



# NewsBRIEF



## Expansion with existing customers

In the last three months we've seen a lot of contract extensions and additional work won within our existing customer base. These include:



Westland Horticulture, who create garden products, have increased the number of deliveries we support them with.

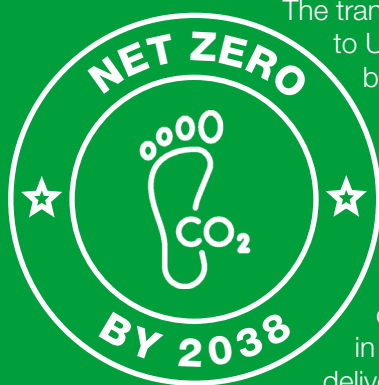
BSW Timber have also been very pleased with our service and extended our work to 160 loads per week.

We are supporting The Range with the merchandising of 5 new stores. This expansion follows the purchase of the Wilko brand last year.

Subsea7 and Technip, who both operate in the oil and gas industry, have extended their contracts based on the strength of our relationships.

Hovis and Allied Bakeries have also both extended their contracts due to the excellent service our teams deliver. Hovis have also increased the loads we complete for them.

## Our pledge to the environment



The transport sector is the highest contributor to UK greenhouse gas emissions. We firmly believe that it is our responsibility to lead the way in changing this statistic. For this reason, we have set ourselves a target to be fully net zero by 2038.

Many of our customers have set net zero targets for 2040 so, by setting our target two years prior, we will be in a solid position to help our customers deliver on their ambitions.

From our humble beginnings, all four of our brands have grown significantly. Today, as a Group, we store and deliver a huge array of goods for well-known brands across the UK. We are deeply proud of the journey we have been on to date and we very much look forward to continuing this journey as a sustainable logistics provider.

The logistics industry unquestionably has hurdles to overcome to become net zero, but we are not willing to sit back and wait until that journey is easier. We want to, and already are, making changes today. Have a look through the rest of NewsBrief to see what some of these are.

## Crediton Dairy turn to HVO

Crediton Dairy recently introduced HVO to power all of their shunt journeys. This comprises of up to 20 shunts a day and by using HVO, carbon emissions have been reduced by 90%.

To support Crediton Dairy's ambitions to reduce the environmental impact of their milk haulage, we switched the fuel tank at North Tawton from diesel to HVO.

*"From the outset Gregory Group demonstrated expertise on renewable options. We felt as though we were in safe hands and the smooth transition to HVO has proved this to be the case. Thank you for making this change so straightforward."* **Philip Cork, Head of Milk Supply & Procurement**

## How our fleet will protect members of the public

500 of our vehicles are being fitted with AI (Artificial Intelligence) cameras with the aim of reducing driving accidents caused by blind spots. The AI technology detects when vulnerable users are in areas of risk within three zones around the vehicle; both sides and the rear. Should a pedestrian or cyclist veer into these danger zones, an in-cab visual and audio alarm will alert the driver.

As an HGV driver, blind spots pose a real challenge, particularly in highly populated areas. For this reason, London has seen the creation of the Direct Vision Standard (DVS) which relates to all HGVs over 12 tonnes which enter the Greater London area. With an overall goal of eliminating all deaths and serious injuries caused by road collisions, the DVS sets specific safety requirements that all HGVs must meet if travelling into London. Once fitted, each vehicle can apply for a DVS safety permit.

In October 2024 the DVS requirements will be tightened and technology such as the AI cameras will be essential. By installing this AI technology to 500 of our vehicles, we will have greater scope to support those of our customers who operate in London.



When you hear the stats you can see why the DVS is necessary:

- In 2019, 12% of cyclist deaths across the UK were due to collisions with HGVs.
- In inner London, in the same year, HGVs were involved in over 70% of cyclists fatalities.

## Winter photo competition winners



Throughout the Winter months you have been sending in photos of Gregory Group in the Winter. We received some spectacular entries and here are the three winners. Congratulations to each of them and thank you to everyone who entered the competition.



William Miles,  
LGV Driver, Ernesettle



Alan Sharp  
LGV Driver, Bathgate



Michael Horton  
LGV Driver, Crosshands

## Welcome to David Searle, our new Group Finance Director



David joined us at the start of February and brings with him a wealth of experience from a variety of sectors, including a national plant hire provider called Plantforce Rentals, New Look Retailers, Viridor Waste Management and Dickies Workwear. Most of the businesses he has worked for have had their own warehouses/logistics arm, so David is familiar with how our sector operates. We quizzed him to find out more about why he chose to join us and what he is hoping to achieve.

### What made you apply for the role at Gregory Group?

Gregory Group is a large national business with a long history and lots of different business areas. This size and complexity appeals to me. I also love the fast pace of this sector and it felt like a natural progression from the sectors I have previously worked in.

### What have your first impressions been?

That we have very skilled, committed, and loyal people who are proud of the work they do. I have been made to feel very welcome with everyone taking the time to explain what they do and how their business area works. The passion and focus for driving our business forward has really shone through which has been invigorating to see.

### What do you hope to achieve within your first year at Gregory Group?

My first task is to truly understand all areas of the business so we can ensure we have the right people, processes, and systems in place to support our strategy and achieve our vision. As the champion of the Profit P I will be looking for ways to drive profitability in a way that supports all strands of our strategy. From the conversations I have had, I can already see opportunities, such as the introduction of technology to reduce manual intervention and give greater insight. This can be used to make better informed decisions that will drive the profitability of the business. It is a very exciting time to join Gregory Group and I look forward to realising the opportunities we have.

# TEAM SPOTLIGHT

Based in Ecclefechan near Lockerbie is a team of 14 who play their part in waste management. They work on behalf of a number of waste management companies in both the public and private sector transferring household waste collected by local authorities to Mechanical Biological Treatment (MBT) sites. With three in the office and 11 out on the road, we quizzed Billy Graham, the Depot Manager, to discover more.

## What tasks do you undertake?

On behalf of our client we collect waste from transfer stations to two Mechanical Biological Treatment (MBT) sites in the north of England. We also transport processed waste/Solid Recovered Fuels (SRF), and recycle to destinations across the North.

## What is the waste?

Termed "Municipal Household Waste" this is the residual waste from our bins that has been collected by our local councils.

## What happens when the waste goes to an MBT site?

Using both mechanical and biological methods, the process separates out organics, metals, glass and stone. This creates a Solid Recovered Fuel (SRF) (used in cement kilns) diverting >99% of the input from landfill. The process also removes significant amounts of moisture, reducing the total waste volume by over a third. This also reduces the amount of waste that then has to be transported, in turn, reducing the overall carbon footprint.

## How much waste do you transport?

Our 11 drivers transport over 140,000 tonnes per year to and from the MBT sites which equates to a total of over 5,600 loads. Each driver will move 2-3 loads a day.

## How do you transport the waste?

We use walking floor trailers. Each trailer transports approximately 25 tonnes and the MBT sites are equipped to quickly tip and load the trailers for ultimate efficiency.

## How does a walking floor trailer work?

You load the trailer from the top and when ready to unload, use the PTO and hydraulic system to initiate the walking floor. The floor consists of slats which move in stages to give a walking motion that moves the contents out the back of the trailer. Unloading takes 10-15 minutes and all drivers receive training before they can use a walking floor trailer.

## Tell us more about the team

We are a small but perfectly formed team! Martin McDowell, our Planner and Pauline Adams our Administrator, work hard to ensure the drivers have everything they need to work efficiently. And our drivers are absolute experts in what they do. Our drivers are Debbie Johnstone, Luke Blount, Martyn Pratter, Derek Price, Gavin Marsden, Stevie Rudd, Chris Grant, Eric Marshall, Allan Hillbeck, Matt Hollis, and Mark Bell. Stevie Rudd is our longest serving employee having been with us for 16 years and Derek Price is our newbie, having been here for 6 months.

The entire team work brilliantly together, always ensuring our customers receive the very best service.



From left to right: Debbie Johnstone, Derek Price, Eric Marshall, Chris Grant, and Luke Blount. All of whom are drivers.

## How far do the drivers travel?

On average, they travel 500-600km a day. The longest single journey is Barrow to Doncaster.

## When do you work?

Typically, we work Monday-Friday between 7:30 and 18:00 because that is the permitted operational hours for the sites we visit.

Martyn Pratter is a day shift driver and the rest of the team are trampers, working five

days (sometimes six) in a row and sleeping where their shift ends before continuing their journey the next day.

## What are your biggest challenges?

As with all logistics operations, keeping to schedules. A road closure or breakdown (whether for ourselves or on the equipment at the MBT site) is all it takes to disrupt our day. This can be more challenging during peaks because just like retail, the waste industry has seasonal peaks with Christmas being the biggest.

Our walking floor trailers are also worked hard, so we have to ensure we have a solid maintenance plan to keep them on the roads.

## How long have we had this contract?

We have been supporting with the transportation of waste for the last 14 years.

## What are the key ingredients to this successful working relationship?

Good lines of communication. Issues are inevitable, but it is how you resolve them and the discussions you have whilst resolving them that matter.

## What makes you all want to come to work each day?

I asked the five drivers in the photo this question and they all said the camaraderie amongst the team. We all respect one another and support each other. While driving is a solo activity, we all very much feel we are part of a team.

Debbie Johnstone who switched careers and became an HGV driver two years ago, went into a bit more detail. She said that "Everyone is friendly and approachable. I get to drive a modern and clean vehicle and I have been given a high level of training and support since starting which has given me a thorough knowledge of the transport industry."

## What else might we not know?

Supporting the local communities is a key goal that we share with our client. We therefore get involved in fundraising and awareness events within the community. The most recent was at a school when the community were invited to learn more about our lorries and the work we do.

# The Gregory Group Employee Awards

Throughout 2023, we nominated our peers for the Gregory Group Employee Awards. In January, the finalists came together at the awards ceremony. After drinks and a three course meal, the winners were announced - and here they are together with our finalists. Many congratulations to everyone who was nominated - given these awards are entirely peer nominated, it is a brilliant achievement.

## Pride Award

Awarded to those who uphold with pride our reputation and heritage.



**John Wilson, HGV Driver based in Twynholm** won this award because he flies the flag for the company wherever he goes. He takes great care of his vehicles - so much so that the centenary truck he drove for 7 years was bought by the HCT family to join the heritage fleet due to the exceptional condition he had maintained.

### Carol Raven, Senior Cleaner in Cullompton

was shortlisted because she takes great pride in the high standards she and her team maintain. And she does her job with a smile on her face, always accommodating requests and feedback.



### The Ernesettle Team in Plymouth

were finalists following a commendation for the joined-up approach they take to maintaining the site. From its cleanliness to health and safety - the site is maintained with great pride.



## People Award

Awarded to those who show respect and nurture an environment in which our people can flourish.



**The Whitland Workshop in West Wales** received this award because despite setting up the workshop when fleet maintenance was under severe pressure, the team embraced the challenges, took a proactive approach and worked as a true team to ensure they created a high functioning workshop from the outset. (Dan Hughes collected the award on behalf of the Whitland Workshop Team)

### Ralph Hughes, Operations Manager in Bathgate

was shortlisted due to the warmth and compassion he shows his peers. He is the person people go to when they need support or guidance and he leads by example demonstrating a truly collaborative approach.



### Kevin Maddox, HGV Driver based in Hereford

was selected as a finalist due to his mentor-ship. He was praised for his encouragement, patience, and passion which is creating the culture his peers need to thrive and grow at work.



## Visionary Logistics Award

Awarded to those who seek ways to improve our solutions and challenge the status quo.



**The Antalis Team** won this award because of the way they work closely with our customer and continually evolve the warehouse and transport solutions to drive value for the customer. As our customer's needs change, our team adapts, ensuring they always deliver continuous improvement. (Scott Parkill, Steve Brookes, Kris Parsons, Peter King, and Paul Glasspool collected the award on behalf of the Antalis Team)

### The Heineken Team based in Hereford

were finalists because they worked with the central fleet team to commission custom made trailers that significantly reduce empty mileage and offer a more sustainable solution for our customer. The team were also praised for their reporting suite with the customer using it as a best practice example.



### The BSW Timber team in Scotland

were shortlisted after introducing new trailers that could be used for multiple purposes - not just for the haulage of timber. This led to an increase in productivity, reduction in empty miles and an increase in customer satisfaction.



## Legally & Safely Award

Awarded to those who care passionately about health & safety, taking great pride in maintaining high standards.



**Rebecca Clark, Transport Manager in Magor/Bristol** won because she has been instrumental in delivering key compliance objectives and working seamlessly with our people and customers to maintain these standards.

### Frances Morrison, Driver Performance and Compliance Manager in Dyce

was a finalist because she is constantly looking for solutions and better ways of working that ensure our team stay safe and compliant.



### Quentin Hitchcock, Internal Audit Manager in Cullompton

was shortlisted because he transformed our internal audit programme. He exudes professionalism and encourages high standards and pride across our business.



## Planet Award

Awarded to those who lead the way on our sustainability agenda.



**John Spry, Group Contracts Manager in Cullompton** won because he has been pivotal in creating logistics solutions that support our customers own sustainability goals. One of whom was shortlisted for a sustainability award on the back of the work John did.

### Matthew Jelley, Depot Supervisor in North Tawton

was a finalist because he embraces change and consistently identifies opportunities that reduce our impact on the planet both within our North Tawton depot and the wider community.



### Chris Hodge, Training Business Partner in Ernesettle

was shortlisted due to his diligent approach when trialling an electric vehicle and for the way he champions sustainable logistics.



## Partnership Award

Awarded to those who demonstrate the value of partnership with our customers, suppliers, and communities.



### Sharon Martin, Warehouse Manager in Cumbernauld

won for two reasons. Firstly for her input in the successful launch of the Eurocentral warehouse. And secondly for her approach to supporting our customers, with one going out of their way to sing the praises of Sharon.

**Stuart Duncan, Traffic Coordinator in Dyce** became a finalist because he has turned around the relationship with a key customer through his partnership approach and drive to deliver consistent service levels.



**Lucas Boys, Assistant Management Accountant in North Tawton** was shortlisted because he delivers valuable data that enables our people to make insightful decisions. And he does so with a friendly, professional approach that brings our people, and business, together.



## Delivering Winners Award

Awarded to those who work collaboratively to grow the business profitably.



### The South West Water Team

won this award because of how they supported SWW when they faced an increase in legislation and huge seasonal peaks in demand. By listening and responding, the team ensured our service remained high whilst still delivering value.

*(Josh Gunn, Dominic Carswell, and Melinda Gardener collected the award on behalf of the SWW Team)*

### Gillian Gilchrist, Finance Business Partner in Bathgate

was shortlisted because of the way she takes complex, business-critical information and distils in a way that supports decision making in her business areas, enabling them to work more effectively.



**The Range Team** were finalists because they consistently deliver year-on-year, always putting the customer first and delivering an exceptional service that has led to significant growth.



# How will we reach NET ZERO?

Achieving Net Zero is no easy feat, particularly when a large part of our business is reliant on transport - a major contributor to greenhouse gases.

But we have been working on our sustainable agenda for a number of years and have a solid plan on how we can build on our existing foundations to achieve our ambitions. Here are some examples of what we are doing, together with plans for the future:

## Extend our sustainable fleet



We will expand our alternative fuel fleet of vehicles, by marrying the best sustainable solution (LNG, CNG, HVO, electric or hydrogen) with our customer's needs.

## Harness technology

We will continue to evolve our own in-house technology, and work with external partners, to help measure our sustainable performance and to provide insights that enable continual improvement.



## Optimise our solutions



We will reduce empty mileage, maximise vehicle fill, regularly optimise routes to ensure they are efficient, and use telematics and EEDI scores to improve our MPG.

## Bring our customers on the journey

We will stay close to our customers to understand their sustainability goals, advising them on developments in this field, and proposing solutions that deliver the same high levels of service in a more sustainable way.



## Maintain energy efficient buildings



In addition to solar panels and sourcing renewable electricity, we will continue to reduce the environmental impact our built assets have on our world.

## Champion the cause

We will continue to engage in conversations with the Government, influential bodies, suppliers, and other organisations to ensure we have the sustainable vehicles and infrastructure needed for the UK to become net zero.



# LONG SERVICE AWARDS

In the last three months we've been celebrating a lot of 5 year anniversaries - 41 to be exact! Congratulations to all of you.

At Gregory Group we also celebrate the 15th and 25th milestones with four of you securing this badge recently.



David Hannah, Driver/Warehouseman - Livingston

Christopher Sparks, LGV Driver - Southampton



Julie Steward, Banking & Asset Finance Analyst - North Tawton

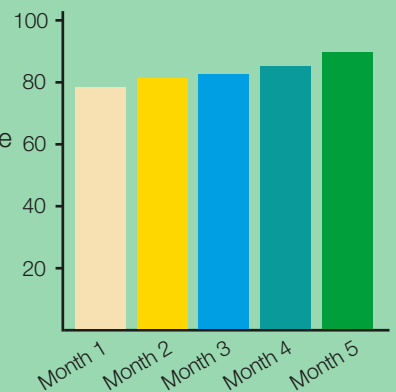
Nigel Hollands, LGV Driver - North Tawton

We must also mention Dave Compton, an LGV Driver from North Tawton who recently celebrated his 40th anniversary with Gregory Group! What a milestone!

Congratulations to each of you who has celebrated a work anniversary recently. Thank you to all of you for your commitment and loyalty.

# How EEDI scores are making an environmental difference

EEDI stands for Energy Efficient Driving Index. It helps drivers identify how they can drive more efficiently. Each driver receives their EEDI score (measured via our telematics system) which rates different aspects of driving such as idling time and excessive braking. With this information, each driver can adjust their driving style to make their journeys more efficient. This results in less fuel being consumed and less emissions.



The KPIs that sit behind the EEDI scores vary depending on the kind of driving undertaken. For example, the targets for a milk tanker driver travelling on country lanes will be significantly different to those of a long distance driver travelling along motorways.

Within the first 5 months of using EEDI scores, our drivers have achieved a 10% improvement. When you consider we could have 1,200 trucks on the UK's roads at any given time, this 10% makes a real difference.

# A ~~DAY~~ CAREER IN THE LIFE OF... PAUL CHINA

Normally in 'A Day In The Life' we paint a picture of an average day for someone at Gregory Group. But in this issue, we have been speaking to someone who has been with us for 22 years. Paul China is a Transport Planner based in North Tawton and given his history with us, we delved beyond a day to discover more about his career journey with us.

## Let's start at the beginning, what was your job when you joined us in 2002?

I started in the North Tawton warehouse de-boxing cheese and then moved onto picking in the warehouse for a confectionery contract.

## Today you work in an office, when did you make that transition?

I spent 6 months in the warehouse and then moved into the Transport Office. Initially, I was responsible for load fill planning and booking deliveries for a variety of customers. Then I progressed to Traffic Operator before moving across to plan for the Coca Cola account. Today I continue to work with this customer along with a number of other accounts.



## What particularly memorable moments do you have from your time here?

Getting involved in the Coca Cola contract was an exciting time in my career. We built a really strong relationship with their team which led to significant growth. We expanded our service to provide multi-drop loads and with this additional understanding of how they operate, we were able to identify new ways of working that culminated in huge savings for Coca Cola.

I really enjoyed identifying improvements and putting them forward to the customer so I then started doing the same for other customers. First getting to grips with their processes and then establishing if, and how, we could operate the contract more efficiently.

This led to me getting involved in the set up of new contracts where I was able to do the same thing - review processes and see if we could achieve the same, or better, output more efficiently. I also helped recruit new members of the team to support these customers, training them up to ensure we keep delivering service excellence and keep looking for improvements.

## What about now? What does your everyday look like?

I supervise the team who manage our customer accounts, ensuring everything runs smoothly, resolving any issues that arise, and running and analysing reports. I am always looking for continuous improvement opportunities, as are my team, and I still get a kick when I identify potential CI. I also work closely with John Spry, our Group Contracts Manager

who oversees our contracts - standing in for him whenever he is away from the business to ensure our customers have a continued point of contact should they need it. I also cover when other members of the team are off and help other departments and business areas as needed.

## What made you choose this career?

I didn't choose it, it chose me! Thanks to the opportunities I've been given I realised I had a natural aptitude for contract management and have been lucky enough to keep following this path.

## What do you enjoy most about your job?

Leading the weekly customer service calls knowing that because of the relationships we have built up, we can challenge their thinking and present alternative ways of working. I am able to make a real difference and when the ideas lead to efficiency savings it's extremely satisfying.

## What's the most challenging part of your job?

Collating all the information I need from various sources can be difficult at times.

## What keeps you coming to work each day?

I am proud to represent Gregory Group in front of new and existing customers. The nature of our business means it is constantly evolving which presents new challenges and subsequently, new opportunities for improvement.



## What did you do before you worked at Gregory Group?

I was a field engineer working in London repairing and servicing tills in shops. I then moved to Devon in 1996 and worked in a cheesecake factory as a line operative trainer. My next role was as a field engineer installing and servicing vending machines before starting at Gregory Group in 2002. During those years I was also a semi-pro musician playing electric bass and double bass across a range of genres, from jazz to pop.

## What did you want to be when you were a child?

A fireman.

## What advice would you give to someone considering this role as a career?

Don't be afraid to suggest better ways of doing things no matter how small or large the idea might be. You never know where it could lead. And don't forget that the teams around you are key to your success. Everyone fulfils a role that contributes to yours.

“ Don't forget that the teams around you are key to your success. Everyone fulfils a role that contributes to yours. ”

# What it takes to create customer branded trailer curtains

We work with a lot of well-known brand names. Many of whom see our trailers as a brilliant opportunity to promote the products that are inside. Therefore, in instances when we transport full loads for our customers, should they wish, we will work with them to brand the curtain trailers. But do you know what is involved in getting that trailer curtain made? We found out recently when we created curtains for Thatchers Cider.

## Who supports us with the process?

Once Thatchers Cider confirmed they would like branded curtains we get in touch with our supplier, Sapphire Curtains. Based in Stoke-on-Trent, Sapphire manufacture curtains in-house.

## Things you may not know about trailer curtains

Trailer curtains are **made from PVC coated polyester**.

The fabric is woven in a way that makes it very robust and prevents wrinkles.



It takes nearly **two hours** to print a pair of curtains.

The process uses **UV (Ultra Violet) printing**. Ink is applied to the curtain and a UV light follows behind which instantly dries the ink. This means the wet ink dots do not have chance to spread or expand **resulting in a sharp, high-quality image**.



The printer used to print the curtains has a printing area of **3.2 metres**.

## Exceptional food safety standards



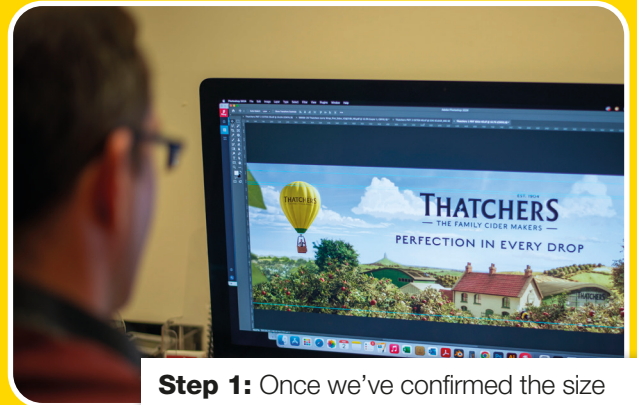
BRCGS (British Retail Consortium Global Standard) is a globally recognised accreditation that evidences food safety standards. We

have BRCGS accreditation in 17 of our warehouses.

In the last year, all of these sites have been visited by an external auditor to ensure our standards are up to scratch and all have secured the maximum AA rating. Of these, 13 had unannounced audits where an auditor shows up without warning to carry out on the spot checks.

These optimum ratings demonstrate our exceptional quality standards and are testament to the pride our teams take as they process customer products.

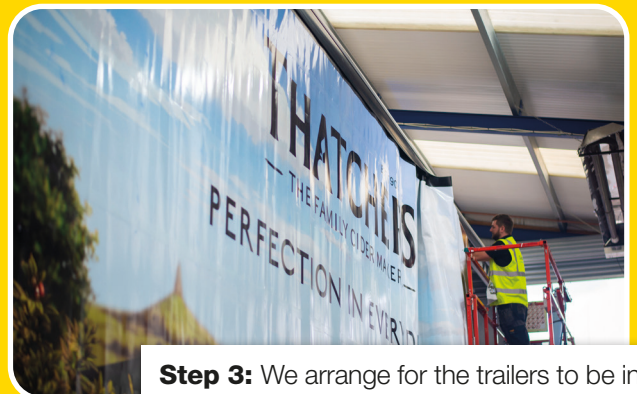
## How do the curtains get produced?



**Step 1:** Once we've confirmed the size and quantities, Sapphire design the curtain to Thatcher's specification.



**Step 2:** The designer sends the finalised artwork to print.



**Step 3:** We arrange for the trailers to be in one place and Sapphire visit our site to fit the curtains.



**DID YOU KNOW?**

An idling vehicle emits 20x more pollution than a vehicle travelling at 32mph. By switching off our engines when stationary, we can all make a difference.

