

February 2020

Gregory Distribution . North Park . North Tawton . Devon EX20 2EB

**Gregory**  
Delivering winners



**ARRCRAIB**  
Delivering winners

**Hayton Coulthard**  
Delivering winners



## ONE BUSINESS ONE PURPOSE

**At Gregory, our primary purpose is to deliver visionary logistics solutions to our customers.**

As a business we aim to be so much more than just a supplier who delivers a customer's product on time. To achieve this, it is important to recognise that we operate in a constantly changing environment, which is why at our recent Management Conference I laid out the Gregory Plan for the future, starting with our Purpose – the very reason for our existence.

Delivery of visionary logistics solutions is underpinned by 'the five Ps' – Pride, People, Profit, Planet and Partnership, which you will soon see displayed across the business.

We take great Pride in the company's heritage, achievements and the Gregory name, and we are determined to continue this into the future. We want every person who works for us to feel proud to be part of this leading 100 year old family business.

We are here to provide high quality employment for our People, which is about more than providing an income: it's about providing a respectful, caring environment where people can and want to flourish and reach their potential. We aim to be the employer of choice.

Another key reason for our existence is to make a Profit. It goes without saying that a healthy profit benefits us – it provides sustainable employment and a stable platform from which to grow and invest in our future.

But profit comes with responsibility, and if we want a sustainable future we need to protect the Planet. Our customers are asking for this, and it is the right thing to do. We take our environmental credentials seriously and so will actively embrace technology that reduces our impact on the planet.

Of course, to fulfil our Purpose we must work in Partnership. If we are not in partnership with our suppliers, we can't deliver for our customers and if we aren't in partnership with our customers, we won't be able to support our people and local communities.

To deliver visionary logistics solutions we need to know, understand and believe in the Purpose. We all need to embrace 'the five Ps' and have a culture where we all reflect them in our daily actions. By doing so we will deliver a sustainable and rewarding future for everyone.

**Angela Butler**  
*Managing Director*

## GREGORY ACQUIRES HIGHLAND HAULAGE

**Gregory Distribution, through its Scottish subsidiary ARR Craib, entered into an agreement to purchase the Highland Haulage business based at Glasgow and Inverness from December 1st 2019.**

Gregory's MD, Angela Butler said: "Highland Haulage has been a pillar of the Scottish transport industry for more than 25 years and the opportunity to extend Craib's coverage throughout Scotland was compelling. Highland Haulage's reputation for offering a high quality service covering the far reaches of the UK complements both Craib and Gregory and we are delighted by this new addition, which will continue to be run by William Hart, and we welcome William and his team."

In selling Highland Haulage from the remainder of the Inverness based Group, director Stuart Catto, said: "Highland Haulage was an integral part of our group for more than 25 years, but the time has come for us to focus our resources into other areas of our group. Therefore we have sold Highland Haulage to ARR Craib, and we are delighted that the business has moved to another company with similar 'family company' values."

The core of Highland Haulage's business is with Palletline, who are equally pleased with the new arrangements linking Highland Haulage to Craibs, who run the Palletline Scottish hub.

Palletline Group MD Graham Leitch said: "We are delighted that this acquisition secures the integrity of the network in these difficult trading areas, and further strengthens Palletline's position of having the best quality hauliers in every area of the country. Highland Haulage and ARR Craib are two of the most respected family owned transport businesses in Scotland and their combined strength will ensure these values continue, and are aligned to those of Palletline for the longer term."

Our primary PURPOSE is to deliver visionary logistics solutions for our customers

### Pride

Uphold with PRIDE the reputation and 100 year heritage of the Gregory Group

Delivering winners

### People

Nurture an environment in which our PEOPLE can flourish

Delivering winners

### Profit

Grow the business PROFITABLY, legally and safely

Delivering winners

### Planet

Embrace change that reduces our impact on the PLANET

Delivering winners

### Partnership

Work in PARTNERSHIP with our customers, suppliers and local communities

Delivering winners

# DRIVE <sup>4</sup> EFFICIENCY **DELIVERS WINNERS**

The D4E programme which is now in place recognises drivers who have performed well over the course of a month. All drivers who achieve the target EEDI (Energy Efficiency Driver Index) score are entered into a prize draw to win a £100 shopping voucher.

The D4E programme also identifies drivers that require help to improve their EEDI score to have the chance to win one of the monthly prizes.

It is planned to make more prizes available to Gregory drivers after a successful pilot in HCT. This will be achieved by implementing new driver categories in line with the type of operation they drive for.

Further development of the programme will also see the ARR Craib drivers coming into scope of the D4E initiative. ARR Craib vehicles are fitted with 'Mandata' vehicle telematics which is currently being optimised and brought into line with the CMS system before the programme starts.

All well as a £100 voucher all monthly winners receive a certificate, and in a letter to last month's winners from HCT, managing director, Duncan Coulthard said: "At Hayton Coulthard, we are exceptionally proud of the people who work for us, particularly those who drive efficiently. High performance and professional driving standards are valuable contributions to the company and, in recognition of this, we would like to say thank you. It is with great pleasure that I include a token of our appreciation – a £100 Love2Shop voucher for you to spend and enjoy as you wish. I would like to take this opportunity on behalf of the management team to thank you for your individual excellence."



Paul Jackson, a driver on the Range contract, receives his voucher from Thorne depot manager, Mason Minto.



Iain Barclay



Andrew Pebbles



Brian Connor



Raymond Taylor



Stuart Cowie



Stuart Harryman

## ANNUAL AWARDS

Winners of the GDL annual awards were announced at the Management Conference in November and produced some very talented shortlists.



Chris Osborne



Stuart Dallyn



Kenny Gilmour



Rebecca Hissey

### APPRENTICE OF THE YEAR AWARD

- Callum Knowles, ARR Craib
- **Chris Osborne, Booker Direct, Bristol (winner)**
- Erica Van Staden, Finance Dept, North Tawton

### WAREHOUSE EMPLOYEE OF THE YEAR AWARD

- **David Upham, Antalis (winner)**
- Krzysztof Kruyk, Mendip Distribution Centre
- Mariusz Pietka, Cullompton
- Wayne Hannaford, Antalis

### DRIVER CUSTOMER SERVICE AWARD

- Kenny Mathews, Hayton Coulthard
- **Rebecca Hissey, Shepton Mallet (winner)**
- Tony Bonnick, South West Water

### EMPLOYEE OF THE YEAR AWARD

- Ailidh Young, ARR Craib
- Billy Graham, Hayton Coulthard

- James Thomas, Haverfordwest
- **Stuart Dallyn, Finance Dept, North Tawton (winner)**

### HEALTH & SAFETY AWARD

- Jack Knight, Antalis
- **Kenny Gilmour, Hayton Coulthard (winner)**
- Poul Janaway, Shepton Mallet
- Thame Depot Team, Thame

### MOST IMPROVED BUSINESS AWARD

- **Bakeries Contract, Southampton (winner)**
- Cullompton Workshop
- Devon Chill Operations

### DELIVERING WINNERS AWARD

- Accounts Team, Finance Dept, North Tawton
- **Milk Business Unit (winner)**
- WMS Team: IT & Programme Delivery

## SOUTH WEST WATER AWARD CONTRACT TO GREGORY



Gregory has been awarded an eight year contract from South West Water which covers interworks transport, biosolids transport and agricultural land management.

The tender process was completed extremely professionally by Jamie Walker, Guy Maddocks, Stuart Dallyn and Stuart Shaw and his business development team. The tender work and presentation was highly complimented by South West Water.

Operations and Business Culture director, Darren Beaven, commented: "There is no doubt the strong partnership approach Jamie, Guy and the whole of the GDL South West Water team have developed with the customer has enabled us to win the tender and increase the scope and volume of this contract.

I would like to thank all of the people mentioned and all the GDL SWW team for the great work and effort they put into this process and contract. This really is great news for our business and a testament to working in partnership with our customers."

# SPOTLIGHT ON SHARED SERVICES



Natalie Peek, Gemma Morris, Sallie Bush

## Gemma Morris leads Business Support's one-stop shop Shared Service.

The Shared Services team provides administrative support for Fleet, Compliance, Health & Safety and Operational Training. Run by Gemma Morris, Business Support Shared Services manager, the department is a valuable resource with knowledgeable and capable team members, and adds real value across the business as a whole.

Since the appointment of Andrew Chapple as head of Fleet in late 2018, there has been a significant reorganisation of his department to improve the effectiveness and efficiency of the Fleet operation. One such change has been the creation of shared services, which provides a central resource for Gregory and Hayton Coulthard and some assistance to the ARR Craib business.

Two teams report to Gemma, each headed by Business Support Shared Services supervisors, Sallie Bush and Natalie Peek.

Sallie's team handles everything from supporting Gregory's five internal workshops to confirming costs on an average of 15,000 purchase invoices yearly. She is supported by Fleet Compliance coordinators Tom Rhodes and Marcus Jonker and by Fleet administrators Carol Marples, Angie Cordon and Lewis Williams. Other responsibilities for Sallie and her colleagues include:

- Creating and maintaining all assets within the fleet management system
- Scheduling in excess of 15,000 assets for MOTs, inspections, tachograph calibration, tail-lift and fridge servicing and brake tests
- Control of MHE assets and scheduling legal compliance
- Recording all legal documents on Freeway, the Fleet maintenance system
- Supporting the business with fleet compliance (currently 2,000 vehicles and trailers)
- Processing circa 2,000 fleet movement forms yearly
- Invoicing an average of 50,000 jobs internally to the business
- Managing the MOT lane at Cullompton, taking bookings and invoicing
- Booking all MOTs with external suppliers and internal workshops
- Importing all tyre costs and invoicing the business



The Shared Services team boast a collective 83 years' service. From left: Marcus Jonker, Tom Rhodes, Lewis Williams, Carol Marples, Natalie Peek, Emily Wadman, Gemma Morris, Angie Cordon, Erica Guppy, Amy Lingard, Sallie Bush

Natalie's team comprises Business Support Shared Services administrators Emily Wadman, Toby Maddocks and Amy Lingard. This team too has a broad range of responsibilities including:

- Health & Safety administration including First Aid course bookings
- Producing 'Compliance News'
- Issuing Specsavers vouchers
- TruTac system administration
- CE upgrade bookings
- Monitoring and reporting on drivers' excess hours
- Licence check monitoring and reporting on an average of 3,000 a year

- Producing statistics for company KPIs
- Booking driver CPC training and company inductions
- Pool car maintenance and booking
- Control and allocation of visitor fobs
- Hotel, flights and hire car bookings
- Control and allocation of defect books, tacho rolls and pre-trip check sheets
- Managing operational training records

Gemma Morris commented: "Because we are relatively recently formed and because Gregory has grown so much in recent years, there are many parts of the business that are unaware of the scope of our team and what a one-stop, in-depth resource we can be."

## HEALTH+SAFETY MATTERS

### NEAR MISS REPORTING

**In the last year we recorded 415 Near Miss reports which helped us identify areas of risk and make improvements to reduce the risk of accidents. A Near Miss is where personal injury or damage could have occurred and was avoided either by luck or by someone intervening to stop it.**

This year we have a group-wide target to increase these ten-fold, hoping to record a minimum of 4,150 Near Misses by the end of September 2020.

We made a positive start, with 255 Near Misses recorded between October and December 2019 compared to 65 over the same period in 2018, but we need your continued support to ensure we meet – or exceed – the group target. If every employee submits just two Near Misses this year we will comfortably achieve this!



You can report a Near Miss by form, email or phone:

**FORM:** complete a Near Miss Report Form, available from your line manager or from notice boards

**EMAIL:** [nearmiss@gregory.co.uk](mailto:nearmiss@gregory.co.uk)

**PHONE:** call 0330 058 0269 and leave a message

# AMBER THE WONDER DOG

Palletline driver Stephen Murphy has a very, very special dog. Amber is an eight-year-old terrier cross who can sense sadness and distress in people and is now a PTSD awareness dog. Amber attends group therapy meetings and helps raise cash for 'Combat Stress' and the 'Veterans United against Suicide' group.

Navy veteran Stephen recounts that the dog, who had been rejected by five different families but had instantly clicked with him, helped him through his own PTSD issues. "It was as though she immediately knew that there was something wrong with me," said Stephen.

"It became pretty clear that she was able to single out people who were very distressed. She was with me on one occasion when a veteran was really upset. Amber walked over and put her nose on his knee and that guy started to cry. He looked down and saw her face and started stroking Amber. He wanted to talk to somebody but didn't want to admit he had problems, but Amber knew he needed some help. After that he began to open up. She does that all the time.

"With Amber by my side, I want to help people realise that it is OK for people to say they are struggling and need help."

Steve, a former leading seaman with 22 years' service was decorated for bravery and saw action in Iraq, Northern Ireland and Bosnia, as well as in anti-piracy and counter-terror operations. He is now involved with several ex-servicemen's charities and designed brass poppy appeal pins for last year's Remembrance events along with the design for the silhouette of WWI soldiers seen around the country.



## PLANET

Our recently launched Purpose includes 'Planet: Embrace change that reduces our impact on the PLANET'. During the last year, we have seen much more media coverage about sustainability and the environment. The transport sector has a major impact on the environment through its reliance on fossil fuels and our customers regularly ask to see our sustainability strategy and our plans to embrace alternative fuels. Our attention was focused even more by HRH The Prince of Wales' visit in July to celebrate our Centenary, as the environment is of particular interest to him.

### So what are WE doing about it?

The biggest opportunity we have is to transition to alternative fuels to reduce our carbon footprint and emissions. The main alternatives are gas, electricity and hydrogen and we are exploring which areas of our business these options are best suited to. Right now, gas powered vehicles offer the biggest opportunity for HGVs. Over the last six months we have therefore been trialling gas powered vehicles in some of our operations including in B&M, the Range and Temperature Controlled operations. They emit zero harmful emissions and can reduce CO<sub>2</sub> emissions by 90% using biogas or by up to 20% using ordinary gas. The gas refuelling infrastructure needs to be further developed, but we anticipate concluding our trials shortly and placing orders for our first gas powered vehicles early in 2020. Where gas powered vehicles or other alternative fuels might not currently be suitable, we will be looking to replace our Euro V vehicles with Euro VI to reduce our emissions.

Although battery power is not currently suited to heavier HGVs, we are still embracing the technology, having just ordered two battery powered Nissan Leafs which will be used as pool cars based in Cullompton, replacing two

diesel cars. We will be installing two electric charging points which can also be used by employees and visitors. The cars will have a range of 200kms between charges and will reduce our CO<sub>2</sub> emissions. We expect to take delivery of them in April 2020.

In addition to investing in alternative fuels, we can all play our part in reducing our environmental impact. If we are driving, we can improve our fuel efficiency by using driver behaviour telematics data. Within our offices and warehouses, we can increase the level of recycling we do, eliminating single use plastics and reducing electricity, gas and water consumption. We are looking at LED lighting and installing smart meters to help to raise awareness about electricity usage. We all have a part to play at work, engaging with our customers and suppliers, and at home.

This 'Planet' section of Newsbrief will now become a regular feature and we will use it over the coming months to keep you informed about future developments as we embrace change that reduces our impact on the PLANET.

**Think PLANET!**

## hobbycraft EXTENDS GREGORY CONTRACT

Operations and Business Culture director, Darren Beaven has announced that we have signed a new contract with valued customer Hobbycraft for a further two and a half years. The arts and crafts superstore retail chain is a growth business in the UK and it is wonderful news that Gregory is to be their chosen logistics partner.

Darren said: "Hobbycraft did not put the contract out to tender as they were so impressed with the service we have provided over the past three years. This is a massive testament to the work that general manager Jamie Walker, contract manager

Joe Finnie and the whole Hobbycraft team have put in. The new contract commenced on 1st October 2019 and we look forward to working in partnership with Hobbycraft over the next two and a half years and beyond."

Gregory Distribution would love to keep you updated with the latest news about our services and employees. However, if you would prefer not to hear from us, you can stop receiving Newsbrief at any time by contacting us in any of the following ways, and please make sure to state your name:

- Email: [enquiries@gdl.uk.com](mailto:enquiries@gdl.uk.com)
- Telephone: 01837 883307

- Post: Carol Hancock, Gregory Distribution Ltd, North Park, North Tawton EX20 2EB

We will then remove your personal data from our database. Please note we will not use your details for anything other than sending you newsletters.