



# NewsBRIEF



## A prospering relationship



Due to the strength of our existing relationship we have expanded the work we do with Muller.

We are now delivering milk to supermarkets and convenience stores across Scotland. The milk has already been bottled and transferred to the distribution centre, at which point we collect it and deliver it to stores across Scotland, 6 days a week. We will move just under 3,000 cages with the trucks going out twice a day.

Welcome to the 12 people who have joined Gregory Group to deliver this contract. And well done to those whose hard work and customer service has led to this noteworthy contract expansion.

## An electrified fleet!

This is one of six new electric trucks which have joined our fleet this month. These Volvo FE 19t vehicles will be used in our pallet networks and for our Antalis contract. With an estimated range of up to 250km (155 miles), each will be recharged using a 43kw wall box charger, taking up to 9 hours to reach full charge.

Our training business partners and technicians have received thorough training to ensure we look after, and get the best out of these vehicles.

These electric vehicles (EVs) join our existing electric truck which has operated successfully in London for the last few years. As the EV infrastructure evolves, we expect to add even more electric vehicles to our fleet to help us meet our target of being net zero by 2038.



## New beginnings in Wales

Pembrokeshire Creamery is a brand new, state of the art creamery in West Wales which opened its doors in May after years of careful planning and a huge building project.



The Creamery are proud to supply sustainably sourced Welsh milk which is also bottled in Wales. And we are extremely proud to have secured the distribution of that bottled milk to Welsh Asda stores and the RDCs for Welsh Lidl stores. Congratulations to everyone involved in this exciting new venture.

## Award finalist

Gregory Distribution has been short-listed for the Hauler of the Year at the Motor Transport Awards.

Well done to the entire team. Without your support we wouldn't be a finalist in what is described as "the most coveted award in the road transport industry".

**THE MOTOR  
TRANSPORT  
AWARDS  
2024**

**FINALIST  
HAULER  
OF THE YEAR**



# farewell to Tim



Tim Prout, our Transport Director, will be retiring at the end of July. From his beginnings at Brittany Ferries managing duty free goods to running major contracts and sitting on the Board at Gregory Group - we interviewed Tim to hear more about his journey.

## What prompted you to pursue a career in logistics and how did your career unfold?

*"I got my first taste of logistics from my father who worked in the port of Plymouth when I was younger. I was fascinated with how everything worked and my first job was for Brittany Ferries - initially working with the duty free and later getting involved in the freight side of things."*

Brittany Ferries then saw Tim move abroad to France and Spain where he managed the transportation of goods from five manufacturers in Spain across to Sunderland. Tim recalls how the Spanish lifestyle suited him down to the ground: *"Everyone started early, finished at lunch time for a siesta, returned at 4pm for a few hours and then the rest of the evening was all about socialising. I loved it!"*

As that contract came to a close, Tim returned to Plymouth where he first got behind the wheel as a driver for a fruit and veg company. For a while he turned his hand to sales and then an opportunity arose with Kay Transport in 1989. He joined as a Transport Manager which is where he first met the team at The Range and on the pallet networks - relationships he has continued to nurture to this day.

Tim helped build Kay into a very successful business which was acquired by Gregory Group in 2009. Approximately 60 people TUPE'd across, many of whom are still with us today. Tim openly admits that

this transfer was a challenge: *"With two established businesses coming together, it took time to work out how to merge our processes, but we got there. The acquisition also opened up opportunities to progress my career and learn new skills. I also met some amazing people - both internally and through new customers."*

## Tell us about one of your proudest moments?

*"The Bakeries contract comes to mind. We combined the needs of two customers together in one warehouse to increase efficiencies. No one had ever done this in the industry, but as our customer pointed out, they wanted to compete on the shelves, not on how they got their products to the shelf. It was great to lead on a new way of working."*

## What have you enjoyed most about being a Board member?

*"Early in my career I would never have imagined I would sit on a Board. But in hindsight, I like building relationships and I dislike being told what to do, so this is probably a good place for me to be!"*

*Seriously though, being on the Board brings challenges. You have to make really tough decisions - the ones that impact our people are by far the hardest. But I also get to make a difference and influence change that helps both our people and our business evolve. That part feels brilliant."*

## Why have you stuck with this industry?

*"It's less about the industry and more about the customers and our business. I come alive in front of the customer. I have built relationships that are now decades old - many of which are now friendships as well as business relationships."*

*In addition, as a company, we are very diverse - both in people and the type of work we do. This makes the job very*

*rewarding. And our scale means we have influence in the industry which also makes me very proud."*

## What one piece of advice would you give about our industry?

*"Service is paramount. And perception of service is even more important. Without service you can't do anything."*

## What advice would you give to someone starting their career?

*"Find the job that makes you happy, not the one that pays you the most. And always turn up with a smile on your face because people hire the smile!"*

## What does successful leadership mean to you?

*"Be respectful and kind. But for me, success is more about enjoying my career and supporting my family. If you asked me what my biggest success is, I'd say my children and supporting them."*

## If you could do another job, what would it be?

*"A postman. It's something I've always wanted to do. You never know, perhaps that's something I'll do as I ease into retirement!"*

## What other plans do you have for your retirement?

*"I love cooking but want to be better, so I plan to have some cooking lessons. I also have plans to do a lot of travelling with San Sebastian, El Campello, the Amalfi coast, and San Francisco high on the list. As a big Exeter Chiefs fan, I'll also be following more rugby and would love to go on the Lions tour to Australia."*

*I would also like to keep the grey cells ticking for a bit longer so may well do some consultancy in-between the travelling."*

## What will you miss most?

*"Companionship and the buzz of the industry."*

## Tell us something your colleagues don't know about you...

*"I sang a solo in a packed Exeter Cathedral. I was a boy at the time but my love of singing is still there. I may even join a choir in my retirement."*



The randomness of this photo was too good not to include! It was a photoshoot taken in 1994 during Tim's time at Plymouth Docks. He doesn't remember why he was on a computer in the yard!



Tim climbing into the first truck he drove in 1986.



## New site in West Wales

Our West Wales milk operation has expanded its footprint with an additional depot in Tal-sarn. We opened the site to stop empty running from Haverfordwest and a few months in, our customer is seeing the benefits of lower fuel costs, reduced time travelling, and less vehicle downtime. We have six drivers based here who currently collect 180,000 litres of milk a day via two day routes and one night route.

Tal-sarn joins Whitland, Crosshands, and Haverfordwest to become our fourth West Wales milk depot.



## Victoria → Mitchell

Last Autumn we opened our Mitchell depot in Cornwall to service our Cornish pallet network customers. Having settled in, the pallet team are about to have new neighbours! They will be welcoming the milk team who were previously based at Victoria. Mitchell is 12 miles further West than Victoria enabling us to more efficiently collect milk from farms in West Cornwall.

The site also offers brand new facilities which have been built to our custom requirements providing greater comfort and efficiencies.



## North Tawton's journey to net zero

The Gregory name has been part of North Tawton since 1919. When you view North Tawton from above, you realise just how big a part of the town Gregory Group is. With a population of just over 2,000, the people of North Tawton have grown up with Gregory Group! They have seen our business grow

and evolve and recently, the local residents will have witnessed our

journey to become net zero. As Matt Jelley, Depot Supervisor, explains, going green isn't easy on a site that is so central in a small local community:

*"The North Tawton depot is nestled between housing, farmland and a river. It is also a site that has grown considerably which means our buildings are interwoven together. When considering any sort of change we have the local people, small road networks, and site intricacies to consider. But I am passionate about improving the impact we have on the local community, and planet as a whole, so I have created a net zero strategy specifically for North Tawton."*



### Stage 1: The basics

Our first step was to introduce waste recycling. We removed half the general waste bins and put recycling bins in their place. We also secured these bins to prevent misuse from other nearby businesses.

### Stage 2: Solar panels

In line with the Group strategy to renewably power our depots, we installed solar panels. North Tawton consists of a lot of power hungry refrigerated warehouses, so solar panels are a brilliant solution. As the temperature increases and our warehouses demand more power to stay cool, the sun is naturally generating more power through the solar panels.

### Stage 3: HVO tank

Earlier this year in January, we switched the fuel tank at North Tawton to HVO to support our customer's ambitions to reduce their carbon footprint.

### Stage 4: Further opportunities

The team are researching a number of additional options to establish if they are cost effective. The most likely next addition to the site will be capturing rain water to feed the truck wash facilities. Other possibilities include water effluent solutions and small wind turbines.

What difference could you make at your site?

# A DAY IN THE LIFE OF... KRIS PARSONS

In May we welcomed Kris Parsons to the Gregory Group Board as Director of Operations, so this seemed like the perfect opportunity to learn more about him, his role, his career to date, and his aspirations.



## What does your role entail?

As Director of Operations I hold responsibility for a number of contracts, supporting my team to ensure we continually deliver visionary logistics for our customers. I ensure our business is positioned to deliver excellent customer service as cost effectively as possible. I am always engaging with my team, listening and channelling feedback to make positive change. The customers I oversee are; the Pallet Networks (initially in England, adding Scotland from 1st July), Antalis, FSL (delivering for Starbucks), Somerset Contracts (which consists of Yeo Valley, Garador, and Top Blue), National Grid, and South West Water.

## What excites you most about joining the Board?

The fact I am involved in ensuring our people have the leadership, tools, and security to be successful. I also feel as though I am joining the Board at a time of real potential. We have some brilliant technology advancements on the way which will support our decision making and improve efficiencies. With quite a few new faces among the leadership team there is also a real buzz of energy and I'm looking forward to being part of a team that makes progressive change.

## What will you bring to the table?

My experience means I've seen every corner of logistics. Within Gregory Group I spent the last 6 years in various roles (Depot Manager, Senior Contracts Manager and General Manager) but prior to that I built my career up from my beginnings as a radial bread driver for British Bakeries. I've snoozed at 4am during my WTD break all squished behind the wheel of a DAF LF, chased stacks of bread rolling down Rottingdean High Street in high winds, and worked

10+ hour night shifts in the warehouse! This real life experience of our complex industry means I can bring a different viewpoint to the board room.

## How has the first month in your new role been?

Quick! I've been getting to know the new customers and contracts I have taken over responsibility for - learning the nuances of the operations and listening to the teams. As a Group we are very diverse so it is important to me that I understand each business area thoroughly, so I can ensure every area of our business moves forward positively.

## What key lessons have you learnt during your career?

Relationships with the people around you are the most critical element of success. Nurturing a culture, building consistency, and growing resilience can only happen with the right people working together to make it happen. It is people that add value and we all have something to offer when we are empowered to contribute.

## Tell us about one of your proudest moments at Gregory Group.

I was tasked with running the Bakeries contract in Southampton which, at the time, faced huge challenges. For several months we had some big issues and there was a lot of fire fighting, long shifts, tears, stretched relationships and difficult customer conversations. But due to the dedication, resilience, and hard work of the team, we turned the contract around. Since then, it has gone from strength to strength. Looking back, I'm proud to have been there in the thick of it, working amongst fantastic people to make our goals happen.

## What would your peers say about you?

They'd probably say I'm easy going, very process driven, and supportive. I think a few might also call me an Excel wizard!

## What might your colleagues not know about you.

For those who work closely with me, this is old news, but in my spare time I make fountain pens!

“Relationships with the people around you are the most critical element of success.”



## SPRING PHOTO COMPETITION WINNERS

These photos are the deserving winners of our employee Spring Photo Competition. Well done to each of you. Details on how to enter the Summer Photo Competition are in the Employee Monthly Update.



William Quinn  
LGV Driver, Bathgate



Rhys Suffling,  
LGV Driver, Ernesettle



Downie Howard,  
LGV Driver, Ecclefechan



# LONG SERVICE AWARDS

Many congratulations to the following people who celebrated their 15 and 25 year work anniversaries in the last three months. Not forgetting the 44 of you who also reached your 5-year milestone - congratulations to everyone who has celebrated recently.



Neil Sargent, LGV Driver - North Tawton

Mark Davison, LGV Driver - Doncaster

Barrie Wickenden, Forklift Assistant - Shepton Mallet

Tina Burrows, Payroll Supervisor - North Tawton

Paul Lefevre, Senior Sales Co-ordinator - Dyce

Kelly McNaught, Administration & Rates Supervisor - Cullompton

Robert Luckwell, Depot Front Line Manager - Southampton



Hayley Cockram, Operations Administration Manager - Cullompton

Guy Spriggs, Depot Supervisor - North Tawton

Simon Monkhouse, LGV Driver - Cullompton

Alexander Smillie, LGV Driver - Western Approach

Stephen King, LGV Driver - Western Approach

Antony Hill, Depot Operations Manager - Davidstow

Jason Mitchell, LGV Driver - Southampton



## Optimising our farm collections

The milk industry is a challenging market to operate in because there are so many changeable factors. Farms don't produce the same amount of milk each day, and customers don't always require the same amount, and type, of milk every day.

Not to mention the challenge of the weather and terrain our vehicles navigate.

To make working life easier, our internal software development team has created a milk management app which gives our teams the right tool to keep on the front foot of this changeable sector.

Moving away from paper-based spreadsheets and processes, our milk teams can dynamically plan, monitor, and react to the changing demands of the industry. The simplicity of the app and insight it provides has proved hugely valuable. The solution

## Ensuring our suppliers deliver high standards



We recently made it a requirement that all our facilities suppliers have SafeContractor accreditation. SafeContractor ensures our suppliers protect the health and safety of our people and the public to the same high standards as ourselves. In addition to maintaining high standards, SafeContractor also makes us more efficient because it gives us confidence that many of the health and safety checks have been completed in advance.

### SAFECONTRACTOR

### FACTS

Over **50,000** organisations have SafeContractor accreditation

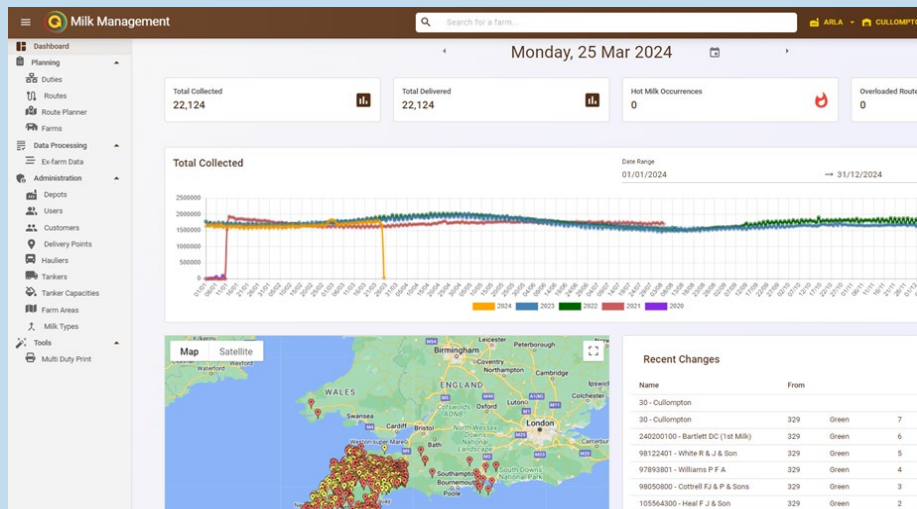
This accreditation has existed for just over **20 years**

Businesses have to renew their SafeContractor accreditation **every 12 months**

SafeContractor can be obtained by a wide range of organisations, from **cleaning to asbestos removal**

has helped us effectively respond to the seasonal flush, maintaining high customer service levels at all times.

The next stage is to link the app into our TMS so we can leverage geofencing and ETAs. We will also launch additional modules such as the ability to monitor hot milk and CIP (Cleaning-In-Place) usage.



# TEAM SPOTLIGHT

Historically procurement was completed by individuals across the business but in September 2023 we saw the birth of the Procurement Team. Dan Clay joined us as Head of Procurement and has built a team which now enables us to centrally manage procurement to ensure Gregory Group receives the best overall value for all third party spend. We asked Dan to tell us more.

## Why did we need a Procurement Team?

When I first joined, Gregory Group had 4,000 suppliers. Hundreds of different individuals across our business were managing these relationships which is typical for a business that has grown quickly. Annually, we now spend circa £250m with suppliers, so it is important that we receive the best value. (By value I mean cost, quality, and low risk.) This can only be achieved if we oversee procurement centrally.

## Who is in the team?

Since I started in September I have been joined by Liam Dickinson who is our Technical Fleet Procurement Manager and Emily Everington who is our Procurement Manager - Indirects. Liam has responsibility for the technical specification

and procurement of fleet. This includes delivering our alternative fuel ambitions. Emily is responsible for all non-fleet spend which includes agencies, IT, telecoms, facilities, utilities, travel, work wear and PPE.

We've also welcomed Alison Waterson to the team who transferred across from the finance team. As Finance Assistant - Fuel, it is Alison's job to ensure our fuel tanks are fully stocked at the best price, and she also manages other activities such as the SPOT hire app.

## What does a typical day look like?

There really isn't a typical day but the overarching theme of what we do is to deliver value across all procurement activities. This could see us driving quality improvements through structured supplier relationship management, harnessing new innovation, improving internal processes, or tendering for a new supplier.

## What projects have the team been involved in so far?

Liam and Emily only joined us in April so our to do list is far longer than our completed list! But so far we've introduced a partner called Neuen, who help manage our agencies, transferred our mobile provider to one that gives us better coverage at a lower cost, and developed a fleet procurement strategy which will enable us to better engage with the market and rationalise our hire providers. We are also developing a renewable fuel strategy and are in the process of improving our facilities supply chain.

## What do you all enjoy most about procurement?

We are all in agreement on this one! It is when you bring in a new supplier or make a change that makes a real difference. Whether to the operation or the bottom line, it's really rewarding to be involved in anything that brings positive change.

## Is there anything we might not know about you and the team?

I started my career as a professional footballer. I played for Exeter City and was part of the team that played in the 2005 Manchester United FA Cup tie which saved Exeter City from liquidation.

Emily also has a sporting background. She trained as a ballet dancer performing in the English Youth Ballet. With ambitions to become a professional dancer she went to university studying dance. However, a serious ankle injury put paid to that and she ended up switching her studies from dance to law!

Liam is a musician and his claim to fame is that his band supported Shaun Ryder (from Happy Mondays) in a sell out gig in his hometown of Wigan in 2010!

Meanwhile, Alison is an accomplished bell-ringer. As part of the Exeter Cathedral Ringers they won the National 12 Bell Competition in 2019.



Dan Clay  
Head of Procurement



Alison Waterson  
Finance Assistant - Fuel



Emily Everington  
Procurement Manager -  
Indirects



Liam Dickinson  
Technical Fleet  
Procurement Manager



## Look out for our vintage fleets

Did you know that Gregory, Hayton Coulthard, and Pollock all have vintage fleet vehicles which are restored and maintained by people who are passionate about our heritage. During the Summer months, when the weather is (usually) a bit more friendly,

many of our vintage fleet venture out to shows. Should you be near the Kellsall Steam and Vintage Rally near Chester on 22nd and 23rd June you'll get a sighting of some of the Hayton Coulthard fleet and the Gregory vintage trucks will next be on

show at the Historic Vehicle Gathering at Powderham in Devon on 13th and 14th July. The Pollock vintage fleet won't be at any shows this year because they are receiving some TLC ahead of the Pollock 95th anniversary next year.