capacity trucks - in Germany.

Increased capacity

Abraham Garcia, Managing Director of Palletways Germany, said: "There are many arguments for the use of gigaliners which can be 25 metres long. Two of them can replace up to three conventional trucks and this increased capacity means we'd be able to move freight more efficiently while reducing our impact on the environment, with a reduction in emissions estimated to be around 25%."

Reduce impact

"We're aware that the industry in which we operate has and continues to have an impact on the environment and this is why we're supportive of this call that will help to address the issue. The use of gigaliners will contribute to an environmentally friendly change in traffic patterns and any measure that can reduce our impact on the planet can only be a good thing."

Efficient operations

One of Palletways Germany's members, Heinrich Kottmann Spedition in Büren has recently added a gigaliner with a 20-metre loading area to its fleet. Abraham added: "Not only will the vehicle make Heinrich Kottmann Spedition's operations more efficient, but the team will also be able to handle increasing volumes and improve delivery times within our network."

"While Heinrich Kottmann Spedition is one of the first members to start using these high-capacity vehicles, we hope it won't be long until we see more gigaliners on Germany's roads."

Borne Logistik supports vacation camp for young people

After a two-year break due to the pandemic, Ferienspaß Ameland, a popular faith-based camp for young people, will start again in August.

The event, which is taking place on the Dutch North Sea island of Ameland, is expected to attract more than 80 nine to 13 year olds who are already looking forward to an action-packed two-week holiday full of food, fun, faith and friends.

One of Palletways Germany's members, Borne Logistik & Spedition, based in Trierweiler, has stepped in to support the young people attending this year's event. It has pledged to deliver – free of charge – the equipment they'll need over the weeks including refrigerators and food, along with their luggage, in one of its 12-tonne trucks.

Abraham Garcia, Managing Director of Palletways Germany, said: "As you can imagine, 80 people need a lot of resources over a two-week period so it's great to hear that Borne Logistik & Spedition has stepped in to ensure they can enjoy a near home-from-home experience while they're away."



Borne Logistik & Spedition will deliver equipment to the event

Power in presence

After a long break due to the pandemic, Palletways Germany recently invited the Managing Directors from its network partners to a meeting in Rotenburg an der Fulda. The in-person session gave attendees the opportunity to network and share best practice, learn more about Palletways' future growth plans and celebrate network partners who have reached a milestone anniversary as part of the network.

Strong network

Abraham Garcia, Managing Director of Palletways Germany, was pleased to see so many faces at the event, he said: "The past two years have been tough and there are still disruptive factors affecting the business. The inflationary environment that's resulted in higher staff and material costs which has called for tariff adjustments was precisely the reason we wanted to get our network partners together – during such challenging times it's reassuring to know that our network is strong, and that's all thanks to the people that attended the session.

"However, there's still lots we can do as a collective to further strengthen our network and we used the session to let our members know how we will continue to support them, and in turn, how they can support us. We assured them our top priority is to ensure network coverage. Where it isn't as strong in a particular area, we advised members that we're on hand to offer assistance through training, financial support, contract design and sales planning – not to mention via the recruitment of new partners.

"Our success is driven by what makes a partnership work: fairness, reliability, solidarity and honesty, which I'm pleased we could celebrate face-to-face as a team. Our customers continue to rate us and our pan-European network highly due to our unique selling points such as minimal claim ratios and customer-friendly, value-added services for our customers."



Abraham Garcia was pleased to see so many faces at the event

Support for members

The Palletways Germany team also used the session to let delegates know about some new appointments within the network. Vanessa Trommer, the new Head of Sales, replaces Julian Oing, who has moved to the position of Head of Network. Vanessa and her team, which includes André Multhaupt, Heike Paletta and Estella Wagester are on hand to provide support for new members, along with assistance with sales tools such as flyers, address data, presentations, offer templates, tools for customer tariffs and training courses. The team can also offer advice on website design, social media presence, how to organise an email distribution system and create compelling PowerPoint presentations.



Palletways Germany invited Managing Directors from its network partners to a members' meeting

Quality service

Delegates also heard that the network's quality indicators during 2022 increased in all categories including pickup at the customer's premises to delivery at the destination hub and delivery to the recipient.

Three members were highlighted for their valuable contribution to the increase in service quality last year. Heinrich Kottmann Spedition with a value of 98.7% in the 'Small' category (1 - 5 pallets per day), Relog with 99.1% in the 'Medium' category (16 to 25 pallets per day) and Hele Logistic with 95.2% in the 'Large' category (26 pallets per day and above).

Abraham concluded: "It was great to get together with all our members and celebrate our quality champions in person and I'd like to formally recognise the trio once again for their efforts."



Palletways Hungary is pitch-perfect

Creaton, a leading roof tile brand, has appointed Palletways Hungary to handle the distribution of its ceramic roof tiles and accessories nationwide, working alongside its local partner, Artur 95 Bt.

The story began more than 130 years ago in a Germany town called Wertingen - Josef Berchtold GmbH produced pantiles while Anton Ott's tile works specialised in classic tile shapes. The two firms merged in 1992 to form Creaton.

Leading roofing brand

Since then Creaton has grown to become one of the leading roofing brands in Europe. The company, which has been part of Terreal since 2021, has a comprehensive range of products for pitched roofs and produces and distributes clay roof tiles, concrete roof tiles and system accessories as well as a wide variety of solar solutions throughout Central and Eastern Europe.

Creaton required a logistics partner that could handle the delivery of its products – it delivers daily and ships around 2000 palletised consignments across all Hungarian regions every year. As many of its customers don't have unloading equipment on-site, manual unloading isn't always possible due to the weight of the products. That's why it was also imperative that the logistics supplier could unload goods when they reach their final destination.

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Our experience of Palletways has been nothing but positive. I would have no hesitation in recommending Palletways and its member network to companies looking for a logistics solution for the transportation of similar products.
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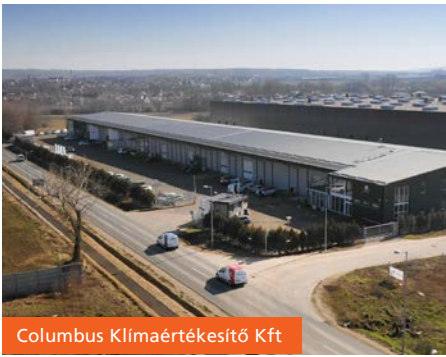
Extra mile

Ágnes Vajmi, Creaton's Transport Manager, said: "What impresses us most about Palletways is that the team goes the extra mile to meet delivery deadlines and crucially, they keep our customers informed about the expected time of arrival of consignments. It's also important that there's a designated person always available at Palletways who's on hand to respond to queries.

"Our experience of Palletways has been nothing but positive. I would have no hesitation in recommending Palletways and its member network to companies looking for a logistics solution for the transportation of similar products."

Palletways Hungary – breath of fresh air for Columbus Klímaértékesítő Kft

Columbus Klímaértékesítő Kft was founded in 1994 with the aim of introducing the Hungarian market to Asian-made air conditioners that offer better value for money than Western European models. The company was given the name Columbus to reflect the fact that by connecting distant continents, it enables its partners to conquer the unknown. In 1999, it became the exclusive importer of Fisher air conditioners in Hungary and Fujitsu air conditioners in 2004.



Columbus Klímaértékesítő Kft

Efficient logistics partner

To complement its existing fleet, the company needed an efficient logistics partner that could cover the whole of Hungary, deliver within 24 hours and keep customers informed throughout the delivery process. During the winter months, the logistics firm would be required to deliver between five and 15 pallets every day, rising to up to 40 every day in the summer season – a task made more difficult by the fact that products require special attention when in transit, as air conditioning systems are sensitive to external influences.

Based on customer recommendations, Columbus Klímaértékesítő Kft appointed TLS Express Ltd, Palletways Hungary's member in the North-East Pest region.

Reliable

István Kriskó, Transport Manager at Columbus Klímaértékesítő Kft, said, "It's not easy to find the right logistics partner - we've spoken to firms in the past who have promised everything but

when it comes to proving themselves, they don't succeed. However, TLS Express does exactly what it promised it would do when they signed the contract and they're an incredibly reliable logistics partner.

"Being part of the Palletways network means they're able to provide 24-hour delivery throughout Hungary. They can competently handle the increased workload during the summer season and thanks to Palletways' industry-leading IT systems, they can keep our customers fully informed while shipments are in transit. Our positive experience is the reason why we've extended our logistics contract to also include warehousing services.

Flexible and high quality

"I would have no hesitation in recommending TLS Express and Palletways to companies who are looking for a reliable, flexible and quality logistics partner to deliver high volumes of palletised freight nationwide."



Columbus Klímaértékesítő Kft was founded with the aim of introducing the Hungarian market to Asian-made air conditioners

Hub launch in Barcelona

A new eco-friendly hub has launched in Barcelona that will speed up deliveries to the Catalan area and Balearic Islands.

The new 2,100m² facility in the Palletways Iberia network is situated in the ZAL in the Port of Barcelona, renowned as one of the most strategic locations in the Mediterranean corridor. The launch will help the network deliver domestic pallets in a faster and more environmentally conscious way. The network will also offer hourly, flexible services to further enhance its service to customers in the north-east area of the Iberian Peninsula.

Gregorio Hernando, Managing Director of Palletways Iberia, said: "We are delighted to announce that the Barcelona hub is now a reality. Its geographical location allows us to offer better coverage and optimise operations, making us more efficient for our customers in the area. This new facility will provide us with opportunities to continue with our ambitious growth plans."

The new Barcelona hub will allow a greater and greener flow of goods but importantly, it will help to minimize

Palletways' impact on the environment. It features a wealth of eco-friendly features such as LED lighting, consumption management systems for optimum use of resources and space to accommodate mega-trucks and high-capacity vehicles.

The launch of the new operation in Barcelona takes the number of hubs in the Palletways Iberia network to four across Spain and Portugal.



Palletways has invested in a new eco-friendly hub in Barcelona, pictured

Iberia's valuable shot in the arm

Palletways Iberia has teamed up with international organisation Gavi, the Vaccine Alliance, which provides children in East African countries with access to medicines to treat pneumonia.

According to UNICEF, pneumonia claims the life of a child every 39 seconds. As part of its CSR commitment, Palletways Iberia is working with Gavi to help tackle the problem that requires help and visibility.

Gregorio Hernando, Managing Director of Palletways Iberia, said: "Pneumonia is the leading cause of death in children under five years of age, so we must work and support this type of initiative to ensure that access to medicines and vaccines is universal. We want to contribute to a more fair, equal world and by collaborating with this project, we can help to reduce infant mortality and promote greater development of society and economy in low-income countries."

Founded in 2000, Gavi, the Vaccine Alliance works to improve access to vaccines for millions of vulnerable children living in the world's poorest countries. Together with the "la Caixa" Foundation, its first private partner, donors, and the Matching Fund of the Belinda & Gates Foundation, it has managed to vaccinate nearly nine million children between 2008 and 2022 - 860,000 children last year alone.

Thanks to Palletways Iberia's economic contribution, along with help from the Matching Fund, 563 children have been vaccinated.

Gregorio concluded: "We are extremely proud to support this life-saving initiative - we are more than a palletised freight network, we're socially committed and we'll continue to support causes such as these to help those in need."



Palletways Iberia has teamed up with Gavi to provide children in East African countries with access to medicines to treat pneumonia

Sixth anniversary of the South Hub

Staff at Palletways Iberia are in a celebratory mood having marked six years since the opening of its South Hub which has become an important facility for the company in the southern area of the peninsula.



The South Hub was established in Jaén in 2017 in response to the need to further improve Palletways Iberia's services in the southern peninsular which originally covered Andalusia, Badajoz, and Murcia.

The regional hub has grown exponentially during a short period of time and, to meet demand, in 2021 the network moved to an 18,000m² facility adapted to meet the specific needs of customers. It also added Alicante, Albacete, Ciudad Real and Cuenca to its operational area.

José Francisco Hernández, Operations Director of Palletways Iberia, said: "The South Hub has excellent connections with the main roads so we can ship an increased volume of palletised freight. It has reinforced the reliability and efficiency of our operations for members in the southern peninsular area, offering them a faster service with better transit conditions. In fact, customers can benefit from additional advantages such as the extension of pick-up times or greater coverage of the Premium 24-hour service, as well as the innovative Pre12 and Pre14 services, shortening the timeframes in their geographical areas.

"We are proud of the enormous growth we have experienced since the launch of the South Hub, which we'll work hard to maintain."

Palletways Iberia strengthens presence in Huelva

Palletways Iberia member, PANTOJA Grupo Logístico whose headquarters are based in Seville, has embarked on an ambitious growth strategy with the move into a new warehouse facility to extend its coverage and services in Huelva.

From its new warehouse it will set up its first express distribution centre in the province where it already has previous experience in providing fuel distribution and road transport services.

Antonio Gálvez, PANTOJA Grupo Logístico's Operations Director, said: "From our new facility, we'll handle storage and express distribution activities for Palletways' Iberia network. It will allow us to offer a guaranteed service to all our customers and means we can adapt to future operational requirements, both external and internal. The building also complies with the most advanced systems relating to the safety, health, and welfare of our staff, not to mention sustainability regulations.

"We hope our distribution service will allow us to promote Palletways Iberia's services to open up new opportunities, while also providing a great economic boost through the provision of new, stable jobs in the area."

Gregorio Hernando, Managing Director of Palletways Iberia, added: "We're proud of the great commitment shown by PANTOJA Grupo Logístico to further improve the services we can offer. This facility will allow them to grow and extend their coverage and we'll look forward to working with them to achieve great results in the future."



PANTOJA Grupo Logístico

Spring time: Wine and DIY industries here we are again!



Palletways Italy at Vinitaly

Once again Palletways Italy will be a major player during the country's spring trade fair season when it attends two main industry events dedicated to the wine and home and garden sectors which are key areas for the network's business.

To kick off the exhibition season Palletways attended the 55th Vinitaly event in Verona in April. The event typically attracts around 4,000 companies every year and once again it presented the network with an opportunity to exhibit its international logistics services - something it has done consecutively at the event for the past 13 years.

The following month, as sponsor of the event, the Palletways team will participate in Buyer Point, a B2B event dedicated to the DIY home & garden sector, at the East End Studios in Milan.

Massimiliano Peres, CEO of Palletways Italy, is enthusiastic about the network's attendance at two high-profile events. He said: "These must-attend exhibitions provide us with opportunities to present our services to a host of businesses. It's a great way to network, forge new partnerships and celebrate the relationships we have with companies that already work with us."

Launch of Sales Academy keeps pace with digital

In February 2023 Palletways Italy launched the first course from its new Sales Academy to support existing and potential members in the network.

The Italian network is providing members with access to free training on the most up-to-date sales tools to help them achieve growth objectives and improve their commercial approach. This is part of Palletways' commitment to arm members in Italy with as much information as possible on a range of indispensable tools such as telematics and digital sales in a constantly evolving world.

Massimiliano Peres, CEO of Palletways Italy, said: "The rise of e-commerce and the digitization of so many people's buying habits has had an impact on the sales techniques we use. This is precisely why we've made this new service available to our members who need to know how to sell and use these new tools in an increasingly digital marketplace."



Massimiliano Peres, CEO of Palletways Italy

Bravo Bologna

Palletways Italy is gearing up for the launch of a new multi-million euro environmentally friendly hub as part of its strategy for further growth and expansion across Europe.

The bespoke facility in Sala Bolognese, which will include 30,000m² of operational and office space, has been designed to speed up the network’s operations, relocating from its former headquartered operation in Calderara di Reno.

Improved transit times

Space in the new facility has been designed to help the network process a higher capacity of domestic and international shipments from the Group’s networks in the UK, Benelux, Germany, Hungary and Iberia, and ship them faster. These improved transit times will result in a more efficient supply and lead to increased customer service and satisfaction.

The hub will be located near the A1, A13 and A14 and just a few kilometers from the major ring road for easy access to the north, centre and south of the country. It’s expected to launch in the next few months.

Sustainable built environments

The BREEAM (Building Research Establishment Environmental Assessment Method) “Very Good” certified facility – a world-leading certification system for sustainable built environments - will feature more than 1,000 photovoltaic

roof panels and numerous electric vehicle charging points. A host of technological measures will be in place to recycle and reuse rainwater, tree planning will increase and enhance biodiversity while a path connecting the hub to the train station in Sala Bolognese will make it easier for employees to cycle to work.

Investing to innovate

Massimiliano Peres, CEO of Palletways Italy, said: “Palletways Italy is constantly investing to innovate and guarantee the highest quality standards for its customers. This is great news not only for the network, but for the entire metropolitan area of Bologna.

“The new hub will allow us to pursue our growth objectives, with an ever-increasing focus on the sustainability of our business. The Bologna hub will modernize the infrastructure of the Italian network and will become the strategic centre of the Italian network’s operation for years to come.”

Plans for launch of the new Bologna facility takes the number of hubs in Palletways’ Italian network to three with its Mesero facility in Milan covering northern Italy and Avellino which covers the south.

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Palletways Italy is constantly investing to innovate and guarantee the highest quality standards for its customers. This is great news not only for the network, but for the entire metropolitan area of Bologna.
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Investment in Customer Service

The customer service department plays a crucial role in any business. With the rise of competition and the increasing importance of customer satisfaction, the role has become more important than ever. Those who work in the department are often responsible for handling customer enquiries, complaints and feedback and they work hard to ensure customers are satisfied. They also play a key role in retaining customers which helps to build brand loyalty.

Palletways Benelux is one such company that has recently invested in its customer services team following the recruitment of a new adviser, Samir Chiouar.

Samir, from Nijmegen, joins the network from a customer service role at DHL Supply Chain and Jusda Europe. He'll be responsible for liaising with customers on their current and future orders and responding to and dealing with enquiries and he'll report to Operations Manager, Bart van Kempen.

Commenting on his new role, Samir said: "I'm loving working at Palletways. Every day is different, and I really enjoy the reactive, fast-paced nature of the department. We always strive to keep on top of our priorities however, being prepared for the unexpected is a must!

"While I'm largely responsible for keeping our customers happy, there's more to the role than that. I get to work with a lot of different departments within the business; for example, I'm involved with the billing of shipments which means I have to work closely with my colleagues in Finance.

"I enjoy the interaction with customers while I'm helping them out but it's my colleagues that really stand out - everyone is so skilled and happy to help! We approach challenges as a team and that's a great environment to work in."



Samir Chiouar

“
I enjoy the interaction with customers while I'm helping them out but it's my colleagues that really stand out - everyone is so skilled and happy to help!
”

Samir, who outside of work enjoys playing acoustic guitar, cycling, reading and learning foreign languages, added: "I'd love the opportunity to make use of my language skills. It would be amazing to be able to communicate with people in their native language and I hope, given the scale of the Palletways Group, that I'll get to do that in the future."

Rob Manders, General Manager of Palletways Benelux, added: "Samir is a great addition to the team who has lots of experience that will strengthen our customer services department. He's already become a huge asset to the business, and we're thrilled he's on board."

Contract renewals for Benelux trio

A trio of members in the Benelux have renewed their long-standing contracts with the network.



Rober van Straalen, Director, with Rob Manders, General Manager of Palletways Benelux

Van Straalen de Vries Transport

After being part of the Palletways Benelux network for a decade operating in the north of Holland, the Director at Van Straalen de Vries Transport (VSDV) has extended its contract for a further three years. Rober van Straalen, said: "We've been part of Palletways for a long time – we're looking forward to continuing our relationship and play an important part in an ever evolving, successful network."



Albert van Uden, Director, with Rob Manders

Van Uden - Bekx Transport

Meanwhile, Van Uden - Bekx Transport has been a trusted Palletways member since 2012.

In April 2015 two family companies, Albert van Uden and Zn & Nico Bekx Transport merged, forming Van Uden - Bekx Transport as it's known today.

The firm specialises in transporting loose bulk loads, 'exceptional transport' and pallet distribution in the province of Brabant. Owner, Wilbert van Uden has also signed a contract to remain part of the network for another three years. Commenting, he said: "We've won countless new business as a result of being able to offer our customers strong UK and European network connections. We look forward to many more successful years with this great partnership."



Rob Manders with Owner, Gjal Visser

JLN-Transport

"Satisfied customers and relationships for the long term" are the core values of JLN-Transport which, after joining the Palletways Benelux network in 2017, has recently extended its contract and has pledged its allegiance for a further five years.

Joey Nijkamp, Director and Owner of JLN-transport, said: "Our business is stronger by being part of Palletways. We are supported by fellow members and other professional transport companies, with which we've built good working relationships. We look forward to many more successful years as part of the Palletways network."

Rob Manders, General Manager for Palletways Benelux, said: "To have so many renewals is testament to the strength and offering of the network. We're committed in going the extra mile for the benefit of our members and their customers – our exceptional service quality is why members renew time and time again."

The EV revolution has begun

Palletways has a huge fleet across the UK and the network is embarking on a roll-out programme of electric vehicles (EVs) across its owned depots for urban collection and deliveries of palletised freight.



Palletways London first to benefit

First to benefit

Palletways London is the first operation to benefit from the company's investment having received two fully branded EVs, both Renault Master E-Tech Citloaders with a Canti-Lever tail lift, supplied by Allports Group.

General Manager, Colin Sturgess, said: "This is the first of many developments for us along the road of alternative fuels and the EV revolution and the last 12 months have been an instrumental period in our network's investment in sustainability initiatives. Both vehicles enhance our operations and enable zero-emission sustainable deliveries and collections."

The vehicles are 3.5T GVWs and expected to deliver between 90-120 miles on a full charge, fully loaded. Fitted with solar mats, this increases their range by powering auxiliary equipment like the tail-lift, radio and lighting. Palletways London will save approximately ten tonnes of CO2 over a four-year period on average mileage use.

Zero-emission deliveries

With the widening of clean air zones across the country, EVs mean customers can continue to deliver goods in and out of city centres confidently through Palletways. Numerous members have also started their own EV journey, investing in a combination of collect and deliver vehicles and HGVs.

Darcica in Bicester now offers customers zero-emission sustainable deliveries and collections in Oxford, having taken delivery of its first fully electric 3.5-tonne truck. With Oxford's zero emission zone (ZEZ) set to expand further, companies wanting to deliver goods through the pallet network can now meet its requirements.

The co-branded 3.5T electric truck - a Maxus Luton edeliver 9 with a 900kg tail-lift - is the first EV in Oxfordshire to deliver pallets. The family-run business is a frontrunner in electric vehicles, having already replaced its diesel vans with electric vans and depot use of electric forklift trucks. The new vehicle 'Bobby' is the pride of its fleet.



Darcica can offer zero-emission deliveries

Owner, Anthony Tattersall said: "The logistics industry has one of the biggest impacts on the environment, and we want to lead the way in reducing its carbon output. We estimate the truck will save 5.71 tonnes CO2 a year and means we can continue to service customers in the ZEZ with sustainable deliveries via our fully electric fleet."



Richard Montgomery has pledged to reduce Mitchell's of Mansfield's carbon footprint

Sustainable service

Meanwhile Mitchell's of Mansfield in Nottingham has added its first fully electric HGV to its fleet.

The order comes after the company pledged to reduce its carbon footprint and announced a partnership with climate action organisation Ecologi. Mitchell's had already electrified its forklift truck fleet so the electric HGV goes one step further towards creating a sustainable deliveries service.

The new Renault D 18-tonne Wide Body E-Tech has a range of key benefits including zero tailpipe emissions and greatly reduced noise levels. With a range of up to 560km it can be fast charged in less than two hours. Fitted with state-of-the-art sensors and cameras it improves safety and mobility, making it perfect for operating in and around Nottingham city centre.

Richard Montgomery, Managing Director, said: "We're proud to be one of the first companies in the region to put an electric heavy goods truck on the road. It's a landmark milestone and the first of many steps to make Mitchell's of Mansfield a climate positive business by 2027. We're committed to creating a cleaner community and a greener logistics experience."

Speed Welshpool's £1½m fleet investment

Speed Welshpool has invested more than £1½m to expand its fleet to help reduce its impact on the environment and recruit and retain the best drivers in the industry. It has added four heavy-duty Scania trucks to its fleet, alongside the 26 HGV's, 29 trailers and eight vans it already uses, to deliver freight around the Mid-Wales/Shropshire region.

It comes as Speed Welshpool celebrates its biggest year yet as turnover exceeded £8m and its operating profit totalled more than £1m for the first time.

Managing Director, George Edwards, said: "As you'd expect, the majority of our CO2 emissions are caused by our fleet which is why we're constantly reviewing ours in a bid to help reduce our impact on the environment. Our new models meet the toughest,

latest emissions regulations, boast improved fuel economy yet are powerful enough to pull the heavier loads we predominantly carry such as food products to supermarket shelves.



"Everyone in the logistics industry has a duty to operate in an eco-friendlier way. I'm delighted to invest back into the business to ensure we have the best possible equipment for our drivers, customers and environment."

ILS celebrates ten year anniversary and Palletways milestone

Dual celebrations are in order at Independent Logistics Solutions (ILS) as the company marks a 'member milestone' and the business' own ten-year anniversary.

ILS was founded in February 2013 and joined Palletways shortly after, celebrating its tenth anniversary by extending its Palletways contract. ILS Director, Sue Brooks, said: "The business has grown significantly over the past decade. We started off handling around 2,000 pallets per month but now move closer to 11,000. I'm proud to say that we've worked hard over the last decade to become a trusted network member and our business is stronger by being part of Palletways."

Warwick Trimble, Network Director, adds: "ILS' double milestone is a great achievement in what can be a challenging industry. We're only as strong as our members, so I'd like to convey my appreciation to the fantastic team at ILS for their hard work. We look forward to working with them for many years to come."



The ILS office team (from left to right): Maya Bishop and Zoe Green, Customer Services; Adam Shepherd, General Manager; Dale Mussell, Health & Safety Compliance Manager; Danny Hemsley, Collection Planner and Oliver Catt, Transport Manager

Managerial promotions at Hastings Freight



Georgia Dickson, HFL's new Customer Service Manager and Ash Roberts, Transport & Compliance Manager

The managerial promotions of two valued team members have been announced at Hastings Freight (HFL). Georgia Dickson becomes HFL's new Customer Service Manager and Ash Roberts its Transport & Compliance Manager.

Georgia assumes responsibility for a team of five looking after business operations and customer service. Ash manages HFL's 60-strong vehicle fleet, inspections, servicing and scheduling, and a team of three traffic planners who look after customer collections, routes and deliveries.

Director Claire Hewitt says: "Our customer relationships are built upon reliability and good communication, and our employees are the key to this and make HFL what it is. Since the buyout we've put coaching, development and performance plans in place to ensure all our employees flourish and are valued for who they are and what they contribute. We're delighted to promote Georgia and Ash and thank them for their continued hard work and commitment to the business."

PALLETWAYS EYE VIEW

RUDY WILLIAMS



Each edition of The Hub interviews a key person whose work influences the Palletways business. This edition we talk to Palletways' Power BI Analyst, Rudy Williams who splits his time between Group-driven developments and support for network workspaces.

Firstly, what's a Power BI Analyst and what are you responsible for?

Essentially I analyse and visualise data. The end goal is to create actionable insights. There are many parts to being a Power BI analyst and the work can vary day to day, starting with the initial access of data across the organisation, through to managing, maintaining, and supporting report development across our networks.

What skills do you need?

Data modeling, ETL (Export, Transform, Load or transforming data in short), process, developing, scheduling, updating, and repairing reports are all useful. The ability to see how data can help us improve our service levels KPI's, a balance of technical ability and perceptual reasoning are also key.

How does your work affect or influence the Group's activities?

Working closely with the finance team we have recently updated and refreshed the standardised report packs for monthly finance meetings and MD reporting which is at the heart of our current review process. Not only is the data now easier to access for the networks to deliver their commentary on, but it is centrally managed which means we have complete oversight on the key points for effective planning and budgeting.

What latest developments are you working on?

A Group Commercial report that will essentially give us an insight into how Palletways' owned depots and central sales are performing. This will include

year-on-year comparisons, customer up trading/down trading and an overview of financial information.

Easier access to our financial information will prove invaluable using Power BI as currently some of the features of our current financial system has limitations on how we handle the data.

This is a great example of investing in new technology for all the right reasons.

What has been your proudest moment at Palletways?

Making data accessible to all the networks for Power BI has been very successful. We have a forum called Power BI champions where a few people from each network champion their own local report development. This means that they all now have the capability to centralise reports across all departments and share insights more easily.

Some networks have already successfully deployed a multitude of reports. I think as we become more data savvy the impact across the business will result in less laborious tasks of maintaining local excel files, leaving more time for the good stuff, like decision making and improvement processes.

Is IT the most heavily invested area at Palletways?

One of the things I love about Palletways is the fervour to do things differently; not just for the sake of it but to ask the right questions when it comes to problem solving.

Using modern technology to capture data and drive better decision making is something we do very well. A great

example is Palletways ID which gives us a hugely improved process for capturing data. We've recently started to look at the data we've collected to further examine the benefits for our members and customers to help us offer better services and resource allocation to our customers with a higher level of accuracy. This is the bread and butter of any good competitive business.

What do you think the logistics industry will look like in five to ten years?

It's a well-coined phrase but data is the new currency and it's a good indicator as to where most sectors are heading. With logistics specifically I expect all the data stored in the cloud will have a huge impact on what many people's day to day roles will look like.

It's hard to remember a time when our home deliveries took days, not hours. The same driving force behind the ability to plan something so efficiently comes from an ability to analyse all the components required to facilitate such a demand.

Data management done well wins markets. I expect we'll see a move away from legacy applications including the storage of data on hardware servers to the cloud. Building machine learning models that could tell us over the last decade what expected resources we need for specific regions based on a multitude of variables including weather and traffic, for example, might sound like science fiction but I'm sure it'll become the norm.



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