

abbey

THE ABBEY LOGISTICS MAGAZINE



INSIDE THIS ISSUE

EXPLORE ABBEY LOGISTICS'
NEW ACQUISITIONS
AND MEET OUR PEOPLE!



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Dear Colleagues

Welcome to the latest edition of the Abbey Logistics Magazine!

As we approach the end of 2022, we look back on it as a year of substantial change and development within the company.



Financially and service-wise, the company has performed at much better levels over the last two years and I am really pleased that all the hard work of our staff is coming to fruition. The continued efforts and dedication shown by our team in response to uncertain trading conditions have ensured that the business continues to react quickly and efficiently, continuing to play its important role in supporting the UK supply chain while delivering a strong operational performance, especially in these challenging times. Now that we have a robust, experienced and well-balanced management team in place, I'm able to move into a new role as Executive Chairman. Moving forward, I will spend more of my time nurturing the leadership team, being an ambassador for the company, especially in attracting more young people into the sector, and supporting the overall strategic planning and execution of the business. Over the past two years, Dave and his team have proven that they can successfully lead the day-to-day running of the business, and this is seen in consistent financial and customer service results, especially amid such uncertain times.



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I am excited about the next chapter of Abbey Logistics and building on the foundations that Steve has put in place over the years. The management team is looking forward to continuing the Abbey Logistics story and working with Steve in his new role and with our Board on our business development strategy going forward. I am confident that we can enhance this commitment even more and evolve new ways of working to assist our customers and further strengthen Abbey's position as a leading company in our market. Thank you to our drivers, workshops, office-based teams and warehousing staff for all of your efforts, and to Steve for all of his energy and dedication in getting us to where we are today and setting us up so well for the future.



Steve joined the business as a 15-year-old apprentice in 1995 and held various positions, including Finance Director, before being named in 2009 as successor as Managing Director to majority shareholder Steve Lucy. Since that time, Steve has seen revenues grow from £18m to reach nearly £70m in the latest trading year (ending June 2022). Since 2020, Steve has reduced his time in Abbey in order to also focus on an investment he holds outside the logistics sector, leading to the appointment of David Patten, now Group Managing Director, as his successor.

Premier Foods owns some of the UK's best-loved and most recognisable brands and is one of Britain's biggest listed food companies. Operating primarily in the ambient food sector which continues to be the largest sector, within the total UK grocery market, Premier Foods' portfolio of brands includes flavourings and seasonings, cooking sauces and accompaniments, quick meals, snacks and soups, sweet treats and ambient desserts.

**Paul Thompson, Operations
Director, Premier Foods' said:**



Flour is a key ingredient in many of our products and we needed to partner with a logistics company with knowledge and expertise of flour transport and the ability to provide a flexible resource to accurately manage the volume of flour at our sites.

Abbey Logistics' experience in food-grade logistics and their track record of working alongside customers to identify opportunities that add value and increase the security of the supply chain was a perfect fit for us, and we are delighted to be working with them.



Abbey's New Contract with Premier Foods

The new contract, which started earlier this year, adds to our growing list of bulk flour customers, and will see us loading flour and providing nationwide transport and delivery into Premier Foods' bakeries and two of its manufacturing sites, using our fleet of food-grade bulk powder road tankers.

Mike Ellis, Abbey Logistics

Business Development Director, said:



All of us at Abbey are very excited to begin this new partnership with Premier Foods, working together to drive service and reliability improvements and identify ways to optimise the operations under our management.

Over the last ten years we have grown our bulk flour capability significantly through working with some of the largest producers in the UK and building a team of experts across management, operations, drivers and maintenance.

Flour transport has some very specific requirements that call for a haulier that truly understands the product and its unique characteristics. This new contract demonstrates our ability to support one of the UK's largest food manufacturers and we look forward to growing our partnership with Premier Foods.



Abbey Extends Contract with Hovis



Adam Bassant, Hovis General Manager – Logistics, said

“Abbey has provided a first-class service since 2018 and we are confident that they will continue to successfully innovate and invest in our bulk flour distribution operation.”

Abbey has renewed its long-term partnership with Hovis by extending its contract to provide bulk flour distribution to Hovis' bakeries throughout the UK, with a new multi-year agreement.

Abbey Logistics began working with Hovis in 2018. Since then, the two companies have adopted a 'one team' approach, with Abbey becoming an extension of Hovis' team. Together, we have successfully delivered several high-value projects that have focused on customer service, efficiency and investment in new equipment, bolstering Hovis' existing fleet, increasing operational flexibility and providing flexible resources from the wider nationwide bulk powder tanker fleet.

As a result of this close collaboration, Hovis has improved its ability to provide bulk flour to its own bakery locations across the UK in a more reliable, cost-efficient and flexible way.

In addition to improved customer service, the environmental impact of the operation has been reduced through significant fleet investment in new, more efficient, modern vehicles and trailers, together with closer collaboration with customers to deliver the optimum service at times to suit them.

Hovis is one of the UK's largest producers of flour and bread products, processing around 200,000 tonnes of flour each year. This amounts to 150 bulk powder tanker deliveries per week for Abbey Logistics to manage. Abbey Logistics' team of 35 specialists, based in Wellingborough, offer a tailored transport operation service to ensure our customers have excellent service quality.

Abbey Logistics Group is a customer-leading bulk tanker logistics service provider and one of the UK's most recognised and respected transport brands. Abbey's story started with a small family business, growing steadily until 2016 when Steve Granite successfully led a management buyout.

Since its foundation, Abbey has developed an enviable reputation as a company dedicated to supporting its customers' businesses and developing long-lasting partnerships based on trust, transparency, dependability, high performance and a can-do spirit that resonates throughout the company.

**MIKE ELLIS,
ABBEY LOGISTICS'
BUSINESS
DEVELOPMENT
DIRECTOR, SAID:**

"I am delighted that Hovis has decided to extend the relationship and contract with Abbey Logistics following a full, comprehensive tendering process. We are looking forward to continuing to work with the Hovis team to further develop their bulk logistics operation."



Lhoist Extends Bulk Hydrated Lime Transport Contract

Lhoist UK is part of the Lhoist Group of companies, one of the largest producers of lime and limestone products in the world.



“ Despite being the largest bulk powder tanker company in the UK, it is not just our scale that supports our customers, but our willingness and ability to understand the unique challenges each customer faces and then building a solution tailored specifically for them. ”

Lhoist Group's U.K. business operates from its works in Buxton and Kirkby Stephen where it produces lime for a variety of applications requiring lime transport including cleaning emissions from energy from waste plants, and other large combustion plants. The lime is also used in a wide range of both traditional and emerging applications across the industrial, construction and agricultural sectors.

Abbey began working with Lhoist in 2013 and provides road tanker transport services through a dedicated fleet of drivers, vehicles, and bulk silo road tankers together with an operational planning team based at its site in Buxton.

**GWYN WATKINS, SALES AND LOGISTICS DIRECTOR,
LHOIST, SAID:**

“We have built a very strong working relationship with Abbey since we began working together in 2013. Our customers require high levels of flexibility and dependability which Abbey has been able to deliver, working with us to create a logistics function tailored to the unique nature of our business, ultimately benefitting the wide variety of diverse sectors we support.”

**MIKE ELLIS, BUSINESS DEVELOPMENT DIRECTOR,
ABBEY LOGISTICS, SAID:**

“Our continued partnership with Lhoist is thanks to our team of highly talented and professional drivers, together with regular dialogue between our teams and a great working relationship which has allowed us to identify pinch points and take action.

“We look forward to continuing our partnership with Lhoist for many years to come.”

New Abbey Business Contract with Minerals Specialist IMERYS

Mike Ellis,
Business
Development
Director, Abbey
Logistics, said:

“
I am really pleased that we have started this new partnership with IMERYS, working together to deliver outstanding service and reliability to one of IMERYS' major customers.
”



We are pleased to announce our first contract with IMERYS, a global minerals business. This agreement is another successful contract win in the minerals sector, one of our target growth sectors.

As the world's leading supplier of speciality solutions for industry based on minerals and advanced materials, IMERYS contributes to a vast range of products that touch every aspect of life. A wide variety of industries use its high-value-added, functional solutions, ranging from process manufacturing and construction to mobility and consumer goods.

Globally, IMERYS has led the way in mineral-based speciality solutions for industry, supporting a diverse range of sectors and providing renowned expert solutions based on processing and refining its mineral resources, synthetic minerals, and formulations.

We manage the contract from our Middlewich powders depot using dedicated equipment and drivers. The product we transport is a very fine clay powder used in the manufacturing of a wide range of products, including fibreglass, which is used at the Wigan delivery point.

Because we must deliver the product to secure and demanding standards, the equipment used is a powder-specification tractor unit with high-capacity tipping tanks.

MIKE ELLIS, BUSINESS DEVELOPMENT DIRECTOR, ABBEY LOGISTICS, SAID:

“Over the last five years, we have grown our bulk minerals capability significantly through working with some of the largest producers in the UK and building a team of experts across management, operations, driving and maintenance.

“Ball clay transport has some very specific requirements that call for a haulier that truly understands the product and its unique characteristics. A large part of the successful implementation of this new business has been the skill and dedication of the drivers working on the contract, who have been outstanding. They have perfectly encapsulated the ethics, dedication and specialist skill of Abbey Logistics.”



New Generation DAF XFs Strengthen Our Tanker Fleet

We are delighted to have finally taken delivery of seven New Generation DAF XF 450 FTP tractor units as part of our ongoing fleet replacement programme. The new trucks continue the long-standing relationship between DAF Trucks and Abbey Logistics. Also joining the fleet are four previous-generation DAF XFs.

The new DAF XFs are fitted with the all-new DAF Digital Vision System, which replaces the main and wide-angle door mirrors with retractable roof-mounted cameras and in-cab screens. The system provides outstanding visibility in all weather conditions and provides access to additional features, such as auto-panning and an extra-wide-angle view.

TVS, FRIDGES AND MICROWAVES TO BE A FEATURE ON ALL NEW VEHICLES

Through regular feedback from our driver team, we know what features they want to see in a truck.

For the first time, we have specified fridges and microwaves on the trucks, and had TVs professionally fitted by an aftermarket installer, and these features will be part of our standard specification on all new units going forward.





**Pleased to see them arrive,
Dave Patten, Group Managing
Director, said:**



A successful fleet truck is one that our drivers will take great pride in operating. It needs to be safe, comfortable and conform to a high standard, with the right equipment and facilities a driver needs when out on the road. We believe that DAF's New Generation trucks are some of the highest-quality vehicles on the market today, so we are pleased to be amongst the first UK operators to add them to our fleet.





Adding new customers and growing in different sectors brings new responsibilities to the business. We must keep pace with the strict environmental and quality ordinances that are often specific to each product we transport.

To maintain our safety and quality commitments to both our teams and our customers, we welcome to our SHEQ team James Sampson, who will ensure our customers, new and old, continue to receive the best standards of service from us.

James joins us as a Health and Safety Manager; he has a strong background in complex manufacturing processes and procedures in the beverage industry, where he has held several positions within health and safety management.

**Kenny McCallum,
Abbey Logistics' Group
SHEQ Manager, said:**

“**James is a new colleague with great experience, competence and skill, and will make an excellent contribution to Abbey's commitment to the safety and quality assurance we provide to our customers.**”

Abbey Strengthens SHEQ Team with a **New** Appointment



New Vans for the Workshop

Keeping trucks moving, safe, and supporting our customers are our priorities and although our nationwide network is supported by fantastic mobile third parties and our own maintenance units, our new support vehicle gives us even more capability to reach our vehicles quickly and get our drivers back on the road.

Our workshop teams, based at VMUs around the UK, are made up of irtec-trained and accredited engineers and technicians, responsible for all aspects of vehicle maintenance, inspections and MOT preparation for nearly 1,000 liquid and powder trucks and tankers.

Our customers need a reliable and predictable service that keeps their production lines moving with feedstock products, and exceptional fleet maintenance is key to making this happen.

There are times when roadside repairs are the only option, and this new service-support vehicle is designed to be a mobile VMU that further strengthens and protects our customers' supply chains.

The van has the very latest kit, including Wi-Fi diagnostics to identify issues with both the vehicle and trailer, fully beacons category-five roadside markings, and a built-in air compressor, generator and welding equipment, as well as all the tools, pipe fittings, valves

and other equipment we'll need to fix most roadside or on-site call outs.

The most important factor in a dependable and secure supply chain is a logistics partner who can provide a well-maintained, compliant and reliable fleet. Our new support vehicle further strengthens our ability to do that.





GENERATION
LOGISTICS

**PUSH YOUR
BOUNDARIES**



**Want to be a part
of something
special happening
right now?**



Abbey

started its collaboration with

GENERATION LOGISTICS

Dave Patten, Group Managing Director for Abbey Logistics, said:

“ We are already aligning with the Generation Logistics team to support and help drive new people into our sector. We have been impressed with the speed that the Generation Logistics team has managed to hit the ground running, giving us confidence to engage further.”

Abbey Logistics started its collaboration with Generation Logistics as Bronze Sponsor **Generation Logistics.**

Generation Logistics is about finding the next generation of logistics talent, and that's what we encourage. Ten years ago, we started Think Logistics, an industry group setup and run by transport and logistics companies with the sole purpose of attracting young people to the industry, and since Generation Logistics has secured significant government and sector financial support, we decided to merge the two of them to save duplication of efforts.

We are proud to be part of this project sponsoring Generation Logistics and sustain the development of young talent and those who embrace the opportunities of a sector where constant innovation, change and evolving technology are key parts of this industry.



Abbey's New Starters

Abbey Welcomes Josette Saville as Our New Sales Director

Welcome to Josette Saville, who joins us as our new Sales Director and will lead our commercial team that looks after our bulk liquid customers.

Josette is highly experienced in transport and logistics, starting her career in business development with her family firm, Saville's Freights.

From there, Josette has worked with several international logistics companies in senior business development roles where she has been instrumental in securing significant national and international contracts.

In addition to sales, Josette brings with her a wealth of talent in customer service and will play a key role in managing existing customers and their requirements.

To contact Jo or enquire about our bulk liquid road tanker services and how we can help you, email us at hello@abbeylogisticsgroup.com



We are very excited to have Paul Manny on board as our new Northwest Operations Manager for our bulk liquids division.

With 27 years in the industry, Paul brings significant experience of managing compliance, ensuring that key performance indicators are in place, and making sure that delivery targets are met.

Paul said:

“ I am proud to be part of the Abbey team and have the opportunity to make a positive impact on the company’s improvement process. ”



Last but not least, we would like to introduce you to our new Marketing Executive, Teofana Turcanu.

Teo joins as part of the commercial team, and she will be creating the blog posts and articles on the company’s website and social media pages. She will help maintain our existing customer base as well as reaching new customers through social media channels, increasing client engagement and building brand awareness and business growth.

Teofana said:

“ I am excited to become part of Abbey’s great team and have the opportunity to add value to the company and develop along the way. ”

The Sky's the Limit! – Meet Our Workshop Apprentices

As a business, Abbey is well aware of the benefits young people can bring to the company. Fresh eyes and new ideas are a must when it comes to improving operations and introducing innovation, especially in a fast-growing industry like ours.

In the last four years, we have supported many new joiners and made sure that they all have professional support from mentors with vast experience in the logistics field.

Apprentices are fully supported during their engagement, having a nominated mentor to guide them and regular appraisals with their line manager to ensure that they are enjoying the experience and maximizing their on-the-job knowledge and exposure to practice while studying towards a nationally recognised qualification.

Liam Murray (Assistant Service Manager), based in the fleet team in Liverpool, has passed his Team Leader Level 3 apprenticeship course with a distinction. He said:



“During the four years I have been at Abbey Logistics, this is the second apprenticeship I have completed and gained qualifications in. Continuous personal and professional development was the main reason for wanting to gain qualifications. I have learnt valuable key skills along the way, which have helped me develop and grow. I am fully committed to my role and helping others in my team. I feel that I am now in a great position to really kick-start my career and I am excited to see what the future holds. I would like to thank Abbey for giving me the chance to develop and for the fantastic support they have provided along the way.”

LEWIS CUNNINGHAM IS CURRENTLY COMPLETING HIS PURCHASE LEDGER APPRENTICESHIP, HE SAID:

“Since I started my journey with Abbey two years ago, I have learned to better myself from my mistakes, using them as stepping stones to grow and learn. From the first day, I felt welcomed into the team and received the support I needed. I have learnt valuable key skills along the way, which helped me build important expertise and gain a qualification to create a better working environment and put my own ideas into practice.”

DAVE PATTEN, GROUP MANAGING DIRECTOR, SAID:

“We are proud to see how our apprentices have developed over recent years, and we want to help other young people to reach their true potential.”

**Dave Patten,
Group
Managing
Director, said:**



Work-based learning is a game changer. It's like test-driving a career, a heap of experiences that convert into a basis for intuition.





Inside the **Abbey** Monthly Meeting with **Freight People**

It was brilliant to welcome Freight People, a monthly transport networking session chaired by Lesley O'Brien OBE, to our Hull depot.

Freight People is a community of people who work in the transport industry and are passionate about safety and compliance, continuous development and discussions with like-minded people.

Its monthly meetings bring industry specialists and professionals together to discuss topics that matter to transport businesses and help build relationships and connections to drive the industry forward. We heard from some fantastic speakers at this meeting, and it was great to meet some colleagues we haven't seen in a while as well as some new faces.

If you don't already do so, make sure to follow Lesley on LinkedIn where she posts regularly about Freight People, its activities and its impact on our sector.





Planning and Customer Service Team!

We would like to show you what a typical day in the Liverpool Office looks like.

You speak with them every day, so here are our talented customer service and planning team from our Liverpool office.

Get to Know Our Bridgwater Team!

After Abbey acquired the liquid food tanker specialist Welch Hire to increase flexibility and reliability for our customers, we decided to ask Nick Wheller and Melissa Davies, previously Welch Hire employees, for their thoughts on the acquisition and their new management.

Nick and Mel said: “The decision to join Abbey Logistics was a natural one because our two companies are perfectly aligned in our approach to a customer service-focused operation. The time spent in the context of Abbey allowed us to unlock opportunities in new geographies and accelerate the growth of the business while focusing on our field of passion.”

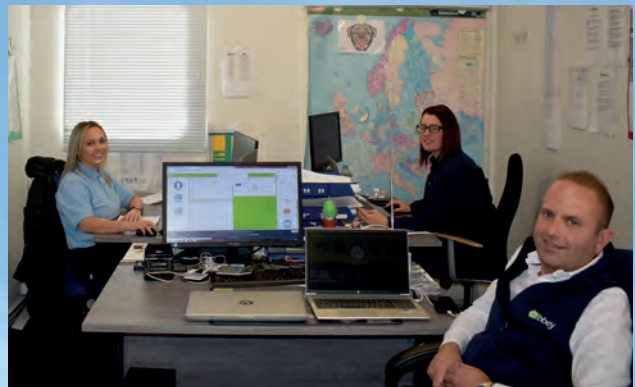
▪ **What do you think of the Abbey journey, and what have you learned in the last year?**

Nick and Mel joined the company a year-and-a-half ago, and they both agreed that during their time with Abbey they had a lot to learn. Nick said: **“When we first joined Abbey, we felt welcomed by the team and received good support, which had a positive impact on the overall communication with different business departments. Considering that, previously, I worked on the operational side of the business, in my new role at Abbey I had the opportunity to focus on the customer-service sector, which allowed me to connect with our clients, develop my soft skills and focus on my true passion.”**

Mel comes from a logistics background and working with Abbey gave her the chance to operate as Liquids Planning Supervisor, which aligned with her interests.



- Did you encounter any challenges when you joined Abbey?
 “Considering that we worked in a small family business, we were used to a different kind of management; the working hours were different and we were used to structuring our work schedule. After we joined Abbey, many things changed and, inevitably, we had to adapt to a different work style. For example, switching to a 9-to-5 work schedule was quite new for us.”
- What has been the best thing that has happened since you joined?
 “Given the fact that we were a family-run business, we had more personal responsibilities because we worked in a fairly small department. So we had to complete a complex set of tasks and deal with different problems on our own. Since we joined Abbey, the biggest advantage has been that we can rely on our colleagues; at Abbey we have a very complex team, so if Mel and I have any questions or if we need help, we know we can count on the team.”
- What are the prospects for next year?
 “We are confident that our team will make a valuable contribution to the future growth of Abbey Logistics, and together we will create an unbeatable service for our bulk liquid food customers through our dedication to our customers and an unrivalled knowledge of this specialist market.”



Out and About!

Here are some of the amazing places our drivers travel to.

Thanks on this occasion to Chris Phillips, who sent us some of the pictures taken during his travels, showing the variety of places he gets to see each day. Chris works in our Liquids division and is based in Liverpool. He supports our customers by travelling all over the UK and, in between, Chris captures special moments in his journeys.

We have created a collage of some of the best pictures taken by Chris during his travels, and we must admit that there are some breathtaking images.

He remarked that one of the great things about a driving career is the freedom to see so many different places. Admittedly, it's not sightseeing, and our drivers have an essential job to do for our customers, but we often hear that the travel element is a big benefit of HGV driving as a career. For some people, a desk-based job just doesn't appeal. An HGV driver enjoys the freedom of the open road, which can be an attractive alternative to a traditional 9-to-5 job.

So, thank you to Chris for creating these outstanding pictures and highlighting some of what your role involves.

We always like to include photos taken by our drivers during their travels. If you have an eye for a great shot, please send your images to this email address, news@abbeylogisticsgroup.com, and we will include as many as we can in future magazine editions to showcase all the great work our teams do across the business.



Abbey Extra Mile Winners

Nominations and stories about how our teams across the UK 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:

- Mihail Toma
- Lee Thompson
- James Kerry
- Gina Seafield
- Paul Miller
- Gareth Walsh
- Steve Cawsey
- Jamie Patten
- Sharon Leaney
- Valerie Cullen
- Louise Cook
- Gabor Toth
- Neal Wildboare
- Chris Phillips
- Michael Gizinski
- Maurice Aram
- Lee Thompson
- Charlotte Birkin
- Dominic Clarke
- Tom Ward
- Paul Muckley
- Mark Atherton
- Rory Freek
- Eve Palmer
- Stephen Brown
- Kevin Winder
- Gemma Foster
- Barry Eales
- Mark Oliver
- Jasmine Blacoe
- Chris Leonard
- Mick Makin
- Les Lucas
- John Carey
- Dave Jenkins
- Jack Irvine
- Robert Andrews
- Amy Denton
- Steve Brammer
- Gavin Chong
- Ann Gajowiak
- Andrew Wright
- Pat Conway
- Stuart Lowth
- Alan Mortimer
- Adam Taylor
- Brian Jones
- Graeme Parkinson
- Mark Hall
- Anthony Hallwood
- Chris Jankowski
- Samantha Myles
- Taylor Murphy
- Jo Hall
- Graeme Burnett
- Terry Hales
- James Reynolds
- Angel Arhangelov

“ Please continue to send your nominations in recognition of your colleagues’ achievements to your line manager, who will pass them on to the Group HR team for final approval. ”

Editor's note

I hope you find the magazine interesting and informative as we try and keep you up to date with developments and direction at Abbey. If you have any ideas or news for the next magazine, please let me know and send an email to news@abbeylogisticsgroup.com.





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**BULK LIQUIDS, BULK POWDERS,
WAREHOUSING AND MATERIALS HANDLING**

- LIVERPOOL ▪ HULL ▪ MANCHESTER ▪ NEWARK ▪ LONDON
- MIDDLEWICH ▪ BROMBOROUGH ▪ DUNBAR ▪ WELLINGBOROUGH
- BRIDGWATER ▪ INVERNESS ▪ WISSINGTON ▪ GLASGOW

