



NewsBRIEF



CUSTOMER NEWS

Service secures Mars win



We have had a successful partnership with Mars for many years, providing them with service excellence for both inbound and outbound transport. We are delighted that this, together with our ability to provide sustainable transport solutions, has enabled us to secure an additional £1.3m of work.

The recent tender has seen us retain the majority of customer delivery work into the South West as well as inbound transport from the South West to the East Midlands and London. We have also gained significant delivery volume into South Wales, Wiltshire and Hampshire. We have however seen a reduction of volume into Scotland but Mars were keen to point out that this was a change in strategic direction that we could not influence and were very complimentary about the service our Scottish team had provided.

Mars are very focused on their net zero agenda and have transitioned to an HVO solution.

All additional work is now underway. The transition was very smooth with much of the new volume implemented earlier than anticipated. Thank you to all those involved in continuing to demonstrate the service excellence Mars has come to rely on.

Strong solution wins new work with Bunzl

Bunzl supply essential items such as till rolls and hand towels across the UK. We offered a competitive solution and are pleased that this, and our strong reputation for high levels of customer service, led to Bunzl awarding us a contract to distribute their products to supermarkets across the South of England.



From October, we will provide 29 routes based out of Avonmouth in Bristol direct to their customers. To fulfil the contract we will welcome 9 new people to the Gregory Group team.

Having reduced their carbon emissions by 18% since 2019, we are working with Bunzl to introduce HVO and electric trucks into their solution.

Our strong reputation, 100 year heritage, and ambitious net zero targets were noted as winning factors.

Pride in our partnership

Crediton Dairy is one of the UK's leading dairy drinks businesses producing chilled milk drinks, iced coffee, and long life milks and creams. We have worked with them for the last five years, collecting milk from farms and delivering it to their dairy ready for production.



Following a recent tender, we are pleased to confirm that they will be renewing our contract for a further 5 years as their sole supplier of milk collection. As they have continued to grow, they will also be extending the amount of farm collections we complete.

Crediton Dairy is committed to sustaining today's world for future generations and are planning to invest in HVO for all milk collections.

In addition to our sustainability offer, Crediton Dairy chose to stay with us due to the consistent service and strong working relationships we have built up. As a business with Devon roots, they were also attracted to the Devonian heritage of Gregory Distribution.

This is the perfect example of what can be achieved when we truly get to know our customers to ensure we constantly deliver service excellence.

Things you might not know about Bunzl

1

Operate in
33 countries

2

£11 billion
turnover

3

170 years
old

4

Employ
24,500 people

ZERO EMISSION VEHICLES



million of funding through Innovate UK - a public body that operates at arms length from the Government to provide money and support for business-led innovation.

What this means for us is that we will receive 11 heavily subsidised new renewable tractor units and be part of a national scheme to decarbonise our industry. This includes developing the infrastructure to support zero emissions vehicles. The tractor units - 11 electric and 2 hydrogen, will start joining our fleet in 2025.

The subsidies also mean, in certain operations with the right pay loads and distances covered, we'll be able to run renewable vehicles at a significantly lower cost. A benefit that will help our customers as they navigate their own carbon reduction journeys. Securing a place on this consortium is a noteworthy milestone on our own net zero journey which further cements Gregory Group as a sustainability leader in the logistics industry.

In addition to our own net zero target of 2038, the Government has set out to decarbonise all sectors of the UK economy by 2050.

In the UK, HGVs contribute 20% to all transport emissions which makes the logistics industry a prime opportunity for reducing carbon emissions.

To aid this net zero journey, the Government has initiated a consortium of truck manufacturers, academics, energy companies, and logistics companies of which Gregory Group are part of. Our aim, as a consortium, is to accelerate the decarbonisation of HGVs.

To kick start this process, the Government has secured £200



High standards essential to our customers

Congratulations to the South West Water (SWW) team whose exemplary standards meant our customer successfully retained the Biosolids Accreditation Scheme (BAS).

Our team manages the transport, storage, and spreading of sludge and biosolids on behalf of SWW. This is an environmentally friendly process that converts solid organic matter from sewage treatment plants into fertiliser.

Without this accreditation, South West Water would not be able to recycle biosolids to land. The audit ensures we are adhering to the stringent rules and regulations and thanks to the hard work of the team, no nonconformances were highlighted for the work they complete. Well done to all involved.



It's not every day that you go from being behind the wheel of an artic to starring in a TV ad, but that's exactly what happened to Karen Pattison!



Karen was asked if she'd take part in Hobbycraft's Halloween advert which involved a lot of fabric pumpkins! Hobbycraft were delighted with the filming and we can't wait to see the final cut on our screens this Autumn!



ELECTRIC TRUCK PERFORMANCE

With three month's of service behind them, the fleet team have been monitoring the performance of the new Volvo electric rigid vehicles.

All our BEV (Battery Electric Vehicles) have been put to work delivering pallets and they are proving to be well suited to the task in hand.

With plenty of charge remaining at the end of a shift, the BEVs are also proving cost effective. Based on current prices, and taking subsidies into account, they are on par with their diesel counterparts.

LONG SERVICE AWARDS

It's been an extremely busy quarter for Long Service Awards. There are a whopping 51 of you who have been celebrating.

Here are those who received their 15 and 25 year service awards, but there are also 29 of you who reached your 5 year mark. Congratulations to all of you and thank you for your commitment and loyalty.



Allan Gallogley, LGV Driver - Cumbernauld

Stephen Hunt, LGV Driver - Exeter

Kim Ewen, Contract Supervisor - Inverness

Graeme Miller, LGV Driver - Queenslie

Caroline Thom, LGV Driver - Ecclefechan

Graeme Taylor, Head of Palletline Sales - ARRC - Dyce

Tim Bennett, Learning & Development Supervisor - Cullompton



Daniel Blackmore, Workshop Supervisor - Cullompton

Glen Gibbs, LGV Driver - Cullompton

David Beakhouse, LGV Driver - North Tawton

James White, LGV Driver - Cullompton

Darren Norris, Operational Compliance Controller - Cullompton

Suzanne Roberts, Warehouse Admin Supervisor - Cullompton

Ian King, Senior Planner - North Tawton

Adrian Smith, LGV Driver - Davidstow

Michael Simpson, Operations Manager - Winsford

Paul Davis, Warehouse Operative - Cullompton

Sheila Seymour, Warehouse Administrator Days - Cribbs Causeway

Ralph Hughes, Operations Manager - Bathgate

Shaun Mudge, Pollock Express - Remote

Robert Thomson, LGV Driver/Shunter - Dyce

Nigel Fitzwalter, LGV Driver - North Tawton



Summer PHOTO COMPETITION

Look at these amazing photos which represent Gregory Group in the Summer. These are the three winners of the Summer Photo Competition which were all taken by our employees. Each photo will feature in the 2025 Gregory Group calendar. Next up we'll be looking for some autumnal photos.



Dan Lloyd, HGV Technician,
Shepton Mallet



Downie Howard,
LGV Driver, Ecclefechan



Justin Adams, LGV Driver, Sandford

TEAM SPOTLIGHT

In this Team Spotlight we hear from one of our most Northern teams. The Craib Customer Service team is based in Dyce just north of Aberdeen. They are the first point of contact for customers and Ailidh Young, one of the Sales Coordinators, tells us more about the team and the role they play.

What does your team do?

Between the five of us we manage all relationships with Craib customers. From the first point when a customer wants to book transport through to the delivery, we are the people customers talk to.

Is there a typical day?

No! We have a very diverse customer base which means one day we could be organising transport of millions of beer cans and the next we might be organising police escorts!

Tell us more about these customers...

We work with customers from a range of sectors. For example, we have Walkers Shortbread and Brewdog who have a lot of products that need to be delivered quickly to customers all over the UK, and then we have Subsea 7 and Technip who need very specialist transport to move supplies onto ships and offshore rigs.

What are your biggest challenges?

If I were to summarise, it's the fact we need to be very responsive, but in lots of different ways! For example, our food and drink customers are constantly producing goods and customers expect these to be delivered quickly. But the volumes are always fluctuating and various external factors, such as the weather, impact customer demand. Therefore, to deliver the products, we often have to react very quickly, thinking on our feet, sourcing additional vehicles when they have peaks and flexing down when they don't.

The same level of responsiveness is needed in the oil & gas industry but for these customers it's all guns blazing, often at very short notice. We help them mobilise vessels to sail to offshore rigs and often these are very last minute (usually due to an urgent need for a part). Sometimes we need to get everything to the port within a few hours and that could be day or night.

So it's the juggling that creates the challenges, and it's juggling of every kind!



From left to right: Paul Lefevre, Shannon Wilson, Allan Brown, Ailidh Young, and Kyle MacDonald.

Who is in the team?

From left to right we have Paul Lefevre who is our Senior Customer Service Coordinator and he's been here for 15 years. Next is Shannon Wilson. She is our Administrator and has been here for 2 years. Allan Brown is in the middle - he supports customers who require distance work and he joined two weeks after Shannon! Then there's me (Ailidh Young),

I do a similar role to Allan and have been here for over 8 years. Finally, on the right is Kyle MacDonald - he focuses on supporting our oil and gas customers and he has been with us for four years.

Between us we provide support between 6am and 6pm and we also offer additional cover over the weekends for our oil and gas customers.

What keeps you coming to work each day?

We all agree on this one - it's the camaraderie. We are very lucky that we have a small team that gets on amazingly well. It makes the busy and challenging days easier when you have a group of people who support one another. We all take great pride in helping our customers and that shared passion definitely brings us together.

What might we not know about the team?

Paul used to play semi-professional football and once had a trial for Scotland's youth team.

Shannon is a huge country music fan. You'll regularly find her at concerts on a weekend and she is saving up for a trip to Nashville.

Allan used to commute to work in a helicopter! He worked offshore in the north sea for many years before returning to dry land, first driving artics and then moving into the office.

Kyle, for his sins, is a massive Arsenal fan! He once got tickets for the Champions League final (Arsenal vs Barcelona) from Sir Alex Ferguson, thanks to his friend's Dad knowing Sir Alex!

And I spent my younger years on the stage! I performed in various musical productions with Aberdeen's Youth Music Theatre. If you hear someone singing in the Dyce office, it's probably me!

Pollock has always been one of our top carriers. Their reliability is why we keep them on peak routes. I know I can trust them to deliver.

Michael Young, Amazon's Transport Carrier Manager



DID YOU KNOW?

Our Cribbs Causeway warehouse in Bristol distributes an average of 1,030 pallets a day. That is 4.5 million every year. To make this happen, our team work day and night, 364 days a year.

Insight from our EEDI expert

Niall Carroll is our Driver Behaviour Business Partner. He works in the Learning & Development team and is heavily involved in supporting drivers with their EEDI scores - a standard that helps drivers identify how they can drive more efficiently.



As our EEDI expert, it is Niall's job to monitor EEDI statistics, provide tips to our drivers on how they can drive more efficiently, and provide guidance to managers about the difference a more efficient fleet makes to their operation. Niall shares some of this insight with us below.

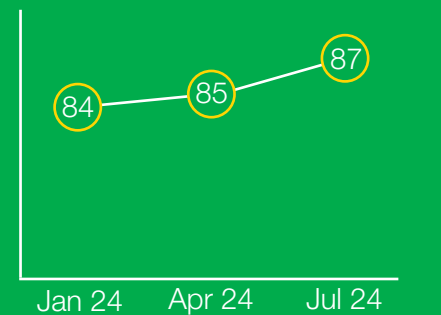
About Niall

- He's been with us for 26 years.
- Niall started his career working on a farm and then became a long distance UK & European HGV Driver. One of his old manager's saw something in him and asked if he'd consider becoming a trainer and that's where his training career began!
- Supporting drivers with their EEDI scores is one part of Niall's job - he also supports managers and develops training plans.

“ I love seeing improvements and getting involved in new technology. When I passed my HGV licence I never thought we'd be driving electric trucks. I really enjoy being involved in learning and understanding the new advancements in trucks. ”

We have been using EEDI scores consistently across Gregory Group since January and it is clear that the hard work is paying off. Our average EEDI score started off “good” and has improved month-on-month. Ongoing stats are suggesting that we are levelling out with an average of around 87 each month. Considering some of the work we do consists of multi-drops and very hilly terrain, this average score is a brilliant achievement and one we all need to work hard to maintain.

THE JOURNEY SO FAR



THE DIFFERENCE IT MAKES

To put it into context, if two identical vehicles did the same route, covering 3,000 miles in a week, but driver one achieved an EEDI score that was 8 points higher than driver 2, this is the difference it would make:



Driver One
EEDI score 92

1,444 litres consumed
(229 less)

9.5 mpg
(1.3 more)

586kg less of carbon produced



Driver One
EEDI score 84

1,673 litres consumed

8.2 mpg



AN EEDI RECAP

- EEDI stands for Energy Efficient Driving Index.
- EEDI helps drivers identify how they can drive more efficiently.
- The EEDI score is delivered by CMS SupaTrak, our telematics system.
- The EEDI score is calculated by rating different aspects of driving such as idling and braking.
- A score of 80 or more is the Gregory Group standard and considered good.
- The aim of EEDI scores is to reduce carbon emissions and lower fuel consumption.

TOP TIPS FOR DRIVERS

- 1 Turn the engine off when not moving - a reduction in idling will make a huge difference.
- 2 Hills can be challenging but putting your foot down to get up the hill is a misconception. What it does is to push more fuel into the engine, which the engine can't use. Instead, hold the revs on the throttle and you will still get to the top but with far less fuel used.
- 3 Cruise control is your friend! It keeps the trucks running at their optimum levels and therefore reduces EEDI scores.
- 4 Slowing down ahead of a speed limit change will make a difference. Quick changes in speeds will use more energy.

A Day in the Life of...

BOB AND LITTLE CHICKEN!

Few of you will have met these team members before, but Bob and Little Chicken play an important part in maintaining our high standards.

These two harris hawks help to deter pests at some of our sites in the South West. Aply assisted by Darren who works for Rentokil, our pest prevention partner, they will scare off nuisance birds such as gulls and pigeons. This is an environmentally friendly and humane approach to ensure our customer's products remain in exceptional condition while with us.

Little Chicken, pictured at the bottom is a male harris hawk who is a big fan of sunbathing (which is what he is doing in this photo)! Bob (who was named after Bob from the 80s sitcom Blackadder), is a female who is more cunning and always on the look out for birds to deter.

VOLUNTEER DAYS IN ACTION

Every year, Gregory Group employees are entitled to an extra day of annual leave to undertake voluntary endeavours. Here are two examples of how these have been used.



Khan Fox De Vere, a Transport Operational Supervisor from Shared User Central spent her volunteer day at a cadet training day.



Khan is a uniformed volunteer for the Ross & Monmouth Marine Cadet Detachment charity. They meet twice weekly with a cohort of young people aged 13-18 who take part in practical and classroom military based training. To consolidate what they learn, the teenagers attend area and national courses and Khan used her volunteer day to take four senior cadets to a regional training day. Luckily, the weather was good which made the field training, which included sleeping out in the field, a much more pleasant experience!



Kevin Murrin, a Convenor from North Tawton, spent his day raising money for three charities.

Kevin walked 110 miles over three days to raise money for three charities - two of which supported his family while his grandson underwent life saving heart surgery. They are The Grand Appeal (a charity which funds life saving equipment for Bristol's Children's Hospital) and Ronald McDonald (which provides housing for families whilst their children are receiving hospital treatment). The sponsored walk also raised money for The Fire Fighters Charity which, as a retained firefighter himself, is a charity that Kevin has been supporting for many years. Kevin and his fellow fundraisers walked from Bristol Children's Hospital to Okehampton Fire Station in Devon, stopping at 9 other fire stations along the way. The team raised over £12,000.

