

Your UPN magazine

# DESPATCH

Issue 13

Volume 3



## OUTPERFORMS SECTOR



### Inside DESPATCH

- Sector Spotlight
- Ten New Members
- Members Celebrate
- Special Edition Livery
- Christmas at BOWllywood
- AFC Bournemouth ride high

### A LANDMARK YEAR FOR UPN

For UPN 2021 was a landmark year. Despite unprecedented challenges, in its 20th anniversary year UPN broke new records and saw superb growth.

Maintaining an ongoing strategy of strong, stable, self-sufficient business growth, UPN saw an increase in volumes of over 25%. An increase that was considerably higher than achieved by our pallet network competitors, increasing UPN market share significantly.

*"Our growth has been excellent and indeed has outperformed the sector based on a variety of criteria," said UPN MD – David Brown, "I would like to personally thank every UPN Member for their individual contribution to the excellent growth that UPN has achieved in such uniquely difficult times."*

*"Our tremendous growth throughout 2021 has meant that UPN has had to significantly accelerate our own development plans," said MD-David Brown, "These expansion investments are great news for*

*UPN, our members, and their customers."*

Indeed, UPN has already hit the ground running in 2022 with two major expansion announcements. UPN has boosted investment in its central sortation workforce and forklift fleet by over 50%, in response to the huge increase in demand for its palletised freight delivery services throughout 2021. UPN is introducing SmartHUB 2, a new facility that will boost central sortation capacity to over 15,000 pallets per night.

# SECTOR SPOTLIGHT



The Association of Pallet Networks

## Record pallet network volumes despite driver shortage

Third quarter figures for the pallet network sector reveal huge increases in volumes delivered, despite the ongoing national driver crisis. To the end of September 2021, volumes for the year increased by 18%, with 24 million pallets being delivered by the UK's eight pallet networks since January.

*"We are seeing this consistent and continued growth across all pallet sizes and all services, as more shippers and hauliers realise the benefits of network membership,"* says APN chairman Paul Sanders.

Key highlights included: - An 18% increase in freight volumes in pallet sector Jan-Sept 2021 - 24m pallets delivered Q1-Q3 - Utilisation rate for Hub trucking at 75%, considerably above the national average of 63%. A 20% of all pallets now to residential addresses. Just 0.49 Hub safety incidents per 100,000 pallets delivered. Over 150,000 vehicle journeys per annum saved by pallet network operations.

<https://www.theapn.co.uk/news/>

## LOGISTICS UK

### "..The Green Shoots of Recovery..." says New Report

Much has been made recently of the HGV driver shortage. But after a challenging 12 months, a Logistics UK Report published in December 2021 shows cause for cautious optimism.

The Logistics UK Skills Report 2021 reveals that significant steps have been taken to help address the recruitment issues which have plagued the sector for years, with government and industry working together to increase capacity to test new drivers, provide new training schemes, and commit to improving facilities available to those working across the roads network.

The Logistics UK Skills Report 2021 has been compiled in partnership with independent research agency Repgraph. A copy of the report can be downloaded here -

<https://logistics.org.uk/campaigns/logistics-uk-skills-and-employment-advice-hub/logistics-uk-s-skills-and-employment-report>

## TEN NEW MEMBERS JOIN "TEAM UPN"

UPN has recently announced the further development of its high-quality network with the introduction of ten important new "Team UPN" members across the UK.



**Nexis Services** - A Peterborough based company established by Debbie and Richard Swinscoe that has built its reputation by providing exceptional customer service and having close contact with customers to ensure successful long term relationships. They will be handling several E and CM postcodes.



**Freightforce Logistics Management Services** - Norwich based Freightforce offer full loads, a complete storage, distribution and logistics service across the UK and Europe. Established in 1998, Freightforce offer - full loads and general haulage, part loads and groupage, services for hazardous goods, as well as a full range of warehousing and storage services. They are handling NR postcodes.



**Hastings Freight** - Situated on the M1 corridor close to Sheffield and Chesterfield, the core business on which Hastings Freight's reputation has been founded is collection and delivery of small consignments of palletised goods.



**HBC Logistics** - From small express deliveries to the transcontinental movement of freight, Baldock based HBC Logistics provide an efficient and reliable global logistics network. They are serving SG postcodes.



**Yellow Lab Logistics** - Cornwall based Yellow Lab Logistics have over fifteen years' experience and expertise in parcel and pallet freight delivery. They are serving TR and PL postcodes.



Charles Morgan Transport

**Charles Morgan Transport** - Established in 2017 and based in North Yorkshire, Charles Morgan Transport has quickly built a reputation for excellent customer service and provides a wide range of general haulage services. They are serving several YO postcodes.



**Tendring Express Services** - Established in 2003, currently operating thirty vehicles across two facilities, Essex based Tendring Express Services provide a wide range of parcel delivery, pallet freight delivery, haulage, warehousing, and storage services. They will be serving several CM postcodes.



**New Horizon Distributions - logistics company** - An established Essex based Logistics Company serving E and IG postcodes.



**DG International** - Tilbury based DG International was established in 2009. They are a leading international freight forwarder who deliver to a range of clients importing into the UK from Asia, Europe and America via ocean, air, road, and rail freight. They are handling RM, IG, and CM postcodes.



**Forward Trucking Services** - Based close to the M1/M25 at a 30,000 sq ft facility in Watford, FTS are ideally located to provide flexible haulage and storage solutions to businesses in the area. They are handling AL postcodes.

*"I'm really pleased to be welcoming these excellent new additions to our Team UPN family,"* said UPN MD - David Brown, *"They are going to be valuable assets to our growing network as we move into an important and exciting year for UPN."*



First Class Travel for Palletised Freight



## 20TH ANNIVERSARY SPECIAL EDITION LIVERY



Established in 2001 by Founder and Chairman – Martyn Chapman, UPN has carved its own specialist niche within the Pallet Network Sector as a collaborative network of highly skilled local operators. To mark its 20th anniversary, UPN introduced a “special edition” dual brand black livery.

UPN members took on both black and grey livery options together with the now familiar “UPN Zoo” branding to actively highlight partnership with UPN in this very special year.



Pictured here is the latest addition to the fleet of Somerset based UPN Member – Logic Distribution – who provide the network with consistently excellent support across the South-west.

## TEAM C EXPRESS LOGISTICS “MAKE JAWS DROP” IN THEIR 25TH YEAR!



Established in 1997, Norfolk based Team C Express Logistics are this year celebrating their 25th year in business. To help celebrate they recently took delivery of a newly dual branded trailer for 2022. The dual branding of this new fleet addition has provided the inspiration for the UPN 2022 media marketing theme.

“I have always had a fascination with Sharks” said Tim Clements – MD & Founder of Team C Express Logistics, “When it came to which animal should promote UPN and Team C Express Logistics on our new Trailer the choice was obvious!”

Scott Gaine – Sales Director - Team C Express Logistics - takes up the story, “I was able to persuade UPN to add “Shark” to their promotional “Zoo”, but we needed a really strong tagline, and think that we have found one,” said Scott.

Scott came up with a powerful sales message - “First Class Travel is about making Jaws drop!” – which will now be seen on the new trailer and also across all UPN Online and Media marketing throughout the year.

We’re sure you’ll agree it’s a truly “Jaw dropping” livery that’s certain to turn heads across the east of England.

Team C Express Logistics offer a comprehensive range of guaranteed same day, overnight and international delivery services to businesses in the region.

## WILLIAMS TRANSPORT ARE 50!

Founded in 1971, Williams Transport is celebrating fifty years in business. Williams Transport now have a 70 strong team of dedicated employees, and a modern fleet of over 50 vehicles operating nationwide. They joined UPN in 2010.

“We were originally a General Haulage business managed my father and grandfather, before we expanded into specialist Contract and “Walking Floor” Haulage in the 1990s,” said Director – Andy Williams,

“Sadly, my father died in 1996. I then took control in conjunction with my mum, and Malcolm Shovelton who also worked within the business. Following their retirement last year, I now run the business and I am really looking forward to moving Williams Transport forward into the future to build on our reputation for reliability and value.”



## NORTHWARDS ARE 20!

This year sees the 20th anniversary of the establishment of UPN Scotland Member Northwards. It is 20 years since Director - Neil Leslie, led the management buy-out of the freight division of P&O to create the business.

“In 2002 we operated from depots in Aberdeen, Shetland, Orkney, and Scrabster, but we have since opened new bases in Inverness and Glasgow and today, through our partnership with UPN are delivering throughout the United Kingdom,” said Neil,

“Our success has come through a genuine commitment to putting our customers first. Ambition, a commitment to innovative thinking, the delivery of a high-quality service – these are the qualities which underpin a vision that will see Northwards continue to develop and succeed well beyond this year’s memorable anniversary.”

Established to deliver freight, haulage, and maintenance operations in and between the Northern Isles and Aberdeen, and proud of its Northern Isles roots, Northwards have gone from strength to strength, with continued cargo volume growth and geographical expansion.



# CHRISTMAS AT BOWLLYWOOD!!!



**Valued UPN Derbyshire member – Bow Distribution put Santa to shame this year! So much so that he may consider moving his operation from Lapland to Alfreton!**

As well as thoroughly decking out the whole site as Santa's Grotto, Bow Distribution had a festive competition with sister company – The Silver X Group. The competition was based on Festive Movies with each department being given £200 to devise their own interpretations. Sales and Customer Service followed a GRINCH theme, Operations – BAD SANTA and THE SNOWMAN, the Warehouse team – ELF, whilst Bow Distribution Managing Director – Paul Howarth – presented as a very commendable Bruce Willis – DIEHARD – yes, it is a Christmas movie!!



*"It really brought the Bow Distribution team together," said Gemma Cogan - Head of Customer Experience, "We absolutely loved it! We made snowmen from paper plates and over our desks we had cottages and little Christmas houses. Our Head of Sales – Roy Savory – Grinch – had a mountain over his desk!"*



With these fantastic efforts Bow Distribution won the competition with their Silver X Group rivals.

*"Next year we're doing it bigger and better," said Gemma, "We've got to think of something that will beat this year! We now want to win every single year!"*



**Great work Bow People!! A tremendous effort you all looked absolutely fantastic!!**



## AFC BOURNEMOUTH RIDE HIGH!

**Since their appointment of high-profile ex professional – Scott Parker – as Manager last summer, 2021/22 has been a great season so far for UPN sponsored SKY BET EFL Championship Football Club – AFC Bournemouth.**

Now that crowds are back to inspire and support players, the club has been riding high at the top of the league throughout the season and look good for a return to the Premier League for the 2022/23 season.



With powerful UPN branding on team kit, pitch perimeters, and interview boards, AFC Bournemouth's success has meant regular high profile TV coverage of both matches and news

conferences across SKY, BBC, ITV, Quest, and other networks for the UPN brand.

So far this season, UPN has enjoyed some superb coverage across both local and national media which is really helping to build solid strong brand awareness for UPN on the south coast and nationally.



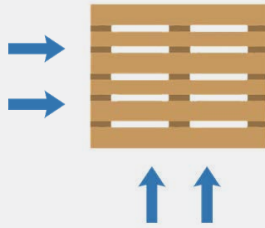
**First Class Travel for Palletised Freight**

United Pallet Network, SmartHUB, Common Lane, Fradley Park, Lichfield, Staffordshire, WS13 8NQ  
T: 0844 833 0300 F: 0844 833 0301 W: upn.co.uk

## PALLET FREIGHT



From A to B freight will be handled up to ten times.



Use a solid pallet in good condition with four way entry.



Stack freight heaviest on bottom – No crushing layers

## PALLET FREIGHT



Palletised freight delivery is often complex.



Tail lift equipped vehicles, Pump trucks and Electric pump trucks.



Help UPN to deliver Safely, Securely and Efficiently.



Are surfaces - Sloping? Soft? Rough? Uneven?



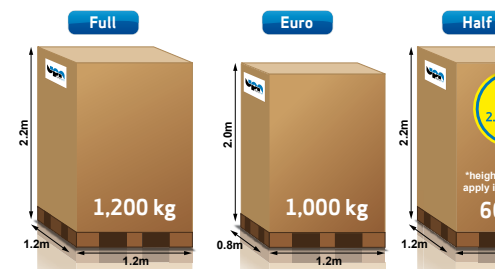
At each delivery address UPN conduct a dynamic risk assessment.



UPN will deliver to the closest safe kerbside location.



First Class Travel  
For Palletised Freight

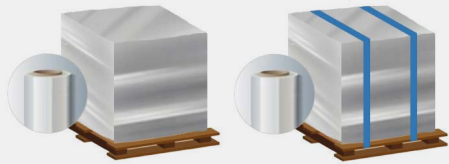


THE WIDEST RANGE OF

# HIGH QUALITY SERVICE



## T PREPARATION



Wrap and Strap.  
Shrink wrap to secure and protect.  
Strap well with good strapping



Label clearly and correctly – Clearly  
on adjacent sides – “Fragile”, and  
“Don’t Stack” where required

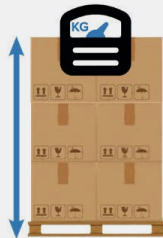


Declare correct weight.  
Driver/load safety.  
Accurate charging.

## HT DELIVERY



In advance of your delivery please  
let UPN know.



How big is your palletised freight?  
How heavy? How awkward?



Are there - Obstructions?  
Restrictions? Complications?



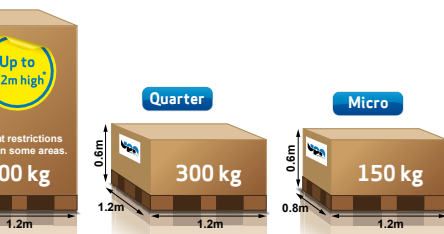
Someone will need to be ready to  
accept and sign for the delivery.



Someone will need to dispose of  
your pallet and packaging.



Help UPN to deliver Safely,  
Securely and Efficiently.



### F PALLETISED OPTIONS



0844 8330 300  
upn.co.uk