

February 2018

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Delivering winners



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Delivering winners



GROUNDBREAKING AT ERNESETTLE

It's full steam ahead for GDL's new depot at Ernesettle in Plymouth where construction commenced following a groundbreaking ceremony at the 5.5 acre site in December.

The Plymouth based pallet network business has continued to expand and as a result the operation is moving to the larger site at Ernesettle to meet our future needs.

Construction of the new depot in the north western part of Plymouth, close to the A38 Expressway, represents a major investment by the Group. The purpose-built facility will have a 25,000 sq ft drive-through transshipment facility, an additional 15,000 sq ft of warehousing, a drive-through wash, an axle weighbridge, offices and fleet maintenance facilities and parking for approximately 50 vehicles and 80 trailers.

After the groundbreaking ceremony which was attended by members of the Management Board, January saw the ground prepared and the foundations set. The building began to take shape in February as the steel framework was assembled, and the project is on course to become operational in July.

The completed depot will undoubtedly portray a highly professional image to our customers and has been designed with enough space to enable more efficient operation and allow for future growth.

To give an idea of the enormity of the task, we have some amazing statistics associated with the site preparation and the construction process.



Business unit director Tim Prout breaking the ground at Ernesettle

- Excavate **6,000** tonnes of soil
- Create a **130,000** gallon rainwater collection tank
- Recycle **5,500** tonnes of concrete
- Dig and pour **1,260** tonnes of foundations
- Slab out **7,600** tonnes of concrete
- Bolt down **258** tonnes of steel framework
- Use **38,000** screws to fix cladding

The new Ernesettle depot in Plymouth is set to be a major player in the future growth and success of GDL's Transport business unit.



Members of the Management Board at Ernesettle. From left: Andy Walker, Darren Beaven, Angela Butler, John Gregory, Paul Jefferson and Tim Prout.



Pictured from left: Terry Nash (General Manager Transport Arla), Nigel Williams (GDL General Manager Milk), John Gregory (GDL Chief Executive) and Richard Wilson (Inbound Logistics Director Arla)

NEW LONG TERM CONTRACT WITH

The milk team at GDL are celebrating having landed a new milk collection and transhipment contract with Arla in Devon and Cornwall until the end of 2023.

GDL has worked with Arla since its merger with Milk Link in 2012, although the business has collected from the current geographical area since 1995.

GDL's milk operation is significant, currently collecting in excess of 1.5 million litres of milk from more than 500 farms every day. Over

2.5 million litres of milk are also reloaded through Cullompton every week.

Operating from Cullompton, North Tawton, Roche and Wickham, the ex-farm and transhipment operation for Arla involves 128 employees.

General manager Milk Nigel Williams said: "It's great news to have won a contract of this significance on a long term basis. It not only cements the strong relationship we have built with our colleagues at Arla but helps us plan more effectively for the future."

GDL WINS FORKLIFT DISTRIBUTION CONTRACT

GDL has been appointed to undertake the UK transport operations for Urban Logistics, the European distribution arm of Kion Group AG, a German multinational manufacturer of materials handling equipment.

The decision by Urban Logistics to outsource their UK transport operations has resulted in GDL being awarded the contract to distribute forklift trucks and related products for the STILL and Linde brands.

The operations started in January with GDL taking responsibility for STILL (Exeter, Leyland and Birmingham), Linde Severnside (Bridgend), Linde East (Hoddesdon) and South East (Camberley) sites. Over the last few weeks we have been consulting affected employees about TUPE and have been making the necessary arrangements ahead of them joining us.

The new contract operates within the Distribution business unit under the responsibility of Jamie Walker, business unit contracts manager.

We look forward to welcoming the staff of STILL and Linde to the Gregory Group and to the challenge this new opportunity presents us with.

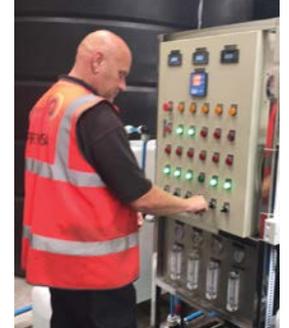
ADBLUE PRODUCTION STARTS AT GREGORY

GDL has commenced the production of AdBlue® at its Crown Industrial Estate depot in Shepton Mallet.

AdBlue is the trademark name for the product used in modern diesel engines to enable them to meet current NOx emissions legislation. The AdBlue that GDL produces is for its customer TopBlue.

Full production began at the beginning of September with the capacity to manufacture 50,000 litres per day and with a total storage capacity of 120,000 litres. GDL alone uses around 1 million litres each year and the new plant will also produce AdBlue for customers other than GDL.

GDL distributes for TopBlue in a 44 tonne bulk tanker and in 1,000 litre IBCs (Intermediate Bulk Carriers) via the radial distribution network.



APPRENTICES START THEIR DRIVER TRAINING

A big welcome to the largest group of GDL driver apprentices who started their 12 week course on January 8th. The group of 18 are pictured on day one at Cullompton and will expect to be driving from a GDL site by early March.



Long Service Awards

5 YEARS		
Name	Position	Business area
David Stevens	Warehouse Forklift Assistant	Mendip Distribution Centre
Terry Mockford	Warehouse Assistant	Mendip Distribution Centre
Darren Badcott	Warehouse Operative	BCT Warehouse
Ian Tommans-Porter	BCT Contracts Inventory Systems Controller	BCT Warehouse
Stuart Fleming	Warehouse Operative	BCT Warehouse
Jodie Copp	Administrator	Cullompton Administration
Guy Dallimore	Warehouse Operative	BCT Warehouse
Luke Wrightson	Warehouse Operative	BCT Warehouse
Andrew Bird	LGV Driver	Spar Transport
Matthew Lloyd	Warehouse Operative	BCT Warehouse
Andrew Dare	LGV Driver	Cullompton Transport
Daniel Palfreman	LGV Driver	Vital Pet Products
Ian Hughes	LGV Driver	Vital Pet Products
Kenneth MacPherson	Team Leader	Vital Pet Products
25 YEARS		
Andy Walker	Managing Director	North Tawton
Gordon Rookes	LGV Driver	North Tawton
Carol Hancock	Executive PA	North Tawton
Allan Clarke	LGV Driver	North Tawton
Ian Simmons	Transport Co-ordinator	Vital Pet Products

NEW DATA PROTECTION REGULATIONS

On May 25th 2018 the European Union will start to enforce General Data Protection Regulation (GDPR) legislation.

The GDPR applies to 'personal data', meaning any information relating to a person who can be directly or indirectly identified by reference to the personal data. Examples of personal data would be names, dates of birth, email addresses, telephone numbers or photographs of customers, suppliers or employees.

Please read and note the following key messages:

- **It's our responsibility.** We need customer and employee personal data to run our business successfully. We are trusted to look after this essential information. Each and every employee has a responsibility to comply with the appropriate Data Privacy laws. *Think Privacy.*
- **It's our reputation.** Reputations are hard won and easily lost. Handling

our customer and employee data with care and respect is critical to protect our reputation. YOU are our best defence against reputational damage. *Think Privacy.*

- **It's about respect.** The choices our customers and employees make about how their personal data is used must be respected if we are to maintain the trust they place in us. *Think Privacy.*
- **It's in your hands!** We are all responsible for ensuring that customer and employee personal data is kept secure and confidential. Extra care must be taken with any information that needs to be sent or taken off-site. *Think Privacy.*

We are in the process of carrying out a Group-wide audit to ensure that as a business we are compliant with this legislation. More detail and guidance will follow in the coming months; however if you have any questions or concerns in the meantime, please contact North Tawton based senior business analyst Kirsty Hare.



GDL SUPPORT EXETER CHARITY FOR THE HOMELESS

Following a donation of £1,000 to Exeter homeless support charity St Petrock's which was raised through a raffle at Cullompton depot's Christmas party, Mel Hartley, the charity's project manager, wrote to business unit director Darren Beaven, saying:

"Please pass on our sincere thanks to all at Gregory Distribution for continuing to support St Petrock's with your generous donation.

"We're particularly grateful for your support at this busy time, as we seek to adapt and develop our services in response to our clients' changing needs. We have seen the number of individuals in need of our emergency, advice and referral services at St Petrock's centre increase over the last year and we now see between 55 and 65 people a day.

"Over the last year, we have extended our opening hours to provide a popular 'early bird' service for rough sleepers. We have also introduced a new range of drop-in mental health and specialist welfare advice sessions on-site to enable our clients to access vital support, which is often unavailable to them elsewhere. Your support will make a real difference alongside these services as we seek to help people into more settled and fulfilling lives."

Keep up the good work, Mel.

A GDL GOOD SAMARITAN

Plymouth based driver Stephen Hobden found himself the centre of attention in November when he was spotted by a member of the public giving his coat to a homeless man who was shivering in the freezing conditions.



This wonderful gesture, which took place in Plymouth's Mayflower car park where Stephen was delivering, was witnessed by passer-by John Smith who made a point of finding out where our Good Samaritan worked to tell us "It was the kindest thing I've seen anyone do."

Rob Ponsford, GDL traffic office manager, commented: "Stephen has been employed by GDL for less than a year. He has always been professional when performing his duties and is always courteous and helpful with customers. Stephen's actions can only be described as a good deed to help someone else in greater need."

The story was picked up by the Plymouth Herald newspaper who spoke to 38 year-old Stephen. He told them: "Basically, the guy was walking past the delivery I was doing, it was freezing and I just took off my coat and gave it to him. He got quite emotional and was very grateful. I come from the Army and it's the kind of thing I do."

DAVIDSTOW DRIVERS RECOGNISED

The Davidstow operation announced its own Driver of the Year awards just before Christmas.

Day driver Paul Heath who has been with GDL since 2014 and night driver Graham Frigot, a veteran of 13 years' service, were recognised with this annual accolade, winning a shield. To win it, drivers must have no sickness for a 12 month period, no blameworthy accidents and they must be loyal and conscientious.

Well done to Paul and Graham!

Pictured are Paul Heath and Graham Frigot with former Davidstow transport manager Francis Doney



BUSINESS BITES BUSINESS BITES BUSINESS BITES

■ Transport business unit uses its loaf

A new contract with Hovis started in September last year with routes going out of both Willand and Launceston depots seven days a week. GDL's bread business has now increased from just one contract with Allied Bakeries (Kingsmill) which started in 2015 to three with the addition of Braces in 2016 and Hovis in 2017. The operational footprint has also increased, taking in the Taunton and Minehead areas.

Business unit director Tim Prout said: "Going forward we will be looking at gaining a larger geographical area and increasing our volume and I believe we are now the only two sites that delivers these three contracts worth of bread into stores nationally. We now have the market share for the South West region, with only Warburton's and small independent retailers as competitors in the area."

The figures are impressive.

In the year September 2016/17, over 1.6 million baskets of bread were delivered to stores from the Launceston and Willand depots, with a remarkable 99.5% of orders picked and delivered on time.

Since September 2017, 403,731 baskets have been delivered so far and we are on target to deliver nearly 1.8 million baskets for the year.

■ End of the Calendar year

The Lee Mill operation once again took on the challenge of delivering an average of 2,500 pallets to over 300 temporary stores and mall units across the UK and Ireland set up by the Calendar Club between September and January.

■ GDL wins Deltor contract

Deltor is a family owned and run business based in Saltash. With a turnover of around £3 million, they specialise in print products for a wide range of blue chip clients including government bodies, local authorities, universities, educational establishments and publishers as well as businesses both locally and nationally. Their products range from brochures, leaflets, flyers and stationery to wide format printing, signage, posters, banners and vehicle wraps.

GDL is delighted to have won a contract with the business to deliver approximately 5-10 pallets across the UK every day. Well done to Lee Mill based Customer Relations manager Bob Heath who was instrumental in securing this win.

HEALTH+SAFETY MATTERS

Near Misses on the Rise!

Following a year-long push to encourage more near miss reporting we successfully recorded 227 near misses last year. That is 219 more than the previous year!

We have continued to build on this into the 2017/18 year with an amazing increase of 1,100% for periods 1, 2 and 3. In 2016/17 we reported just 8 near misses in the first three periods, but this year we have logged 96 near miss reports in the same time period, with this trend looking to continue further into the year.

It is vitally important that we receive these near misses as it gives the company the opportunity to address key areas relating to health and safety before an accident occurs. If we can continue to report and action these near misses we can continue to reduce our accidents at work making Gregory Distribution a safer place to work.

Thank you for the reports logged to date and please keep them coming! Don't forget you can now report them electronically by emailing nearmiss@gdl.uk.com, although you can also continue to submit Near Miss Report forms.



SO LONG FRANCIS

Francis Doney, transport manager at the Davidstow milk operation, retired on New Year's Eve after almost 50 years of working in milk transport.

Francis started his career on 16th April 1968 as an apprentice HGV mechanic with Wincanton Transport & Engineering at Lostwithiel. The first 20 years of his career was spent in various roles as a mechanic and workshop supervisor at Lostwithiel and Davidstow and a short period as an HGV driver.

In 1992 he became depot manager at Lostwithiel for the Milk Marketing Board and in April 1997 joined Dairy Crest at Davidstow to build up their direct supply of milk. He joined GDL in December 2008 when Dairy Crest awarded their milk collection to GDL.

As well as being involved with milk for so many years Francis also spent over 30 years as a retained firefighter, progressing to station manager at Lostwithiel.

He has been an exceptional servant to the milk industry over the years and his knowledge and experience having been invaluable in dealing with the many challenges faced by milk collections, from severe weather conditions to disease outbreaks. He will be sadly missed and everyone at GDL Milk wishes him all the best in his retirement.

JAMES TAKES ON AUSSIE FREIGHTLINERS

James Coulthard, the eldest son of HCT director Duncan, has moved to Australia where he is driving long distance 'road trains' for St George Freightliners in Toowoomba, some two hours from Brisbane.

James spent four years driving a truck for HCT then had a two year stint in the traffic office in Twynholm.

He now finds himself on the long, hot and dusty roads of Queensland driving an American built Kenworth truck with a 600 horse power engine and Fuller gearbox and pulling up to three trailers. He tells us that they don't have tachographs Down Under and they still use the manual log books that our older drivers will remember in the UK.

James has said he is coming home in June, but the call of the wide open spaces may be too tempting! Watch this space.



HAPPY TO OBLIGE

In a recent email to GDL from Bath resident Esther Griffin, she wrote:

Hello, just wanted to pass on some good feedback about one of your drivers. I don't know his name but he delivered a pallet of laminate flooring from Flooring Superstore to me today. He could see I was on my own and so rather than leave it on the pavement he offered to help me carry it into the house. It was really good of him to go the extra mile especially as there was a lot of it! I wanted to pass on my appreciation.

MICK DOES THE FAN DANCE

No, not a Gypsy Rose Lee routine but the gruelling 24km SAS Selection test march staged over Pen y Fan, at 886 metres the highest mountain in the Brecon Beacons.



This was the ultimate challenge undertaken by Mick Exon, assistant operations manager at GDL Minworth – and what a challenge it was. The course covered 15 miles carrying 45lb in weight and included the shocking climb and descent of Jacobs Ladder in atrocious weather conditions.

160 people entered on the day (January 7th 2018) both load bearing and non-load bearing, and 72 people were unable to finish the course – one with a heart attack, 11 with broken bones and the others found the conditions just too tough.

42 year-old Mick who has worked for GDL for six years, said: "We were told by the organisers and SAS that it was the worst conditions they had seen for 41 years and they were actually thinking of cancelling the race for the first time ever. We started just after 08.00 and the temperature

was minus 6 dropping to minus 11 at the top of Pen y Fan. The conditions were treacherous underfoot with 80% of the route being snow and ice.

"The strong winds that we had to endure were between 70 to 90 mph and took me clean off my feet. I got injured and damaged both knees and cut the top of my head on the rocks and bricks. Both of my knees were swollen through the falls I had and hitting the ice and rocks.

"It has taken the best part of a week to walk again and get my legs working. This is the hardest challenge I have ever faced but despite all the issues it is one that I would do again."

With people donating on and off-line, Mick's team of six managed to raise over £4,700 for Help the Heroes and Birmingham Children's Hospital.

Not surprisingly, he is now known as Mad Mick!

Gregory People

Welcome ...

... to Lincoln Holmes, a son for Yate based transport planner Becky Holmes and her husband, Stuart. Baby Lincoln (right) was born on November 1st.



... to Sophia Johnstone, a daughter for Cullompton warehouse operative Michael Johnstone and his wife Catherine. Sophia (left) was born on November 26th weighing in at over 9lbs.

Congratulations ...

... to North Tawton warehouse operative David Fuller who married Kayleigh Short (right) on September 23rd 2017



A happy retirement ...

... to driver Ian Gilbert who retired on Friday 5th January. Ian was employed on the SWW bio-solids contract before transferring to tankers driving a 4-wheeler based in Hayle. Ian started his retirement with a ten day holiday in Lanzarote and he tells us he is keen to receive all future editions of Newsbrief.