

DESPATCH

Issue 14

Volume 3



DRIVE SERVICE QUALITY

**UPN MEMBERS AND
MANAGEMENT SIGN
MAJOR JOINT
PARTNERSHIP CHARTER**



UPN management and UPN member partners have this year formally signed up to a highly significant joint Partnership Charter Commitment within which everyone is accountable nationally and regionally to “DRIVE SERVICE QUALITY.”

The charter drawn up by UPN management and members together and agreed together, has bound “Team UPN” through a shared formal commitment to service performance KPIs. This important commitment is enabling UPN to take the high ground and confirm the market position stated by its well-known signature line – “First Class Travel for Palletised Freight”.

The “DRIVE SERVICE QUALITY” initiative boosts its “Team UPN” ethos to energise a culture of active positive communication, shared accountability, shared commitment, shared positive focus, and shared supportiveness right across the UPN network to further boost both service performance and member engagement.

“Our Partnership Charter is a clear point of reference for all of us within UPN as we commit to drive service quality,” said UPN Managing Director – David Brown, “Locally our members are committing to their colleagues in Team UPN. But also

centrally our UPN Function Heads in Operations, Customer Services, Compliance, Accounts, and Sales have also signed up. This is a true Partnership Charter Commitment that is helping to take UPN to exciting new levels of service performance”.

“We give local and regional hauliers an opportunity to be a part of a Pallet Network that is different. UPN is a network that is friendly, flexible, and loyal. We are member focused and highly professional without being overly “corporate”. We are also now the only privately owned stand-alone network in the UK”, said David,

“Our network has never been so “in demand”. We are receiving a huge number of enquiries from hauliers seeking to join. Indeed we’ve had well over eighty enquiries in the past year. We just cannot find enough territories for everyone who wants to join. Our member territories have become scarce

opportunities. We are also finding that members who are dual networking are now gravitating to UPN as their preferred network”.

Despite the historic challenges thrown up over the past couple of years UPN continues to outperform the pallet network sector and gain meaningful market share due to its unique market positioning and reputation.

Inside DESPATCH

- Sector Spotlight
- Four New Members
- FSW Heritage Livery
- Our Safety Focus
- Inspiring Students
- Cycle for Ukraine

SECTOR SPOTLIGHT



The Association of Pallet Networks

APN chairman appointed to RHA board

The Road Haulage Association (RHA) has appointed Association of Pallet Networks (APN) founder & Chairman Paul Sanders to its Board. The appointment aligns with the APN's strategic mandate to develop its role as an influential voice representing the sector on all relevant issues.

"This is an excellent opportunity to ensure that the objectives and challenges facing our member Hub operations are naturally married to the broader concerns of the haulage community in which pallet network members reside," says Sanders.

"The APN's goals are to provide an influential and representative voice for the sector, to share health and safety best practice and to develop our sustainability programme, which will address the recruitment and decarbonisation challenges facing us," he says.

"Establishing an executive position within the RHA extends our platform and offers synergy for both organisations.

theapn.co.uk

Stop oil giants "profiteering" and launch pump price watchdog - Fairfuel tells PM

New Prime Minister Rishi Sunak must take action to stop the "profiteering" of oil companies and wholesalers, cut fuel duty and launch an independent pump price watchdog. The call comes from lobby group FairFuelUK, which condemns the lack of government action to cut fuel prices and tax oil corporations.

Howard Cox, FairFuelUK founder, slammed oil companies this week, accusing them of making "huge profits - a direct result of exploiting global energy price insecurity, nefarious gambling on related commodity prices, taking advantage of a tax break brought on by Rishi Sunak, and their ruthless exploitation of drivers at the pumps".

He added: "Healthy profits are vital, but profiteering must be checked. It is clear that in the last three years the fuel supply chain has more than doubled its retail margins at the pumps."

He called for the government to take action to ensure pump pricing is "fair, honest and transparent".

He added: "An independent consumer pricing watchdog, PumpWatch would be simple to implement and popular with voters. Rishi Sunak must recognise that cutting fuel duty and creating PumpWatch is the quickest and most effective route to lowering inflation."

Motortransport.co.uk



NETWORK MEMBER NEWS



UPN BOOST SERVICE QUALITY DRIVE WITH FOUR NEW MEMBERS

The UPN "Drive Service Quality" initiative has been given a significant boost by the addition of four important new member partners.



STR Logistics were established in 2002 and currently operate from several sites within Devon and Cornwall with

an ongoing strategy to expand right across the whole Southwest region. With nearly 180 staff STR Logistics provides a wide range of transport solutions with a fleet consisting of over 140 vehicles.

"At STR Logistics we are fully committed to a continuous improvement methodology, how can we be better tomorrow learning from today? We are always reviewing and refining our service proposition," said Anthony Quinn - Managing Director of STR Logistics.

"We buy in totally to the UPN "Drive Service Quality"

initiative. Service quality is what we ourselves are all about and it is really important to us that any business partnership we enter into maintains that commitment fully."

In August 2022, following a thorough audit by Trading Standards whereby operations, company policies, employment processes, etc. were examined in detail, STR Logistics achieved accreditation to the "Made in Devon", and "Buy with Confidence" Trading Standards schemes. These accreditations both demonstrate a commitment to the Southwest and endorse STR Logistics as a National Trading Standards approved business.

STR Logistics are handling TQ and several PL postcodes on behalf of UPN.



Strategically located in Dunstable, Bedfordshire, Mini Clipper Logistics operates a 24-hour distribution Centre, a fleet of over 50 vehicles, and 500,000 sq. ft. of warehousing space, all integrated to support the end-to-end supply chain needs of Bedfordshire, Buckinghamshire, and Hertfordshire businesses.

Founded in 1971 by Mick Masters, this well-established family business is now owned by his son, Peter Masters who is Managing Director.

"At Mini Clipper Logistics, we continually strive to be best in class, providing the highest standards of quality service," said Peter,

"We have been impressed with the approachable professionalism of the UPN team and operation. I am confident that this will be a productive and successful partnership."

Mini Clipper Logistics are delivering to the LU, WD, and HP postcodes on behalf of UPN, helping reduce their carbon footprint and optimising vehicle drop density.



Uniserve Group blend Oceanfreight, Airfreight, and Roadfreight services with intelligent warehousing, distribution and supply chain solutions.

"Uniserve Group are driven by a relentless determination to deliver value to customers. We are synonymous with quality, reliability, and innovation, all delivered at the lowest possible cost. UPN is an organisation that closely aligns with our own values, and I am confident that we will continue developing truly exceptional solutions" said David Barry Director of Warehouse and Transport of Uniserve Group.

"Uniserve Group continue to be one of the fastest growing, privately owned logistics companies to date, dedicated to best practice, low rates, and exceptional customer service.

This new partnership means our customers will continue to benefit from time saving, cutting edge technology, allowing real time visibility of their deliveries, a reliable, safe and secure delivery service across the UK and most importantly value for money with UPN's palletised freight delivery service."

Operating from Tilbury, Uniserve Group will be handling several RM, IG, and CM postcodes for UPN.



Kent based DNR Haulage was established in 2016 and currently operates from a distribution centre in Sittingbourne.

"We're really pleased to be working in partnership with UPN", said DNR Haulage - Founder and Principal - Daniel Rose,

"We are new to pallet networking and are looking to expand our business through what will hopefully become a mutually fruitful relationship."

DNR Haulage are handling CT postcodes on behalf of UPN.

"I am really pleased to be adding these excellent new members to our network. They are extremely valuable additions to "TeamUPN" our nationwide partner network." commented UPN Managing Director - David Brown.



First Class Travel for Palletised Freight

CREATING A SAFETY CULTURE AT UPN

Recent APN statistics show that pallet networks have driven Hub accident incident rates down for the fourth year running. Earlier this year as part of an APN initiative, UPN held a week-long safety focus, coinciding with World Health and Safety Day, to help further to make workplace injury a thing of the past.

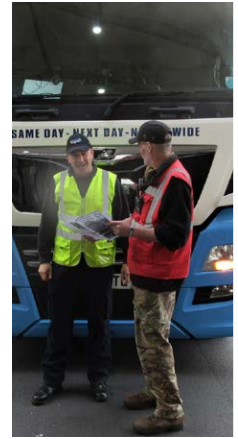
Health & Safety awareness sessions were held at the SmartHUB to educate and guide staff regarding good practice. Employees were asked to sign personal safety pledges.

"Safety is everyone's responsibility," said UPN Operations Director - Andrew Lowe, "These pledges will help to remind us all, whether MD or forklift driver, that we must all prioritise safety in everything we do at work, not just in policies but in actions. Workplace injury has a huge cost, which is tallied in lost profits and downtime as well as pain and suffering. If everyone does their part, these are not costs any of us should need to pay."

The main causes of injury were highlighted, which include poor posture, poor load restraint, bad weather, poorly maintained kit and poor technique when fastening or releasing buckles. Other common safety

issues were covered such as slips, trips and falls, working at height, and tail-lift safety.

"The APN worked hard with the RHA and the HSE to help us to finalise our "Tail-lift Safety Guidelines," said Andrew, "Now it's for freight owners, hauliers, our network, and the end customers to understand that we all have a part to play in making safe deliveries a reality. Delivery drivers must be empowered to say if a delivery is not safe at that time and be supported by everyone. We cannot allow pressure from any source to lead to risky decisions."



FSW WELCOME BACK "BOXER", "GOLIATH", AND "TOMMY BOY"

"Boxer", "Goliath", and "Tommy Boy", names that hark back to a bygone era of road transport. They're also names chosen by Black Country UPN Member, FSW for its latest fleet additions.

The fourth-generation family business is very proud of its long history, so named its new Mercedes Actros tractor units after three shire horses used by founder Thomas George Fuller to pull coal on carts during the 1920s. That's where the connections with the past end though, because the new fleet is absolutely loaded with advanced technology for increased efficiency, safety and driver comfort.



FSW works almost exclusively for UPN, and while two of the new Actros replaced older vehicles, the other represents an addition, reflecting ever-increasing demand. The tractor units are double-shifted, making collections and deliveries in and around Birmingham and the Black Country during the day and then trunking at night to UPN SmartHUB in Lichfield, some 25 miles away.

Director Stuart Fuller, a great-grandson of the founder explains: "They start work early on a Monday and won't go cold again until Saturday morning. We've pushed the boat out with these latest Actros, and made a bit of a feature of them to create a good impression so that customers can see how the company is progressing. Also, of course, they should help us to retain drivers and attract new ones. The feedback so far has been entirely positive - our guys love the trucks."



INSPIRING THE NEXT GENERATION INTO "THE AMAZING WORLD OF LOGISTICS"

UPN were recently invited by the L&G Careers Programme to participate in an important social value project supporting students at King Edward School in Lichfield local to its central SmartHUB with careers guidance and inspiration.

Keen on the idea of giving something back to the local community, UPN accepted this wonderful opportunity to energise the next generation regarding the exciting possibilities within logistics to build a great career.

"The Amazing World of Logistics" was the theme of an inspirational presentation given by UPN MD - David Brown, supported by UPN Compliance Manager - Ivan Bone, and UPN Financial Accountant - Sarita Patel, to pupils deciding on a career path to embark upon.

"Within the Logistics sector there really is so

much more than meets the eye," said David Brown, "I wanted to get over to this important new generation just how many exciting and diverse opportunities there are to be really successful in what is a challenging dynamic, and cutting edge sector. I myself started on the shop floor and I wanted students to know that whatever their starting point, with passion and endeavour the world is their oyster."

"The feedback I have received from the school has been really positive," said Hugo Pengelley from the L&G Careers Programme, "The students

really enjoyed the session and they would love to do something of this sort again in the future. It's obviously given them all real food for thought."

With over 200 students in Year 10, students were split into two groups and the presentation was delivered twice, back to back, over two successive lessons.



CHARITY CYCLE FOR UKRAINE



Together with friends from the Duston Old Cranks cycle club, UPN Financial Director – Geoff Allard recently undertook a major international cycle challenge raising money in support of the Ukraine.

The numbers told the story - £5000.00+ raised - 500+ miles covered - 30+ degrees heat - 12 riders cycling - 4 hours rain - 2 countries.

"The whole thing was a challenge," said Geoff, "Although the biggest challenge was getting everyone to complete it. For some it was so much more than they had ever done".

The big international tour began at home base - Northampton - where Duston Old Cranks convened before their steady peloton departed for a very long first days cycling to the destination of the Port of Harwich.

Following a social overnight ferry across the North Sea to the Hook of Holland, day two involved a less intensive ride into the cosmopolitan city of Amsterdam to negotiate a myriad of canals and even more bikes!

Day Three took the peloton to Arnhem via the highly poignant and relevant Arnhem War Graves. A Day Four loop took in Utrecht before a return to the Hook of Holland for a ferry back to the UK, and a Day Five final endurance ride back to Northampton and some well-earned rest.



First Class Travel for Palletised Freight

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OUR TEAM UPN "DRIVE SERVICE QUALITY" PARTNERSHIP CHARTER HAS NOW BEEN AGREED BY ALL UPN MEMBERS NATIONWIDE



Our Team UPN "Drive Service Quality" Partnership Charter initiative defined and created in conjunction with all our members has now been agreed. The Charter has been signed up to by all UPN staff centrally and all our highly valued, high quality members right across our specialist national network.

Over recent months UPN Regional Directors – Andrew Knowles, Kevin Nightingale, and Mark Drobka have travelled the length and breadth of the UK visiting valued members of Team UPN at their home locations to introduce our "Drive Service





Our Partnership Charter

We share a passionate commitment with our member colleagues and employees of UPN to offer the highest quality palletised freight delivery services

First Class Travel for Palletised Freight

In partnership with all our Team UPN colleagues we positively commit to -

- Service excellence at all times, on behalf of clients, partner members, and UPN.
- Maintain honest, accurate, timely communication at all times, internally and externally.
- Fully apply all UPN IT systems and support processes to ensure high quality service.
- Maintain healthy relationships with Team UPN colleagues and resolve issues promptly
- Ensure that any service failure is always prioritised as a next day AM delivery.
- Treat all freight shipped within the UPN network as if it were our own freight.
- Treat all freight equally and provide optimum service delivery performance at all times.
- Honour all financial agreements with partner members and UPN in a timely manner
- Work positively to help Team UPN to grow as a fully engaged collaborative network.

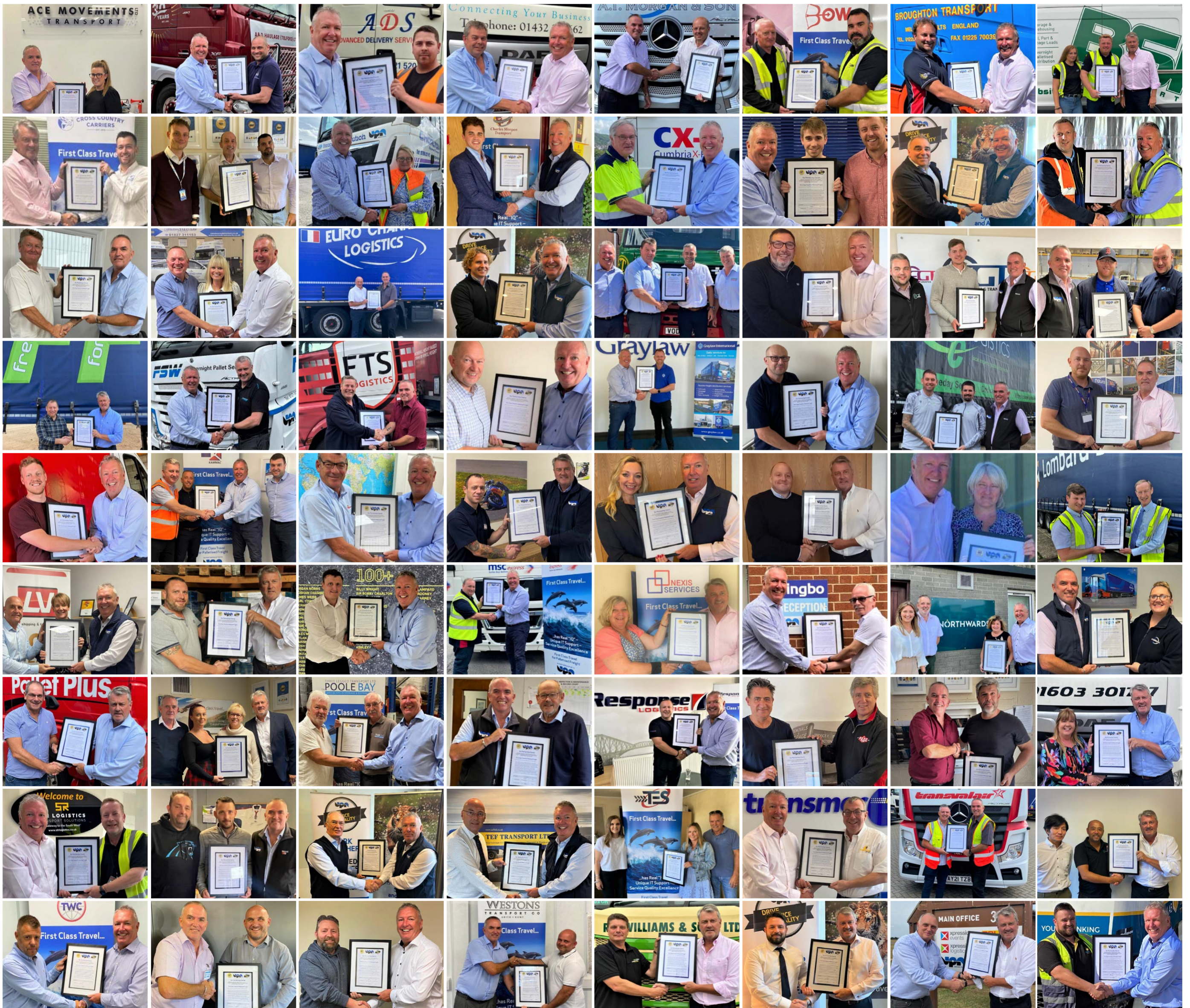
The minimum service level commitment across our network as agreed by us all is 98%

UPN MEMBER	TEAM UPN	
	SIGNATURE	DATE
UPN MEMBER PRINCIPAL		
UPN MANAGING DIRECTOR		01.07.2022



Quality" Initiative. Their objective has been to explain the importance of their commitment and their individual regional roles in contributing to the overall success of the initiative, to the benefit of everyone involved within the UPN network as well as all users of UPN services.

We've continually stated that Team UPN is 'Stronger Together' – and it's been a rewarding and energising road trip for our Directors cementing the strength and collaborative connectivity within our unique network as you will see from the montage here.



First Class Travel For Palletised Freight

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