

# **bbey** MAGAZINE

Issue 06  
Summer 2019





**Steve Granite**  
Chief Executive  
Abbey Logistics Group

## Dear colleagues

Since I last wrote to you the business has seen a marked improvement in performance under our refreshed leadership team and renewed focus on going 'back to basics'. Financially and service-wise, the company is performing at much better levels and I am really pleased that all the hard work of our staff is coming to fruition.

Following the start of our new financial year (July 2019), I am optimistic about the current year's outlook for continuing to improve service to customers and our financial performance without the need to win significantly more business. Whilst we are still seeking new business opportunities, we do not plan to expand the fleet dramatically this financial year unless the right opportunities come our way. Instead we will win business that maximises use of the current fleet and improves margins.

The improvement in performance was shared with employees recently with a discretionary interim pay increase. Further to this, we are in negotiations with your representatives to agree the annual pay increase for weekly paid staff in the relevant bargaining unit and hope to have this concluded ahead of the review date in October 2019. I welcome these negotiations because I am keen to ensure we pay the right rates of pay to attract and retain the best employees whilst being realistic about what is affordable.

Recently, we welcomed Dave Patten to the senior team as Business Unit Director for the Liquids business. Dave will take overall responsibility for our Liquids business with Paul Laverick





on the road to a  
*greener*  
future

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taking the 'Head of Powder Business Unit' role. This new structure allows Dave and Paul to have complete ownership of the Liquids and Powder businesses respectively, not just operationally but commercially, financially and in terms of SHEQ too. On behalf of the Board, I wish Paul and Dave the best of luck in their new roles and a successful and enjoyable time in delivering on their visions.

I am also pleased to see our continued investment in the business, with new trucks, tankers, skeletal trailers, safety equipment and depots all being invested in to ensure Abbey continues to be the leading road tanker company. It is important that we continue to invest to ensure the fleet remains modern and reliable whilst also helping to attract and retain the best drivers. We hope you're enjoying the new equipment and ensuring it stays in the great condition in which we handed it over!

Finally, I wanted to say thank-you for your efforts in helping the business lead from the front in terms of compliance. Following the audit I commissioned with Beverley Bell (former Senior Traffic Commissioner for GB), we have managed to further improve our compliance performance to excellent levels and I am grateful for the part you all played in this. Compliance is at the forefront of our business because it keeps you safe and guarantees that we have a licence to operate!

Please ensure you continue your good work in this area to keep Abbey at the industry-leading levels we have achieved.

I hope you enjoy reading this latest update on our business and encourage you to interact with Michael Fox on new stories for the next edition.

Best regards,

Steve

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# Customer service a priority with new appointment in Liquids Division

We're delighted to announce the appointment of Dave Patten as Business Unit Director for our Liquids Division. Dave joins us from one of our key customers in the bulk food-grade sector and will play an important role in focusing our efforts on customer satisfaction and retention.


Taking full responsibility for the leadership and direction of the Liquids Division, Dave will support our existing clients and build on our strong reputation in the liquid food sector.

Dave brings more than 20 years' leadership experience across several businesses, most recently in the food sector where he headed up transport, supply chain and project management roles for a number of years.

Dave's background will help Abbey understand challenges and opportunities from a customer's perspective much more clearly, which will be crucial if we are to continue to provide the same customer-focused, value-adding services we have become known for.

Dave said: "I've worked with Abbey from the customer side for a number of years and always admired their focus on the customer and commitment to understanding the unique challenges customers face.

"I'm confident I can contribute further to that commitment and bring new ways of working that both help our customers and reinforce Abbey's position as the leading bulk liquid food tanker company."

Steve Granite, Abbey Logistics CEO, said: "I am delighted to have someone of Dave's calibre to lead our Liquids Division. His extensive industry knowledge, experience in leading large and dynamic teams and collaborative style make him an excellent fit for such a critical role in this important market." 



Dave Patten,  
Business Unit Director, Liquids

# SPEAK UP, WE'RE LISTENING.


.....  
Your feedback today makes Abbey a better place to work tomorrow.  
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## **Abbey Logistics Driver Meetings**

Clear communication is an important part of every business. All our employees need to see an open and transparent decision-making process and need to be included, because many things affect them directly. Speaking to our teams is an essential way for the management team to hear about the challenges individuals face in their work and listen to new ideas and suggestions that can help make Abbey a better place to work.

Abbey is determined to build better lines of communication with our driver teams in particular, and we now hold regular driver meetings across our depot network that we encourage our drivers to attend.

Through the meetings we hope to keep everyone informed and up to date with developments in the business, but more importantly we want them to be collaborative sessions where we can share ideas and listen to the challenges drivers face and the ideas they have for making Abbey a better place to work.

Keep an eye out for the next driver meeting poster, which will be on your depot noticeboard. Alternatively, please email HR who can tell you when and where the next meetings will be held, at [hr@abbeylogisticsgroup.com](mailto:hr@abbeylogisticsgroup.com) 

**HR@ABBAYLOGISTICSGROUP.COM**



# Abbey increases chocolate transport with Barry Callebaut by 100%

We're pleased to announce that we have increased the volume of bulk chocolate transport for Barry Callebaut by 100%, following a competitive tender process.

The chocolate transport volume increase follows several service improvement initiatives for existing volumes over the last 12 months, implemented as a result of the two companies working collaboratively to improve the service Barry Callebaut's customers receive.

This latest increase in volume further reinforces Abbey's position as the UK's largest bulk chocolate transport road tanker operator.

The new contract went live in April and sees Abbey increasing utilisation of existing vehicles already working on the contract and drawing on our own specialist heated chocolate tankers and professional drivers from our wider chocolate tanker network, as well as continued investment in our fleet and specialist driver team.

We will operate vehicles from our new depot near Barry Callebaut's UK manufacturing site in Banbury, Oxfordshire.

Dave Coulson, Commercial Director at Abbey Logistics, said: "Our relationship with Barry Callebaut is now 15 years

old and throughout that time we have focused on continuous improvement and working in partnership to understand and support Barry Callebaut in overcoming its distribution challenges."

Louise James, UK Supply Chain Manager at Barry Callebaut Group, said: "Our customers expect the highest quality products from us, so in turn we expect our transport providers to possess the specialist knowledge and skill required to distribute large volumes of high-value chocolate.

"Abbey Logistics has continued to improve its service to us since the last tender period, which has given us the confidence to increase the volume we place with them. We know Abbey well and we are pleased to extend and strengthen our partnership".






## £1.6m investment in fleet brings new DAFs to Abbey

In April we confirmed a fleet order for 20 new DAF trucks. The order is for DAF's XF FTP lightweight mid-lift 6x2 tractor units in a £1.6 million investment in our fleet that is part of our ongoing fleet replacement programme.

The truck order was for 16 XF 480 FTPs and four XF 450 FTPs, all with Space Cabs, and supplied by local DAF dealer, North West Trucks, in Liverpool. Twelve units will be equipped with Gardner Denver discharge equipment, and eight with Mellor systems.

The new DAF XF fleet order will bring the Abbey Logistics fleet total to 350 trucks and comes after significant new business wins over the last six months, including new work from blue-chip customers in the baking, polymers and building materials industries.

Steve Granite, CEO at Abbey Logistics, said: "This order demonstrates the direction in which our company is heading. The last six months has seen some significant business wins.

"And it's no surprise that we have placed our faith in the DAF marque," he said. "The three-axle XF tractor is a proven model, it's super reliable, our drivers love the Space Cab. Crucially," he added, "we know we will receive fantastic back-up at both local and national level through the DAF Dealer Network." 






# New Van Hool tankers for our Liquids Division

Our new food-grade liquid tankers are now on the road and generating considerable interest. Fresh from the CV show in April where Van Hool used one of our tankers on its exhibition stand, these modern and highly secure tankers are now working for our customers across the country.

The tankers feature a new composite insulation that is much more efficient than aluminium or stainless steel at regulating product temperature and sets these new tankers apart from the rest of our fleet.

Most important for our customers is the security of their products while in transit

and the tankers feature a new double-locking technology to ensure the highest standards of food safety and security.

These new features, combined with a reduced curb weight, make them a very welcome addition to the fleet and more will be added in due course. 








## New skeletal trailers

We have added several new skeletal trailers to strengthen our intermodal capacity moving bulk powders from the UK to Europe.

The new trailers give us much more flexibility to send unaccompanied loads to Europe, which will be picked up by our transport partners in France, the Netherlands and Belgium.

This latest addition to the fleet makes Abbey much more competitive for future European work and gives our customers much more flexibility in terms of storage and delivery. 



# New bag to bulk service leads to warehouse expansion on the Wirral

At first glance, Abbey's warehouse operation may appear to have little to do with our core service of bulk liquid and powder road transport. In fact, this area of the business provides niche services alongside standard warehousing that are designed to support our customers, save them money and enable them to streamline their supply chains.



Most recently we began a bag to bulk operation, which has grown rapidly thanks to the bulk transport services we provide as part of the service and our close proximity to Liverpool port. This service takes in a variety of granulated products and transfers them to full tanker loads for onward distribution. Because Abbey manage both stages of the supply chain, customers are seeing cost and operational benefits from this service.

Liverpool port is very beneficial for customers looking to store or reformat products brought in by sea. On top of that, our clean and modern facility, which is manned 24/7, gives them the reassurance that their products are stored securely.

"The additional services we provide were a natural progression and very much in line with Abbey's culture of working with customers to overcome challenges and provide workable, value-adding solutions.

In 2017 we opened our food-grade drumming facility, which takes tanker loads of glucose syrup and transfers the bulk load into drummed containers. The service helps customers eliminate road miles and the costs associated with subcontracting filling. Our customers can also now rely on Abbey to ensure strict food hygiene protocols thanks to our significant experience in the food sector.

Abbey's warehouse operation opened in July 2015 with 70,000ft<sup>2</sup> of space. The growth of the warehousing division has been fast, and we now provide over 200,000ft<sup>2</sup> of space to customers in a wide variety of sectors and we are not stopping there.

Operations Manager John Abbot said of the division's success: "Our site close to

"Looking forward, our bag to bulk service is getting busier each week and we now store an increasing amount of buffer stock to give customers a more flexible inventory, which is a key consideration in their sectors. If this continues, we will be looking for more space very soon."



# New fall arrest system installed at Bromborough

Abbey's approach to working at height is that it should be avoided unless absolutely necessary. When it is necessary, safety procedures and equipment must be in place to ensure the person working at height is not in danger if they were to trip or fall.

Our bag to bulk facility in Bromborough requires our professional warehouse staff to work on top of tanks each day to assist with the loading of bulk bags into road tankers.

Before we started work on this, we had to put a system in place that ensured staff were completely safe while working on top of the tankers.


Working alongside Heightsafe, a market leader in fall protection and creating safe working

environments for people working at height, we installed a new overhead fall arrest rail system. In addition to installation, Heightsafe trained our operatives in harness inspection and other pre-work checks, and it will provide ongoing maintenance and compliance testing of the fall arrest system.

Overhead rail systems have many advantages, such as deflecting less than a cable system in the event of a fall,



thereby arresting the fall quicker and making it more comfortable for the user.

The rail system is also much more practical than many other systems because of its easy maintenance and because the cable that secures users to the system does not restrict or obstruct the work they need to do. 



# Abbey awarded Microlise Driver Excellence Award 2019

The Microlise Driver of the Year Awards is an annual industry event that recognises the most talented HGV drivers working in the UK transport industry, and acknowledges the vital work they do.

With categories based on telematics data, the awards are open to all drivers and are a perfect way to reward outstanding performance and contributions to the industry.

Winners are identified using anonymous telematics data from more than 210,000 drivers, which identifies those achieving the highest driving performance, using a range of criteria, such as harsh braking, over-revving and speeding.

The University of Nottingham's Advanced Data Analysis Centre independently studied the data (with company, contract and driver information removed) to identify the best-performing drivers, which were determined using advanced data clustering techniques.

The Driver Excellence Award is awarded to the operator with the highest percentage of drivers in the final 1,000, as identified in the overall Driver of the Year process.

Abbey has invested heavily in its Driver Training department in the last 12 months with a focus on using the data we receive

from Microlise telematics to continuously improve the performance of our professional driver team.

Matthew Parry, Abbey's Driver Training Manager, has overseen several developments in the way we deliver driver training. Matthew said:

"This award demonstrates with independent data that the approach we are taking to driver training is working and working quickly.

"LGV training doesn't stop when a driver gets their licence; further training throughout a driver's career is essential to ensure that the skills learned before they took their test stay up-to-date, and complacency and bad habits don't creep in.

"In addition, there are always new ways to develop and improve in any role and the structure we have in place at Abbey encourages our drivers to continuously learn and fine tune their skills.

"This year our driver trainers have completed RTITB's LGV fleet instructor training, which

they have taken back to the driver teams - with a focus on industry-leading training standards specifically designed to change behaviour and make measurable improvements to efficiency, risk and safety.

"Supporting this, and to ensure our drivers are up-to date with their CPC hours, Abbey are now a JAUPT-approved training centre, delivering both classroom and in-cab driver CPC courses. This allows us to deliver the most effective training course we can, and not just simply meet the demands of driver CPC legislation."




L - R: Nadeem Raza, Microlise CEO; Matthew Parry, Abbey Logistics Training Manager; Bob Harbey, Microlise Executive Director; Comedian and Awards Presenter Dominic Holland

# New CPC courses available

Earlier this year Abbey's in-house driver training team was awarded JAAPT-approved status. This meant we are able to design and deliver our own CPC courses tailored to our drivers' requirements.

Our training team are busy across the UK delivering a variety of courses including The Professional Driver, Drivers Hours and Digital Tachographs, and Safe and Efficient Driving.

All courses are delivered to a high standard by an RTITB-qualified driver assessor, each with a wealth of experience in all areas of logistics and especially in bulk liquid and powder tank operations.

Each course is worth seven hours and all attendees receive a certificate of attendance on completion of the course. 

## For more information and bookings:

[drivercpc@abbeylogisticsgroup.com](mailto:drivercpc@abbeylogisticsgroup.com)

03300 552855 Ext 4232 & 4239

  
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Think Logistics supporters

# Think Logistics on the road

Think Logistics works to make the logistics, transport and supply chain profession an attractive career of choice. In partnership with leading industry bodies and over 40 logistics companies, Think Logistics works to promote the logistics sector to 11-22 year olds through workshops, mentoring, internships, work placements and support.

Established by Abbey CEO Steve Granite in 2013, the programme has gone from strength to strength, now reaching nearly 3,000 young people each year.

Demand for Think Logistics workshops from schools and colleges is now so high that we are asking the industry to step up its support and make employees available to give their time and support in the form of presenters, mentors and provision of internships and work placements.

Think Logistics is very lucky to have the support of key industry events throughout the year and

it was here that we exhibited and recruited companies to lend their support.

First stop was Multimodal, the UK's largest logistics exhibition, which represents every logistics sector under one roof at the NEC in Birmingham.

Next on the road trip was Talent In Logistics, a new but important event that combines an exhibition with an awards show to recognise industry leaders and teams advancing the industry. Talent in Logistics also authors many insightful whitepapers that clearly demonstrate the importance of attracting young people to the

industry, which educators and careers advisors don't, so it's our job to tell them about the exciting opportunities available. Most recently, we sponsored an award at the Motor Transport Awards in London, the transport industry's most high-profile and well-attended event.

Later in the year we have several other events that we hope will bring even more logistics companies on board to support the vital work Think Logistics is doing for our sector.

Follow Think Logistics' latest news and updates at [linkedin.com/company/thinklogistics](https://www.linkedin.com/company/thinklogistics)



# Luke Whitehill runs the Liverpool Rock 'n' Roll Marathon for MIND

Abbey's management accountant Luke Whitehill successfully completed the gruelling 26-mile Rock 'n' Roll Marathon around Liverpool in May.

The event took in some of Liverpool's most famous landmarks including the Albert Dock, Liverpool Waterfront, the UNESCO World Heritage site of Pier Head with the Beatles statue and the Three Graces, as well as Anfield and Goodison Park.

This year thousands of runners took part for hundreds of different charities, raising much-needed funds for some great causes.

Luke was running to support MIND - the mental health charity. MIND is a fantastic organisation that provides

advice and support to empower anyone experiencing a mental health problem. They also campaign to improve services, raise awareness and promote understanding of mental health conditions that affect millions of people across the UK.

Luke had never run a marathon distance before and embarked on a demanding training regime in the months leading up to the event to make sure he could complete the whole course.

Luke finished the marathon in an impressive 5 hrs 21 minutes and raised hundreds of pounds for MIND. His JustGiving page


is still open, so if you would like to show your support for MIND and recognise Luke's efforts, please visit [justgiving.com/fundraising/lukewhitehill](https://www.justgiving.com/fundraising/lukewhitehill)



## Abbey attends British Salt's 50th anniversary celebrations

British Salt, one of Abbey's biggest customers, celebrated its 50th anniversary at its Middlewich headquarters in June.




 Steve Granite, Abbey CEO with H.R.H. Prince Edward, Duke of Kent

The anniversary celebrations coincided with the launch of a new packaging line, which was officially opened by H.R.H. Prince Edward, Duke of Kent. Established in 1969, British Salt is one of the leading suppliers of salt in Europe and has been part of the Tata Chemicals Europe family since 2011.

The new packaging line is a significant investment, which

considerably speeds up packaging of food-grade salt into sealed bags that go to both domestic and overseas markets.

Abbey Logistics' CEO Steve Granite attended the anniversary event, where he presented British Salt with a highly detailed scale model of one of our vehicles with a British Salt tank. 



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