

June 2017

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Delivering winners



**Gregory**  
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## NEW BUSINESS WITH MEDINA



**The company has recently expanded its work for Medina Dairy which involves collecting fresh milk from Severnside Dairy and delivering it to Medina's depots in Barking, Windsor and New Covent Garden for delivery to Iceland stores.**

Medina was started in 1980 by Sardar Hussain and his family and in 1992 Medina Dairy Ltd was established to supply bread and milk from depots across the UK.

Medina is now a major supplier of fresh milk, dairy and bakery products to the convenience, wholesale and foodservice sectors. And every week Medina Dairy delivers more than 4 million litres of fresh milk to customers across the UK, using milk sourced from a dedicated group of over 140 British farm-assured dairy farmers.

The operation based at Thame utilises three tractors and six trailers, six days a week, and is managed by Richard Tebbutt and his team at Wickham.

Mark Hill, business unit support manager said: "GDL is now a key part of Medina's expansion plans, with lots more partnership opportunities in the pipeline so 'well done' to Richard and his team for successfully implementing this work."

## County Confectionery

**We first started collecting Easter eggs from County Confectionery back in September 2016 and over the last six months we have successfully collected, stored and delivered almost 4,000 pallets to Tesco, Waitrose and Lidl.**

From their base in Cornwall, County Confectionery, who is one of the UK's largest independent confectioners and chocolatiers, supplies leading retailers, famous brands and food manufacturers around the world with private label and their own brand of chocolate and fudge products.

Tamar House had around 2,000 pallets in store over the busy Easter period, with pallets being delivered in from January onwards and was under pressure to despatch the product from the end of February right through to Easter.

Business unit director, Tim Prout said: "Well done to the Tamar House team, amazing work guys!"



## NEW DIRECTOR OF FINANCE

**Chartered accountant Rob Norman has been appointed as Director of Finance at GDL and will be based at North Tawton.**



Rob is a Devonshire lad having been born and raised in Barnstaple before studying at the University of West of England in Bristol from 1992–1995 for a BA (Hons) degree in Accounting and Finance.

He moved to Exeter in 1995 to take up an accountancy training role with PKF where he qualified as a chartered accountant in 1998. He then joined Jersey European Airways (now Flybe) as a project accountant and had a variety of roles across the finance

function, including leading and developing the teams in management reporting, finance business partnering and most recently systems implementation (finance, HR and procurement), ending his time there as director of finance.

Rob lives in the village of Broadclyst just outside Exeter with his wife Caroline and their two children Ruby (8) and Charlie (5).

Rob said; "When I have any spare time I enjoy watching and playing sport. I am an enthusiastic social golfer and I regularly play 5-a-side football. Whilst I keep a close watch on Exeter City's progress, including an occasional visit to St James Park, I am a lifelong Manchester United supporter and prior to the arrival of the children made a number trips up to Old Trafford with a local travelling supporters club.

"I'm delighted to be joining the Gregory Group, a business with a strong reputation and a great future and I'm very much looking forward to making a really positive contribution to its continuing success."

## GREGORY AT THE CV SHOW

**The company had their latest Scania R450 next generation tractor unit on display at this year's Commercial Vehicle Show held at the NEC from 25th to 27th April.**

Our vehicle was displayed on The Vehicle Group's stand and was equipped with the latest technology multi camera DVR system and side sensors which activates audible warnings to pedestrians and cyclists when the vehicle is turning left.

The vehicle, one of only two next generation Scania's at the show, generated as much interest as the camera system, with over 500 visitors to the stand. Over the coming months we will be evaluating both the truck and the camera system in different areas of the business.



## SOCIAL MEDIA IS KEY TO REDUCING ACCIDENTAL DAMAGE

**Based on the idea that accidents and vehicle damage can be avoided, a new project was set up at GDL's Willand depot to create a better understanding of potential hazards and how to minimise their impact through sensible defensive driving – and social media has proved a key element in its success.**

The Excellence Project started in Willand in late February with the Operational Training team working closely with the site management to implement several initiatives. All of the drivers involved signed the new Gregory Driver Policy and they all received 'Sixth Sense' training to improve forward planning, following distance and other defensive driving techniques.

Operational training manager Steve Rose, said: "One of the most beneficial aspects has been the daily pre-shift briefings that have been held every morning for the 'Excellence' group of drivers, with a new topic presented each day.

"The key to this initiative is drivers feeling connected and able to communicate their experiences and ideas, which led to us creating the hashtag #ExcellenceProject making it even easier to follow social media conversations.

The main focus is on the day delivery drivers and we have increased engagement with them

and given extra training where necessary, creating some excellent results with the group that we have worked with. They even went 14 days without a preventable accident which is fantastic."

Driver Kelvin Hunt, said: "It's been good to have someone to talk to about CMS (in-cab telematics system). The trainers have been engaging with drivers every morning, ensuring that they understand their CMS reports and making sure that vehicle checks and strapping of loads is completed correctly."

Talking of a damage hotspot on vehicles which was identified and dealt with through the Excellence Project, lead driver Tony Parry, said: "Drivers are taking more care because we are being made aware of issues such as damage to the front nearside and the cost involved in repairs."

The drivers have now started a 'Willand Council' meeting each month with the site management,

where drivers put forward issues for discussion to a driver representative and lead driver to take to the meeting. The lead driver will then give feedback to the drivers in the morning briefings.

Steve Rose added: "The 'Excellence' group of day rigid and artic drivers has made a difference at Willand. They have improved

their accident performance since the start of the project and the safety culture has definitely improved."

Graham Hirst, Operational driver trainer, said: "In the time since the start of the project, it is noticeable how the professionalism of the drivers has improved significantly."



## Reducing costs with BP FUEL CARDS

**Fuel and AdBlue account for 18% of the Group's operating costs, and almost half of this fuel is bought on the road.**

Paul Jefferson's team led by Paul Willis has selected BP as the new fuel card supplier, which will deliver significant savings across the Group. EDC cards will also be replaced with UK Fuels as part of the savings.

At the time of going to press the new BP cards have been issued, and the project team are working to a deadline with depots to replace all fuel cards (and Star/UK Fuel cards in specific locations like West Wales) by 24th May. So if you're reading this and still have a Shell card, return it to Darren Norris via your depot manager and ask for your BP card as soon as possible, before it stops working



altogether and to start saving the company money.

It's always most efficient to fill with diesel, gas oil and AdBlue at our own depots, but where this isn't possible the Group will now be getting even better value.

Thanks to all the depot transport managers, and the project team of Kit Reynolds, Mark Godwin, Alison Waterson and Darren Norris in particular for their work delivering this saving.

**IT'S  
GOOD TO  
TALK**

**Managers across the business speak every morning at 9am as a way of working together and improving communication around the business especially at out-bases and operational business sites.**

Bob Lovelace, contract manager in the Transport business unit chairs the call and he said: "Six months ago I promoted the idea of a daily conference call to join up all sites across the business on a phone call. I'm really pleased to see how well it is working and I'm grateful to everybody who joins and contributes.

"Many sites have high daily volumes of work to cover and by working together we can bring solutions to some of the challenges they face. This conference call unites the business and we talk about efficient solutions and the long game. As a business we want to be more operationally efficient."

GDL managing director Andy Walker, added: "This call is a great success. It reflects our guiding principles and shows what we can achieve by working together."

## HEALTH + SAFETY MATTERS

**Health and safety across the Group remains a key priority and a six month campaign to conduct bespoke health and safety training from the Executive Board right through to depot representatives has now been completed.**

A Strategic Health and Safety Committee has also been introduced which meets every six weeks to discuss, review and develop health and safety improvements throughout the company.

We continue to improve the focus on health and safety and the response from around the company to help with this is fantastic – over 100 near misses have been reported and from October 2016 to April 2017 we have experienced 22 fewer personal injury accidents than last year.

Health and Safety manager David Hay said: "To do this we need everyone's support and engagement, so if you have a good idea, a safety concern, or identify an area for improvement, speak up and let the team know!"

**Safety First**  
Delivering winners



## LONG SERVICE AWARDS

The Transport business unit team received their long service awards last month.

Pictured from the left are Tim Prout, Steve Rowley, Bob Lovelace, Darren Minhinick, Clive Hickey and Paul Freer. They all received their 5 year award with the exception of Bob Lovelace who got his 25 year award having served a remarkable 34 years.



Not to be outdone, there were eight long service awards at North Tawton Head Office.

Pictured with Group finance director Angela Butler on the far left after a celebratory light lunch are Stuart Dallyn (15 years), Marie McLean (20), Tina Burrows (7), Jeanette Chamberlain (19), Chris Ganner (5), Mark Dennis (10), Alison Waterson (8) and Julie Steward (18).



Cullompton based Transport and Customer Service manager Sean Curry's team have also hit a few landmarks. Sean has worked out that between the transport, warehouse and drivers, their combined service adds up to 652 years – with a good chunk of it coming from Reuben Avery who has notched up 21½ years. Reuben is the longest serving member of the team, just beating Steve Bellamy and Jason Burtoft.



Sean is pictured above presenting Reuben with his award.

**Other employees receiving long service awards are:**

### 5 YEARS

Name	Position	Business area
Robin Ward	Operator	CDS Transport
David Butfield	LGV Driver	Cornwall Exfarm Milk
Clive Halliwell	Forklift Supervisor	Crown Warehouse
Simon Broome	LGV Driver	Cullompton Transport
Tomasz Hamera	Warehouse Operative	Cullompton Warehouse
Mark Baker	MOT Bay Co-ordinator	Fleet Services, Cullompton
Michael Connor	Warehouse Supervisor	MDC, Shepton Mallet
Robert Massey	Warehouse Supervisor	MDC, Shepton Mallet
Paul Walton	LGV Driver	North Tawton Exfarm Milk
Paul Thomas	LGV Driver	North Tawton Transport
Dean Manley	LGV Driver	Plymouth Transport
Gary Herring	LGV Driver	Plymouth Transport
Connor Ponsford	Warehouse Operative	Plymouth Warehouse
Dennis Barnard	LGV Driver	South Molton Transport
Nicholas Prouse	LGV Driver	South Molton Transport
Carl Frizell	LGV Driver	Wales Transport
Erin McArthur	Transport Administrator	Willand Transport
Lucy Heals	Snr Transport Administrator	Bristol

### 25 YEARS

Name	Position	Business area
Christine Edge-Ware	Transport Administrator	North Tawton
Glynn Hewison	South West Water	Cullompton
Stephen Lillington	Milk Transport	Evercreech



# APPRENTICESHIP NEWS

**GDL has a long history of recruiting and training drivers but next month sees a transition from the current Trainee Drivers Scheme to an Apprentice Driver Programme!**

We will be one of the first companies to start using the new Apprenticeship Standard for Driving Goods Vehicles.

We welcome our first cohort of six apprentice drivers in June 2017. They will spend the first few weeks learning about the company and starting to study and train for theory and practical tests as well as getting hands-on experience being a driver's mate.

We're expecting these apprentices to obtain their licences within three months, but they will continue to need our support and encouragement for a year until their end point assessment.

Steve Rose, Operational training manager, said: "A lot of work to prepare to receive our first cohort is taking place but we're excited to be welcoming new employees to our team. We're partnering with LGS Transport Training to deliver these apprenticeships."

If you would be interested in supporting our apprentice drivers please get in touch with Steve Rose.

The following cohort starts in September 2017 and vacancies will soon be on our website:

[www.gdl.uk.com/careers](http://www.gdl.uk.com/careers)

Remember you can recommend a friend and receive up to £150 if their application is successful. Contact [recruitment@gdl.uk.com](mailto:recruitment@gdl.uk.com) with your details and your recommended friend's name and ask them to apply via our website.

Other apprenticeship vacancies and opportunities for existing employees will be available very soon, so watch this space! Natasha Stansby, head of HR added: "I'm proud to see a real team effort helping us move our apprenticeship approach to the next level. We see apprentices being a strong part of our future."

## Gregory People

### Congratulations to ...



... NT payroll supervisor Louise Dennis and her husband Paul on the birth of a son, Stanley John Dennis who weighed in at 7lb 8oz on Saturday 8th April in Exeter. Baby Stanley is pictured left with his big brother Jack (8) and sister Ruby (6).

... North Tawton management accountant Craig Patrick on his marriage to Sophie on Friday 21st April in Okehampton. Craig and Sophie are pictured right with their children Charlie and Emily.



### Good luck to ...

... North Tawton driver Dick Bailey (pictured right) who retired on 6th April this year. Have a long and happy retirement Dick.



## CHARITY FOOTBALL MATCH SET TO BECOME AN ANNUAL EVENT



**A charity football match at Willand Rovers' football club raised an impressive £3,444 for Mind (Exeter and East Devon), a charity specialising in the promotion of emotional and mental wellbeing.**

The event, which took place on 23rd April was organised by Cullompton based facilities maintenance man Darren Badcott in memory of his stepson, Ashley. The match was played between Willand Rovers and Tiverton FC and proved to be a huge success, with the money raised smashing all figures that Darren had hoped for.

GDL provided a model Gregory lorry to be raffled on the day and this was won by a local man who very kindly re-donated it for the auction. The truck was added to the auction along with some football memorabilia which was then sold for £250.

Congratulations to Darren on such a successful and popular event and for raising so much money for a local good cause. Darren is now planning to repeat this next year and we'll announce the date here in Newsbrief just as soon as it's confirmed.

## YOUR WELLBEING

MIND is an exceptional charity that focuses on Mental Health. Every year, one in four of us will experience a mental health problem. Nobody should have to face a mental health problem alone. MIND offer lots of support and resources which you can access via their website:

[www.mind.org.uk](http://www.mind.org.uk)

In addition to this, GDL offer all employees free access to an Employee Assistance Programme (EAP) which offers advice, support and counselling. This service is available 24/7 and is completely confidential on:

**0800 015 5630**

## EGG-CITING NEWS FROM GDL IN CORNWALL



**The team at GDL's operation at Grampound Road near Truro were delighted to have helped local radio station Pirate FM with its Easter Egg appeal 2017 for CHICKS.**

Easter egg donations were made to a number of donation drop off points across Cornwall and GDL was on hand to make the collections and deliveries.

CHICKS is a national children's charity, providing free respite breaks to disadvantaged children from all over the UK. The charity is committed to providing an environment where children can build their confidence, create childhood memories and give them a chance to just be children.

Neil from Pirate FM's Breakfast Show said: "CHICKS is such a worthwhile charity, giving young people the opportunity to enjoy being young."

"Not only is your egg donation a chance to give the children and young people that use the service a treat – but it also demonstrates that they are not alone, and there are others thinking of them."

*Well done to everyone involved!*

## Helping you to a financially secure future

GDL's pension provider Scottish Widows has made it even easier to manage your pension. Before joining the company you may have had other pensions and, depending on what type of pensions you have, transferring them into your Scottish Widows Workplace Pension could help you achieve the retirement you want.

Find out more: [www.scottishwidows.co.uk/transfer](http://www.scottishwidows.co.uk/transfer)

**SCOTTISH WIDOWS**