

## Lockdown is the ultimate test of resilience - and TPN is still leading the delivery field

"We've trained for this," says MD as TPN pulls out all the stops for customers

**T**PN – THE Pallet Network is achieving record service levels despite the Covid crisis, thanks, says MD Mark Duggan, to the years TPN spent honing its collaboration, its communication and its operational versatility.

"We didn't realise that we were training for this event," says Mark. "We focused on building a completely resilient, high-performing network. However, that resilience and excellence is really showing its value now, as our Members help their existing customers, new customers and even rival companies to ensure essential deliveries."

Strong operational protocols and great internal compliance within the network has meant that changes to contactless deliveries and PPE were rapid, and communication with customers has remained strong.

"We'd like to thank all our Members and our customers for



remaining positive and focused during this difficult period," says Mark. "This crisis has stress-tested all organisations and relationships and we are proud and grateful that TPN has such dedicated and professional partners on all sides of the supply chain."

In particular, TPN has stepped in to help fulfil the higher than

normal levels of online retail deliveries.

"We will undoubtedly see new ways of working and living as we progress through 2020," he says. "However, several weeks into this process, TPN is performing strongly and we will continue to support all of our Members and our customers in every way possible."

### WELCOME

2020 has shown the true value of being part of a pallet network, as a Member or a customer. TPN has worked tirelessly to offer support, mentoring, to ensure business resilience and to solve operational problems for all our Members.

This means we still offer the best service in the UK for palletised freight with 100% postcode coverage. Our foundations of excellence, collaboration and sustainable business are now invaluable. They are enabling us to keep Britain supplied with essential goods and services.

Our Member depots are working very

hard on your behalf. Please help them too, through clear communication, forward planning where possible and, of course, prompt payment. Their teams are putting themselves on the line for us and for you every day – let's make sure that their jobs are protected in return.

Stay safe. And we'll stay #AllAboutPerformance.

**Mark Duggan,  
MD THE Pallet  
Network**



## New ways of working

TPN has made full PPE available for all its key workers, including reusable full-face visors, in order to protect staff and the general public. It has also switched to contactless deliveries, which rely on photographs of recipients rather than signatures.

TPN issued full guidance on social distancing in the workplace and for collection and deliveries to Member depots.

"We will always put safety first for our Hub staff and our teams across the network," says TPN MD Mark Duggan. "We have excellent compliance with operational protocols at TPN and we have adapted quickly as a network."

TPN has also stopped handling customer paperwork (known as COP services) and asks that any documentation intended for the recipient is enclosed in the documents pouch on the pallet.

Whether you are a TPN Member or a customer please share your views on the Network with us. If you have a story for TPN News contact Louise Cole at White Rose Media Ltd on 01609 771140 or email us at [Louise@whiterosemedia.co.uk](mailto:Louise@whiterosemedia.co.uk)

# Our job is to adapt quickly to avoid delays, says TWE Haulage

**B**anbury-based TPN Member **TWE Haulage** is servicing hospitals in London and Oxfordshire for existing and new clients, having to adapt to much higher volumes and urgent need, says commercial director Ross Edden.

The company, which provides a full logistics service, has been delivering PPE into the ExCel-based Nightingale Hospital on behalf of long-term customer **Montgomery Transport**. They have also distributed PPE to the emergency services base established at a former USA military base at Upper Hayford, Oxfordshire.

One local customer supplies Siemens Medical, and loads to this premises have increased from two a week to several a day, which is challenging for the fleet. "As the logistics



provider we have to react to what customers need when they need it," says Ross. "It's all down to what can be produced by the factory, and we have to react, with trailers waiting for the goods, to make sure no delay occurs."

TWE is also delivering into the John Radcliffe and Churchill Hospitals on behalf of fellow TPN Members.

"And of course, we are also servicing other customers, including supermarkets," says Ross. "It may not be as high profile as the NHS, but making

sure that food is delivered to the Morrisons at Bridgewater so it remains well stocked for consumers is also pretty vital.

"I am proud that TWE is offering our support to all who need it, whether that be an existing customer, new customers or competitor logistics companies who require more resource," says Ross. "We must all work together to make sure we come out the other side. And when we do emerge from this, hopefully our industry will be appreciated for its critical role."

In brief

**Jays Logistics (South-West)** achieved its **FORS Silver** accreditation earlier this year. The directors said that achieving such high levels of operational practice prior to Covid19 had helped the company adapt and achieve great performance even in the most unexpected of circumstances.

TPN Member **RH McDowell Haulage and Distribution** delivered 14 pallets of chocolate biscuits including favourites like Rocky Bars, to staff in Leicester hospitals free of charge for its client **Fox's Biscuits**. McDowell's commercial manager Craig Thorpe says: "Biscuits may not be life-saving but they can do a huge amount for morale."

Oscar, the young son of the director of **Hambridge Transport** is raising money to buy products for keyworkers - including NHS staff and HGV drivers. If Oscar can raise £400, his father will match it. Oscar says he'd like to provide "some PPE for the NHS and some books for my classmates". <https://www.justgiving.com/crowdfunding/oscarclapsforkeyworkers>

## Hi Speed Services raises thousands for NHS Frimley

**Hi Speed Services** has raised over £22,000 to provide 1,000 'survival packs' for staff at **NHS Frimley Park hospital**.

Team members shared the campaign on social media and by word of mouth and the donations poured into its **JustGiving** page.

The first £20,000 of the money was spent on huge quantities of groceries, including energy bars, drinks, personal hygiene products and toiletries and fresh fruit to allow staff to freshen up and have a snack during shifts. Shift patterns can mean it's

harder for NHS staff to shop – and many do not want to return to their families without first being able to wash and change for fear of spreading infection.

"We bought such a large quantity of goods for them,

we ended up collecting whole cages of groceries from Farnborough Asda in our own vehicles and delivering straight to the hospital," says Hi Speed MD Ian Dawkins.

A team of Hi-speed staff and volunteers were on hand

to unload into the hospital premises, and internal teams organised the distribution of the welfare packs amongst staff.

"The NHS teams are working very hard under very challenging conditions," says Jamie. "We hope the welfare packs made their shifts that little bit easier and more comfortable."

If anyone would like to contribute, the fund remains open, and the additional money will be donated to the **Frimley Park Covid-19 Appeal**.





## TPN Member collaboration pays off for the NHS

TPN Members **Halcion Express** and **NFS 360 Connect** have collaborated to ensure essential medical supplies are delivered into the NHS distribution centres.

The two Members partnered to ensure that eight full loads, including 3,500 essential oxygen concentrators and masks were collected and delivered to the Ministry of Defence and Kuehne + Nagel respectively for onward delivery to NHS Trusts.

Halcion is based in Cheshire and NFS in County Durham.



Halcion Express client **Baywater Healthcare** is providing the medical supplies, which are scheduled for delivery

to NHS Trusts across the country during the coming weeks.

Halcion Express MD Andrew Corrie says: "Our close ties within the TPN network mean that we can always call on the support and resources of other Members to help our clients when their needs are extensive or urgent.

"You don't get much more urgent than delivering life-saving respiratory equipment for the NHS," he adds. "We're very pleased that we can do our part in partnership with Baywater Healthcare to help during the Covid 19 crisis."

## Action Roadways pitches in to boost foodbanks

TPN Member **Action Roadways** is delivering an initial 10 pallets of toilet rolls, free of charge, to foodbanks around the Belvedere, Kent region on behalf of its customer **Migro**.

Migro is the first Italian 'cash-and-carry' outlet in the UK, designed for trade and wholesale customers. Founder and CEO of Migro's parent company Ilario Amato received the 10 pallets of toilet paper from suppliers in Italy, and immediately suggested donating them to food share sites for the vulnerable.

Each pallet contains 1,000 toilet rolls.

"Ilario asked us if we could help by donating the necessary transport, and we were glad to," says Steve Thompson, MD. "It's really important that we all contribute what we can to make sure everyone is cared for at the moment."

Thompson says he is very proud of his team of key workers, delivering pallets from other TPN Members into St Thomas Hospital, Guy's Hospital, the London Ambulance Service and the Queen Elizabeth Hospital in Woolwich, as well as to shops, businesses and residences across the region.



## John Pearce ensures PPE gets where it's needed

TPN Member **John Pearce Glynneath** is delivering essential PPE equipment to the new NHS Nightingale Hospital erected in the ExCel Centre in east London.

The South Wales haulier has taken four full loads of gowns, masks, gloves and other PPE equipment to the Nightingale, for medical consumable specialist **Rociale**. The PPE will help to protect the 16,000 staff who will be caring for Covid patients.

"We're extremely proud to be helping with this project and I'm exceptionally proud of all the John Pearce team who are supporting our customers with these vital deliveries," says MD Clive Davies.

John Pearce has helped other clients essential to beating Covid 19 too. "We have moved factory-to-factory loads of parts for ventilators, along with other essential loads including food packaging, healthcare disability products and food. We've also delivered essential supplies on behalf of our customer Rociale into the Principality Stadium where the new Dragon's Heart hospital is being built in Cardiff," he says.

"We're available to anyone who requires fast and reliable logistics, whether that is a single pallet or a series of full loads."



# You are saving lives! Customer praises DEL

TPN Member **Direct Express Logistics Nottingham** has received a wonderful letter from a customer, praising their team for ensuring vital deliveries necessary to build life-saving ventilators.

Ben Senior and his team at manufacturer **Specialist Engineering Plastics** says: "Please could you share this message with your teams, especially those drivers and depot staff who continue to come to work each day.

"What you are doing is literally life-saving. You've made it possible for us to continue supplying companies manufacturing parts for vital pieces of equipment.

"Due to the critical situation with Covid-19, the market is completely screaming out for life-supporting ventilators. People are dying, and ventilators are needed to treat and save those people in a critical condition. We are supplying companies manufacturing parts for these vital pieces of equipment.

"Right now, our priority is to support the



public health and do our part to save lives. Your delivery network is helping distribute our materials for the manufacture of those life-supporting ventilators, you are part of the world-wide action in fighting this pandemic."

Direct Express Logistics says that it is extremely proud of its drivers, transport

and warehouse teams, which like those of all other TPN Members, have continued in their role as key-workers, to ensure that emergency and essential goods reach their destinations.

TPN MD Mark Duggan says: "We can't praise these teams enough. They face each day with determination and selfless professionalism. We have as many safety protocols in place for them as we can, but that doesn't take away from their bravery and dedication."

The importance of the logistics industry has often been overlooked by the British public, who typically have little direct contact with it except for passing an HGV on the road. However, with the current focus on essential medical supplies, rapidly-depleted supermarket shelves and life-saving manufacturing, the vital work of logistics managers and HGV drivers has been thrown into sharp relief.

Mark Duggan says: "We are proud to be helping to keep the British public and our NHS supplied with what they need."

## GPT Logistics helps cat owners everywhere

TPN Member **Rochdale-based GPT Logistics** has provided rapid delivery of 39,000 bags of cat litter to supermarkets, pet stores and cat charities.

**Midas Products UK** has seen a significant increase in orders during the lockdown period.

"We're handling all of Midas' deliveries with 75% of them going through TPN. Midas is very impressed with our service levels.

And, as almost 120 bags fit on one pallet, it becomes a very cost-effective delivery for the customer," says GPT transport manager Paul Shaw.

"Items like this are essential for homeowners at the moment, especially as vets have advised keeping cats indoors during the lockdown period, to prevent other members of the public petting them," says Paul.



● **GPT Logistics** also managed an urgent delivery of fire extinguishers to the new **NHS Hospital Louisa Jordan** in Glasgow last week.

The four pallets of extinguishers, essential for the opening of the facility, were despatched at 4pm one evening and arrived, courtesy of Glasgow Member **GCN Scotland**, at 9.15am the next day.

"GCN was great in expediting this delivery for us," says Paul. "The TPN network gives exceptional service to all of our customers, but we were very grateful for their professionalism with this particular consignment, given its time-critical nature."

"Our customer, Express Fire Equipment was very impressed with the excellent service performance."

