



NewsBRIEF



The shape of our future

It is our people that have made Gregory Group what we are today. And it is our people who will drive our future success.

“Today there are 3,200 of us all working together to achieve our primary **PURPOSE** of **delivering visionary logistics solutions** for our customers. With so many of us, the need to pull together and work as one big team has never been more important. You will recognise the 5Ps which underpin our Purpose - **Pride, People, Profit, Planet and Partnership**. These 5Ps create a common understanding of what we are trying to achieve.

For us to live and breathe the 5Ps, we must have a culture that enables us to do so. Earlier this year, during our management conference, I spoke to some of our managers about the Gregory Group Way. The Gregory Group Way encompasses a group of behaviours and values that we believe best support the delivery of each of our 5Ps. In essence, it is our desired culture. It's the way we do things and the way we will remain successful.

More details of the Gregory Group Way will follow in the coming months.

Many of you will already be following the principles of the Gregory Group Way and I regularly see some great examples of this across the business. This was particularly highlighted at the Employee Awards in January where I was honoured to recognise some of you for your efforts. What was especially heart-warming was that these awards are peer nominated. Everyone who nominated someone has recognised the behaviours that make a difference. This is what the Gregory Group Way is all about and it is wonderful to see it in practice. All the winners and finalists are showcased in this edition of NewsBrief - once again, a huge congratulations, and thank you, to you all.

Finally, you'll notice that NewsBrief is now organised around the 5Ps. We have a huge amount to celebrate and by highlighting our

WHAT IS A COMPANY CULTURE?

There are many definitions for a company culture. For example, Investopedia describe culture as:

“The beliefs and behaviours that determine how a company's employees and management interact and handle outside business transactions.”

Whilst true, the version we prefer to go by is simply that culture is:

“How we do things when no one is looking.”

achievements against each of the Ps we can really start to see the Gregory Group Way, and our Purpose, come to life. I truly believe that if each and every one of us work together to align our decisions to the 5Ps, we will create a bright, sustainable future for our people, and our business.



Angela Butler,
Managing Director

Pride

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

People

Nurture an environment in which our PEOPLE can flourish

Profit

Grow the business PROFITABLY, legally and safely

Planet

Embrace change that reduces our impact on the PLANET

Partnership

Work in PARTNERSHIP with our customers, suppliers and local communities

What does pride mean to you?

Pride is a powerful emotion. It gives us satisfaction and drives us to achieve more. But it can have a different meaning for us all. What do you feel proud of when you're at work?



Everyday we achieve a huge amount. Take a moment to enjoy these successes, and feel proud of what you, and your fellow team members, have achieved.

Long Service Awards

In the first three months of this year, seven of you have celebrated your 25 year milestone and six of you have been with us for 15 years. There's also 48 of you who celebrated your 5 year anniversary. Combined, that's a staggering 505 years' of Gregory Group experience! Congratulations to everyone.



Hamish Forsyth, Deputy Yard Supervisor - Dyce

Ian MacDonald, Forklift Driver - Glasgow

Simon McIvor, Forklift Operator/ Warehouse Assistant, Inverness

Kevin Callow, LGV Driver - Shepton Mallet

Nigel Hughes, Depot Operations Supervisor - Davidstow

Niall Carroll, Training Business Partner - Shepton Mallet

Jeanette Chamberlain, HR Administration Supervisor - North Tawton



Andrew McCallum, LGV Driver - Davidstow

Darren Clifford, LGV Driver - South Molton

Stephen Rudd, LGV Driver - Ecclefechan

Jackie Gaskin, HGV Driver - Bathgate

Abby Hains, Payroll Administrator - North Tawton

Simon Johnson, Transport Supervisor - Cullompton

A DAY IN THE LIFE OF... GAVIN GRANT



As a child Gavin wanted to join the army but today he works at our Coalville site as a Facilities and Quality Manager. He's worked for Gregory Group for two years, originally starting at Coalville as a Contract Manager. Prior to this, Gavin worked as an Operations Manager for our customer Antalis so he was pretty familiar with how things work when he joined us!

Tell us about an average day...

My day starts with emails. If any emails relate to damage to the property or facilities I will check these areas first. My team and I have a schedule of daily/weekly checks and monthly audits, so next I carry out the necessary checks.

The remainder of my day is usually obtaining quotes for upcoming projects, liaising with contractors who are attending site to carry out repair work, and of course meetings!

What excites you most about your job?

Most days are never the same and I get to repair things and come up with ideas to improve the site. Being a DIY lover, this is the perfect job for me.

When you go home after a day of work, what do you consider a successful day to be?

Everyone on site to have had no accidents or incidents.

What do you know now that you wish you knew early in your career?

It's important to take time to listen and understand people. Only then will you be able to achieve a strong working relationship.



THE GREGORY GROUP EMPLOYEE AWARDS

In January we celebrated the employees who were nominated by their peers for the 2022 Gregory Group Employee Awards. Finalists were invited to the award ceremony at Woodbury Park, Devon in January, where they enjoyed a three course meal and drinks. Here are our brilliant winners receiving their awards:

Alex Newton Apprentice of the Year

Based at Palletline Aberdeen, the judges chose Alex for his work ethic and exemplary customer service which has been noticed by both colleagues and customers.

WINNER



Jason Leake Driver of the Year

Based in Bridgwater, Jason won the award for his enthusiasm to share both his, and the Gregory Group story, on social media. His posts are informative and engaging and we're thrilled to have such an advocate helping to share our story with the nation.

WINNER



"I was absolutely shocked and over the moon to win Driver of the Year. Thank you for the nominations and for everyone's support at Gregory."

Mike Turnham Employee of the Year

Our customer Coca Cola won Mike this award after sharing an extremely complementary testimonial. They said he "showed incredible commitment" and that they had "rarely seen someone with Mike's consistent level of operating".



WINNER

Yeo Valley Team Delivering Winners

The Yeo Valley team have perfectly demonstrated our Purpose on a continual basis over the last year. Their professionalism helped secure new business which saw Yeo Valley outsource their warehousing functions for the first time in history. A smooth transition was hailed 'best-in-class' by the customer and from that point onwards the team have continued to flourish. From bringing the teams together, to achieving AA BRGS ratings, to delivering vast overhead savings, to transitioning the fleet to HVO – every step of the journey into warehousing with Yeo Valley has been a success.

WINNERS



Glasgow Palletline Team - Most Improved Business

Ian Glover collected the award on behalf of the team. They won because, having made a financial loss, the team embarked on a cultural shift to equip everyone with the knowledge and desire to achieve the highest standards of service and safety. A year later, the improvement is notable not just in profit, but also in professionalism.

Apprentice of the Year

Shaun Heard, Apprentice at Pallet Network Cullompton reached the final for not only demonstrating a keenness to learn and deliver an outstanding service, but also his great compassion for his colleagues.



Phil Anderton, Apprentice at Pallet Network Shepton Mallet was shortlisted for his highly adaptable attitude to overcoming challenges and exceeding customer expectations.



Employee of the Year

Paul Lefevre, Senior Sales Coordinator at Dyce reached the final due to his eagerness to help his colleagues flourish.



Sam Vincent, Technology Service Desk Analyst at Cullompton was selected because he goes above and beyond, helping everyone in a cheerful manner.



John Bellamy, Workshop Controller at North Tawton was a finalist because he has been instrumental in driving improvements across his department.



Delivering winners

The South West Water Team were selected by the judges due to their ability to nurture team mates and equip everyone with the know-how to continually improve customer service. As a result, they have seen excellent business results over the last 12 months.



The Cribbs Causeway Team were finalists because, within two weeks' notice, the team set up a new working partnership with CCEP. It was an enormous challenge, but they pulled together and succeeded.

Health & Safety Ambassador

Sarah Phillips, Palletline Aberdeen, was selected for her exceptional attention to detail and proactive approach to keeping her colleagues safe.



Gavin Grant, Coalville Warehouse reached the final for his relentless commitment to compliance and quality standards.

Driver of the Year

Arthur Lodge, Driver at Antalis Newcastle was shortlisted for his outstanding leadership qualities and ability to adapt and advocate positive change.



Graham Scott, Driver from Cumbernauld was chosen for being a true team player and stepping in to help out with tricky jobs.

Warren Glover, Driver at Burton reached the final for delivering an outstanding service and taking so much pride in his truck.



James Brace, Driver at Haverfordwest secured his place for going the extra mile and maintaining exceptional levels of customer service.

Most Improved Business

The Evercreech Milk Team reached the final because they have come from a place of ineffective processes and low team morale, to an outstanding milk operation, thanks to the commitment of the entire team.



The Shepton Mallet Team were finalists because their determination to improve and support of one another has repositioned them to be a high achieving team.

"To be recognised by colleagues for our performance as a team is very humbling. It's been a great year with the team demonstrating pride and partnership in everything they do. We look forward to improving further in the coming year."
Lloyd Steward, General Manager

Compared to this time last year, we have reported 56% more potential hazards, whilst the number of injuries have reduced by 14%. This increase in awareness is having a positive effect. Keep it up. Operating legally and safely must always be our number one priority.

TEAM SPOTLIGHT

The Gregory Group Quality Assurance Team are a team of four, who work as part of the HSEQ team to ensure the entire business meet the necessary standards to attain, and retain, accreditations. These accreditations are critical to our customers so in this Team Spotlight we learn more about what they do and why they do it.

Why do we have a Quality Assurance Team?

The accreditations we hold help us win new work, maintain existing contracts, and deliver a service to high standards. Without them, we wouldn't have many of our customers.

What does the team do?

They carry out internal audits to ensure all our accredited sites uphold the necessary standards. They also assist when the external audits take place, create procedures, monitor legislation and carry out root cause analysis when issues occur.

What does a typical audit look like?

They vary depending on the standard, but using BRC as an example; we are externally audited every year. For the first three years of having the accreditation, we know when the audit will take place. On the fourth year, the audit happens

unannounced. With some sites, we are now reaching this fourth year. When they attend site, they will carry out random spot checks and speak to people to ensure they are up to speed with everything they need to know in order to maintain the standard. To achieve the highest AA standard they must find no more than 5 non-conformities. A non-conformity could be anything from chemical control to obscured access.

What might we not know about quality assurance?

We have to carry out mock product recalls. These are to test our processes and ensure that, should a product recall occur for any of our customers, we can remove it from public consumption quickly and safely. For some customers, from the point of receiving a product recall notification, we have to remove the product within one hour. It puts our processes and systems to the test, but to date, we've always achieved it within the set timescales.



From left to right: Penny Weymouth, Dawn Brown, Laura Brayley and Justin Shaw.

Our accreditations



The British Retail Consortium Global Standard for food safety

Why it's important

This accreditation is so important that many companies won't work with suppliers unless they are BRC certified. Having this certification means we adhere to food safety standards both in our warehouses and during transportation. AA is the highest grading.



Dairy Transport Assurance Scheme

Why it's important

These annual inspections consist of 63 standards that prove our milk transportation meets food safety requirements. It's so highly adopted that all our milk customers expect us to achieve, and maintain this standard.



International Organisation for Standardisation

Why it's important

A widely known standard, we have ISO 9001 (for quality management), ISO 14001 (for environmental management) and ISO 45000 (for occupational health and safety). Each one cements our position as a highly professional business.



Fertiliser Industry Assurance Scheme

Why it's important

This accreditation proves that we safely source and secure the fertiliser we handle. It specifically relates to customer contracts in North Tawton and Aberdeen.



Soil Association Certification

Why it's important

This certification is a requirement of our milk contracts. It provides reassurance that we handle, transport and store organic materials for milk in a way that meets expected standards.

DID YOU KNOW?

We have **over 100 vehicles** running on renewable fuels

Our **transport is responsible** for **98.6%** of our Gregory Group carbon footprint

4% of our miles are now driven on **renewable fuels**



HVO vehicles **eliminate 88% of CO₂e**

All sustainable fuels are currently **more expensive** than diesel

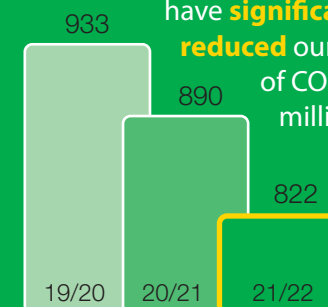


100% of our facilities now use **renewable electricity**

We're one of the largest operators of Long Semi Trailers (LST). These **increase load capacity** by 15% so we can have **less HGVs on the road**

We have **2 types of sustainable fuels**; HVO (Hydrogenated Vegetable Oil) and electric. We also **choose to offset** LNG (Liquified Natural Gas) and CNG (Compressed Natural Gas). This means when we travel on LNG or CNG (which are fossil fuels), we inject the equivalent of bio-methane (a sustainable fuel) into the grid.

In the last two years we have **significantly reduced** our tonnes of CO₂e per million KM's



Why do we care?

Within the UK, the transport sector is the fourth largest contributor to greenhouse gases. At Gregory Group alone we travel the equivalent of to the moon and back every two days. As an industry we have to make a difference and change how we deliver. At Gregory Group we are extremely proud to be leading the way in our industry.

Who else cares?

Many of our customers now share our ambition to reduce the carbon emitted by transporting their goods. Here are some of their stories.

amazon

6 vehicles since Jan 2023 which is 100% of their loads



BREWDOG

2 Scania CNG tractor units and an Electra EV since Sep 2022



12 LNG tractor units used for milk transshipment since Jan 2022



4 vehicles which have used 310,000 litres of HVO since Sep 2022

Refresco

200,000 litres of HVO used since Feb 2023 tankering from Portland to Highbridge



41 HVO vehicles and a tank at Cribbs Causeway from Mar 2023



3 HVO vehicles using a re-purposed red diesel tank at Cumbernauld since Feb 2023



6 HVO vehicles which have consumed 575,000 litres since Jul 2022

The future

What we've achieved to date is just the start. We are supporting many of our customers with their sustainability objectives. This year alone we plan to increase our sustainable fleet by another 80 vehicles. But there are also things you can do to help us reduce our carbon footprint:

1) Drive more efficiently

With 98.6% of our carbon footprint being generated from our fleet, the way our vehicles are driven can make an enormous difference. Currently we average 8mpg. If we drove more smoothly and increased that to 9mpg, each vehicle would emit 11 tonnes less of greenhouse gases every year.

2) Stop wasting energy

Studies have estimated that 30% of all purchased energy is wasted in commercial buildings. If the lights, heating and appliances don't need to be on, turn them off.

3) Encourage recycling and reuse

Become an environmental champion and encourage your colleagues to sort their waste and stop using single use plastic. These stats may help persuade them:

- 55% of the UK's plastic ends up in landfill.
- A glass bottle takes 4,000 years to decompose.
- Recycling paper takes 73% less air pollution than if we made it from raw materials.

Who are our partners?

We work in partnership with customers, suppliers, regulators, accreditors, sub-contractors and other departments within our business. How we interact with each of these partners will impact how effective we are at delivering visionary logistics solutions. What could you do to strengthen our partnerships?

Customer wins to celebrate



Expanding storage with us and won additional transport work



Retained existing work and secured a 70% increase in additional work



Won all finished good storage and additional transport



Additional storage of 5,000 pallets



Expanded their chill capacity with us



Extended contract by 5 years

A story of an extremely successful partnership

The pallet networks are a story of true partnership. The likes of Palletways and Palletline bring hundreds of logistics companies together to transport pallets for their customers. Technology and clear processes are the foundations to their success. Here is the journey an average pallet takes:

DID YOU KNOW?

Gregory Group move circa 3,800 network pallets a day. This makes us the largest pallet mover in the UK.



Step 1:

Customer loads, wraps and labels the pallet.



Step 2:

We collect the pallet and take to our local depot.



Step 3:

The pallet is transferred to our trunk vehicle. We deliver it to the pallet network hub.



Step 4:

The pallet is unloaded and sorted into postcode areas.



Step 5:

We collect the pallet, along with others in the same postcode area, and trunk it to our depot.



Step 6:

Pallet is moved to our delivery vehicle and delivered to the customer.

subsea 7

customer profile

Subsea7 is a global leader in the delivery of offshore projects. They have a fleet of 38 high tech ships which travel the world to complete subsea operations such as laying pipes, underwater construction and surveys. The Gregory Group help them achieve this by loading and offloading their ships in Scotland.

For each vessel discharge we provide 8-10 empty trailers for inbound cargo. For each vessel load-out we deliver up to 50 loads of outbound cargo including concrete mats and hazardous gas quads.



The life of a subsea diver

The people who carry out the work on the sea floor are known as saturation divers. Here are a few mind blowing facts about their world:

- » They spend 28 days on the ship in a sealed chamber.
- » The diving chamber, which they share with up to 5 others, is pressurised. It gets hot and humid and your joints ache.
- » To start work you put on a hot water filled diving suit to prevent you from freezing to death on the seabed.
- » You and your colleagues transfer to a diving bell to be lowered to the seabed. The diving bell is about the size of a shower cubicle.
- » Connected to the diving bell by an umbilical carrying your life support, you work for 6 uninterrupted hours. Without the light on your helmet it would be pitch black.
- » You repeat this cycle every day for 3 weeks.
- » To return to shore you must first go through de-pressurisation. If you've been working at a depth of 500 feet, that will take 5 days.