

Brand new look, same old excellence for TPN

THE Pallet Network rebrands and invests in even greater efficiencies, as its commitment to customer service remains unchanged, says MD Mark Duggan

TPN has celebrated its 20th year with a brand new look and a 60,000 sq ft extension to its main Hub at Minworth to make pallet turnaround times faster than ever.

Pallet volumes surged in Q2 and Q3 with the network handling more than 100,000 pallets almost every week. However MD Mark Duggan says that TPN's continual improvement plans have allowed the network to keep pace with its double-digit growth while maintaining its trademark service levels.

These include:

- 60,000 sq ft of additional space at Minworth Hub
- 43% increase in productivity, with simultaneous loading of 57 trailers
- Software-led Hub management for greater efficiency
- Complete software integration between TPN and TPN Ireland to give complete visibility across borders
- Plans for a purpose-built Mega Hub in 2021

Mark says that an ethos of excellence must be more than words – it requires a continual and daily review of how processes and infrastructure will be improved to keep ahead of market demand.



TPN now has 705,000 sq ft of sortation space and that will soon increase to 805,000 sq ft in order to maintain optimal service levels.

TPN Partners invest in new fleet vehicles as customer demand surges

Keighley-based **RH McDowell Haulage and Distribution** has underlined its growth strategy with the addition of four new Mercedes-Benz tractor units.

The West Yorkshire company has more than 100 vehicles which makes it one of the largest operators in the region. However, says MD Joe Balmforth, 2020 has demanded that companies invest and commit to serving their customers better than ever.

"This has been a challenging year for everyone," he says. "As providers of an essential service we feel it's been a time for us to step up and invest in practical ways to ensure that we can always serve the businesses and the public who rely on us, however difficult the circumstances."



www.thepalletnetworkkitd.co.uk

Welcome

TPN is entering a new, exciting phase of its development. We have achieved all of our goals from our last five-year plan, and despite everything 2020 has thrown at us collectively, we have achieved more than we planned.

Now, with our 117 Partners and 130+ depot locations, we have realigned the network to focus on the next stage of our evolution. A truly Partner Powered Alliance. A formidable and customer-oriented model for collaborative logistics, which will deliver commercial

success to our partners and an unparalleled service offering for their customers.

Our collaborative model brings efficiency, sustainability, greener logistics and greater stability but with its power dispersed in local businesses and personal service. It's about mutual respect and mutual benefit. Here's to smarter logistics.

**We're proud to be
THE Pallet Network.**

Mark Duggan
Managing director

Innovative new TPN scheme lowers your carbon footprint

THE Pallet Network (TPN) has launched a pallet recycling scheme, free to its Partner hauliers, which stops broken and end-of-life pallets going into landfill.

Partner companies can take expired pallets back to the Hub using empty space in their trunk vehicles, where they are collected and sent to be re-used as chipboard or burned in carbon-neutral power stations.

Hauliers usually have to pay to dispose of broken pallets and there are few environmentally friendly options open to them. This scheme saved 80 tonnes of pallets from landfill in its first two months. It also saves TPN Partners money, prevents unnecessary waste and lowers the carbon footprint for the whole supply chain, including TPN customers.

TPN MD Mark Duggan says: "We always seek solutions which benefit everyone, because that guarantees success. We're very pleased to have pioneered a solution for the industry and would love to inspire other companies to do the same."



Bridgemere expands to meet burgeoning customer demand

Staffordshire-based **Bridgemere Distribution** has seen steady growth in its pallet and Hazchem businesses in the past three months, including several recent new clients, which, says MD Mike Ayling, is a very encouraging sign for the UK economy.

As a response the company has acquired three new Scania R450 Topline tractor units to meet customer demand.

"We are running four trunk vehicles in the evening and two during the day," he says. "Service resilience is very important to our customers so instead of buying these vehicles outright we

have taken them on contract-hire agreements with our long-term vehicle and trailer supplier, ATE Truck and Trailer Sales, part of Asset Alliance. This gives us complete repair and maintenance back up so we should have no unplanned downtime."

Bridgemere has also appointed several new members of staff in order to ensure continuously high customer service levels during this growth period. General manager Tony Norvall has become a director, and Ayling has also appointed a new sales and marketing manager, Laurence Bassett and a non-executive director James Eyre-Walker.



Malco Freight has decided to keep its specially commissioned curtains thanking NHS keyworkers for their tireless protection during the COVID pandemic. MD Alison Jeffrey says: "We always believed that we shouldn't just be thanking the NHS during an emergency. The NHS is one of our best institutions and one we all rely on. We'd like to thank them every day."

TPN Ireland integrates with Connect for complete visibility

TPN has just completed the roll out of its comprehensive software platform Connect to all 24 hauliers in sister network [TPN Ireland](#). This means customers shipping pallets from the UK to Ireland, or vice versa, have complete visibility of their pallets all the way.

"Integrating all of our Partner companies in Ireland into our single platform has been an 18-month project, but will bring huge benefits for all our customers and for those hauliers," says MD Mark Duggan.

Eamon Sullivan, group chief executive of TPN Ireland says: "This gives our Partners access to the same routing, and countless commercial and operational tools within Connect, but it also gives our customers access to electronic proof of delivery, and complete track and trace whether their pallet is in the UK or Ireland."



TPN supports the causes close to its Partners' hearts



TPN Partners supported several worthy charities this summer, both individually and through the TPN Charity Draw, a monthly network-wide donation.

Birmingham-based Transservice Express Transport donated its £1,000 to [Acorns](#), a children's hospice in Walsall in June. [Howard Tenens](#) chose [Mind](#) as its charity for July.

[Broughton Transport](#) chose [Wiltshire Air Ambulance](#) as TPN's August charity. "Our £1,000 is a token thank you - they were great when my wife broke her neck and we try to do as much for them as possible," says Broughton MD Toby Ovens.

And Sandra Cottam-Shea, MD of Heysham-based [SCS Logistics](#), and veteran campaigner of charities for the disabled, braved the shave this summer for [Macmillan Cancer Support](#), raising almost £4,000.

TPN's most recent charity choice has come from North Walsham-based [Starlings Transport](#) which has donated its £1,000 from the TPN Charity Draw and a further £1,000 of its own money to [Norfolk Blood Bikes](#).

MD Matt Starling says: "This is an entirely volunteer-run organisation which ferries essential items around the country for medical emergencies, including blood products and expressed breast milk for premature and sick babies. We're very proud to be supporting them."

Norfolk Blood Bikes has welcomed the donation saying that during COVID its income has fallen dramatically as events and fundraising have been impossible for most of 2020.

TPN MD Mark Duggan says: "This is a great charity, another absolutely vital service which is unfunded. This is exactly why we started the TPN Charity Draw, so that we could combine our collective knowledge and resources with our 117 regional Partners and support as many causes as possible. We're very proud that our network supports so many charities."

Kimes gives excellent service through Crowders Nurseries' busiest season

Lincolnshire-based **Crowders Nurseries** provides trees, shrubs and plants to the amenities and landscaping sector and relies on excellent service from TPN Partner **George Kime & Co** to deliver its fragile cargo fast and in perfect condition.

Winter is Crowders' busiest season as mature trees must be transplanted when dormant. Kimes delivers up to 60 pallets a week of saplings and shrubs through TPN, and full loads of assorted products, including trees up to several metres high on a weekly basis.

"The service is fantastic," says Crowders' sales and marketing director James Carter. "Landscaping is the last job before new developments can go live, so we have to react quickly to clients' needs. We offer a responsive and bespoke service to all our customers and we need a transport supplier who can do the same."

These loads are fragile, perishable and need unfailing next-day or timed deliveries. They are also expensive consignments, averaging £35,000 but often representing £250,000 worth of stock.



"We can only entrust our products to transport companies who are very professional and competent. So all TPN's regional Partners must be very good to seamlessly deliver on our behalf throughout the country," says James. "Kimes is very professional. Our account manager Trudy is exceptional and the MD Nigel personally ensures that we always get what we need."

Alan Davie is buzzing with wildflower success

Dundee-based **Alan Davie Transport** has converted an unused field on its premises into a stunning wildflower meadow to help the area's biodiversity.



The family-run business saw three generations from founder Alan Davie himself, his two sons Euan and Ian and his granddaughter Jani Morton and their families, all working on the field together during lockdown.

The transport depot has a very large field surrounding it and the team began by carefully seeding an area with wildflower mix and refraining from mowing the remaining area to encourage flowering grasses, clovers, bees and insects.

Later in the year, they plan to go even further to offset the company's carbon emissions, by planting a large hedgerow and a mixture of native trees.

"It was a great experience with the family to all work together. Seeing it transform from a field of grass with not much life to truly blossoming feels incredible and we know it is so important," says Jani. "We hope to inspire other companies to do something similar."

Contract wins lead to Halcion fleet expansion

Newcastle-under-Lyme based **Halcion Express** has expanded its fleet following several new contract wins.



MD Andrew Corrie says that pallet volumes have been high throughout the summer, and while the company is still seeing more residential deliveries than normal, its B2B work is also stronger than ever.

"We have recently bought three new DAF CF480s," says Andrew. "We always buy new trucks so we can offer the most reliable service with the best fuel economy and lowest emissions possible."

Halcion has a strong reputation with countless customer compliments posted on Google and sent to the office.

"Excellent customer service is important to us and it's what the TPN network is built on," says Andrew. "We're always glad to see our customers agree."

