

bbey
MAGAZINE

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Safety and service is key
to our continued success



Steve Granite
Chief Executive
Abbey Logistics Group

Dear colleagues

As we approach the end of 2017, we look back on it as a year of substantial change and development within the company.

We acquired Armet Logistics at the start of 2017, welcomed several key appointments to the Management team throughout the year, divested of our general haulage business and said farewell to one of our founders, Mark Lucy who sadly passed away.

Whilst we have experienced several challenges throughout the year due to the high level of change and growth, I am proud of how we've stuck to the plan and started to settle the business down. The growing pains we experienced this year are not unique to Abbey. They're issues businesses tend to experience when going through transformational phases in their growth - like we did this year.

We had two key objectives to complete in 2017 (acquisition of Armet and divestment of general haulage) and this gives us a strong base from which to build, with a clear vision of becoming a 'niche best in class tanker business'.

In 2018 we will continue to develop new business and grow in our core sectors. Alongside this we will invest both time and resource in the following:

- **Service:** Continue to improve service levels to best in class
- **Safety:** Drive our safety and compliance performance to best in class
- **Standards:** Continue to professionalise and develop the company and its processes
- **Satisfaction:** Focus on making Abbey an employer of choice and a great place to work





on the road to a *greener* future

These are not just words on paper. We have several plans in place to drive the business forward in those four key areas and to put our efforts into making our existing business the best in the industry.

In 2018 we will see the Great Howard Street depot developed to include a new office building and an extension to the warehouse. Brasenose Road will close and our Knowsley office will relocate to premises that better reflect Abbey's position as one of the UK's leading logistics companies.

We will also continue to visit our colleagues across the country as I have done in the last month or so. These sessions proved invaluable and I thank everyone who has taken the time to come and speak to me. Your Managers are tasked with continuing these sessions and I will also engage in them throughout the year.

As a direct result of these conversations, we have implemented several changes across different areas of the Group, and these positive developments would not have been possible without the willingness and desire of our employees to speak up and demonstrate their support.

Since I last wrote to you following the employee meetings I've had, I'm pleased to say we've listened to your feedback on the current speed limiters and are now in the process of changing all the fleet back to 56mph!

Employee engagement has always been a strength at Abbey and as we grow it becomes more difficult to maintain. For this reason, our HR team and I are determined to continue candid discussions across the Group with colleagues in all departments to ensure that open and honest dialogue happens on a regular basis.

Abbey has changed enormously in the last year and for the most part this has been positive and exciting. I hope you are all as committed as I am to maintaining this level of development and to make Abbey Logistics a company we are all proud to be part of and where we can all make an impact.

One final note; the Board of Directors and I would like to wish you and your family a wonderful Christmas and a prosperous 2018! 

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Microlise Telematics to help Abbey Logistics boost efficiency

Abbey has selected Microlise fleet management telematics to provide vehicle and driver performance information for all tractors and trailers in our fleet.

Microlise will eventually replace the three telematics systems we currently use and enable us to get a more realistic view of fleet and driver performance. Our three current systems all monitor different aspects of performance and by switching to a single supplier we will create a level playing field across our driver teams.

Installation of the new systems is already underway and we hope to have this completed across the whole fleet by early next year. Initially we will continue to use our legacy telematics systems while Microlise is set up and calibrated for the different types of work that our teams do. We anticipate that Microlise will be fully functional and our only telematics system by early spring 2018.

The switch to Microlise was driven by the shortcomings of our current systems and the fact performance wasn't being tracked equally across

the whole fleet. Microlise's strength is in its flexibility to monitor performance equally based on the different products and vehicles that we use and encouraging driving that promotes safety and efficiency. Driver bonuses won't be calculated through Microlise until we are confident of its accuracy and we will continue to use existing systems to calculate bonuses until all of our drivers are trained on how the system works and what it is looking for. Training will be delivered for all drivers in early 2018.

Microlise will also help with the information we provide to our customers, we will have real-time visibility of our fleet at all times and be able to accurately predict delivery times based on traffic information weather and other incidents.

Driver performance metrics will be available via the Microlise Driver Performance Management (DPM) app that our drivers can download. DPM

is designed to empower drivers to self-improve with easy access to insights about their own performance. The DPM app will also give drivers a view of their performance compared to others in their team.

In addition to the telematics system, Microlise is also installing their Remote Digital Tachograph Download, which automates the collection of drivers' hours on a regular basis, no matter where the vehicle is.

"The deployment of Microlise Fleet Performance will give us the visibility we need to make effective improvements quickly", said Steve Granite, Abbey Logistics Group CEO. "We are also hoping to free up management time by removing many manual processes and focusing our resources where they are needed. All of this is aimed at giving our drivers the most accurate information about their driving performance and delivering the best service for our customers."

New trucks on trial and why torque not horsepower is the key number

The investment we make in our fleet never stops. Whether it is trucks, trailers, workshops, livery washing facilities, tyres or telematics, the list seems endless but our fleet, like our drivers, is a crucial component of what makes Abbey a reliable, safe and successful company.

One of the largest and most visible investments we make is in our trucks. By March 2018 we will have replaced all 10 plate vehicles and by September 18, all 60 plate trucks will have been changed to newer models. Each year we trial and test new vehicles from major manufacturers to assess their suitability for joining our fleet.

Our assessments are led by Fleet Engineer David Batty, who oversees an in-depth six-month trial of potential new vehicles to understand whole-life cost, vehicle weight, fuel efficiency and reliability.

Typically, we look at vehicles from three manufacturers every year. During the trials our drivers play a vital role in providing valuable feedback about the trucks. Driver acceptance is key: any new model that we add to the fleet gets tested in real-world environments by a number of drivers across different areas of the business, who then feedback on the truck's performance in terms of comfort and drivability.

Our latest additions to the fleet come from Volvo, Scania and Iveco. Drivers have begun testing the trucks across our

fleet and, so far, all models are receiving high praise.


David said: "We have specified each vehicle to the highest standards and installed identical kit to enable us to get a fair comparison; this includes batteries and alternators, air compressors and telematics, all designed to minimise parasitic losses and make the truck as efficient as possible."

David reviews every aspect of each vehicle but there is one statistic he has little interest in: "I am often asked 'what is a vehicle's horsepower?' Or 'this truck must be a better drive as it's got more horsepower'. To me this is irrelevant and with these new vehicles I have tried to be as clear as I can be about what gives a truck superior drivability: it's not horsepower, it's torque.

"Torque is the invisible force that keeps our trucks moving; trucks with more engine torque are better at towing our 44,000kg rigs and so it is the key figure I look for, not horsepower. Torque effectively tells me how much pulling power an engine generates;

the higher the torque figure, the better the engine will cope with heavy demands. Vehicles with more torque are also more relaxing to drive as they don't have to be worked as hard to get up to speed, lowering emissions and fuel consumption.

"For this reason, none of the new vehicles has any reference to its horsepower on any truck badging. I have had torque figures printed on the side of each truck instead to remind people that's what matters for what we do."

With an average of 2,300 Newton metres of torque being produced by each engine, these new additions to the fleet will be more than capable of effortlessly transporting our customers' liquids and powders across the UK. Looking forward, we will be adding a number of liquid tanks to our fleet next year and will again work with our drivers and workshop fitters to decide on the best and most effective equipment. 





Significant investment in intermodal silo tank fleet


Abbey has added twenty-five new 30-foot silo containers to work alongside its road tankers to serve bulk powder customers in the UK and Europe.

Abbey began trialling tank containers two years ago and has had a positive response from customers, thanks to the increased flexibility and transport options tank containers can offer when supporting the road tanker fleet on routes between the UK and mainland Europe.

Mike Ellis, Abbey Logistics Business Development Director, said: "This latest investment demonstrates Abbey is committed to providing the best possible service to our bulk powder customers.

"We have a large and growing fleet of powder road tankers serving the food, plastics and non-hazardous chemicals markets, and our customers are looking for flexibility from their transport provider. Because of this it is important we have an intermodal option that will provide that flexibility through choice of transport mode, payload flexibility and product security.

"Confidence is high in both our bulk liquid and powder divisions and we continue to grow operations with both

new and existing customers. By supporting our road tanker fleets with an intermodal option, we are strengthening our service offering and giving customers the options they need to drive the most value from their supply chains." 





Matthew McCrudden nominated for 'Apprentice of the Year' award

Matthew McCrudden, who completed his apprenticeship as an HGV vehicle technician in June, was recently nominated for the North-West Training Council's annual Apprentice of the Year award, based on his work on the Abbey apprenticeship scheme.


Coming runner-up in his sector, Matthew received a trophy and certificate to mark his achievement. Matthew was nominated alongside apprentices from organisations across a wide range of sectors. He was chosen to represent the North-West Training Council as an example of what can be achieved through the scheme, based on his work and the high-quality assessments he completed during his time on the apprenticeship scheme.

Abbey maintains regular contact with local schools and colleges and offers support to those interested in a career in our industry, as well as guidance for people looking for opportunities in other sectors, providing help to prepare them for the world of work.


In Matthew's case he joined Abbey straight from school on our apprenticeship scheme, which is a four-year commitment that leads to a highly regarded qualification and a role at Abbey on completion.

Matthew spent the first two years at Abbey balancing classroom learning with practical on-site training led by Group Workshop Manager Chris Dobbie and Workshop Foreman Dave Melville. Year three included more practical learning in our workshops in Liverpool and Bromborough and his final year was a full-time position in our workshops.

Now a fully qualified HGV technician, Matthew will soon begin training to get his LGV licence, which will be supported by Abbey, and is keen to develop his career at the company, gaining experience, skills and knowledge across multiple departments.

Congratulations again to Matthew for not only completing his apprenticeship but also for producing work during his training to such a high standard that it deserved recognition from these prestigious awards. 

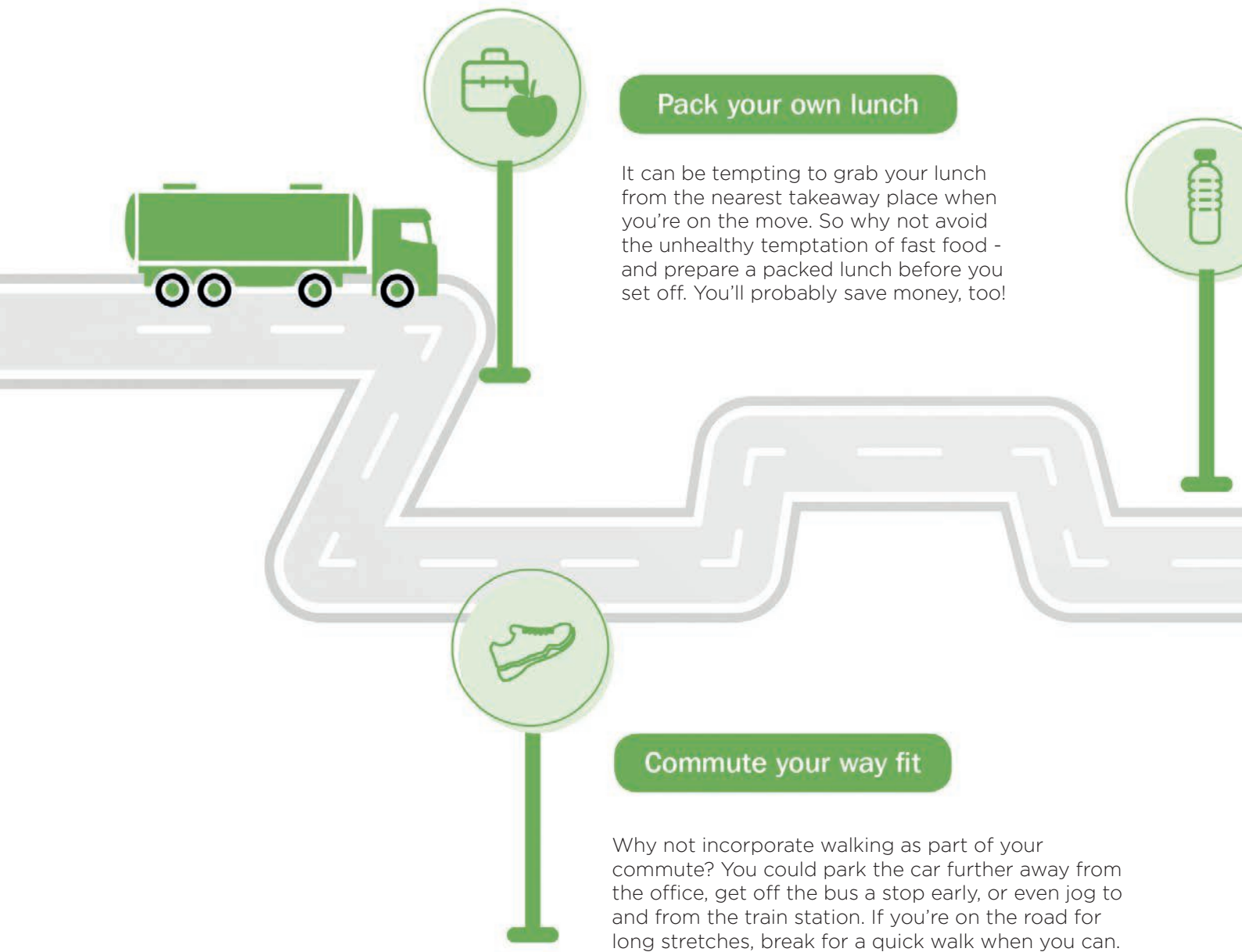



 Lord-Lieutenant of Merseyside, Dame Lorna Muirhead DCVO OBE, presents Matthew with his award



Are you sitting comfortably? Keep your health in check

For our drivers, long hours spent behind the wheel means sitting down for long periods of time. Our office-based teams are also spending most of their working day at a desk with no opportunity for exercise.



Staying seated and not taking regular exercise can increase health risks, so it's crucial to find ways to keep active, healthy and well. Our diets also play a huge role in our general health and eating fresh fruit and vegetables every day has a beneficial impact on health and well-being. 



Stay hydrated

When you're on the road, drinking plenty of water will help to keep more alert. And be sure to avoid too many caffeinated and sugary drinks. Whilst they may give you a quick lift, water will keep you feeling better for longer.



Sleep well

Most adults need around 8 hours sleep every night. Not enough can leave you feeling tired and stressed, and increase your risk of obesity and heart disease. To improve your slumber, avoid screen time and let yourself unwind before bedtime.



Exercise when you can

Aim for 150 minutes of moderate exercise a week. That's only just over 20 minutes a day. This could be as easy as taking a brisk walk on your lunch break, going for a bike ride at the weekend, or popping to the gym before work.



Think Logistics opens 22nd Logistics Centre to promote logistics industry to young people

Demonstrating to young people that a career in logistics can be both exciting and rewarding is the goal of Think Logistics, the industry-led project involving some of the UK's best-known transport and logistics companies.

With little awareness of the opportunities in the industry among the general public, the initiative was launched in 2013 with the aim of attracting more young people to the sector. Think Logistics now works with schools and colleges across the UK to explain there is a lot more to logistics than driving a truck.

In just four years, Think Logistics has brought together more than 40 leading companies to join its steering group, who work together to promote the industry and show young people that a career in logistics is often rewarding, challenging and exciting, and opportunities for progression, travel and development are common.

Think Logistics is making a real impact in educating young people about the importance of logistics and the opportunities it offers, by demonstrating the variety and diversity of roles available. From marketers, IT specialists and HR to more hands-on roles like mechanics, salespeople and planners, the sector has it all but has traditionally not been good at telling people about it.

In the last 12 months, Think Logistics has picked up several awards for the work it is doing but more importantly it is reaching more young people. Its workshops have been held at more than 280 schools and colleges where they have given interactive presentations, skills

training and practical exercises to students contemplating their first steps into the world of work.

In addition to informing young people about the opportunities in the sector, Think Logistics is keen to attract more logistics companies to get involved in the project. For the companies involved, Think Logistics has provided numerous benefits including invaluable management development opportunities where young managers have been able to develop their presenting, mentoring and project management skills. Think Logistics has also identified future industry leaders and several interns placed



Students having a tour of one of Abbey's silent urban vehicles following a Think Logistics workshop

within these companies have impressed so much, a full-time role has been offered at the end of their placement or studies.

For Think Logistics to continue to have such a positive impact, it is saying to all UK-based logistics companies, get involved, speak to us about how you can help, and hear about the tangible benefits the project has brought to the organisations already contributing.

Think Logistics works in partnership with Career Ready, a UK-wide charity linking employers with schools and colleges, and is supported through sponsorship from the DHL UK Foundation and the National Logistics Academy, as well as industry bodies like the Road Haulage Association and the Freight Transport Association.

Think Logistics now has 22 Logistics Centres open across the UK and has a target of 50 centres up and running by the end of the 2018/9 academic year.

The Logistics Centres are based in schools and colleges and offer practical advice such as CV writing and interview skills,

but more importantly they give school-leavers the opportunity to connect with employers through internships, mentoring and practical exercises that give them a good understanding of the opportunities available in the logistics sector, as well as real skills that will help them find work when they leave education.

Think Logistics founder and Abbey Logistics Group CEO Steve Granite said: "The support we have received from the industry and the success we have had in reaching so many young people proves to me that Think Logistics is having a real and positive impact.

"Going from zero to 22 logistics centres in less than four years, combined with the number of transport and logistics companies that have joined the steering group to support the initiative, is a clear indication to me that we're heading in the right direction.


"The logistics industry is facing a skills shortfall and we cannot just assume the skills gap will go away. It is up to us as an industry to proactively get out and show young people that there are genuinely exciting and fulfilling opportunities available

in our sector and we know that through the right support and guidance, young people can thrive in the industry and achieve great things.

"Think Logistics enjoys the support of over 40 companies who are active in the sector, and we are saying to those companies not involved to get in touch and find out how you can support the next generation of our industry to get started in their careers.

"We know from the people who have gone on from our workshops to start a career in logistics that this approach is working, and with even more support we can bring more talented individuals into the sector, to begin a rewarding career and add real value and fresh thinking to their employers."

For more information please visit the Think Logistics website: www.think-logistics.co.uk

For an overview of the initiative's achievements to date please visit Abbey Logistics' website: www.abbeylogisticsgroup.com/think-logistics 



Abbey Logistics wins The Chartered Institute of Logistics and Transport North West Best Practice Award

Abbey Logistics Group has been recognised by The Chartered Institute of Logistics and Transport (CILT) at this year's North West Annual Awards for Education and Excellence.


The awards were presented at a gala dinner in Manchester on the 9th June, hosted by Dave Guest, Senior Reporter, BBC's North West Tonight, and were attended by leading figures from the logistics and transport profession across the region.

The CILT North West Awards is an important event in the transport and logistics calendar and celebrates and recognises education, excellence, expertise

and experience in the sector. The award is Abbey's second in as many months, after collecting TheBusinessDesk.com Business Master Award in May.

Steve Granite, Abbey Logistics CEO, said: "The CILT North West Awards is a fantastic event that promotes many of the great developments in logistics and transport across the North West of England.

"Abbey is especially proud to have collected the Best Practice award against such strong competition and following a year of positive change and development in the business.

"Our teams have worked tirelessly over the past 12 months and this award is recognition for all their hard work and focus." 

New lightweight Volvo trucks for British Sugar contract



We have taken delivery of a number of brand new Volvo FM Globetrotters that will go into service to support Abbey's British Sugar contract.

The new trucks have been built to a precise specification to suit Abbey's requirements and feature the latest safety features, together with technology to improve efficiency and help our drivers in their day-to-day roles. All vehicles are powered by an 11-litre, 2,150 Newton metre output engine together with low rolling resistance tyres and the latest satnav systems to help avoid heavily congested areas and minimise time spent in slow traffic.


An improved mid-lift axle provides greater load capacity, enabling us to transport heavier payloads than current vehicles. In addition, all trucks feature a new generation of fifth-wheel coupling that features both audible and visual warnings to the driver in and out of the cab when coupling and uncoupling, reducing the risk of dropped trailers.

Deliveries will also be improved and made safer through having the latest high-capacity blowing equipment, which reduces fuel consumption significantly when unloading. Ground-level hydraulic pipe coupling is also fitted, which means our drivers never have to work at height when coupling and uncoupling; reduced hydraulic pipe runs also reduce leakage risks.

Protecting vulnerable road users is a responsibility of all transport companies and Abbey takes this very seriously. To help drivers, all trucks have four-way camera recording systems fitted and a new audible left-turn indicator that sounds when the vehicle is turning left at low speeds.

All trucks will run with the latest Microlise telematics, which measures both truck and driver performance and will accurately

pinpoint areas for improvement to help both planners and drivers achieve the highest levels of efficiency.

These new vehicles are part of an ongoing improvement and development programme that seeks to create Europe's leading tanker in terms of safety and efficiency. These latest vehicles arrive following in-depth trials of several manufacturers in which Abbey's Fleet Engineer David Batty has worked closely and collaboratively with Abbey's lead drivers to understand the strengths and weaknesses of each vehicle, ultimately adding new trucks to our fleet that are the best on the market in terms of safety, efficiency and drivability. 





Chris Chambers appointed Abbey CFO



Chris Chambers has been appointed as Chief Financial Officer for Abbey Logistics Group, significantly strengthening the company's Group Board.

Chris will play a key role in delivering Abbey's business growth and development plans together with taking responsibility for the Group's Finance, HR, and I.T. teams, underpinning Abbey's ongoing efforts to create Europe's best-in-class road tanker company.

Chris joins Abbey with over 15 years of senior finance experience and has a proven

track record of successfully growing business both within large organisations and private equity backed businesses.

Before joining Abbey, Chris held senior positions in a variety of sectors including FMCG (Fast Moving Consumer Goods), the leisure sector and service sector with Ainscough Crane Hire. He has held Finance Director positions within large

multinationals including leading pharmaceutical companies Novartis and Merck.

Over the last eight years Chris has worked within private equity backed businesses including Whitworths and more recently with Ainscough Crane Hire Ltd supported by investors Goldman Sachs and TPG.

Liverpool tank cleaning to open 24 hours a day

Significant investment and improvements have been made to Abbey's tank cleaning facilities at our Great Howard Street, Liverpool depot.

These improvements are ahead of a reopening of the tank cleaning station that will see operations running 24 hours a day, five days a week and will provide more services to both our own fleet and other hauliers.



In addition to the investment at the cleaning station, we now have full-time livery wash facilities that provide a variety of different services, from a deep clean to maintenance washes, for both our own vehicles and those of third parties.

Abbey's Group Quality and Operations Manager, Adam Copping, said: "The wash bays at Great Howard Street have always provided a reliable and convenient service to our own fleet and third parties, but due to Abbey's expansion and the

demand we are seeing from the market, we needed to invest in the facility to ensure we could maintain both the speed and quality of service."

The cleaning station is focused on food-grade washes and is a member of the European Federation of Tank Cleaning Organisations (EFTCO) and holds accreditations from SCOPA, SQAS and the FIAS, who each audit our site to ensure safety, environmental best practice and technical compliance.

The Abbey Way

Nominations and stories about how our colleagues are going above and beyond continue to flood in and we have had great pleasure in rewarding the following people with vouchers and recognition for their hard work over the past couple of months. Please continue to send your nominations through to your line manager who will pass on to the Group HR team for final approval.

Since April the following people have been recognised for their exemplary work or initiative:

Abbey Way winners

Jamie Pryor
 Don Potter
 Trevor Howell
 Sean Powell
 Nathan Flood
 Dave Gregory
 Gavin Chong
 Liam Farrell
 Paul Cunningham
 Mark Atherton

Paul Muckley
 Jenny Regan
 Sophie Lucy
 Lottie Lucy
 Ted Park
 Mike Brady
 Brian Lipscombe
 Matthew McCrudden
 Chris O’Flaherty
 Jimmy Nichols

Ryan Taylor
 Darius Sturmowski
 Stephen McRoberts
 Stephen Campbell
 Robert Zajac
 Sebastian Kostanek
 Jakub Filusz
 Jerry Buckley
 John Carrey
 Robbie Durkin



Please send your answers and desired jacket size (S, M, L, XL, XXL) to michael.fox@abbeylogisticsgroup.com

Good Luck!

If you have a story for the Abbey Magazine, please send details to michael.fox@abbeylogisticsgroup.com



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