

August 2017

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Hayton Coulthard
Delivering winners



Gregory
Delivering winners



PALLETLINE'S ANNIVERSARY BASH REWARDS GREGORY

This year's Palletline Excellence awards coincided with the distribution hub's 25th anniversary dinner on 17th June and the big occasion rewarded GDL with another prestigious award.

Of the six awards made during the evening – Service, Loyalty, Commitment, Integrity, Cooperation and Quality – we are very proud to announce that GDL's Cullompton depot scooped the Excellence award in the category of Quality.

GDL's business unit director Darren Beaven said: "This is a fantastic achievement and comes on the back of winning the Commitment award last year

and Mike Morrice winning the People award the year before that.

"The judges said one of the main reasons for Cullompton depot winning this year was down to the fantastic customer testimonials which raved about the service we provide to them both in Cullompton and through the Network. Well done to everyone involved."



From left to right: Trevor Ellis, Chairman of Palletline, Maria Clark, Steve Calloway, Darren Beaven, Mark Sowden, Graham Leitch, MD of Palletline, James White, Tim Vine, Comedian and Mike Morrice

NEW INTEGRATED GROUP FUEL MANAGEMENT SYSTEM

Following a successful pilot at North Tawton, Davidstow and an upgrade of the existing system at Shepton Mallet, the management fuel system is being replaced across the group with a new system supplied by Merridale. The aim is to replace end of life systems, improve the efficiency of fuel reporting and reduce the risk of fraud and theft.

From a driver's point of view there's one less step with the odometer reading collected automatically via CMS Suptrak, and AdBlue brought onto the system. To ease the daily administrative burden on our Finance department and reduce the risk of fraud and theft, we've installed automatic gauges and alarms to control stock more efficiently.

The development team, led by Alan Dell, is working to make the process of reporting fuel drawing more efficient, collecting the fuel data automatically from the Merridale web based system and directly from BP.

The project team including Alison Waterson, Darren Norris and Kit Reynolds selected the Merridale system after reviewing proposals from four suppliers, and visiting customers from the two shortlisted suppliers including Arla, who use the Merridale system across their depots.

Thanks especially to the depots that piloted the system with us in May, Lisa Bickerdike and Adam Luxton at North Tawton, Francis Doney and Antony Hill at Davidstow, and Colin Feather and the team at Shepton Mallet who led the way on this one by introducing us to the supplier Merridale.



GREGORY VISITS GREGORY

I know what you're thinking – like policemen, drivers are looking younger and younger every day.

But that's not actually the case here. This is a young man called Gregory Bazzoni who 'via his mum' had requested if he could visit the Cullompton site and have his picture taken with a Gregory lorry. As his name is Gregory, he is always looking out for our lorries and bearing in mind he lives in Falmouth it shows how keen he is.

A special thanks to driver trainer Rob Pester who gave young Gregory



a 'crash course' in how to drive a Scania artic unit.

After the visit, mum Amber contacted us saying: "A big thank you from myself and Gregory for arranging the tour and a big thank you especially to Sean Curry who was fantastic and really made Greg feel at ease and special! He loved driving round in the cab and going on the weighbridge too!"

A future driver for GDL? Watch this space.

PROCESS EXPERTS WILL HELP EVERYONE IMPROVE THE BUSINESS

In May 2017 a number of GDL employees were trained as Process Experts in preparation for the roll out of the Time & Attendance and Telematics Business Process Guides across the business.

Our Process Experts have been trained to assist their colleagues with new processes, to guide them through any process updates and to answer any questions they may have.

Take a look at the photograph of our new Process Experts and identify who will be able to assist you in your GDL location.

Pictured from left to right: Gemma Butt (Haverfordwest), Erica van Staden (North Tawton), Ben Carroll (Shepton Mallet), James Spurling (Shepton Mallet), Alex Vaughan (Shepton Mallet), Darren Minhinick (Lee Mill), Dean Turley (Bristol), Mick Exon (Minworth), Shaun Cox (SWW), Helen Saltern (Davidstow), Paul Hockin (Davidstow) and Kirsty Hare (North Tawton – Process Expert Organiser).

Process Experts who were not able to make the photo include Steve Callaway (Cullompton) and Beth Cockman (North Tawton).



Long Service Awards

5 YEARS		
Name	Position	Business area
Carl Frizell	LGV Driver	Wales Transport
Clive Halliwell	Forklift Supervisor	Crown Warehouse
Connor Ponsford	Warehouse Operative	Plymouth Warehouse
David Butfield	LGV Driver	Cornwall Exfarm Milk Transport
Dean Manley	LGV Driver	Plymouth Transport
Dennis Barnard	LGV Driver	South Molton Transport
Erin McArthur	Transport Administrator	Willand Transport
Gary Herring	LGV Driver	Plymouth Transport
Mark Baker	MOT Bay Co-ordinator	Fleet Services
Michael Connor	Warehouse Supervisor	Mendip Distribution Centre
Nicholas Prouse	LGV Driver	South Molton Transport
Paul Thomas	LGV Driver	North Tawton Transport
Paul Walton	LGV Driver	North Tawton Exfarm Milk Transport
Robert Massey	Warehouse Supervisor	Mendip Distribution Centre
Robin Ward	Operator	CDS Transport
Simon Broome	LGV Driver	Cullompton Transport
Tomasz Hamera	Warehouse Operative	Cullompton Warehouse
25 YEARS		
John Davey	LGV Driver	Bristol Transport
John Corbishley	Transport Operator	Bristol Transport



GREGORY'S NEW HOME IS THE CAT'S WHISKERS

Found on the Lichfield trunk when it arrived at GDL's Grampond Road depot in Cornwall, this little stowaway was only about 10 weeks old.

He has been named Gregory and after just one look he was adopted by forklift driver Alan Buzzard, who needed little purr-suation!



AMAZING OPPORTUNITY for driver apprentices

The latest cohort of six GDL driver apprentices started their new career with us on 26th June and will be on the apprenticeship course for 12 months. They should be driving on their own by 12 weeks, and they are the first in the new style apprenticeships that replace the old driver trainee scheme.

We have scheduled four cohorts a year, with 10 apprentices already identified for the September intake.

Business unit director Darren Beaven said: "LGV driver training today goes far beyond teaching someone to drive a vehicle from A to B. It has a high degree of responsibility and challenge and will require an in-depth knowledge of transport and health and safety regulations, hazard awareness and risk assessment, vehicle maintenance, loading and unloading procedures and the ability to maximise the performance of the vehicle using very sophisticated in-cab technology.

"Our driver apprentice scheme is successful because we have been able to demonstrate that driving today can be a very rewarding and attractive career for young people."

New apprentice Stuart Govier is excited by his new career and has agreed to do a weekly Facebook blog. He said: "This is an amazing opportunity for us and we have had a brilliant first few days with Gregory Distribution. I'm so looking forward to learning more as the weeks go on and getting behind the wheel in a few weeks' time.



"For me it's a change of direction and the chance to get a professional qualification with a reputable company that appealed most when I applied. I am sure this was absolutely the right decision for me and my family. Thanks to everyone who has made this possible, I am very, very grateful."

The new apprentices are Luke McDonald, Stuart Govier, Ben Ryan, Rikki Millett, Stephen Marsden and Adrian House. We wish them speedy progress through their training and look forward to them being out on the road, making us all very proud."

APPRENTICESHIP NEWS

There was a proud moment for assistant transport manager Steve Fox de Vere (below left) when he handed over the keys to Chris Watson. He said: "Chris joined Gregory as part of the apprenticeship scheme and has become an excellent young driver and a valued member of the growing team at Patchway."

Congratulations are also deserved for Elliott Daniel (below right) who successfully upgraded his licence this month. LGS Training at Frome contacted us after the course to tell us that Elliott was one of the finest drivers they had ever trained and a credit to Gregory.



RAPID RESPONSE FROM GDL AFTER LIGHTNING DISRUPTS DRINKING WATER SUPPLY

After lightning struck Lowermoor Reservoir in Cornwall in late May, GDL's emergency water supply team were mobilised after a call from South West Water (SWW).

GDL supplied three tankers between them holding around 60m³ of drinking water to maintain public supply and assist the locals in going about their daily life. The call out didn't finish until some 30 hours later.

Bob Taylor, operations director for SWW Drinking Water Services contacted GDL saying "We are very grateful for the support you and your staff were able to provide last Saturday in Cornwall. As you may know, the thunder and lightning in the early hours took out our water treatment plant at Lowermoor and we lost 100% of the plant's output for around 16 hours.

"However, we were able to maintain water supplies to most customers by transferring water

by road tanker to the local service reservoirs normally fed from the plant – without this the extent of properties affected by loss of supply would have been far greater.

"Thank you for your rapid response and the provision of capable and friendly drivers – they helped us hugely and I would be grateful if you would pass on my sincere and heartfelt thanks to all involved."

Well done to drivers Paul Crouch, Tom Stowe, Paul Goffin, Steve Squires, Pete Sullivan and Justin Malkin for their professionalism, commitment, expertise and for representing Gregory so well.

CHAMPION DRIVER 2017

Following the success of last year's competition, we will be running the Champion Driver Competition again this year from 1st August to 10th September 2017. The top drivers from each category will go forward to the finals which will be held from 18th September to 1st October.

The top drivers will progress to the finals after which the Champion Driver will be identified and crowned the 'Champion Driver 2017'.



All drivers driving a company vehicle fitted with CMS Supatrak telematics who work for at least four weeks and drive at least 2,000 kms during the period 1st August to 11th September will be included.

The primary judging will use the CMS Supatrak EEDI (Energy Efficient Driving Index) score for each assessment period. In the event of a tie the drivers' telematics performance data will be analysed with assistance from CMS Supatrak to identify the best driver.

Each of the category winners will win a fantastic prize, with the overall winner being awarded the 'Champion Driver 2017' trophy which will be presented at the company's annual management conference.

Last year's winner Justin Malkin from our SWW contract and runner up Gavin Henderson from the Launceston AB contract won a trip to Sweden for the launch of the Next Generation Scania. Justin has also now qualified as an Institute of Advanced Motorist Fleet Assessor.

Good luck to you all.

ALWAYS SAFETY FIRST AT GREGORY

Our SAFETY FIRST logo is now a familiar sight around our depots and is continuing to become more and more common as we review and replace health and safety signage.

To support and develop our health and safety branding further, the Strategic Health & Safety Committee and Executive Management Board have signed off the SAFETY FIRST logo to be printed on the back of our high-visibility vests and jackets, with the Gregory logo remaining on the front.

Look out for these new vests and jackets around the business and remember that we need your continued support and cooperation to ensure you, your colleagues, visitors and contractors at Gregory remain safe and healthy at work.

If you have an idea, a suggestion or a concern, don't keep it to yourself – tell the health and safety team or your line manager.



CYCLING FOR CHARITY

368 miles in the saddle for charity

We are all full of admiration for Dave Wheeler, a Palletline driver based at Shepton Mallet and his brother Richard, who completed the 'Three Cities Charity Cycle Ride' in May to raise funds for the RUH (Royal United Hospital) Forever Friends Appeal in memory of their Dad, who sadly passed away in March 2016 having spent four months being cared for by the hospital.

The epic journey took them from Crystal Palace in London to Amsterdam via Bruges, passing some beautiful villages and towns on their 368 mile four day epic – the hardest part of which they claim was negotiating the London Underground with bikes and luggage.

The appropriately named brothers set themselves a target of raising £3,100 but managed to surpass that with a final total of £3,792.

Amy gets on her bike for charity

14 year-old Amy James attributes her success in raising over £662 for CiCRA, (Crohns in Children Research Association) to her North Tawton milk driver dad, Peter, because he took sponsorship forms to work with him and got his colleagues to support the initiative.

But Amy did her bit by riding alongside her mum, dad and grandad to complete a 35 mile round trip starting at Exeter race course and taking in Chudleigh, Dunsford, Moretonhampstead and Bovey Tracey before returning to Halden Hill.

Amy, who was diagnosed with the condition last year, was delighted with the outcome. She said: "I would like to thank everybody who sponsored me. It means a lot to me that I have raised so much, as this money will go towards the charity and hopefully finding a cure for Crohns disease in the future!"



HAWKEYE FRIGHTENS THE SEAGULLS

Cullompton depot has found a novel way of scaring off the ubiquitous seagulls which are fond of messing on the warehouse-top solar panels – a hawk.

In fact, it's a Harris Hawk and is a regular visitor as part of the gull control contract with Rentokil. Warehouse operative Liam Reid got the chance to get up close and personal with the beautifully fearsome looking bird. He took a selfie and tweeted – 'Not every day you get to see and hold a Harris Hawk while @gregorydist. Great to see her working as well.'



Gregory People

Welcome to ...

... Harvey Jacob Manser, a son for Willand based transport clerk Laura Manser and her husband Keith. Harvey arrived on Sunday 23rd April 2017 at 19:21 weighing 3lb 15ozs.



... Ella Sparks, a daughter for Cullompton driver Neal Sparks and Elaine who was born on 26th April 2017 weighing in at 6lb 15ozs.



... Cecily Waterfield, a daughter for IT services manager Peter Waterfield and his wife Emily and a little sister for Beatrice. Cecily who was born on 1st June weighing 7lb 11ozs.

Romance at Cullompton Depot

Congratulations to Cullompton based HGV driver Craig Morris and Gemma Slade, Fleet Services admin manager at Cullompton who tied the knot at Tiverton Registry Office on 3rd June. The ceremony was attended by their children Jasmin, Ava, Ellie and Samuel.



Some Fond Farewells

We say a fond farewell and a sincere thank you to Andy Price, External and Technical Support manager who retired on Friday 30th June, having served with GDL for over 22 years.



Andy's experience and engineering nous has for many years helped us to develop and introduce many different vehicle types. His knowledge and 'can do' attitude has certainly made a difference.

Andy and his wife Carol are to take some extended holiday and drive down to Spain, taking in some sights along the way. Bon voyage Andy and thanks for making life a little easier with your expertise. It has been a pleasure working with you.

We have also said a very fond 'bye-bye' to North Tawton admin's Jill Vanstone. Jill joined GDL at the beginning of December 2002 as part of Christine Turner's admin team. Jill, we will all miss you and we wish you a very long and very happy retirement.



We were sorry to see Spar driver Nick Roberts leave for the fast lane of France. Good luck Nick, we hope you really enjoy your retirement.

Good luck to driver Chris Williams who retired after a staggering 21 years' service for GDL after joining us from the Booker contract. Have a long and happy retirement Chris.

Good luck to Rob Young who retired as a driver from our Spar outbase in Lostwithiel. Rob had served five years with us, remaining a great example of customer care throughout. Enjoy all the engine rebuilds and maybe Jackie will get you to finish the garage at last! Enjoy your retirement Rob.

Obituaries

We are very sad to announce the passing of three valued employees and good friends.

David Heathman

Dave joined GDL on September 1st 1999 as a milk tanker driver working out of Cullompton and completed nearly 18 years of collecting milk from local farms. Prior to his arrival at Gregory, Dave worked for an oil company and travelled the world over but returned to live in Axminster.

He was a devoted father and loved spending time with his daughter Sophie, who works as a nurse at Derriford hospital.

In his spare time he enjoyed motor mechanics and sports cars and after his GDL colleagues had a collection in his memory, his daughter Sophie decided to put it towards a wreath of flowers in the shape of a sports car.

Dave will be sadly missed by all.

Jenny Bourne

It is with great sadness that we advise that Jenny Bourne passed away peacefully in her sleep on Thursday 15th June 2017 after a long and brave battle with cancer.

Having trained as an accountant and worked at Heinz in Okehampton, Jenny joined our Finance function 6 years ago as an accounts assistant before being promoted to financial accountant in 2014. She was a popular member of the finance team with a good sense of humour, which she maintained throughout her illness.

Jenny had a busy career and a home life which was, if anything, busier than work. She was a

devoted mother with a full and active family life and she was involved in many Church activities and Christian Fellowships including Devon Christian Youth Camp.

She leaves her husband, Simon, and sons Caleb, 17 and Reuben, 15. Our thoughts are with her family at this time and Jenny will be missed by all at Gregory's.

Ben Wilkins

On Tuesday, June 27th 2017 Cullompton warehouse operative Ben Wilkins, passed away suddenly at the age of 31 years. Ben will be forever remembered and missed by his family, friends, his precious children Blake, Lottie, Jamie, Jacob and Marie and by his parents Christopher Wilkins and Kim Steele.

Ben started full time with Gregory in March 2016 but quickly made himself an invaluable member of the team, working hard and taking great pride in the changes he brought to the operation. Ben very quickly became well liked and befriended many with his antics and playful banter.

Benji, to those who were lucky enough to meet him either as a friend or as a work colleague, will be remembered for his positive and outspoken attitude and as a jester who enjoyed a good joke even if it was at his own expense, but mostly as a proud father who always took great pride when speaking about his kids and what he had achieved as a father.