



NewsBRIEF



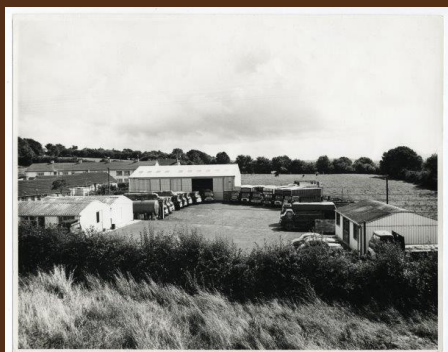
A dedication to Jack Gregory

On 11th May, Jack Gregory passed away peacefully at the age of 98. For 38 years, Jack ran Gregory, transforming it from a local business that had been decimated by the Second World War to a long-distance distribution company. Jack never forgot our core family values his father had taught him and was deeply proud of the Gregory Group. In honour of everything Jack did for our business, we are looking back at some key moments when he was at the helm.



1947

When Jack first joined the family business, he had to rebuild a fleet that had been damaged during the war. He decided that 'convertible' lorries would make business sense. With the help of a local coachbuilder, they created lorries with box bodies which could be added and removed as needed. This enabled them to carry anything from livestock, to meat, to coal. The Bedford pictured (above) is sporting a cattle body during the 1950s.



Due to an ever-expanding fleet, in 1963 the business moved to larger premises in North Tawton (pictured above). The

60s continued to see huge expansion, particularly in long-distance distribution. While coal and agriculture had once been the mainstay, now we were delivering eggs, swedes, timber, sugar, cheese and fertiliser, to name but a few. Every load was lifted by the drivers themselves. If the load was clay, lime or fertiliser, it had to be shovelled on and off the lorry by hand.

This expansion was made possible because of Jack's foresight to move into warehousing. Whilst building a new warehouse, products were coming in before the building work was even finished! For the first decade, everything was shifted in and out by hand. In the 70s our first forklift joined the fleet.



In 1974 Express Dairies opened a cheese factory just down the road from our premises. The good fortune of our location meant we won the work to store milk powder and finished cheeses. And so began our connection with the dairy industry. For the first few months, while Jack was sourcing insulated trailers, the cheese was transported on flat trailers at night to keep it cool.

In his 38 years, Jack took the business from a local haulage firm with a handful of war-torn vehicles, to a company with 36 trucks, 41 employees, and 25,000 square feet of warehousing. Read the rest of NewsBrief to see where we are as a business today.

Following in Jack's footsteps

John Gregory, Jack's second born son, joined the business in 1985 when Jack retired. Here he remembers his early days, whilst also reflecting on Jack's recent thanksgiving service:

"As a young lad I watched my father build a business that went from strength-to-strength whilst never forgetting the core family values that maintained the excellent reputation my father built. He knew how to run an effective business and he taught me a huge amount."

Forty years on, Dad's reputation remains. At his thanksgiving service there was a huge turnout of family, friends, colleagues and local people, many of whom commented that he was a "true gent".

It fills me with great pride that I continue in his well respected footsteps. The Gregory Group of today owes a lot of its success to the foundations he laid and I will never forget this.



John Gregory
Chief Executive

SPRING

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PHOTO COMPETITION WINNERS

With over 120 entries for our Spring Photo Competition, the judges had a tough job. But after much debate, they have chosen their winners! Congratulations to Steve Paver, Matthew Holden and Jamie Mcinrue. They have each received a £25 shopping voucher and Gregory Group goodie bag. Each of their images will also be the stars of the three Spring months in the 2024 Gregory Group calendar.



Steve Paver
LGV Driver based in Cullompton



Matthew Holden
LGV Driver based in Southampton



Jamie Mcinrue
LGV Driver based in Bathgate

Look out for details of the Summer Photo Competition in the Employee Monthly Update and on noticeboards

LONG SERVICE AWARDS

Congratulations to all of you who recently received your long service awards in the last three months.



Mark Fears, LGV Driver - Magor

Matthew Rogers, Operations Administrator - Ernesettle

Patrick Evans, LGV Driver - Haverfordwest

Gareth Evans, Transport Supervisor - Haverfordwest



William Davidson, Driver - Inverness

Anthony Coysh, Depot Supervisor - North Tawton

Roger Ford, Forklift Assistant - Shepton Mallet

Desmond Newman, Transport Operator - Cullompton

Michael Bayliss, LGV Driver, North Tawton

Andrew Sandford, Forklift Assistant - Shepton Mallet

Alison Waterson, Finance Assistant - North Tawton

Peter Kingdon, LGV Driver - Cullompton

Richard Donovan, LGV Driver - Bristol

Dominic Carswell, Senior Operations Manager - Cullompton

Vintage trucks on show

With the sun now making an appearance our vintage vehicles are able to get out and about more. Keep your eyes peeled as these pristine examples of our history attend local vintage shows.



Here is some of the Pollock vintage fleet at Truckfest Scotland. They'll be there again this August.



The Gregory fleet appeared at the Devon Truck Show in May and will next be on show at the Powderham Classic Vehicle Show in July, closely followed by the Mid Devon Show at the end of July.



The HCT vintage fleet have also been on their travels, recently joining in with the Highland Truck Run. Next they will be involved in the Ayrshire Vintage Road run in July.

Thank you

A team of passionate people give up their time to organise, transport, maintain, and polish these magnificent vehicles, as well as represent us at the shows. Thank you to you all for keeping our heritage alive.

A DAY IN THE LIFE OF ... ROBERT GIDDENS



Who knows what an Agriculture & Compliance Supervisor does? Robert does! And thankfully he's happy to tell the rest of us a bit about his role.

What does an Agriculture & Compliance Supervisor do?

I work on the South West Water contract in the land management biosolids recycling team. We cover all of Devon and Cornwall and it is my job to distribute biosolids to farms to use as fertiliser. I get involved in the entire process, from taking orders to organising the spreading.

What does an average day look like?

There isn't one! I normally start my day checking emails but from there I could be on a farm speaking to customers, taking soil samples, arranging contractors, or analysing reports and agronomy.

Tell us more about agronomy?

It is the study of soil health. In my case, I am checking to ensure the farmer's land is compliant to have the additional nitrogen, phosphate, potash and, in some cases, lime that the biosolids will supply. It's all about understanding the topography of the land and combining that with our agronomy studies to ensure we achieve the right nutrient balance.

What is the favourite part of your job?

All of it! I get to build relationships with brilliant people and see the best views of my home county free of charge every day. And I am part of a large scale recycling operation that many people don't even realise exists!

What's the most challenging part of your job?

I always say that the weather is in charge of my work, not me! This can make accessing the land with an HGV very difficult. Our 32 tonne 8 wheelers don't



like mud much and it's very hilly around here. When we get stuck, we really get stuck!

What does a good day look like?

Receiving a large order from a farmer definitely sees me going home happy. It means I can work on other things knowing that we are going to be kept busy for a good few weeks. I also get a real buzz from seeing 3 or 4 trucks on a field in the sun. I grew up on a farm surrounded by HGVs, so it is in my blood!



Robert with Ian Cundy, Tony James, Rob Morrison, and James Bennett who form part of a 14-person team (plus contractors) dotted across Devon and Cornwall.

What would you say to anyone considering this job as a career?

I wish I knew this job even existed when I was studying horticulture in the late 80s. If I did, I would have been here quicker! If you like building relationships and don't want a 9-5 job (I have often sat talking late into the evening with farmers because that's when they are free) I would say go for it. I genuinely think this is the best job in the world.

Quick reference definitions

Biosolids - solid organic matter recovered from a sewage treatment process and used as fertiliser.

Agronomy - the science of soil management and crop production.

Topography - the natural features of land, i.e. hills, valleys and rivers.

Quick fire facts

- I travel over 25,000 miles a year but usually travel no further than 45 miles from my home!
- Around 3.6 million tonnes of biosolids are recycled to agricultural land in the UK every year. We are responsible for recycling 169,000 of these.
- Biosolids provide a nutrient replacement value of at least £60 million to the British farming industry.

The power of a

THANK YOU!

Managers have been handing out thank you cards to people across the business who have demonstrated the Gregory Group Way. But did you know you can also show your appreciation through the Gregory Group Employee Awards?

With 7 categories to choose from, all of which revolve around the Gregory Group Way, the Employee Awards are your opportunity to recognise people for their contribution to the success of our business.

Perhaps you know a team that has worked together to drive significant

improvements in customer satisfaction, or maybe you know someone who often gets praised for their high standards - the Employee Awards are here to recognise their contribution. Hover your phone's camera over this QR code to start nominating.



A PEEK AT OUR...

WALES WORKSHOP

We recently opened a new workshop in West Wales. We leased new premises because of our high volume of vehicles in the area and an ever-increasing difficulty in finding third party suppliers to carry out the work for us.



This new workshop sees us welcome three new people to the Gregory Group team. In total, a team of four will carry out servicing, inspections, repairs, and preventative maintenance on tractor units, rigid trucks, and trailers.

Thanks to all our workshop teams for keeping our fleet safe and on the roads.

DID YOU KNOW?

As well as working in the workshop, the team will also attend **breakdown calls**.

We now have **7 workshops** across the Gregory Group maintaining 60% of the Gregory Group fleet (the rest is outsourced).

The team have **100s of tools** to do their job. One of their favourites is a hydraulic press used for separating components which has a **press capacity of 100 tonnes!**

TEAM SPOTLIGHT

Gregory Group is part of a network of logistics companies who deliver palletised freight up and down the UK. The Pallet Customer Service Team at Shepton Mallet help control customer communication for Palletline and Hazchem. They also support the Palletways team when needed. They oversee the quality of service provided during the movement of all pallets outbound from the Shepton Mallet depot. We interviewed Sofi Hole, the Customer Service Supervisor, to find out more about the team.

What does the team do?

This team of five are kept very busy. Each day the Shepton Mallet pallet team handle around 750 pallets, and transport 4,500 pallets between the pallet hubs. The Customer Service Team may need to support any of these pallet movements. This could be resolving an issue, handling a complaint, or creating a KPI report.

Each pallet network has a different system which the Customer Service team monitor to ensure a smooth operation. On average, each day, the team process 225 messages via these systems, respond to 100 emails, and speak to 75 people on the phone. That's an average of 80 messages per person every day!

What might we not know about Pallet Customer Service?

The Pallet Customer Service Team liaise with people at every touchpoint – those sending a pallet, those transporting a pallet and those receiving a pallet. They could vary from contacts at a multi-national company, to a member of the public waiting to receive a pallet.

Some customers require a KPI report every day. That KPI report tells the customer freight volumes, service percentages and any service failures. These KPI reports are also used internally to monitor our service levels so we proactively make improvements.

A key sector is the delivery of power tools and cleaning equipment. In 2022 we delivered 20,706 pallets of power tools and 18,689 pallets of professional cleaning equipment. Spread across three clients, these equate to 42% of all pallets shifted at Shepton in 2022.

What keeps you all coming to work each day?

The team. We are a close-knit team who have each other's backs. In a job like this, that's really important. Sometimes you are dealing with stressful or challenging situations so knowing that your teammate will help out at a drop of a hat keeps you going. This team has been together for five months with Chelsea being our most recent edition. Everyone brings something to the team, whether it's experience from a previous role, infectious positivity, or nearly 49 years' experience of Gregory (as is the case for Cliff!).

But it goes beyond our team. We wouldn't enjoy our job as much if the Keying In Team didn't input accurate data and if the Transport Team didn't arrange effective deliveries. We each rely on one another in order to do our jobs well and by being one unit with the sole goal of delivering a good service to our customers, we get job satisfaction.

We also all love the variety. Every day is unique. One minute we are dealing with a complaint because a bird pooped on a pallet, and the next we are receiving a request to arrange a helicopter to fly an urgent pallet to an oil rig!



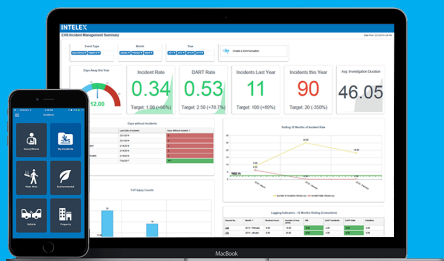
From left to right: Jennifer Booth, Cliff Mewse, Sofi Hole, Emily Knight, and Chelsea Fisher.

A fact about the entire Shepton Mallet pallet team:

Changing how we do HSEQ

HSEQ (Health, Safety, Environment and Quality) is hugely important at Gregory Group. Our industry is ranked in the top 5 most dangerous industries in the UK, so we need to go above and beyond when it comes to keeping everyone safe.

That is why we have invested in a new HSEQ system called Intelx. Intelx is a widely used system with 3.5 million users worldwide. For us, it will significantly improve how we report and measure our HSEQ. Here's why:



the visibility will also benefit each of you. Once you enter information via the app or desktop, you will be kept in the loop with what is happening. This two-way visibility simply isn't achievable with our current spreadsheet/form process.

Usability

The app and desktop version are extremely easy to navigate and use.

Efficiency

The system will also monitor trends and help with auditing. Those who manage HSEQ will have a

bespoke dashboard showing exactly what is happening at each of their sites. This includes action reminders should anything be outstanding.

When will the system be rolled out?

Our teams have been hard at work testing the system and will be launching a pilot in July. Following the pilot we'll make any final tweaks necessary before giving everyone access. We anticipate this happening in the Autumn.

Inclusivity

Everyone will have access to Intelx. No more having to inform your line manager if you spotted a hazard. No more requesting a form if you witness an incident. Instead, you can log in to the app (or desktop), enter the details and upload photos. You'll also be able to upload positive observations to share good practice.

Visibility

The real-time data will mean we can react quicker to any hazards or incidents. But

Are we meeting our sustainability targets?



Our 2023/24 Group Objective is to **'Obtain customer support for a further 80 alternative fuel vehicles'**. Half way into our financial year and we are on track to achieve this.

In fact, looking at some of our secondary targets, we are going to far exceed our aspirations. At the start of the year we predicted we would use 1.8 million litres of HVO, but midway through the year, the latest forecast predicts 4 million litres.

If we achieve this, it will equate to 11% of all our miles being travelled on renewable fuels.

Our passion for sustainability, our continued promotion of our sustainable offering, and our customer's growing appetite for more sustainable solutions gives us confidence that this percentage will continue to grow significantly.

OFFSETTING VS INSETTING

Where a business, or part of a business, is unable to directly reduce its carbon emissions, it may choose to either "offset" or "inset" its emissions. But what do these terms mean?

Offsetting

"Offsetting" is the process of mitigating carbon emissions, usually by paying a third party to create a positive environmental impact that will counteract their own carbon emissions. Investments into a reforestation or renewable energy project are examples of this.

What do we do?

We only inset our carbon emissions. We do this because we want our business to be the most sustainable it can be. We will only look to offset externally when we are confident that we have done all we can internally to reduce our emissions.

Why is insetting necessary for us?

For some areas of our business we can take direct action to reduce our carbon footprint. For example, we now only purchase electricity from renewable suppliers. But for our fleet, it isn't as simple. While nearly all of our fleet could successfully function using HVO (a renewable fuel called Hydrotreated Vegetable Oil), the UK does not yet have the infrastructure to support this everywhere. There simply aren't enough locations with HVO fuel tanks. So instead, should a customer wish to invest in HVO transportation in areas where the infrastructure doesn't yet support it, we will transport their products using diesel, but put the equivalent HVO into a different vehicle to ensure the same carbon benefits are still delivered.

Insetting

"Insetting" is a process used when part of a business is unable to directly reduce its carbon footprint. Instead, it asks another business area to reduce emissions on its behalf. This process of transferring carbon is called "insetting".

What our customers think

The quote below shows what can be achieved when we come together with our clients. Our Pollock team work closely with Amazon to deliver their products as sustainably as possible.

amazon

"Pollock is now leading the way in our 3P carrier base, delivering the most alternative fuel mileage for the UK Amazon network, year to date."

Michael Yoong, Transportation Carrier Manager for Amazon

Our Charity of the Year

Macmillan Cancer Support provide emotional, practical, physical, and financial support to people across the UK who are living with cancer. This year, Macmillan were selected as the Gregory Group Charity of the Year.

**MACMILLAN
CANCER SUPPORT**

What could you do to raise money for Macmillan?

Whether a site, team, or individual effort, all fundraising helps. Here are a few ideas:



Wash cars for a day



Take part in a hula hoop challenge



Run a bingo event



Run a darts competition



Organise a charity football match



Set up a charity tuck shop

**Mondelēz
International**

Significant customer win

From July, we will be working with Mondelez supporting them with the distribution of refrigerated goods. Based at Bicester, the contract will turnover in excess of £10 million per annum and will see us move 15,000 loads per year. We have previously worked with Mondelez, so it is great to have them on-board again.

Whilst you may not have heard of Mondelez, it is highly likely that you will have consumed their products! They are one of the largest snack companies in the world owning brands such as Cadbury, Ritz, and Toblerone.



New warehouse in Scotland



To support the growing needs of our Scottish customers we have a new warehouse on the outskirts of Glasgow.

This expansion is representative of what can be achieved when we work in true partnership with our customers. As they grow, so do we.

Warehouse facts

Size: 63,000 sq ft / 9,000 pallets

Customers: Brewdog (signed a 5-year contract) to store 2,000 pallets of empty cans. The other 7,000 racked positions will be occupied by a mix of other customers.

A first for us: This warehouse will be our first "bonded" facility which means any alcohol we store has the duty suspended. This means, rather than our customers paying duty the moment the goods are produced, or imported, they don't start paying duty until the goods have been distributed for consumption.

Supplier partnership - lessons learned

Westex Forklifts are our sole supplier of forklifts across Gregory Group. Today they provide maintenance and consultancy services that ensure our equipment continually meets our evolving needs. In this case study we reflect on the key ingredients needed for a strong, mutually-beneficial partnership.

Who we spoke with to create this article:



Alex Dix
Director, Westex
Forklifts Ltd



Chris Corfield
Group Finance Director,
Gregory Group

What improvements were needed in our partnership?

Alex: The relationship became somewhat stagnant with neither businesses making the most of the opportunities presented to us.

Chris: We weren't sharing information as well as we could which meant we had a transactional relationship rather than a collaborative one.

What changed?

Alex: The newly invigorated Gregory team regularly bring information, goals, and challenges to the table. We now know exactly what progress one and another are making towards our shared goals.

Chris: We changed our mindset and positioned Westex as an external department of Gregory Group rather than a supplier. We shared more information about our use of MHE and with that, Westex are able to provide us with advice and guidance beyond the basics of just servicing and supplying our MHE equipment.

How would you describe our partnership now?

Alex: We have moved to a new era of communication and partnership. Both teams, at every level, are working hand-in-hand towards a shared vision.

Chris: We have complete transparency between us. With regular dialogue we are now an efficient, highly collaborative team.

What benefits are you seeing from our revitalised partnership?

Alex: Everybody, on both sides of the partnership, is empowered to strive for improvements, both operationally and financially. And from our point of view, we are now receiving structured feedback that is helping to improve our entire business.

Chris: Westex know our business inside out. They visit our sites and get under the skin of what we use our MHE for. Today, our partnership is one in which we are co-inventing solutions. There's no way this would have been possible before.

Westex have helped us **save £123,000** in the last three months by reevaluating our needs and cutting unnecessary costs.



Our strongest forklift can **lift a weight of 10 tonnes**.
Our smallest forklift can **fit in a gap of 450mm**.

**DID YOU
KNOW?**

There are **6 different types of forklifts** - counterbalance, order picker, reach, articulated, pedestrian, and VNA.

In the last year, Westex have **maintained 966 forklifts** for us.