

Your UPN magazine

# DESPATCH

Issue 16

Volume 3



## OUR "SUSTAINABILITY" PRIORITY



### METRIC BASED ECO COMMITMENTS DEFINED RIGHT ACROSS THE UPN BUSINESS

"Sustainability" is a core strategic priority for UPN. UPN have highly specific objectives to minimise waste, travel, carbon emissions, water consumption and energy consumption across all aspects of its business.

*"The senior leadership at UPN recognise the increasing importance of improving environmental performance for our staff, members and customers and are committed to work hard to deliver this", said UPN MD David Brown, "Environmental performance is on the agenda of every business decision made"*

Over the past five years, despite significant operational and network growth, UPN has achieved some impressive green milestones. Electricity consumption down 16%, Water usage down 80%, Less than 5% of total waste to landfill, Paper usage down 49%, Fuel consumption down 38%, Successful introduction of electric forklift trucks.

The UPN "Sustainability journey is now under the leadership of Group Sustainability Chief - Joanna Davila - an expert in the field.

*"To achieve our successes to date and ensure achievement of future goals we have implemented a metrics based "Environmental Management System", said Joanna,*

*"Environmental aspects identified for focus align with both United Nations Sustainable Development Goals and UK Government Sustainability Strategy to reduce reliance on fossil fuels, de-carbonising our estate, improving energy efficiency of buildings and being efficient and sustainable with our resources."*

Further sustainability initiatives are currently being looked at. These include: improved vehicle routing, enhanced driver training, fuel efficiency, e-business approaches, warehousing design and operation, alternative fuels (trucks and materials handling

equipment) and closed loop systems for equipment and packaging - all of which will have a positive impact on the triple bottom line for UPN, its members, and service users.

*"We are currently working very closely with the APN (Association of Pallet Networks) to confirm industry wide metrics for environmental measures by pallet/consignment," said Joanna.*

This collaboration which lies at the heart of the pallet network model is a crucial contribution to the sustainability of modern logistics, and could be a blueprint for far more sustainable methods of distribution and delivery.

*"Updates and reporting of performance will be regularly available," said Joanna, "For any information/support required or ideas for collaboration please speak with your UPN contact"*

#### Inside DESPATCH

- Sector Spotlight
- New Members
- Norfolk Expansion
- Craig Perkins
- Jayne Lowndes
- New Website

INSIDE POSTER FEATURE – YOUR UPN 2024 YEAR PLANNER



# SECTOR SPOTLIGHT



The Association of Pallet Networks

## APN report shows 8% growth against 2019

The Pallet Network sector continues to stabilise, with sustainable growth in Q2. points include:

- More predictable volumes return after volatility of COVID years
- Half year results show strong gains on 2019, but lower volumes than 2022
- Overall demand shows remarkable resilience to inflationary pressure
- Slight reduction in quarter pallets could suggest cost-of-living pressures on B2C
- 2023 shaping up as sixth consecutive year with significant reduction in injuries at all Hubs

<https://www.theapn.co.uk/news/pallet-network-2022-report-shows-8-growth-against-2019.aspx>

[theapn.co.uk](http://theapn.co.uk)

## MotorTransport

### Provide greater clarity on Windsor Framework or face border delays, RHA warns

The RHA is calling for greater government clarity on moving goods between Great Britain and Northern Ireland under the Windsor Framework, to prevent delays and avoid damaging Northern Ireland's economy.

The Windsor Framework replaces the Northern Ireland Protocol and introduces new processes designed to better manage post-Brexit trade between Northern Ireland and the rest of the UK.

These include the launch of the UK Internal Market Scheme (UKIMS) on 30 September, which will replace the UK Trader Scheme (UKTS).

UKIMS authorisation will provide access to a fast track "green lane" for goods moving from Great Britain into Northern Ireland.

Goods moving through the green lane will not be subject to the same processes that apply to other goods entering Northern Ireland and businesses will be able to submit a simplified dataset, based on commercial information.

The RHA has called for greater clarity on these changes.

<https://motortransport.co.uk/blog/2023/08/29/provide-greater-clarity-on-windsor-framework-or-face-border-delays-rha-warns/>

[motortransport.co.uk](http://motortransport.co.uk)

## FOUR IMPORTANT NEW TEAM UPN MEMBER PARTNERSHIPS – BURCOMBE HAULAGE – HT GARDNER DISTRIBUTION – GS COURIERS – POD HAULAGE

UPN is pleased to announce the commencement of four important new Team UPN member partnerships which will significantly boost the strength of its nationwide network – Burcombe Haulage – HT Gardner Distribution – GS Couriers – POD Haulage



Burcombe Haulage are an established haulage business run by the Batten family. Operating from St Dominick, near Saltash, Cornwall the company was started over thirty five years ago by Richard and Maxine Batten. Burcombe Haulage now employ more than eighty staff and run a modern fleet of more than sixty vehicles.

"A large part of our success as a business is our staff especially our hard working drivers and operations team", said Burcombe Haulage Director – Stuart Wilkie, "We've built our success on service. That's what attracted us to join UPN. Its clear and obvious that the network is fully focussed on providing the best nationwide pallet freight delivery service possible. We're very excited to be part of "Team UPN".

Burcombe Haulage provide a wide range of haulage services including general haulage and ground clearance and related work. They will be serving TR and some PL postcodes on behalf of UPN



POD Haulage is a leading haulage company based in Wembley. Established in 2012 they provide a full range of haulage services across the UK to companies of all sizes.

"One of our key strengths is the inherent flexibility of our operation and the fact that we can take away the stress of deliver management", said POD Haulage Ltd Emma Taylor – Managing Director.

"We operate a diverse fleet of vehicles ranging from small vans to 44T artics. In addition we run both box and curtain side vehicles. We have built up a wealth of experience and a great reputation for reliability. We are committed to meeting and exceeding industry best practices and are proud members of FORS. Joining UPN is a big boost for POD Haulage and one that we feel will take us forward massively as a business".

POD Haulage will be serving NW and HA Postcodes on behalf of UPN.

"UPN continues to grow from strength to strength each year", said Managing Director David Brown,

"Our "Drive Service Quality" Initiative has really pushed forward both our internal and external reputation as a pallet network. We're now a network that hauliers are aspiring to join. We're very pleased to have been able to have found areas to enable us welcome these important new members to our very special network."



Nottingham based GS Couriers are a family owned logistics company established in 2012. Known for their highly reliable nationwide services GS Couriers are also a partner member of the APC Overnight parcel network.

"Its going to be a real boost to the GS Couriers business to be a part of the United Pallet Network", said Richard Gethings-Smith – Group Managing Director – GS Couriers Group.

"We have already established a strong partnership with APC overnight for our nationwide parcel business. We plan to do the same with UPN to grow our palletised freight distribution business"

GS Couriers are handling LN and some PE postcodes on behalf of UPN.



Founded in 1993, Plymouth based HT Gardner Distribution have built a very strong reputation in the South West for provision of an excellent range of UK and Europe services.

"Gardners business has evolved by providing all our customers with the best possible distribution and delivery support right across the south west", said HT Gardner Distribution MD – Kevin Gardner,

"Our dedication to solving customers problems quickly and efficiently has led to long term partnerships with many major companies developed over many years. UPN as a business very much aligns with our own company values, we're really pleased to be joining the network."

HT Gardner Distribution will be serving TQ and some PL Postcodes on behalf of UPN.



First Class Travel for Palletised Freight

# SIGNIFICANT BOOST FOR UPN IN NORFOLK

## UPN strengthens significantly in Norfolk through major investment and expansion by Team C Express Logistics and FreightForce Distribution

Norfolk is a challenging area for logistics, due to its size, its geography, and its road infrastructure, not to mention the preponderance of tourist and agricultural traffic dominating the tarmac 24/7. In an area as unique as this for anyone involved in transport and logistics, reliable network support is crucial.

With big announcements of significant expansion and investments by network members, FreightForce, and Team C Express Logistics, the strength of the United Pallet Network (UPN) in Norfolk has increased substantially. UPN Regional Director – Kevin Nightingale recently went to find out what was happening.



Team C Express Logistics are a Thetford based company established in 1997. Working with both UPN and APC the company provides a comprehensive range of guaranteed same day, overnight & international delivery services. With a reputation built on provision of exceptional customer service, Team C Express Logistics handle freight of all sizes, from documents through to 1250kg pallets

"We've been working with Team C Express Logistics since 2018", said Kevin,



*"A very important addition to our network, they came into UPN with a solid reputation for service excellence and reliability. Team C Express Logistics are a vibrant and dynamic company led by owner and Managing Director Tim Clements and a committed Sales Director, in Scott Gaine. This year is proving to be a landmark year for the company as it positions itself for future growth."*

This year Team C Express Logistics are outlaying a seven-figure investment, significantly expanding their site and further segmenting their businesses to optimise both service performance and growth potential.

*"We acquired the two neighbouring units with land behind our existing depot and developed the two and a half acre site into three distinct operational sectors, Pallets, Parcels, and now offer storage too", said Tim.*

*"We are purposing each segment to meet the specific needs of its individual operation. It's all part of our plan for major growth in each segment that we operate. These are exciting times for all of us at Team C Express Logistics, for our customers and also for our suppliers, as we build the scope and scale of our business"*

Founded in 1998 FreightForce Distribution are based in both Norwich and Great Yarmouth, providing general haulage, express pallet distribution and warehousing. Entrepreneur owner, CEO - Nick Jolley, is growing the business and its local reputation together with industry specialist Martin Halliday - Sales Director.

The FreightForce Distribution warehouse facility in Great Yarmouth is new. This £2.5 million investment is projected to become the main centre for the company's future distribution operations. The new warehouse is enabling FreightForce to store 5,000 additional pallets – taking its total capacity to over 9,000 pallets.

FreightForce has also just announced the investment in substantial new fleet acquiring eleven new Mercedes HGV trucks taking its fleet to fifty eight vehicles, supported by more than seventy drivers and twenty staff based at Norwich and Great Yarmouth. FreightForce now handles an average of 10,000 to 12,000 pallets of goods per week, an increase from 2,000 pallets at the same time last year.

*"The success of our business stems from having a clear vision and working to a strategic model, identifying specific aims and having clear measures in place", said Nick,*



*"This clearly defines how we do business. Despite the challenges of recent years FreightForce has continued to grow strongly, that's been down to our total customer focus and our strong reputation for high-quality service. We are providing a total logistics solution. We have big plans to grow FreightForce and further develop our services"*

FreightForce turnover for 2022 was £13.5 million 2, up from £11.5 million in 2021.

*"Having FreightForce as a part of Team UPN is a huge asset to our network in an important area for our business", said Kevin,*

*"Nick, Martyn and their team run a superb operation with a fantastic reputation. They align perfectly with our own ethos as an organisation driven by service quality. It is impressive growth by an impressive organisation."*

## TEAM UPN WELCOMES CRAIG PERKINS

**UPN are pleased to announce the appointment of leading logistic sector specialist – Craig Perkins – as Southern Regional Director.**

Welcoming Craig into UPN, Managing Director David Brown commented, "We are really pleased Craig is joining UPN. We are confident that Craigs proven track record and deep rooted industry insights will be invaluable to UPN as he takes charge of the further development of our Southern Region, steering us to even greater success"

While new to Pallet Networking, Craig is by no means

new to logistics. Craigs extensive thirty year career brings with him vast expertise.

His career journey includes nine years as a General Manager at DX Group, coupled with seven years as Depot Manager at City Link, and an impressive thirteen years as the Operations Manager for Target Express/ College Freight.

*"I'm excited to be a part of the UPN Senior Management team", said Craig,*

*"It's my kind of company, committed, focused, professional, but at the same time with a really friendly family feel to it. I'm going to enjoy working here and*

*contributing to the success and growth of the network?"*





# HEARTFELT MEMORIALS TO "OUR JAYNE"

Our much loved colleague - UPN Regional Director Jayne Lowndes – very sadly left us on New Years Eve 2022 after a long year of challenging illness. It was a very dark day for everyone associated with UPN.

Jayne joined UPN in 2015. In eight years as Regional Director, Jayne built excellent relationships, indeed friendships, with everyone in the UPN network.

As a memorial to Jayne her colleagues both within UPN and our network came together to create a special garden at UPN SmartHUB for peace and contemplation.

### Special thanks must go to -

- Seagrave Nurseries of Loughborough – seagravenurseries.co.uk - most specifically to Bill for his very generous donation of quality plants and to Melvyn Norman - Director at Leicester based member – Parcelrite - for kindly arranging this.
- Direct Plants of Kings Lynn – directplants.co.uk - to Sean O'Brien and his team for the extremely generous donation of plants and shrubs and also Scott Gaine – Director at Thetford based member Team C Express Logistics for arranging this.
- Oldbury based UPN Member FSW and Director Stuart Fuller who arranged for high quality benches to be supplied to finalise our memorial to Jayne.

As a further poignant and highly personal memorial to "Our Jayne", her partner Mick Wheeler – Low Wheel - lowwheel.co.uk – who works closely with UPN has uniquely liveried a unit in her memory.

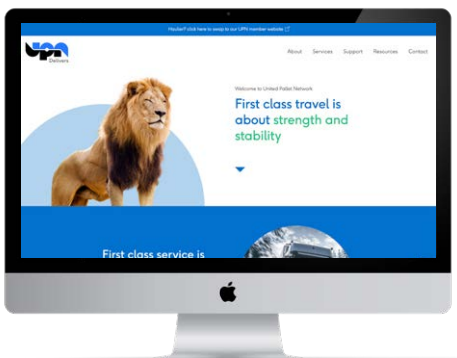
RIP Jayne, you will always be in our hearts.



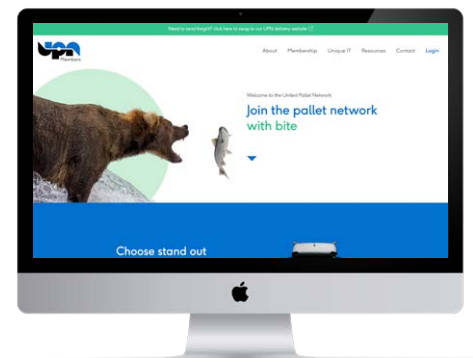
## NEXT LEVEL UPN.CO.UK

With a fresh new look using bespoke cutting edge technology, the new "upn.co.uk" the next evolution of the UPN website, was launched in September.

The powerful and impactful new site aligns with the UPN reputation for IT Innovation and includes many new features –



- Segmented gateway approach to target users and members
- Animated branding and user interface elements to increase engagement
- "Living" animals. Evolving the UPN animal theme by bringing animals to life.
- A story driven layout rather than layout driven stories
- Sitewide use of the latest image standards to improve speed.
- Alpha channel videos presenting unique visual imagery
- Increased use of video to increase engagement
- Further technology driven speed improvements across the site .



The UPN website – upn.co.uk – has always punched well above its weight in terms of both design and technology, leading the sector in terms of brand perception and proposition communication.

The new evolution cements that position and pushes on to the next level once again. Take a look let us know what you think.



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