

# abbey

THE ABBEY LOGISTICS MAGAZINE

INSIDE THIS ISSUE

THANK YOU  
TO ABBEY'S  
HEROES -  
DELIVERING  
ESSENTIAL  
PRODUCTS  
THROUGHOUT  
THE CRISIS





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# DEAR COLLEAGUES

→ Steve Granite, Chief Executive Officer, Abbey Logistics Group



**When I last wrote to you in the company magazine, the world was far more normal than what we're currently experiencing. Who'd have guessed what 2020 had in store for us back then! Whilst we're over the worst of it (fingers crossed), things won't return to normal for some time still.**

However, whilst COVID-19 has changed the world, I am incredibly proud of how you all performed and how the business has managed to not only weather the storm but excel during the most challenging time in my career.

When I last wrote in the magazine, I spoke about my optimism for the current year's outlook (to June 2020) and how we wanted to continue to improve both customer service and financial performance. Since then, we have done exactly that, and all despite COVID throwing major obstacles in our way.

Roll forward nearly one year since the last magazine and our financial performance is significantly better than the previous year, and our service to customers is excellent.

In addition, the magazine is full of good-news stories including several major contract renewals, new customers being onboarded, significant investment in fleet and the Hull wash bay, and staff engaging positively during the virus.

All of this shows that what we've done since the start of 2019 is now coming to fruition and we're very much back to our best.

As we look ahead to the new financial year, which started in July, we fully expect the business to be back in profit and looking to grow with new and existing customers. The recent fleet investment also means a large intake of new trucks and tanks, which will happen from September 2020.

Whilst this is all great news, I want to ask that we all remain vigilant and play our part in ensuring we keep COVID-19 under control and protecting each other. Social distancing, washing our hands, and wearing face masks where necessary will all help to manage the virus.

Thank-you once again from myself and the Board of Directors for helping keep Britain moving during the pandemic and for helping put Abbey back where it belongs as leaders in our sector. 🇬🇧

**Best regards,**

**Steve Granite**  
CEO

# ABBHEY EXTENDS CONTRACT WITH ADM EDIBLE OILS

Following a competitive tender process, Abbey has secured a multi-year contract extension with ADM, one of Europe's leading edible oils producers.

Abbey Logistics has worked with ADM for more than 20 years providing bulk liquid transport to customers throughout the UK, and this latest extension sees Abbey placing an even greater emphasis on service and customer support.

In addition to bulk transport, Abbey will support ADM with a new UK East Regional Manager, a restructured regional planning team, and closer collaboration with ADM on managing and coordinating loading from ADM's plant, to eliminate blockages and increase efficiency.

As one of the largest processing facilities, ADM Erith Ltd processes more than 1 million tonnes of rapeseed each year. The plant crushes the seeds and refines the crude oil into about 385,000 tonnes

of refined oil that is used in a variety of food ingredients and in biofuels throughout Europe.

Adam Spuall, Transport and Customer Service Manager at ADM, said: "Our continued partnership with Abbey is thanks to their understanding of what is important to us as a business.

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*"Abbey is by far the largest edible oils road tanker company in the UK with more than 200 registered tanker trailers."*

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"It is vital our customers have a reliable, flexible and dependable supply of products and we felt Abbey's solution, with its core focus on our service and performance, quality, and flexibility, best served our markets.

"Abbey is by far the largest edible oils road tanker company in the UK with more than 200 registered tanker trailers, and their scale and network capability enables ADM to respond quickly to our customers' changing requirements."

Abbey's Liquids Business Unit Director Dave Pattern said: "We are delighted ADM decided to continue their partnership with us.

"Our existing relationship with ADM has enabled us to demonstrate what we are capable of and continue our track record of delivering on our commitment to continuously improve the service ADM's customers receive, by listening to their feedback and acting on it to support their continued success." 🌱





# INEOS AWARDS ABBEY POLYMER DISTRIBUTION CONTRACT

↑ Abbey awarded bulk polymer distribution contract by INEOS Olefins & Polymers Europe

## Abbey has begun a distribution contract for Europe's largest olefin producer, INEOS Olefins & Polymers Europe (INEOS O&P).

We are delighted to see continued growth in the polymers sector following ongoing investment in our powder fleet, equipment and added-value services, including bag-to-bulk facilities and warehousing.

This latest development sees Abbey take responsibility for transport planning and delivery services to several of INEOS O&P's customers throughout the UK.


Products will be loaded from INEOS O&P's Grangemouth refinery, INEOS' largest production centre, which manufactures more than 2 million tonnes of chemical products per year.

Bulk polymer transport has been a growing area for Abbey Logistics over the last three years with a number of significant contract wins. Growth has been supported by the introduction of added-value services to provide customers with solutions that fit their distribution models.

Recent developments include increased space at Abbey's warehousing facility close to Liverpool Port, and reformatting services where Abbey takes delivery of either bag-in-box containers or bulk bags before reformatting into bulk tankers for onward distribution through our own network.

Abbey's Business Development Director Mike Ellis said: "Similar to food-grade products, polymers require strict handling procedures to be in place to ensure integrity and no contamination.

"Abbey's long and successful background in food-grade logistics enables us to control the strict standards of hygiene required for transporting polymer products for our customers.

"We're delighted INEOS Olefins and Polymers chose Abbey Logistics to support their business as they increase the volume of polymers produced in Grangemouth." 



## SABIC AWARDS ABBEY NEW PLASTICS DISTRIBUTION CONTRACT

**SABIC Europe has awarded Abbey Logistics a plastics distribution contract to transport bulk polymer granules throughout the UK.**

Abbey has added another major plastics producer to its growing list of customers in the plastics sector.

We have secured a bulk polymer distribution contract with Saudi Basic Industries Corporation (SABIC) Europe, one of the leading plastics manufacturers in the world.


The contract will see Abbey providing bulk polymer granule distribution services throughout the UK, using our large fleet of speciality tipping

silo road tankers. Abbey Logistics' Business Development Director Mike Ellis said:

"All of us at Abbey are excited to begin this contract with SABIC and work together to drive service and flexibility improvements and identify ways to optimise the operations under our management.

"This contract is another major milestone for Abbey, establishing us as one of

the largest bulk tanker distributors in the polymers sector and indicative of Abbey's strategic commitment to growing our footprint in the polymers sector.

"We are looking forward to playing a key role in safeguarding SABIC's high-quality service to its customers and working with them to deliver a dynamic and sustainable bulk transport solution." 

# ABBHEY LOGISTICS RENEWS TRANSPORT CONTRACT WITH TATA CHEMICALS AND BRITISH SALT

Abbey has extended its long-term bulk road tanker logistics contract with Tata Chemicals Europe and subsidiary British Salt, following a competitive tender process.

The contract sees Abbey continuing to exclusively manage bulk transport and logistics operations for the movement of food-grade and non-food-grade salt, sodium bicarbonate and soda ash.

British Salt is the UK's leading manufacturer of pure dried vacuum salt products. It supplies over half the UK's pure white salts and other salt products from a self-sufficient, high-efficiency manufacturing facility in Middlewich, Cheshire.

*“Through close account management and a partnership approach, we have made significant progress in terms of delivery performance and customer service.*”

Tata Chemicals is one of the world's leading producers of sodium bicarbonate, which has applications that range from food to pharmaceuticals to air pollution control.

Abbey will provide transport for all products in bulk powder road tankers for distribution to British Salt and Tata customers throughout the UK. Abbey

will also manage transport planning and all on-site logistics services.

Abbey has provided transport and logistics services to Tata and British Salt for several years. During that time the companies have developed a strong working relationship, consistently demonstrating added-value initiatives and continuous improvement programmes that maintain Tata and British Salt's world-class levels of customer service and satisfaction.

Mike Ellis, Abbey Logistics' Business Development Director, said: “We are delighted that Tata and British Salt have decided to continue their partnership with Abbey Logistics.

“Through close account management and a partnership approach, we have made significant progress in terms of delivery performance and customer service.

“We are committed to supporting Tata and British Salt's businesses with a flexible transport and logistics solution that can adapt to their customers' evolving needs going forward.”



# ABBHEY EXTENDS CONTRACT WITH CARGILL PLC

Continuing its 20-year partnership supporting Cargill, Abbey Logistics has secured a multi-year contract renewal with the global food corporation.

Abbey began working with Cargill in 1997. Since then the two companies have worked in partnership to develop a UK transport solution with European support that provides Cargill's customers with a responsive, flexible and dependable transport service.

In addition to transport, during their time in partnership the two companies have worked on several supporting services such as a liquid glucose drumming facility at Abbey's warehouse in Bromborough, and a revolutionary combined road tank and curtainsider trailer designed to slash empty running.

Together, the two companies have always looked for new ways to improve efficiency and customer service, and reduce road miles.

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*"We are extremely proud of what we have achieved with Cargill over the last 20 years and we are delighted that they have chosen Abbey to continue their relationship with us for the next tender period."*

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This contract extension will see Abbey continuing to support Cargill with transport and logistics services for liquid food products for customers throughout the UK.

Dave Coulson, Abbey Logistics Group's Commercial Director, said:

"Our position in the marketplace as the UK's largest bulk liquid food road tanker company, combined with our operational experience and knowledge of Cargill's requirements, means we are well placed to continue to provide Cargill's customers with the flexible and dependable service they expect.

"We are extremely proud of what we have achieved with Cargill over the last 20 years and we are delighted that they have chosen Abbey to continue their relationship with us for the next tender period." 





# NEW ROLES CREATED TO BOOST CUSTOMER SERVICE AND PERFORMANCE

Chris Whelton, Operations Manager at our Hull depot, has been appointed to a newly created role of Regional Transport Manager for the East of England.



↑ Left to right, Chris Whelton, Mick Kilroe and Gavin Chong

Chris will now take responsibility for both our Hull and Erith depots as well as being the main point of contact for key contracts in the region.

Since joining Abbey in 2017, Chris has demonstrated his skill in building teams and driving change and improvement in terms of customer service, utilisation and driver engagement, and we are delighted he has taken on this additional responsibility.

Chris will divide his time equally between the Hull and Erith depots.

## Focus on Loading Performance

Supporting Chris will be Mick Kilroe who takes on an important new role as the Front-End Planning & Loading Manager for both Erith and Purfleet locations. This role focuses heavily on managing and coordinating the customer loading in advance, and pre-empts blockages to achieve high service levels for our customers.

Mick will draw upon his extensive knowledge and experience to design a new workflow for both sites, to create a high-performance loading process that will greatly benefit our customers and make loading more controlled for our drivers.

## Effective Planning

For the past four months, Gavin Chong has been seconded to manage our Network Planning Team in Erith. Gavin has been highly successful in this role and will now take up the position on a permanent basis.

Gavin has 20 years of transport planning experience and an in-depth knowledge of our customer requirements and fleet capabilities. Some of the key tasks for Gavin will be to support the future development of our planning system and support the Network and Local Transport Planners with succession planning and training. 📊



# ABBEY LOGISTICS COMMITS TO WAREHOUSING AND POLYMER BAG-TO-BULK SERVICES

**Abbey has started a ten-year lease extension at our ambient warehousing and polymer granules bag-to-bulk reformatting site on the Wirral, North-West England.**

Over the last 18 months, we have increased capacity at the site, which now has more than 150,000 sq ft of ambient warehousing space.

This latest development has been driven by strong demand for ambient storage and a significant increase in requests for its bag-to-bulk reformatting services.

Abbey's site benefits from being close to Liverpool Port, and takes in shipping containers of bagged polymer granules, which the company then transfers to its own bulk tipping silo tankers for onward distribution.

Abbey has added an additional 30,000 sq ft of space at the site in the last year, which has enabled the company

to provide customers using its bag-to-bulk services with buffer stock capacity where inventory can be called upon as and when required.

Abbey Logistics' Business Development Director Mike Ellis said:

"In the last two years we have started working with some of the UK's largest polymer manufacturers, transporting granules in bulk throughout the UK.

"Our bag-to-bulk service is a perfect fit to run alongside this and gives our customers a cost-effective way to import and transport their products. A large quantity of polymer granules is shipped into the UK in containers, so having this facility close to Liverpool Port

is a perfect solution for our customers looking to transport their products in bulk within the UK.

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*"In the last two years we have started working with some of the UK's largest polymer manufacturers, transporting granules in bulk throughout the UK."*

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"In addition to our bag-to-bulk service, demand for ambient storage remains strong and this latest long-term commitment to the site demonstrates our ambitions to further grow and develop the services we provide to our warehouse customers and the polymers sector." ■

# £4.7M NEW TRUCK ORDER

Abbey has ordered 52 tractor units from DAF and Mercedes-Benz. The order follows a “significant improvement in financial performance, despite COVID-19”.

CEO Steve Granite said, “Performance in the current financial year to June 2020 has seen a major improvement on previous years and a return to profitability since earlier this year.

“I am incredibly proud of what our team has achieved since we made structural and operational changes in late-2018, and not only are we back to where we should be financially, our service to customers is back to industry-leading standards and our workforce is motivated and engaged.”

Customer confidence is further evidenced by the recent contract renewals and new business wins which the firm say, “will be announced shortly, including the renewal of two major customer contracts”.

Granite went on to add, “Our workforce engagement levels

are the best I’ve seen, and we’ve supported our key workers through COVID with increased sick pay, a bonus to be paid at Christmas, and support including health packs and online fitness classes to recognise their hard work and dedication to keeping the UK’s food supply chain flowing.”

The Group says its increased business pipeline, along with the renewed energy and customer focus, reflects the company’s confident outlook, and it says more investment is planned in its fleet in 2020 as the company continues to see growing sales despite challenging market conditions.

Abbey’s latest order is a mix of DAF CF and XF and Mercedes-Benz’s latest-generation Actros. The vehicles are expected to go into service in September and will operate across Abbey’s large fleet of bulk liquid and powder road tankers.

The majority of vehicles in this order are dual purpose, which means they are equipped with both pumps for liquid products and blowers for powder or granulated products. The benefit of this is that they can be used across both liquid and powder operations, creating additional flexibility in the fleet.

Gary Lawson, Abbey Logistics National Fleet Manager, said: “Following extensive trials of these vehicles, we felt each model would benefit our fleet and our customers in different ways depending on the type of work it would be doing.

“Our operations require specialist vehicles, with specific equipment needed for the sensitive products we carry, and we were very pleased with the performance of both the DAF and Mercedes-Benz vehicles in our trial and look forward to taking delivery in September.” 





## THANK-YOU TO ALL OUR FRONTLINE TEAMS!

**At the time of writing, infection rates for coronavirus are down to a level where the Government has decided to lift most lockdown restrictions in England.**

As we slowly start to go back to our offices and depots, it's appropriate we recognise the commitment our colleagues driving trucks and working at our sites showed throughout the entire lockdown period.

When restrictions were introduced way back in March, the logistics sector was rightfully recognised as an essential service that had to continue operating to ensure the country could function and the essential supply chains of food and medicine continued uninterrupted.

The challenge for Abbey as a responsible employer was how to ensure our teams could continue to work while keeping themselves, their families and loved ones safe.

We quickly introduced guidelines and issued additional PPE to all our frontline workers to provide as much protection as we could. Anyone who could work from home did, and we introduced a sick pay top-up scheme so colleagues wouldn't have to work if they were unwell. In addition, we also announced a reward payment to

recognise the efforts our frontline teams were making at such a difficult time.

Despite this, we were highly dependent on the commitment and dedication of our teams to continue to work, while fully acknowledging the unique and challenging circumstances they faced.

Due to the nature of the products we transport, the majority of our customers needed us to continue operating as normal and, in many cases, we saw demand increase dramatically.



↑ Abbey ran a competition during lockdown for children to send us their drawings of Abbey trucks featuring a Rainbow. We chose six to be printed on the back of our tankers to remind people of the amazing work done by our teams during lockdown.

Our drivers were also facing challenges they have never seen before. Not only were they doing all they could to protect themselves from the virus, essential services like motorway restaurants and wash facilities were closing to avoid the spread of infection. In some cases, we even heard of drivers being refused access to welfare facilities at delivery sites.

This was all contributing to making a tough job even harder and it is thanks to the resilience of our driver team, and their understanding that their roles were essential in supporting the national effort, that they adapted and persevered, on our behalf, to make sure deliveries were made and service continued.

The road transport industry is one of the most important industries in the UK. It delivers everything that we rely on in our day-to-day lives, with 95% of all goods in the UK at some point travelling by road. Our teams know this and took their responsibilities very seriously.

*Proof of how dedicated our teams were came from our service-level reports; we were seeing continued levels of industry-leading standards despite all the challenges our drivers and other frontline teams were facing.*

All of us at Abbey would like to recognise our drivers, planners, wash bay, warehouse and workshop teams for

their incredible efforts and unwavering commitment shown during the pandemic. The crisis has reminded us of the importance of all our teams, not only to Abbey as a business but to some of the most essential supply chains in the country.

We are extremely proud of everybody's efforts during a time of such challenge and uncertainty and would like to thank all of you for the role you played in helping Abbey get through the lockdown. Your efforts have enabled us to come out a stronger and more resilient business well placed to manage any further challenges we may face. 🇬🇧

# NEW TRACTOR UNITS FOR BRITISH SUGAR

Eleven brand new tractor units have been added to the British Sugar contract and went in to service earlier this year.

The new vehicles are part of a wider fleet replacement scheme to replace older units with more efficient and comfortable trucks to ensure an efficient and reliable service for our customers, and a pleasant working environment for our drivers.

The trucks are from manufacturer DAF and will be distributing bulk liquid and powder sugar products throughout the UK on a 24/7 basis.

The DAF Space Cabs are FORS Silver compliant and include numerous features for operational safety and driver comfort, including luxury air-suspended adjustable highbacked driving seats, fridges, and superior sleeping and storage facilities.

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*“...our ability to recruit and retain the very best drivers is crucial...”*

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Matthew Male, Abbey Logistics' Finance Director, said, “Bulk road tanker logistics is a very specialist area and our ability to recruit and retain the very best drivers is crucial to deliver the highest levels of service to our customers.

“Our fleet management team has sourced the most appropriate vehicles for our drivers and this contract, collaborating with the customer to understand the requirements and address a number of challenges specific to this important contract, and enabling us to future-proof this fleet.” ■



# NEW CEMENT SILO TANKERS ADDED TO ABBEY'S FLEET

We have added a number of new Feldbinder cement silo tankers to support the company's growing business in the cement and minerals markets.

Manufactured by Feldbinder, one of Europe's leading manufacturers of specialist vehicles, the new lightweight cement silo tankers are designed and built to comply with the Fleet Operators Recognition Scheme (FORS) Silver accreditation, intended to protect vulnerable road users.

Specifications include rear-facing cameras, infilled side panels and blind-spot minimisation mirrors, as well as many more of the latest safety and security features to ensure the safety of other road users.

While the latest equipment is vital, safe operation while on the road will make the biggest difference and that is why all Abbey's drivers and planning

staff working in this area of the business have completed Vulnerable Road User Training, through Abbey Logistics' own JAUPT-approved training centre.

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*"The new Silo tankers give us the ability to offer more capacity and coverage for our customers, giving them higher levels of support and flexibility."*

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Steve Granite, CEO Abbey Logistics Group, said: "We have significantly increased our capability and capacity in the cement and minerals markets, and this is reflected in our fleet replenishment and acquisition programme.

"Our commitment to our customers to deliver the highest standards of service can only be fulfilled if we have a trained and skilled workforce using the latest and best equipment.

"The new silo tankers give us the ability to offer more capacity and coverage for our customers, giving them higher levels of support and flexibility.

"We have grown significantly in the cement and minerals markets over the last couple of years and this increased capacity will enable us to further support our customers in this important sector." 



# THE SEARCH FOR THE DRIVER OF THE YEAR 2020



↑ Oulton Park racing circuit, where the Abbey Logistics Driver of the Year National Final will take place

**Abbey relaunched our Driver of the Year competition earlier this year to celebrate the skills and abilities of our driver team.**

Driving an HGV is challenging, and a career as a driver requires a specific mindset and unique abilities, it's not your typical 9 to 5 and although most people take trucks on the road for granted, without the drivers the UK's economy would grind to a halt.

Class 1 drivers are the backbone of the supply chain. It would be impossible for the economy to grow or even to function without them. Almost every industry relies on Class 1 drivers at some stage of the supply chain; take a look around you, chances are that each product you see, from the furniture to the clothes you're

wearing to the food you eat, has been moved by an HGV at some point.

It goes without saying that our drivers are vital to Abbey's success and this competition is intended to recognise the crucial role they play in our company and remind people of the importance of the work they do across all sectors.

#### **How Are We Judging?**

Drivers have been earning points in a variety of different ways, from driving style to customer feedback, and the highest-scoring driver from each depot will earn a place in the Grand Final, to be held

in September at the stunning Oulton Park motor-racing circuit in Cheshire.

We started collecting scores in January with drivers all starting on 1,000 points and points being added or subtracted throughout the year based on performance, ending 30th August 2020.

#### **The Scoring System**

Using data recorded from Microlise, our trucks' in-cab telematics system, we monitor driving style. Points are awarded each month based on Microlise's own scoring systems.





In addition to winning points for driving style, drivers can also pick up points by completing FORS training modules, CPC course attendance, and getting positive feedback from customers.

Points will be lost for infringements, blameworthy accidents, fixed-penalty notices and absences.

### The National Final

The Abbey Logistics Driver of the Year National Final will take place at Oulton Park racing circuit in Cheshire. We are planning a great day for our 10 finalists with driver challenges organised to find our winner.

Challenges will take place in Oulton Park's paddock area behind the pits and finalists will also enjoy full refreshments from the famous Chequers restaurant onsite, as well as taking part in a rally experience with a professional rally driver.

Following the day's events, we will hold a presentation with trophies given for 1st, 2nd and

3rd places, along with awards for winners of each challenge and goodie bags for all drivers provided by our sponsors.

This will wrap up what we are sure will be a memorable and enjoyable day.

### The Challenges

The challenges are being kept top secret for now to ensure a level playing field, but will include assessments testing slow-speed manoeuvring, observation, parking and adverse conditions, as well as many other key skills needed to be a world-class driver.

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*"Class 1 drivers are the backbone of the supply chain. It would be impossible for the economy to grow or even to function without them."*

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The day is designed to be a fun, challenging event at a stunning location, and a celebration of the high standards we have in our driver team.

### The Prizes

Our sponsors have donated some amazing prizes to be handed out on the day to the overall winner, second- and third-place finishers, and winners of the individual driver challenges.

These include £1,000 holiday vouchers, grandstand tickets to Truckfest, tickets to a Superbike race of the drivers' choice, and Fitbit watches. We are adding prizes as more sponsors come on board, so keep watching your depot screens where we will update the prize list over the next few weeks.

### Further Information

We have been regularly updating noticeboards and TV screens at all depots throughout the judging process and our driver training team is available to answer any questions you may have at [drivercpc@abbeylogisticsgroup.com](mailto:drivercpc@abbeylogisticsgroup.com) 

## Sponsors



# THE SKY'S THE LIMIT! – MEET OUR APPRENTICES AND TRAINEES

The scope and breadth of what we do at Abbey Logistics is reflected in the range of apprenticeship and professional training opportunities we offer to talented and ambitious young people.

Gaining hands-on experience in their chosen field, apprentices and trainees can play a key role in contributing to the future success of the company. In addition, they are gaining on-the-job knowledge and experience from industry leaders and earning a competitive salary, while studying towards a nationally recognised qualification.

Apprenticeship schemes and training programmes for young people are a key growth strategy championed by Abbey Logistics CEO, Steve Granite. Having joined Abbey as an apprentice aged 16, he is an example of what can be achieved through earn-while-you-learn schemes, and he appreciates the responsibility he and Abbey have as an employer to provide to young people the opportunities and experience they need to start their careers.

As a business, Abbey has also seen the benefits young people can bring to the organisation, from fresh ideas to renewed energy. As the sector faces a skills shortage, Abbey is doing what it can to prepare for the future and ensure the security of the business for many years to come.

So please join us in welcoming our new colleagues and read on to find out a bit more about where they work and what they are doing for Abbey.



**LIAM MURRAY**  
Fleet Administration Apprentice

### What made you decide to pursue an apprenticeship/training programme?

After studying at Sixth Form for two years I knew I was ready for the world of work. I was keen on continuing to learn more and more skills as I had never been employed before. I identified that an apprenticeship programme fitted me best.

### Why did you choose to join Abbey Logistics?

Abbey had a close relationship with my Sixth Form at All Saints and visited the school to complete a masterclass to promote Think Logistics. Before the masterclass I had no idea about logistics. After this, it opened my eyes as I knew there was a lot of opportunity for young people to pursue a career in logistics.

### What is the most important thing you have learnt from your apprenticeship/training programme to date?

The most important thing I have learnt from my apprenticeship is people skills. I am more confident around others and have improved massively on communication skills. My understanding of logistics and how Abbey operates has also improved massively.

### What are you most proud of achieving?

I am most proud of achieving a Pass grade in my first-year apprenticeship at Abbey. This was a Customer Service Practitioner Level 2 programme. This has now led to me being enrolled onto the Team Leader for Transport Manager Programme, which I will complete this year.



**LEWIS CUNNINGHAM**  
Purchase Ledger Apprentice

### What made you decide to pursue an apprenticeship/training programme?

The reason I chose an apprenticeship was to give myself experience in the working world, also giving me hands-on training and a real chance to put skills into practice, which helps me to gain more confidence in a working environment.

### Why did you choose to join Abbey Logistics?

I chose Abbey Logistics as it's a well-known employer who shows a



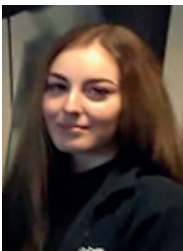
passion in investing time in young employees, helping them build important skills and gain a qualification to create a better working environment and stronger business.

**What is the most important thing you have learnt from your apprenticeship/training programme to date?**

From my apprenticeship a key skill I have learned is bettering myself from my mistakes, using them as stepping stones to grow and realise why I've made my mistake and how to rectify it.

**What are you most proud of achieving?**

My proudest achievement is putting my own ideas into practice and seeing how they can make a difference not only to myself but for other colleagues, making work run smoother and more efficiently.



**ASHLEIGH WRIGHT**  
SHEQ Apprentice

**What made you decide to pursue an apprenticeship/training programme?**

After spending a year at Chester University on a Journalism course, I had a change of heart and decided to pursue an apprenticeship in health and safety. Attending Cambria Business School to complete my NEBOSH occupational health and safety qualification, I am still en route to achieving this qualification presently.

**Why did you choose to join Abbey Logistics?**

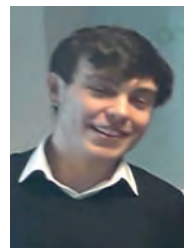
As an ambitious young company that is still expanding, I chose to put myself forward for the role, intending to enhance my own professional development alongside the growth of this company. The role presented me with the opportunity to establish and advance my prior existing skills in health and safety.

**What is the most important thing you have learnt from your apprenticeship/training programme to date?**

Vastly improving my IT abilities, the organisation of multiple tasks and having hands-on experience in the field; my most invaluable skills have been learned from my past mistakes, as well as learning from previous knowledge, then utilising it to complete my tasks to a high standard.

**What are you most proud of achieving?**

Being successful in my application has been one of my proudest achievements. With limited roles for those starting out in health and safety, fortunately I was considered and accepted into this apprenticeship. In future, I hope to progress into making a positive impact at Abbey Logistics.



**CHARLIE LUCY**  
Customer Service &  
Depot Administrator

**What made you decide to pursue an apprenticeship/training programme?**

I decided to join Abbey Logistics due to my interest and background in transport, as well as gaining real-life work experiences.

**Why did you choose to join Abbey Logistics?**

I have always been familiar with the company, as many family members work here or have previously worked here. Coming from a logistics background, I have seen many family members do very well in the industry and I would like to be able to do the same. It also appeared an interesting sector to work in.

**What is the most important thing you have learnt from your apprenticeship/training programme to date?**

The most important things I have learnt so far are learning to pay attention to detail and gaining confidence in a working environment.

**What are you most proud of achieving?**

Having only just started my apprenticeship, I am most proud of my improvement in organisation skills compared to during my school life, as well as an improvement in my IT skills. 📧



# ABBEY'S FOOD-GRADE TANK WASH IN HULL REOPENS FOLLOWING COMPLETE REFURBISHMENT

**Abbey has reopened its food- grade tank wash bay in Hull following significant investment in the site.**

Located minutes from the Port of Hull, Abbey's wash bay has been providing food-grade wash services to its own and third-party hauliers' road tankers for more than 30 years.

During that time, the company has worked hard to keep pace with steadily changing customer needs, regulations and demand patterns.

As part of that continuous improvement, work began in late 2019 to overhaul the wash bay in Hull to bring it up to date with the latest technology with a focus on creating a facility that can offer hauliers in the area and those using the port a cost-effective, accredited and efficient service.

Improvements include a new boiler system that ensures heat stability and reliability. The boiler system is fed by a new fully insulated hot well, which further improves reliability of the boiler by eliminating cold-water shock.

Hard water in Hull creates significant limescale in any water system so Abbey has installed a new water-softening plant to prevent build-up. The plant also has the added

benefit of only needing low-level salt dosing, which removes the need for chemicals and the associated downtime required to descale the system.

New spinners to regulate water flow and ensure the most thorough and complete wash provide efficiency benefits and, combined with state-of-the-art in-line thermometers that deliver a constant reading of water temperature, allow complete quality control of all wash cycles.

It is vitally important that tankers are washed to a standard that exceeds legal compliance and all customer requirements. Abbey's new detergent-injection system guarantees the correct dosage for every product through fully regulated flow controls that ensure correct dosages are applied to each and every wash.

A new gantry and fall arrest system for wash bay operatives was also installed, along with improvements to the on-site interceptor which pretreats wash water prior to discharge.

Abbey's project lead on these improvements was Adam

Copping, the company's Technical and Quality Manager. He said:

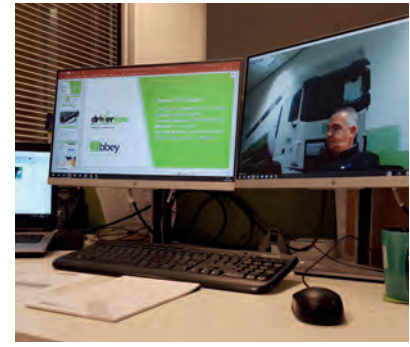
"This project was a major undertaking and we are delighted with the improvements made to the facility.

"Our goal was to set the standard for food-grade tank washes in terms of reliability, quality and environmental efficiency and I think what we have achieved in Hull does that.

"Abbey can now offer customers a leading tank-cleaning service that is fast, efficient, reliable and exceeds legal compliance, giving them peace of mind that tanks are cleaned to the strictest levels of compliance.

"Several international food manufacturers have audited and approved the changes we have made, and we are in the process of securing SQAS and EFTCO accreditation.

"Future plans for the site include further improvements to our IBC wash capabilities, which will be operational later in the year." ■



## FANTASTIC FEEDBACK FOR ABBEY'S FIRST ONLINE DRIVER CPC TRAINING COURSE

**Abbey's JAUP T-approved driver CPC training moved online this week as the company held its first course for drivers based throughout the UK, and participants have unanimously praised the new delivery method.**

The instructor-led course was held in two 3.5-hour sessions over two days and provided a great opportunity for drivers to maintain their training while on furlough or at home. It was also a great opportunity for drivers to catch up as this week we started with some free time for drivers to chat with their colleagues who they haven't seen or spoken to for many weeks, which proved very worthwhile.

Prior to the course, all drivers were given simple joining instructions and walked through the process for getting online, which ensured no technical challenges for participants not used to this technology.

To keep everyone feeling as involved as possible, the sessions were fully interactive with polls and questions being used throughout, which was a very effective way to keep the

sessions flowing naturally and maintain interest and energy. Abbey's Driver Training Manager Matthew Parry said:

"Using an online platform is a great way to keep drivers at home engaged with the business and up to date with their training.


*"Using an online platform is a great way to keep drivers at home engaged with the business and up to date with their training."*

"We knew the course was well suited to being delivered remotely and we've been thrilled by the feedback we received from all the drivers. We've been told that this format is actually preferred to regular classroom training and the technology we use has allowed everyone to get connected easily with

no technical challenges throughout the course.

"We can definitely see this method replacing at least some of the classroom training we do going forward, and may find we go online full-time if we continue to receive the sort of positive response we have seen this week.

"We already have drivers from across the country booked in for next week's training sessions and will continue to run them for the foreseeable future."

Abbey's online CPC courses are available to drivers from any organisation so if you would like to book individuals or whole teams for training, or would like to discuss the courses, please email [drivercpc@abbeylogisticsgroup.com](mailto:drivercpc@abbeylogisticsgroup.com). 

# ABBHEY AND MICROLISE TAKE DEEP-DIVE LOOK AT PERFORMANCE DATA FROM LOCKDOWN PERIOD

We all know that the roads have been noticeably quieter during the pandemic as great swathes of the population stay home and many businesses remain closed.

So what, if anything, has been the impact on HGV operators who have been delivering critical supplies during this time and what can we learn?

According to Steve Granite, CEO of Abbey Logistics:

“We have all been trading in incredibly challenging circumstances but, as a result of quieter roads, we have seen an improvement to customer service, savings in repair and maintenance, and an increase

in MPG, as well as an increase of nearly 6% in the average speed of our fleet. This means the fleet is doing more with less and our assets are much more productive and require less repair and maintenance thanks to more consistent driving.

“To get a better understanding of these benefits, how they could be sustained and what it could mean to Abbey and other operators when traffic and congestion increases, we began a project with Microlise to analyse the data to share with

the sector, which will hopefully help all hauliers as we come out of the crisis and potentially also help influence decisions around traffic management and congestion in the future.”

Abbey Logistics and Microlise began analysing Abbey’s journey metrics for its fleet of 550 drivers, 400 trucks and 550 bulk liquid and powder tankers with initial results covering the period 30 days prior to, and 30 days post, the UK lockdown.



## Key Findings

- Average speed – improved group-wide by an average of 5.66% (from 36.6mph to 38.8mph)
- MPG – increased by 2.6%
- CO<sub>2</sub> emissions – improvement across the group of 3.97% from MPG base point in February 2020.
- Driving behaviour and performance:
  - Acceleration of >95% decreased from 5.61% to 4.53%
  - Engine idling decreased from 2.51% to 2.04%
  - Greenband driving (where the vehicle is being driven within the most efficient and economical RPM range for that vehicle type) increased from 90.39% to 91.52%
  - Cruise control increased from 45.72% to 53.15%

*Note: Data drawn from period 27 February to 26 April 2020*

In addition to its work with Abbey Logistics, the Microlise Data Science & Operational Research team has analysed recent HGV and LCV movement to identify changes in movement patterns. Two metrics stand out – namely, a 6-7% increase in MPG and a 37% reduction in unsafe driving behaviours, including over-speeding and harsh braking. For a fleet owner of any size, the capital cost savings to be realised across these two areas alone would be significant.

## Key points from this wider data set include:

### Average MPG improves by 6%

- We can observe an increase starting on 16 March which peaks in the week starting 6 April and then stays relatively stable at +6%/+7% above the baseline, with this increase driven especially among operators travelling shorter distances and making more stops.

### 37% decrease in number of overspeeding events per km

- There is a decline starting from the 23 March, which reaches its lowest level in the week of the 13 April (-37%). The latest data shows that it has since gone up to -31% compared to the baseline, perhaps as roads become busier once again.

### 37% decrease in number of harsh braking events per km

- This shows a similar pattern to overspeeding data, with a decline from the week of 9 March, reaching its lowest level during the week commencing 6 April (-37%). Since then it has risen again to -29%.

## Decrease in total mileage

- From 23 March there was a decrease in mileage. It dropped to its lowest level during the week of 6 April with a fall of 27%. Since then it has moved up again to about -16%.

### Is this data significant?

So what lessons can we take from the data analysis to apply as we move forward? Are there any practical steps that the sector and Government can take that will allow us to maintain these positive environmental and commercial benefits?

According to Steve Granite, the sector should act upon these indicators:

“Across almost every key metric of vehicle performance, traffic movement, driver safety and performance, fleet utilisation, repair and maintenance and customer service, we have registered positive results. Increasing average speed and miles per gallon contributes to significant cost savings for




fleet operators of any size. When you combine this with improvements across driving behaviour and environmental impact, the results are compelling.

“We have a perfect opportunity to rethink our operations model and do things differently.

“Longer delivery windows and more night-time deliveries provide for a more cost-effective and reliable customer service. We can also support our professional drivers to perform at their best, reducing stress levels and keeping them safer while minimising road traffic incidents and any resulting asset damage.

“If we are prepared to shake-up our post-Covid-19 version of normal, we will all reap the rewards. We partnered with Microlise to take as much of the guesswork out of our business analysis as possible. We now have concrete intelligence that we can and should act upon.

“It is clear that data will continue to play a key role in supporting our sector as it returns to a new normal, and it makes commercial and environmental sense to act upon this to support hauliers and come out of this crisis with stronger and more effective operating models.” 



### Abbey Head Office

Stone Cross Place, Stone Cross Business Park  
Golborne WA3 2SH

**T** +44 (0)3300 552 855

**E** [hello@abbeylogisticsgroup.com](mailto:hello@abbeylogisticsgroup.com)

**W** [abbeylogisticsgroup.com](http://abbeylogisticsgroup.com)

**in** [/abbey-logistics-group](https://www.linkedin.com/company/abbey-logistics-group)

**Twitter** [@AbbeyLogisticsG](https://twitter.com/AbbeyLogisticsG)

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