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## TPN is THE Pallet Network of the Year from 2019 to 2022

THE Pallet Network (TPN) once again won the **Multimodal Pallet Network of the Year Award** at an industry event in October.

"We have held this title since 2019 and we are thrilled and proud to carry it through to 2022," says MD Mark Kendall.

"We were the only network not to falter during the early pandemic, the issues arising from Brexit or the countless other challenges the past 18 months have thrown at us," he says.

The Pallet Network of the Year Award is decided by public vote, so relies on the confidence of network partners and their customers in their chosen network.

"Our internal feedback suggests that thousands of freight customers and depot team members voted for us, and we would like to thank them all for their continued confidence. This award is testament to the incredible dedication and professionalism of our Partners and Hub teams who have worked tirelessly to

provide the best possible service during very difficult national conditions."

Mark believes that TPN's sector-leading initiatives designed to address national logistics problems also hit the mark with many voters. These include:

- A national recruitment drive to bring new people into the industry and to provide driving candidates to local partners
- Free hot meals for all trunking and FLT drivers at TPN's Minworth Hub
- An innovative, free, pallet recycling scheme to improve the carbon footprint of the sector and reduce the impact of logistics waste.

"We will always be proactive in trying to address the issues which hauliers throughout the UK contend with, as well as ensuring a resilient and forward-



looking service," says Mark. "It is our hope that these initiatives and TPN's unique Partner-centric culture will help to inspire widespread necessary change across the logistics sector."

## TPN Ireland expands for 'limitless growth'

**TPN Ireland** has added 80,000 sq ft of additional hub space to its Blanchardstown, Dublin, Hub doubling the capacity of the network and future-proofing it against rising volumes.

Eamon Sullivan, group chief executive of TPN Ireland says: "In essence this will allow us to grow ad infinitum.



"Our network has thrived during the past two years, despite the difficult circumstances. We aligned our IT platforms with that of TPN last year, so that all of our customers, whether in Great Britain, Northern Ireland or the Republic of Ireland, have complete transparency of their pallet movements," he says. "The new Hub space represents a strong commitment to our Partners and their customers that we will continue to be the leading palletised freight service in Ireland."

The network now has 24 Irish Partner companies, three in Northern Ireland and 21 in the Republic.

## Welcome

At TPN, we always put you, the customer, first. We understand the importance of a resilient and reliable final mile service so that your customers are completely satisfied with their goods and their delivery. That's why we would strongly advise freight owners not to buy transport services based on price.

The UK logistics industry is currently facing huge challenges and rising costs. That will inevitably raise transport rates. Operators who offer budget pricing will likely offer a short-lived and poor quality service.

Our pricing will always be set to a sustainable level – one which allows our Partner companies to build sustainable businesses, capable of continued good service and to provide the investment they need to ensure safety, compliance and professional, trained staff now and in the future.

# Great Bear says Big G is flexible and helpful

National 3PL **Great Bear Distribution** uses TPN Partner **Big G Logistics**, based in Waltham Abbey, for its specialist alcohol retail distribution, saying the company is flexible and extremely helpful.

Although an established logistics operation with an extensive fleet and warehousing, Great Bear decided to use the TPN network for its wine and spirits distribution to retailers and wine merchants across the UK.



Great Bear transport manager Tracy Downend says that the TPN service is particularly impressive in Scotland.

“We do sometimes have delivery issues in the South of England but in this climate that’s only to be expected,” she says. “On the whole we are pleased with the service and would like to put more volume through TPN.”

Big G MD George Denman says: “We’re delighted to be working with Great Bear and look forward to giving them more support in the future.”

## KMS invests in infrastructure and workforce

Barnsley-based **KMS Transport** is redeveloping its substantial general haulage site, and investing in future services and its workforce.

The site, the base depot for 70 vehicles, is being equipped with new offices, an HGV workshop and a testing station. The latter will ensure that the vehicles are well maintained with minimal downtime.

“We strive for a completely resilient service and that means compliant, roadworthy vehicles, which are back on the road as soon as possible. Those high standards are vital across our day-to-day operations. Our Rotherham TPN depot and warehouse has just been re-accredited to the BRC AA standard,” says KMS business development manager Chris Deighan.

“We have also been investing in our drivers and trying to address the gender balance in order to bring new people into the industry,” he says. “We currently have two new female drivers who had C category licences and we are putting through their C+Es. Other female applicants are waiting to join us as Class 2 replacements.”



Despite the current challenges, he says, KMS staff have been superb and loyal, and customers have been fantastic. “Our clients have been very understanding and cooperative during all the issues UK supply chains have had.

“We’ve also had a big increase in sales enquiries, which suggests that companies are looking for a quality provider to work in partnership with them. This is a period where we all need to work together to deliver the best possible outcomes, and keep the UK economy moving.”



## Ferryman installs life-saving defib

Newport-based **Ferryman** has paid for a public access defibrillator to be fitted outside its reception.

The unit, which cost approximately £2,500, requires no training to use and is available to the public as well as emergency services.

The project was organised by accounts manager Vicky Styles.

“Cardiac risk, particularly in the young, is very close to our hearts at Ferryman as staff members have lost people they loved,” says Vicky. “Besides which, this is an important public service.”

The company also supports youth cardiac health charity **CRY**, and **Jack’s Appeal** which funds and provides automated defibrillators for schools and public places across Wales.



Congratulations are due to Jake Buxton, a transport planner at TPN Partner Silver X Group, completed the Three Peaks Challenge recently in order to raise money for charity in memory of a friend.

He and his eight companions raised £9,000 for the British Heart Foundation.



**British Heart Foundation**

## Customer lavishes praise on Silver X

**Apex Insulation Supplies** has lavished praise on TPN Partner **Silver X Group**, describing them as the best delivery company Apex has dealt with.

Apex regularly sends pallets through the TPN network, with Silver X trunking them into the Hub most nights. The deliveries are almost always to live sites for which reliability is a must.

“The pallets usually require a next day delivery and it is very important that those waiting for the goods receive them so they can press on with the work,” says Silver X project manager Kim Smith.

An Apex colleague said: “I would like to take this opportunity to say that of all the courier companies I have worked with,

Silver X is by far the best. They not only provide a good service, they are courteous, friendly and efficient. It’s a service that should be recognised, particularly in these times when everything is so manic and demanding.”

Silver X Group has also invested in a new double trailer for its TPN work.



## TPN reviews its decarbonisation journey

TPN will be setting rigorous internal targets for its own carbon performance in light of the urgent need to decarbonise logistics, says TPN’s HSEQ Manager Steve Underwood.

“Much of TPN’s decarbonisation centres on our Hub operations,” says Steve. “We have already taken considerable steps to make our operation as sustainable as possible, but we will be undertaking SECR and ISO 50001 audits soon.”

“I’m investigating other opportunities for accreditations or pledges which require genuine change,” says Steve. “We are not interested in greenwash.”

“It is challenging as a network to decarbonise because most of the vehicles are operated by our Partners, not ourselves,” he says. “Therefore part of our journey must be education and shared learning.”



**TPN achievements to date:**

- TPN’s Prologis Hub is sustainably designed, with rainwater collection systems, 15% sky-lit roof space, air quality monitoring, and real-time energy and performance monitoring from the building management system.
- Biffa handles TPN’s waste with 99% of it either recycled or used for energy generation. Electrical waste is, where possible, removed back to the supplier or contracted to a WEEE recycling centre.
- The exception to this is TPN’s unique pallet recycling scheme, which saves an average of 70 tonnes a month of wooden waste from its Partners from landfill or burning. The broken pallets are used for creating MDF, or in carbon-neutral energy generation.
- Our forklift truck fleet runs on BioLPG. This saves up to 32% CO2 against standard LPG, and uses 24% less fuel than a diesel. All are fitted with catalytic converters further reducing harmful gases entering the atmosphere. They also use an ‘ECO-eLo’ fuel efficiency system which furthers cuts fuel by up to 20%.
- Most of TPN’s FLT teams do not drive to work. There are excellent local transport services, and the site has bike racks and showers.
- TPN’s drains are professionally cleaned every six months to prevent any possible decontamination of water systems.
- ISO 14001 accreditation.

“We’ll share solutions with our Partners and hope to build on the recycling scheme to encourage more sustainable behaviour throughout the supply chain,” says Steve. “Decarbonisation is too important for any company to ignore.”

# TPN celebrates its HGV and fork-lift drivers

Not only are our HGV drivers and forklift drivers essential to keeping our economy moving, but the public often overlooks their varied career paths, or how fulfilling the job can be. Here are a few of our drivers' stories.

## From vans to HGV trainer

Jody Gull started out driving vans but, thanks to his determination and his employers' sponsorship, now trains HGV drivers for **Bacton Transport**.

Jody Gull joined Stowmarket-based Bacton Transport in 2018 as a newly qualified Class 2 driver. He spent a year with Bacton on an 18-tonne rigid vehicle before the depot arranged his C+E training and test.

Jody then drove a Class 1 (C+E) double deck vehicle for two years – but was keen to continue progressing. Jody applied for a new role of Driver Development Coach. He now trains the new drivers that come through Bacton's ranks for all aspects of the driving roles in our business.

"The thing I love most about my role is helping people, whether it's a novice driver or someone more experienced asking for advice," says Jody. "I really enjoy watching people grow and develop in the business."

"Jody epitomises the Bacton employee who wants to go the extra mile and progress in his career. It shows how far someone new to truck driving can progress in a career if they want," says Bacton's Network Services Manager Rob Cook.



Jody Gull – Bacton Transport

John Meacham drives a counterbalance fork-lift truck on TPN's night-shift operation at its Minworth Hub.

He says: "It's the busiest place I've ever worked, but I love it. The time flies by."

TPN's Minworth Hub team can cross-dock more than 20,000 pallets in a night. John is part of an exceptionally skilful FLT team which is organised and choreographed with almost military precision.

John joined TPN in early May and says that his starting pay was good. "They pay well for forklift drivers. It's the best wage I've ever had."

The starting wage for FLT drivers is £12 an hour which goes up to £14 upon successful completion of the first three months.

John also says the training in the company was good and is confident TPN will support his ongoing career. "Once I've been here a few more months, I'm going to ask to learn new skills as well," he says.

"I'm enjoying it loads. I've been a truck driver for years but never anywhere like this. The guys who manage me are really sound."

## James funds medical studies by driving

TPN HGV driver James Sayer has been working towards being a doctor for 10 years – and can finally apply to medical school.

James joined the Fire Service from school, and after becoming the youngest UK driver qualified to drive a blue-lit fire truck, he also started working for TPN Partner York-based YDL.

"I loved the medical training we received in the Fire Service," he says.

As he wasn't qualified for medical school, James used his HGV driving salary to finance his way through a paramedic degree at Sheffield Hallam and then a Masters in forensic anthropology to qualify in chemistry.

29 year old James is now applying for a place at medical school at UK universities. He will still need to fund his tuition fees

so is continuing to drive to build up his savings. "I'll find a way," he says. "I've worked so hard to reach this point. I'm very grateful that I could do flexible shifts for YDL all the way through university.

"Driving is a fantastic career opportunity for so many people," he says. "It's allowed me to earn good money while studying, and gave me the discipline to treat my studies as a full-time job.

"I would recommend it to anyone who needs flexible, or part-time work while they progress in other ways. It develops responsibility, initiative and grit, and it pays much better than most part-time work available to students."

TPN MD Mark Kendall says: "We congratulate James on his huge successes so far and wish him every success in the future."

