



PALLETWAYS' SUSTAINABILITY STORY SO FAR



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hub

SUMMER 2023



NEWS FROM AROUND THE PALLETWAYS NETWORK

AI in logistics – what the future holds

Artificial Intelligence (AI) is already revolutionising a host of sectors and it will be a game-changer for the logistics industry, too. In this issue we look at the Group's future plans for the technology.

Read more on page 5.

LUIS REPORTS...



Welcome to the summer issue of The Hub. Many people are talking about how exciting it is to see Artificial Intelligence (AI) revolutionise various industries and we are no different. In this edition we explore how AI can further enhance the logistics landscape to bring unprecedented levels of efficiency, accuracy and automation to the industry. From predictive analytics that can optimise supply chain operations to intelligent routing algorithms that can minimise delivery times and costs, we delve into how AI-powered solutions are streamlining processes and driving significant improvements across logistics operations.

We are also reporting on how heartening it is to see the efforts of our networks reduce their impact on the planet. Their commitment towards sustainability is to be commended. In this issue we highlight the various sustainability initiatives across the Group such as adopting renewable energy sources and implementing waste reduction strategies.

Our members are the driving force behind our collective success and we are proud to share the progress they have made across the Group. You can read about the latest investments made by members in innovative technologies, showcase notable new appointments and celebrate important anniversaries.

With a wealth of insightful articles, inspiring stories and thought-provoking interviews, this summer edition is sure to captivate and inform. Together, let's embrace the future of logistics where innovation, sustainability and progress will converge for a better world.

Luis Zubialde
Chief Executive Officer
Palletways Group Limited

Innovation in Action



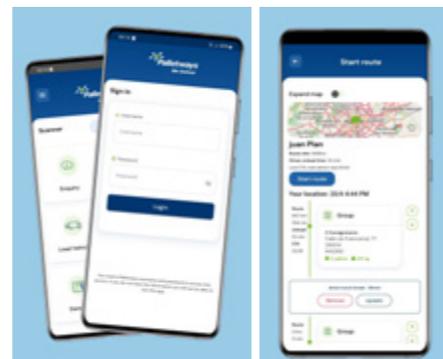
In the last edition of The Hub we reported on our work to give the Palletways Plus app a new look and feel.

We are pleased to announce that this is now ready for release. Our team of developers have migrated the app to a more modern platform and they've updated its functionality to include consignment exception capture in real time.

The app now has some very useful features such as audit information and damage reporting, route planning for drivers to optimise their delivery routes, detailed consignment information and even alerts for lunch breaks!

We're sure you'll agree that this looks a lot more modern and boasts easier navigation. It is also available in several languages so any member within our network can use it.

We hope you like this new and improved version of Palletways Plus but we are always looking for ways to improve our tools and our IT team would be pleased to hear your feedback. They're also on hand to help you should you experience any issues with the app.



Left: The new app looks more modern and boasts easier navigation
Right: Drivers can optimise their delivery routes

MEET THE MEMBER



In this edition of The Hub, we shine a spotlight on Sogedim, an influential member of Palletways Italy's network since 2021, which also manages the regional hub in Milan, and delve into their impressive background and ambitious plans for the future. CEO and founder, Emanuele Codazzi, shares his views.

What's Sogedim's background?

Our journey began in 1984 as a small textile distribution company. Over the years, we have expanded organically, broadening our territorial reach and services to evolve into an international logistics operator.

Today, we specialise in transportation and integrated logistics, excelling in domestic and international shipments via truck, air, and sea, including the handling of ADR goods.

Our strategic location in Mesero, close to Milan Malpensa International Airport, has been crucial for efficient connections between Lombardy and Piedmont.

What sets Sogedim apart from the competition?

We're driven by a commitment to quality and offering an extensive service range. Our focus lies in technological advancements and employee training and we recognise the synergy between these for sustainable growth.

How do you stay motivated and make sure your staff are too?

Our slogan is "Smart People. Smart Freights" which perfectly embodies the essence of our corporate identity, image and values and motivates us to do better and better. The passion of our employees and their desire to see projects come to fruition never fails to impress. We also pride ourselves on the fact that we involve the workforce in medium to long-term projects which makes them feel very much part of the decision-making process. This fosters an environment that attracts, motivates, and retains talented individuals and encourages professional growth.

What are the biggest challenges in the logistics industry?

We face numerous challenges that are driven by global economic trends. Recent years have brought their share of obstacles, such as the pandemic, soaring energy and fuel costs and geopolitical instability. However, the challenges underscore the importance of logistics in the economic chain. Adaptability to sudden market changes and investments in technology are key in successfully navigating these uncertainties.

What do you enjoy most about the logistics sector?

It has to be the industry's dynamism. Each day brings new discoveries, problems, trends, and solutions that calls for a flexible, well-planned approach to succeed.

Why did you want to join the Palletways network?

Joining the Palletways network in 2021 was a strategic decision – it has enabled us to provide our customers with enhanced services, including faster departures and pickups throughout the country. Being part of a strong and organised network has allowed us to diversify, forge new partnerships and deliver high-performance logistics solutions.

What are the benefits of being part of the Palletways network?

There are many! We're able to leverage speed to help us maintain a competitive edge, offer faster transit times and improved customer service.

What does the future hold for Sogedim?

There are exciting times ahead – we

plan to open a new logistics hub in northern Italy and further strengthen domestic and international routes. We've also recently acquired Schenker which specialises in the transportation of temperature-controlled and frozen products and we're focused on growing our now expanded food and beverage division.

With an impressive track record and a visionary approach, I'm sure we'll continue to make waves in the logistics and transportation industry to help shape the future of the sector.

MEMBER FACT FILE

Location: Mesero in Lombardy, part of the metropolitan city of Milan

Fleet: 120 vehicles

Services: Domestic and international shipments, via truck, air and sea, including ADR goods and integrated logistics

Employees: 270



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We aim to introduce energy saving features across all our facilities including efficient waste management systems and LED lights.
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Palletways' sustainability story so far

The logistics industry has one of the biggest impacts on the environment globally and it's never been more important to make journeys more sustainable to help reduce the sector's carbon footprint.

At a Group level, intermodal transportation solutions are being investigated for long-distance transport to reduce carbon emissions and environmental impact while improving efficiency and reducing costs. This includes delivering consignments in electric vehicles and high-capacity vehicles such as mega-trucks to optimise routes and lower emissions.

Christian Zink, Group Service Quality Manager, says: "Palletways is on a journey of discovery to reduce our Group-wide carbon output and there are many excellent sustainability initiatives underway that are worth shouting about. Measures differ across our networks however, it's good to see what the story is so far and review what else we can do as a collective to further reduce our impact on the environment."

ISO accreditations

Many networks are ISO accredited. Since 2015 the Iberia network's ISO accreditations include 9001, 14001, 14064, 14067, 45001 and 26000 standards for its quality and environmental management, reporting of greenhouse gas and emissions, carbon footprint, occupational health and safety and social responsibility. The UK has held ISO 14001 certification for some time. The team in Italy recently renewed its ISO 9001:2015 and ISO 14001:2015 accreditations and Germany has embarked on a journey to do the same.

Turning hubs green

Our hubs have also become more 'green'. Italy's new Hub in Bologna features more than 1,100 photovoltaic roof panels providing 550 KW of power and electric charging towers for commercial and domestic vehicles. Other features such as recycling, the reuse of rainwater and planting of around 130 trees are designed to balance its operational carbon output.

Our network in Hungary is committed to recycling paper in the office, reducing printing and encouraging home office working to reduce its carbon footprint. Iberia's facilities have moved to LED lighting and the team has pledged to work with certified companies that can offer greener recycling services. The UK has adopted LED lighting and moved to a green energy supplier. They have also invested in reducing the use of non-biodegradable solutions for vehicle washes.

Better by miles

Palletways Germany has hired electric forklift trucks since 2021 rather than using gas-powered equipment. Meanwhile, the UK network is testing bio-fuel vehicles and also completing an annual Streamline Energy and Carbon Report (SECR) and entering Phase 4 of the Energy Saving Opportunity Scheme (ESOS) project for the government.

Christian adds: "We aim to introduce energy saving features across all our facilities including efficient waste management systems and LED lights. These are relatively simple things we can all achieve as part of our environmental commitment to stay on track towards being a sustainable logistics business."

AI IN LOGISTICS: WHAT'S POSSIBLE?

Much has been written about Artificial Intelligence (AI) and how it's revolutionising a host of sectors from healthcare to transportation. And it seems it could be a game-changer for the logistics industry, too. From automated warehouses to optimised delivery routes, AI has the potential to enhance logistics services in ways that boost efficiency, cut costs and provide a better service.

Chris Walters, Group IT Director, outlines how AI is used by Palletways and the Group's future plans for the technology: "We've used AI for some time – we're impressed by its early results, but we've only scratched the surface of what's possible. AI is fantastic in trend analysis and capacity prediction, both of which are critical in logistics. Calculating metrics that enable us to provide a more effective operation will have a positive impact on the financial performance of all of us.

Astounding results

"We already use AI in our data warehouse analytics and in our software development and the results are astounding. However, we see many more opportunities for it, especially in customer service and service excellence areas.

"Big data' has become a household term and this analysis is where we can gain a much better insight to our network. Having the ability to analyse millions of consignments instantly and draw conclusions in minutes is valuable for future planning."

Efficient pallet movements

"Logistics has a huge impact on the planet and AI opens doors to enable management of millions of data feeds, which before would have been impossible to comprehend. Now we can consider every logistics variable to make pallet movements more efficient. Multiply this by the millions of pallets we ship every year, and significant inroads to our sustainability contribution are possible.

"AI will benefit members, too. Our network is built upon good service, whether that's delivery on time, or providing timely information and visibility. It's a key tool to help Palletways deliver a service as a network that remains best-in-class.

"While I don't see AI as a threat to jobs, it isn't without issues. Attacks on websites and online businesses occur daily and AI makes these threats more complex and aggressive. We've seen an increase in AI generated phishing attacks too, and our team works hard in the background to stay on top of them."

Service quality

"In my opinion the future success of AI in logistics will be linked to learning from good data at its core. Analysis of that raw data creates a capability to solve bottlenecks and frustrations in all areas of the supply chain. Customers will become better informed and less frustrated, business integration will be smoother and easier to implement and the quality of the service delivered will be better than ever.

"We've formed a squad specifically to discuss the applications and potential benefits of AI from a cross-section of the business. Our team meetings and workshops are always varied, interesting and seriously innovative!"

Exciting opportunities

"AI has already made inroads into logistics but many exciting opportunities lie ahead. As AI systems become more advanced, they'll take on greater responsibility and transform how we and the wider logistics sector operates."

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We've used AI for some time – we're impressed by its early results, but we've only scratched the surface of what's possible
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Iberia members go for growth

Two members in the Iberia network have invested funds to improve their operations.

Azur Cargo in the Spanish city of Ávila has invested in a larger, more sustainable facility. The new operation boasts a 7,000m² covered warehouse, five loading/unloading docks, 10,000m² of open-air warehousing and 300m² of offices. The increased space is designed to increase its operational efficiency of the pallets it manages through the Palletways network and strengthen the operations it carries out for Palletways Iberia.

The company has operated in the transportation sector for more than 45 years and has experienced around 15% growth every year. The new space will allow the team to increase in the company's main activities in distribution and storage, as well as cross docking, assembly and pre-assembly dedicated to the automotive sector, among others.

Palletways Iberia is committed to encourage its members to implement sustainable measures in their facilities and transform their fleet towards high-capacity vehicles powered by clean energy. Azur Cargo plans to introduce a mega-truck into the business later this year for its Palletways services and four

duo-trailers by 2024. This investment will optimise routes and reduce its environmental impact. It will also install solar panels to help power its fleet of electric vehicles.

Luis Rodríguez, Manager of Azur Cargo, said: "The sector is changing rapidly, and it is necessary to adapt to the new needs of our customers so we can maintain the high-quality service for which we and Palletways Iberia are renowned, while also increasing the volume of shipments in the network."



Azur Cargo in Ávila

Meanwhile, to support its new palletised freight services and strengthen its commitment to Palletways, Transnatur Norte in Irun has invested in a new 3,200m² facility and a mega-truck for its routes to the Zaragoza Hub – this will allow it to respond to the increase in volumes,

reduce its carbon footprint and costs and provide the best response times for customers.

Transnatur Norte's General Manger, Eduardo Lopetegui, said: "Our organisation is growing, and our improved facilities will help increase our growth rate and enhance our work in the Palletways Iberia network, which we're immensely proud to be part of."

Gregorio Hernando, Managing Director of Palletways Iberia, added: "Our network is getting stronger everyday thanks to the efforts of our members to offer the best service. Together we lead the palletised goods express distribution sector and with members like Azur Cargo and Transnatur Norte investing in their operations, our network will continue to grow."



Transnatur Norte in Irun

Hola to new Alicante member

The recruitment of a new member in Alicante has further strengthened Palletways' Iberia network.

Family-run Transnatur Alicante has operated in and around the area for the past four decades. It offers a range of logistics solutions and now, as part of the Palletways network, it can offer its customers palletised freight services to any point in Spain and Portugal within 24 and 48-hours, along with access to new international markets.

The company is experienced in adapting and evolving according to the needs of the market and it

was for this reason it decided to join the Palletways network which will improve delivery times anywhere within Spain and Portugal.

Gregorio Hernando, Managing Director of Palletways Iberia, said: "It is great news that leading companies in the sector are joining our network of members to expand our coverage and services, especially in the south-east of Spain which geographically is of strategic importance to Palletways Iberia."

The appointment of Transnatur Alicante takes the total number of

members in Palletways' Iberia network to more than 70 local companies that can serve the whole of Spain and Portugal.



Transnatur Alicante has strengthened Palletways' Iberia network

Palletways Iberia targets ten per cent growth

Palletways Iberia is targeting ten per cent growth over the coming year, 17 years after it launched its network to serve Spain and Portugal.

The network, which has doubled in size since 2018, moved 1.3m pallets and experienced ten per cent growth over the past 12 months. Today, it works with more than 70 independent transport providers that collectively move around 6,000 pallets every day.

Recent investments will prepare the network for further long-term growth. The introduction of a new 2,100m² eco-friendly hub in the Port of Barcelona in the Mediterranean corridor was strategically chosen to speed up deliveries to the Catalan area and Balearic Islands, reduce costs and environmental impact.

The team also recently marked its 15th year in Portugal. Over the past year, the team with the support of its four-strong member network which includes founder member, Garland, Moldtrans Portugal and new additions, TMB and Rangel, have transported more than 85,000 pallets - a ten per cent increase on the previous year.

Gregorio Hernando, Managing Director of Palletways Iberia, said: "We're proud to celebrate our 17th year in Iberia with excellent results and optimism and commitment for continuous improvement in the future. Our success is the result of teamwork, the involvement of our important network of members, our commitment to innovation, their customers and importantly, the environment. We'll continue to invest to provide a quality, agile and efficient service, with sustainability and innovation as our fundamental pillars."

The new facility in Barcelona takes the number of hubs in the Iberia network to four; its central hub in Alcalá de Henares, Madrid, the South Hub in Jaén, which covers south-east and south-west Spain, and Zaragoza which covers the north-east and international transits, which has recently celebrated its 12th anniversary.

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Palletways Iberia works with more than 70 independent transport providers that move around 6,000 pallets every day

DELIVERING TOMORROW, TODAY

Palletways UK national conference



Stadium MK

In June, the team from Palletways UK hosted its National Conference. The event brought together Palletways' leaders, operational experts, and innovative thinkers to discuss its key achievements, milestones and strategic initiatives that have driven the network forward on its journey towards service excellence.

The event was held at Stadium MK, a football ground in Milton Keynes, a city that embodies the essence of future-focused planning.

Draw inspiration

Milton Keynes was thoughtfully planned with the future in mind. Its visionary urban planning and sustainability initiatives have gained international acclaim, making it a shining example of the power of long-term thinking. Extensive green spaces, eco-friendly infrastructure, innovative transport systems and energy-efficient buildings, stand as testament to forward-looking development which Rob Gittins, Managing Director, said everyone could draw inspiration from.

Rob expressed his gratitude to everyone who congratulated him on winning 'Business Person of the Year Award' in the Express and Star Business Awards 2023. He welcomed delegates that had gathered at the event with a shared purpose – to exchange business updates, explore Palletways' commitment to the future and pave the way for a better tomorrow.

Agents of positive change

He said in today's world, businesses must do more than simply exist; we must lead by example and be agents of positive change. He encouraged guests to collaborate and share knowledge to unlock new opportunities that will shape the destiny of the logistics industry. He highlighted that incorporating sustainability into core business practices will contribute to the betterment of our planet and enhance our long-term viability and competitiveness.

Warwick Trimble, Network Director, spoke about the

strength of the business which continues to grow with 144 member businesses now part of the network. In addition, 34 contracts have been renewed since 2020. If the current economic outlook remains, it's expected the network will grow to 150 members in the coming months. He commended the member support team that covers seven regions – one of the largest in the industry – and collectively boasts 345 years logistics experience, 216 years in pallet networks alone. He spoke about how operational reviews to streamline processes have enhanced operational performance at Ramage Transport and H&M Distribution and he urged other member companies to get in touch if they need support.



Mike Harrison

Efficient service

Operations Director, Mike Harrison, emphasised the importance of service excellence to achieve success and he noted that the new Bonus Malus system has spurred performance improvement and accountability. He said investment such as the additional shed at Fradley and £1m in infrastructure would contribute to a consistent, efficient service. Likewise, recent expansions in Europe, such as the 14,000m² hub in Madrid and 21,000m² hub in Bologna will further strengthen Palletways' international capabilities.



Damian Gilbertson and Vanda Roberts

He highlighted the significance of inspiring leadership – those who change mindsets and maximise talent to foster success. He spoke about the re-launch of Palletways' Energising Leaders Programme (ELP) which is targeted at emerging leaders and focuses on leadership, change management and strategic thinking. It has received incredibly positive feedback from the 20 candidates that have so far completed the course. It's excellent for both learning and networking and he encouraged guests to take advantage of the knowledge available from the Palletways staff and member companies that deliver the sessions.

Richard Miller, Head of UK IT, discussed the technological advancements that have revolutionised Palletways' UK network and said the game changing Palletways ID is progressing remarkably well. He noted that as with any first-to-market innovations, the team is continually learning and improving however, the unique barcode-reading technology remains unmatched in the industry and Palletways is committed to the ongoing development for its next phase.

Disruptors

Damian Gilbertson, Corporate Sales Director, spoke about the importance of new routes to market coupled with fundamental business change such as innovation in technology, via acquisitions or business development. He said regardless of the type of change, we must embrace it and use it to our advantage. He urged the member network to become the disruptors of the industry. In an increasing mobile-first world, he spoke about a number of Palletways' recent innovations such as new routes to market via affiliates and rolling out a trial with global online auction site, eBay. He urged members to not only focus on the vital as in doing so they could miss the obvious.

Vanda Roberts was announced as the network's new Head of Commercial, a position she took up at the start of the month. Vanda's most recent roles include Depot Manager for Palletways Edinburgh and General Manager for Palletways Scotland. During the last eight years, Vanda and her team successfully turned two loss making sites into profitable businesses, whilst consistently delivering high service levels to the membership. A finalist in this year's Everywoman in Logistics Awards, Vanda said with the support of the Commercial Support Managers, her key focus is to maximise commercial growth for everyone in a profitable

and sustainable manner and at the same time, ensure the commercial sales function is customer centric. She said regional workshops, sharing best practice and collaborating with members will provide valuable insights which are key to future growth.

General Manager of Strategic Member Development, Andrew Jones, delved into the issue of sustainability and how it impacts businesses. Guests learned that a pallet network can reduce CO2 emissions by as much as 90% and he highlighted some of the UK's initiatives including carbon measuring, encouraging cycling to work and recycling schemes. He encouraged delegates to look at the Volta Truck on display and speak to representatives if they'd like information on these zero-tailpipe emission electric trucks.

Mark Barlow, Regional General Manager, spoke about Palletways' priorities, including safety, security, wellbeing, ethics, community engagement, climate change and people development while Beckie Littlewood, Senior Marketing Executive, spoke about the role of network marketing, advising members that the team is on hand to help with a range of marketing, whether it's how to attract a new audience or help with Google rankings.

Armed Forces

General Manager Service Excellence, Maggie Williamson, spoke about the Armed Forces Covenant. She encouraged members to participate with FrontFoot, a UK career portal exclusively for forces-friendly employers where they can directly meet ex-forces personnel.

Warwick said active engagement with the armed forces community was one of the core deliverables in the new-look Platinum Award scheme which also covers cumulative service performance, domestic and European volume growth, and a commitment to drive a more sustainable operation, outside the general benefits of being part of a pallet network.



Maggie Williamson and Warwick Trimble

Positive impact

Closing, Rob said the conference showcased the company's relentless pursuit of operational excellence, inspiring leadership, and sustainable growth and highlighted that through innovation, investment, and commitment to service, the UK network is poised to continue its positive impact on the logistics industry.

Rollsped Kft. celebrates 30 years in business

Rollsped Kft., part of the Palletways Hungary network, recently celebrated its 30th anniversary.

The company was founded in 1991, when its owner, Sándor Szűcs-Szabó, bought the first LIAZ truck for international freight transport. A year later, he acquired a second-hand Volvo trailer and Rollsped Kft. was established with a single driver, who is still employed by the company today.



The company is also proud of its significant growth. In the last ten years it has tripled its turnover and doubled the number of employees and its fleet, which now stands at around 80 vehicles.

Sándor said: "The love of driving was instilled in me by my father at a very young age. As soon as I finished school and got my driver's license, I started driving his IFA truck. I got my international driver's license and was lucky enough to buy a truck so I could handle international haulage."

When Rollsped joined the Palletways network, it served the cities of Bács-Kiskun county with two pallet trucks. Since 1 January 2023, it operates three tractor units and 17 pallet trucks with a total weight of 12-18t serving Bács-Kiskun, Csongrád-Csanád, Békés and Jász-Nagykun-Szolnok, and transports more than 5,000 pallets per month. The average number of daily deliveries increased from eight in 2019 to 153 in the first half of this year.

The Rollsped team constantly monitor the global economic environment and are quick to diversify and refine their services in line with market conditions.

Sándor added: "We have been travelling Europe for many years focusing on international transport and every year the fleet has grown. However, a few years ago we realised that there was a great demand for domestic pallet groupage in Hungary, which led us to join the Palletways network in 2018.

"Today, although our core business remains international, our domestic business is growing and we are planning to launch a warehousing division. To celebrate three decades in business, we are proud to announce that this month we will open a 2,500m² logistics centre with enough storage space for 2,200 pallets.

"I am incredibly proud of the company and the people who work in it - with the support of my family, we have created a fair environment for our employees that balances work and personal life in a family-friendly way. This is paying off as our team goes above and beyond for our clients - together this leads to a stable operation that benefits us all."

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I am incredibly proud of the company and the people who work in it - with the support of my family, we have created a fair environment for our employees that balances work and personal life in a family-friendly way
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Palletways Italy toasts sponsorship of Cinemadivino

For decades, Palletways Italy has been entrusted by customers in the wine sector to provide efficient logistics services.

Renewed sponsorship

As part of its show of support and commitment to continue to deliver for the international wine market, Palletways Italy has renewed its sponsorship of Cinemadivino for the tenth consecutive year – a festival that combines food, wine and cinema hosted by wineries in the Emilia-Romagna region.

Poignant

This is the 20th year of the festival which runs until 7 September. This year's event will be even more poignant as guests can show their support of those in Emilia Romagna that have been affected by the recent flood emergency.

Integrity

Massimiliano Peres, CEO of Palletways Italy, said: "We work alongside wine producers every day to send their products throughout Italy and Europe, going the extra mile to protect the integrity of these valuable shipments. Our approach to innovation and technology through our track and trace system guarantees the protection of valuable products, like wine, and allows customers to maintain total visibility over deliveries in real-time."

It's estimated the Italian wine industry is worth €31.3 billion, employs 530,000 companies with around 870,000 employees.



Palletways Italy goes the extra mile to protect the integrity of valuable shipments like wine

Strengthening skills at Italy Sales Academy

As announced in the last edition of The Hub, Palletways Italy has launched the first course from its new Sales Academy to support existing and potential members in the network.

Since then, staff from the Italian network provided 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. Palletways Italy organised an event at the Siepelunga Golf Club in the picturesque Bolognese hills, allowing members to celebrate their strengths and consider the areas where they feel they could improve.

Massimiliano Peres, CEO of Palletways Italy along with the network's Chief Commercial Officer, Walter Brillo, presented delegates with certificates of attendance before they enjoyed lunch while taking in the stunning views of the city of Bologna.

Commenting, Massimiliano said: "The launch of our Sales Academy is part of our commitment to arm members in Italy with as much information as possible on a range of indispensable tools. While educational, this recent session also helped strengthen team spirit and allow our members to share best practice, which will benefit their individual businesses and, of course, our network.

"The initiative was such a success and the feedback from guests was so positive that plans are already well underway for another edition of our Sales Academy."



Delegates were presented with certificates of attendance before they enjoyed lunch while taking in the stunning views of the city of Bologna

Palletways Benelux expands Sales & Marketing department

Palletways Benelux has recently bolstered its Sales and Marketing team at its Nijmegen facility, welcoming Marloes Rutten and Philip Nabbe to the department. The expansion is part of an ambitious plan to grow freight volumes and enhance the number of transport companies within its network.

Business development to drive volumes

Marloes, appointed as a Sales Executive, will primarily focus on business development, prospecting, providing internal sales support and conducting client visits with a view to driving an increase in freight volumes. Marloes said: "I'm looking forward to making a real impact in the logistics industry. I'm keen to work with the existing team, foster new business relationships and drive volume growth and use my expertise to further elevate the Palletways brand in the Benelux."

Prior to joining Palletways, Marloes held positions as an office Account Manager at Koninklijke Paardekooper Group and as an administrative assistant at Beheer- en Beleggingsmaatschappij Dornick B.V., Ans Mol Makelaardij, and OOVb adviseurs en accountants. She received her training as a management assistant at Breda University of Applied Sciences.

Supporting members

As the newly appointed Marketing Officer, Philip will manage Palletways' social media channels and support the independent transport companies that are part of the Benelux network. His role will involve assisting members with marketing activities, including SEO, SEA, email marketing, as well as contributing to the development and design of marketing materials and web content.



Marketing Officer Philip Nabbe

Commenting, he said: "I am thrilled to have joined the dynamic team at Palletways Benelux. This is a tremendous opportunity to be part of such a forward-thinking company that is committed to expanding its presence in the European network. I look forward to using my skills to enhance Palletways' marketing efforts and to working closely with our dedicated members."

Philip completed his studies in Commercial Economics and Marketing at Hogeschool van Arnhem en Nijmegen and gained prior work experience at Bellier Communications, Apostle Technologies and Recruitment Now.



Sales Executive Marloes Rutten

Transland Group – delivering results since 1993

Transland Group, which has operations in the UK and Ireland, has marked its 30th year in business. Management commemorated the occasion with a 'thank you' party for staff, linking up its Dublin and Fradley teams online so they could enjoy a group celebration!

In its founding years, Transland Group's main business focus was primarily freight forwarding and groupage between Ireland, the UK and mainland Europe. However, in the early 2000's the company recognised shippers' move to palletised freight and in particular, the use of pallet networks. This had a fundamental impact on the industry which brought with it a huge improvement in service levels, in terms of visibility, accountability and technological innovation.

As a result of this market shift, Managing Director, Kieran Conlon, co-founded PalletXpress in 2004 – Ireland's first independent pallet network which now moves 3,500 pallets per day across the island of Ireland. Armed with this local experience Transland Group joined the Palletways network in 2008 when it

moved around 100 pallets per day. Today, the company employs 55 office and driver staff and operates a fleet of 30 vehicles which includes a range of articulated lorries, rigids and vans designed to serve a variety of customers and network requirements, which moves around 220 pallets per day between the UK and Ireland for Palletways.

Kieran said: "I'm immensely proud to have reached the 30-year milestone, as many of our competitors haven't been as fortunate. I believe the key to our longevity lies in understanding market trends and moving with them and employing the best staff – making sure they're well paid which allows them to thrive inside and outside the business."



Management at Transland Group commemorated the occasion with a 'thank you' party for staff

"Looking ahead to the next five years, I believe the logistics industry will undergo a technological revolution driven by environmental trends and legislation. There is a palpable sense of urgency for the industry to go green as soon as possible and this needs to be embraced by transport companies, otherwise, they won't survive and it's incumbent on us all to ensure employees are educated on the importance of sustainability within the supply chain."

"We'll use this anniversary to reflect but also look to the future. We work with a hugely talented group of people, loyal clients, and trusted partners and we're committed to making a difference. We have a strong foundation to take the business forward another 30 years and beyond."

Warwick Trimble, Palletways' UK Network Director, added: "Three decades in business is a remarkable achievement - over the past 30 years Transland Group has carved out a powerhouse reputation in the industry and it's only fitting this anniversary is celebrated."

Argo Logistics Group acquires Eaton Transport (Poole) Limited

One of the founding members of the Palletways UK network, Eaton Transport (Poole) Limited (Eaton), has been acquired by Argo Logistics Group - retaining its palletised distribution business and securing workforce jobs in the process.

Continuing to trade as Eaton Transport (Poole) Limited, the business operates throughout the Bournemouth postcode area, across east Dorset and parts of south-west Hampshire. It collects and delivers goods for customers in sectors as varied as manufacturing and recycling, motorcycles and retail.

Commenting on the acquisition, Tom Hall, Argo's Managing Director, said: "Eaton brings a new dimension to Argo Logistics and many more exciting opportunities for the group. We welcome Jim Maag as Operations

Director, Jason Chandler as Group Sales Manager and the whole Eaton team with many year's knowledge and experience. We're looking forward to building the network area and our customer base further, having already invested in a new fulfilment warehouse in Amesbury and a new depot within Bournemouth airport near Hurn, both dedicated to Palletways UK activity."

Jim added: "The acquisition is a great coming together of two organisations that will mutually benefit from the deal. It stabilises a business which is well regarded locally and provides Argo with a gateway for its plans to expand further within the south-east of England. Customers will notice a new look for our fleet as we've adopted the deep green livery of Argo on our trailers. We're adding seven more trailers and lift assist pallet trucks to

the fleet soon."

Rob Gittins, Managing Director of Palletways UK, concluded: "The Palletways network is growing all the time. It continues to go from strength to strength because of companies like Eaton. The Argo acquisition is great news for Eaton's future, maintaining its Palletways operation and improving the speed and delivery of our services to customers and partners."



Pictured (l to r): Tom Hall, Owner, Martin Chalke, Palletways Regional Manager, Spencer Gallagher, Customer Services, Chelsea White, Operations Manager, Jim Maag, Operations Director and Jason Chandler, Group Sales Manager

Nottingham member makes senior appointment

D&D Transport based at Langley Mill in Nottingham has announced a key promotion in its sales team which will deliver service excellence across a range of key accounts.

Joanne Seabrook joined D&D Transport in 2020 – since then she’s managed more than 30 key customers and was solely responsible for bringing three large-scale accounts into the business.

Stepping up to Sales Director, she’ll lead the sales team, help grow the business and support on large-scale accounts.

Commenting, she said: “I’m thrilled to take on this exciting role.

One of the many reasons I joined D&D Transport was because of the supportive atmosphere. This recent promotion is a fantastic opportunity to develop my skillset and help grow the business. I’m keen to attract new business to strengthen our brand in the Nottinghamshire area.”

David Palmer, Managing Director of D&D Transport, added: “Joanne has built excellent relationships with our customers across the region, whilst managing key accounts and working closely with all aspects of the business to deliver high service quality. Her appointment is integral to our growth plans for next year and is absolutely the right person for this role.”



David and Joanne

Solar makes sense to Salvatori

The Salvatori Group is a leading transport and logistics provider in Kent. Its Sittingbourne operation is a bespoke mini hub dedicated to Palletways UK customers and its Aylesham site recently expanded with three new warehouses. Both are state-of-the-art, energy efficient and tailor-made buildings for the Group’s activities, operating 24 hours a day, six days a week.

The company has invested in a solar photovoltaic (PV) system at each site, which is predicted to generate a combined 295.8 MWh of electricity every year, equivalent to an annual saving of 65.21 tonnes of CO2.

CEO Daniel Salvatori says: “The transportation industry has a big impact on the environment, and we want to lead the way in our sector by reducing our carbon output. We’re committed to operating a sustainable logistics model and we’re confident the panels will give us a return on our six-figure investment in a short space of time. The investment was driven by cost saving and foresight for the energy cost crisis after Covid.

“Our predictions show that 22% of the Aylesham sites’ annual power can be supplied by solar PV and the estimated cost of this over 25 years is 6.5p (GBP)/kWh. This doesn’t rise with inflation so provides some certainty for us. Once the capital cost of the project is recouped, the site effectively receives 22% of its power for free, minus

any ongoing cleaning or maintenance costs required.

“As more electric vehicles, forklifts and other plant comes online, the ability to use the currently exported power increases which improves the investment case for these projects.”

Power from the panels is used before power from the local grid so every kWh of solar used saves a kWh of imported power. Battery storage technology is becoming increasingly cost competitive so any future battery installation can be accurately modelled based on logged data to increase the savings and the percentage of solar power used onsite.



The Salvatori Group has invested in solar photovoltaic systems

PALLETWAYS EYE VIEW IVAN FLORES



Each edition of The Hub interviews a key person whose work influences the Palletways business. This edition we talk to Ivan Flores, Project Manager for the Portal and the digital software produced by the Group.

Q: Firstly, welcome to the business. Can you tell us about your background in IT?

Thanks for the warm welcome! My background is in Operations Management. I came to Hamburg, where I’m based to this day, to study a Master’s Degree in Global Logistics. I got in IT after I saw how prevalent software has become across the world and how every interaction in our day-to-day lives could be coded in some way.

Previously, I worked at FreightHub, now Forto, which was a small startup in Berlin that specialised in digitising the Freight Forwarding business. I then had a stint as a Product Manager at Kühne+Nagel (K+N) where I was one of eight managers working on their Order Management System. It was a complicated product that had to communicate with K+N’s suite of other products so it was a great experience to learn how to build on a massive scale.

For the past three years I’ve worked as a Product Freelancer which has exposed me to products at different stages and in different industries. This is where I’ve expanded my product development knowledge to include the foundations in UX design and continuous deployment and many more exciting skills that building digital products provide.

Q: Why were you keen to join the Palletways Group?

After working with Chris Walters and Michael Sterk on a couple of projects, I saw the need for my skill set within Palletways’ IT team – being a

‘product’ person, I knew I could bring positive change to the Group.

Q: I understand you’re going to help ‘steer’ the Portal over the coming years to grow the product. What does this involve?

Yes, it all starts with putting an internal infrastructure in place where we can gather and collect feedback from stakeholders that will help guide the direction of the Portal. We’ve set up a project management tool called Wrike to put in motion proper cycles of development, like discovery for new features and how to handle defects or bugs.

With that tool in place, we’ll be able to ‘steer’ the Portal to become a product every Palletways member will find useful when running their business in our network. We are developing it with every stakeholder in mind and I can’t wait to announce our developments.

Q: How important is the Portal to the growth and development of the Palletways Group?

The Portal is the key to growth for every part of the network - all the feedback we gather for further development comes from the frontlines – those everyday users that could increase their productivity or sales volume if only they could handle data differently. This is why it is so important for us to centralise all this feedback and prioritise accordingly to increase the Portal’s impact.

Q: What are the biggest issues facing the business and how are you dealing with those challenges?

I’d say security and adaptability. Security in the form of secure data transfer protocols and our priority is always holding up best practices internally and with our partners. By adaptability I mean the need to be nimble and react to market demands in a short timeframe.

Q: What developments are you working on?

In addition to the Palletways mobile app, our other projects include a commercial sales project, improvement in Portal invoicing and much more.

Q: What do you think the logistics industry will look like in five years?

I don’t think it will change radically but I do expect certain points in the supply chain to become even more digitised and easier to integrate into any supply chain.



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