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## TPN hits twin milestones in its continual improvement programme

THE Pallet Network (TPN) has achieved its ISO 50001 accreditation, with a management plan to cut energy usage across all its sites. It also recently celebrated its 50 millionth pallet since its inception in 2000.



The ISO accreditation precedes TPN's next major project which is to complete its SECR - **Streamlined Energy and Carbon Reporting** - obligations. SECR requires companies to report on their direct and indirect environmental impacts, including greenhouses gases, water, waste, materials and energy efficiency, biodiversity and emissions to air, land and water.

MD Mark Kendall says: "We have always believed in sustainable business and have spent the past year reviewing, once again, all of our

operations to ensure they are fit for purpose. Environmental performance is just another aspect of excellence which is the quality we bring to everything we do."

He says the 50 million pallet landmark reflects the health of the network. "Quality and the prosperity of our Partners and their customers are the goals, and volume is one gauge of that."

Some of TPN's key environmental achievements to date include:

- Vehicle utilisation at 20 percentage points above the national average
- Reduction of 35,000 journeys a year.
- 99% of waste re-cycled
- FLTs run on Bio-LPG cutting CO<sub>2</sub> by 32% and fuel by 24%
- FLT "Eco-eLo" system cuts fuel by another 20%
- Liquid waste cut by 100%
- Paper waste cut by 4%
- Recycled 1,000+tonnes of expired pallets since July 2020

TPN has ISO 45001, 9001, 14001, and 27001, covering health and safety, quality, environmental management and data security. It also extends its ISO 9001-accrediting audit to its TPN Partners every year.

## News in brief

TPN member **Mars-Jones** recently sent a truck full of aid for Ukraine to Moldova. Company director Chris Flynn drove the HGV himself across Europe.

TPN Partners recently contributed to a sector-wide delivery to refugee sites on the Ukraine border. Hallam Express who collected two full pallets of goods says: "We were overwhelmed by the generosity of our community wish we could have accommodated more donations."

Epping-based **Jonen Shipping** is gearing up to celebrate its 50th anniversary this year. The company covers west Essex and east London, including Westfield London.



**Alan Davie Transport** driver Paul was praised recently by motorists for pulling over to rescue a lady trapped inside her flipped car on the M74. He showed bravery, selflessness and fast-thinking, says TPN MD Mark Kendall.

## Welcome

We are all aware of the inflationary pressures on households and businesses. AT TPN, we will always aim to have a best-value proposition for customers, which means an excellent service at a fair price. A fair price is one which covers our Partners' costs and allows them to invest in tomorrow, with the right people, and modern, safe equipment.

A good delivery experience is a key factor in customer retention and repeat business. Our drivers are the public face of your company. It's your customer - but we share responsibility for their satisfaction. We'll continue to invest in an excellent service - and you should too.

**TPN. We are THE Pallet Network.**  
Mark Kendall, MD

# YDL enhances service and updates fleet



YDL is enhancing customer service after setting up its own call centre. The York-based company has taken on five full-time staff as part of this investment for depots 10 and 11. Tom Clarke, commercial director for YDL, says: "We have implemented a new call centre-style phone system so that we can further enhance customer service and optimise efficiency."

YDL already runs TPN's Connect system which offers freight owners complete control and visibility of their jobs and gives their customers full access to cloud-based tracking and ETA notifications. In this way, Connect cuts down the number of queries that freight owners will get and helps them to expedite the rest.

"Connect already helps us improve productivity and maintain a high level of customer service," adds Tom. "The new phone system adds an extra layer of confidence for our clients and supports our goal of continuous improvement."

YDL has also added to its fleet, purchasing a new articulated truck as well as a rigid. The company has a track record of supporting local causes on its artics and all three now each carry the logo of a different charity – York Against Cancer, St Leonard's Hospice, and Martin House Hospice.

Furthermore, YDL recently raised £4,440 for Martin House Hospice after a team from the company completed the Yorkshire Three Peaks Challenge.

# Transervice makes £250k fleet investment

West Bromwich-based [Transervice Express Transport](#) has invested more than £250,000 in additional vehicles to assist with TPN trunking and delivery operations.

The company has added two 44t tractor units and a 3.5t van to its fleet. The two tractors are both Renault T Evolution models, launched last year as updates to Renault's T-series, which is designed for long distance haulage. New features include LED headlamps and a honeycomb grille, as well as interior improvements including adjustable steering column, improved storage, more comfortable bunk and better sound proofing. The LCV is also from Renault, a Master CitiLoader curtainsider, complete with cantilever tail lift.

Paul Johnson, managing director of Transervice, says: "This investment in new vehicles underpins our commitment to grow our TPN offering and further enhance our customer service. They have fitted into our operations smoothly and our drivers are very happy with them."



## Sometimes, heroes do wear capes

Staff at Hampshire-based [Riva South](#) recently took part in an It's A Knockout competition for charity. The foursome, including members of the TPN operations team, wore distinctive bright

pink superhero capes and masks for the event. 21 teams took part in the day-long event, and although Riva South did not win, they helped raise £3,250 for Wiltshire Air Ambulance.

## GCD saves TPN Partners money on Adblue

GC Distribution has struck a deal to save TPN Partners almost 25% of their AdBlue costs, with the product being shipped out through the network. For an even bigger saving, TPN is allowing the empty containers to come back through the network for free for refilling.

Recent inflationary pressures have seen the cost of AdBlue, an additive necessary for truck emissions control, leap almost 400%. It reached in excess of £1,000 per 1,000 litres – an amount which would last GCD's 36 C+D trucks and 7 trucking vehicles approximately one week.

TPN Partners can buy the additive for £775 per 1,000 litres.

Graham Paine, MD of GC Distribution, says: "The cost of almost every aspect of our operations is climbing. AdBlue has increased its cost fourfold since 2021."



TPN Partners and the Hub are exploring more ways they and customers can work together to control spiralling logistics costs which have a negative impact on network operations, and the UK cost of living.

TPN Partners who would like to participate in the scheme can contact GC Distribution directly.



## Major move for Mars-Jones

TPN Partner **Mars-Jones** has expanded into new premises to support the company's ongoing growth.

The company has moved to new premises in North Wales, not far from its previous headquarters in Denbigh. Imogen Watson-May, general operations manager for Mars-Jones, says: "We were split over three locations but we have consolidated the operations into two premises. We've got a larger warehouse and the offices are newly refurbished, making for a really pleasant working environment."

As part of the expansion, the company has also invested in five new tractor units, all from Renault Trucks' T High series. Features include Renault's Eco technology to help drivers improve fuel economy, as well as Pulse and Glide mode which maintains vehicle speed when in cruise control.

Mars-Jones has also purchased a new three-tonne forklift truck. "These help us with productivity and give us more options as to what we can carry," adds Imogen.

## The long pedal down

Keighley-based **R McDowell Haulage and Distribution** (D034 in the network) is supporting its warehouse supervisor as he prepares for a 1,000-mile charity cycling trip.

Wayne Turner is swapping his forklift truck this summer for his bicycle, riding from Land's End to John O'Groats. The journey will take two weeks to complete and is in aid of the MS Society.

Keen musician Wayne has given up practicing on his trumpet, bagpipes and violin to fully focus on building his biking stamina. He now splits his Saturdays between loading TPN and general haulage vehicles for McDowell's and 40-mile rides through the Yorkshire Dales.

Generous donors have already pledged more than £500 but Wayne has set his sights on raising over £1,000. You can follow Wayne as he prepares for his adventure or donate by [clicking here](#).



# Rolathene praises Big G and TPN's systems

Building products distributor **Rolathene** says that TPN Partner **Big G Logistics** is efficient, helpful and an asset to their business while the TPN IT system is 'great'.

Logistics manager Mandy Taylor says Rolathene uses Waltham Abbey-based Big G for all its pallet deliveries to construction trade outlets around the UK. She is so pleased with the service that the company is now transferring some of its same-day delivery work to Big G as well.

The company has two divisions, which sell dry lining products and scaffolding products respectively. Many of the pallets therefore take up two standard spaces.

"I use the TPN Connect system myself to book in at least 50 pallets a week, many of them oversized," says Mandy. "It's easy to book in your own jobs and print the labels. We can see images of deliveries and electronic proof of delivery. The system is very good with great tracking."

She says that Big G nonetheless makes life easier for her by attaching every POD to the invoice, so her paperwork is in one place. "They are really nice people and go out of their way to help us," she says.

Rolathene has been with TPN for many years, having previously worked with Royston-based **Longcrofts** Transport Services. "They introduced us to Emma and George at Big G because Waltham Abbey was a more efficient location for our transport partner," says Mandy. "We've worked with Big G for two years now and I have nothing but good things to say about them."



# Hi-Speed IT manager commits a year to get fit for charity

An IT manager who has been diagnosed with a pre-cancerous condition is raising money and awareness to help others.

John Hockerday, who works for Guildford-based **Hi-Speed Services**, was recently diagnosed with MGUS, which can develop into multiple myeloma, better known as blood cancer. John has embarked on a year-long campaign to raise awareness of both conditions and raise money for two charities; Myeloma UK and Phyllis Tuckwell Hospice.

"I wanted to be fit and healthy just in case I do have to undergo any treatments," said John, "I challenged myself to take on a running event each month I've already done a half marathon with Hi-Speed, a 10k run, and I'm doing a Tough Mudder next month."

John has set up a website, Run for MGUS, which you can find [here](#).

