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**David Wells**

Chief Executive,  
Logistics UK

## Welcome

I am delighted to share with you details of the winners of the Logistics Awards for 2020. This will be the fourth time we have hosted the Logistics Awards, and it is thoroughly rewarding

to see that despite the exceptional challenges that the COVID-19 pandemic has presented our industry the quantity and quality of the entries we have received remains exceptionally high.

Celebrating industry leadership and sharing best practice is what the Logistics Awards are all about. Although we were not able to hold the Logistics Awards evening in Central London as

planned, owing to current restrictions, we did host the event on our state-of-the-art online events platform as part of our Future Logistics Conference. While we would have preferred to have handed out the awards in person, I feel that this arrangement still managed to give the winners a measure of the recognition that they so richly deserve. By rewarding excellence in this way, we can challenge others to raise their game and improve standards for the wider logistics sector.

It only remains to me to thank our sponsors and everyone who entered the awards. Your hard work and commitment to keep Britain moving during the past 12 months – despite the most challenging of circumstances – is an inspiration to us all.

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# Menzies Distribution

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Menzies Distribution serves the retail and e-commerce, newstrade, parcels, healthcare, travel and tourism sectors. It drives 135,000 miles every day, delivers around 1.4 billion units every year and has a national reach that spans the hearts of major cities to the most remote communities in the UK and Ireland. As a result, it offers a range of logistical services to a broad range of customers.

It is a technology reliant business which is committed to sustainability, and aims to be a pioneer in driving the sustainable transport agenda.

## JUDGES' COMMENT

During the pandemic, Menzies Distribution demonstrated commitment to staff safety above all else, while responding to dramatic shifts in customer demand.

Menzies Distribution believes society is facing two extraordinary challenges: climate change and COVID-19. The logistics service provider is striving to adapt and innovate quickly to both these challenges in order to protect people and the planet. During the pandemic, Menzies Distribution has been committed to the safety of its staff above all else, while serving communities and responding to dramatic shifts in customer demand. Meanwhile, it continues its commitment to reducing emissions and improving driving efficiency, to support the fight against climate change.

Since the pandemic first struck, the Menzies Distribution team has striven to maintain exceptional service delivery to help support both the NHS and local communities. During the first lockdown, it has been engaged in several projects that have been vital to maintaining healthcare supplies and essential services. These include providing essential PPE to frontline workers in the NHS, making deliveries to new Nightingale/Louisa Jordan field hospitals and delivering care packages and gifts to NHS staff and patients.

On its response to the climate change challenge, Menzies Distribution hit its 10 millionth item delivered emission free in 2019, saving a total estimated 2.3 million kg of CO<sub>2</sub> compared to standard diesel delivery vehicles. As of 2020 it travels over 300,000 emission-free miles annually.

Menzies Distribution has an electric fleet of more than 120 vehicles which are based across the country. This fleet has been particularly valuable in London where, as pioneers in electric delivery, it was well positioned to operate amidst the introduction of the Ultra Low Emission Zone (ULEZ). The EV fleet has delivered more than ten million parcels, reducing CO<sub>2</sub> emissions by 67% per parcel.

Menzies Distribution has also been working on the aerodynamic efficiency of its vehicle bodies. Through tweaking van designs, it has reduced vehicle drag by 30% and increased fuel efficiency by 10-15%. ■

★ [www.menziesdistribution.com](http://www.menziesdistribution.com)







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# CharterSync Limited

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ITTHub 2021, 30th June – 1st July includes indoor, outdoor exhibition areas, Ride & Drive and conference in association with Logistics UK.

ITTHub News provides news, insight and thought leadership for this sector.

★ [www.itthub.co.uk](http://www.itthub.co.uk)

Founded by two airline pilots with a passion for aviation, CharterSync was born from the simple idea of connecting urgent charter requests from freight forwarders directly to aircraft operators with an intelligent platform that provides greater speed and transparency to a complicated market.

CharterSync aims to deliver the correct balance of innovative technology and industry knowledge to expedite urgent cargo charters.

## JUDGES' COMMENT

CharterSync has shaken up the air cargo industry, capturing the market with its first-of-a-kind online platform to scour the market.

Having completed its first year of trading, CharterSync has surpassed all expectations to deliver a world-leading platform to the air cargo industry. It has successfully transformed processes which were traditionally labour-intensive processes, making them far quicker and more efficient. This has resulted in hundreds of flights being processed through the platform with some of the top 10 freight forwarders in the world. From an initial charter request, the patent-pending technology can locate suitable aircraft in fewer than 30 seconds. Providing a full end-to-end process, the platform provides the ability to manage new charter requests all the way through to completion, with full flight monitoring and operational support. Its compound monthly growth rate of 235% clearly demonstrates the impact of this revolutionary technology.

Focussing initially on the 'just-in-time' sector, the CharterSync platform had to rapidly respond with the introduction of COVID-19. CharterSync was one of the first to respond with the coordination of the first Antonov-124 flight from China to Italy, delivering millions of face masks and urgent medical relief to be used by frontline hospital staff. With the global shortage continuing, the platform further responded with the facilitation of a weekly Boeing 747 air bridge between China and France delivering vital humanitarian relief. Clearly demonstrating operational efficiency, the platform exceeded expectations to deliver worldwide humanitarian support. There is no doubt that following its debut at Air Cargo Europe 12 months ago, CharterSync has shaken up the air cargo industry, capturing the market with its first-of-a-kind online platform used to scour the market and locate the best aircraft options for a given charter request, within minutes. Now performing aid relief flights across the globe, CharterSync's team has proven it can operate at the highest level, supported by world-leading technology. ■



★ [www.chartersync.com](http://www.chartersync.com)

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## Stagefreight Ltd

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★ [brigade-electronics.com](http://brigade-electronics.com)

Stagefreight Ltd is an event transport firm that has worked with theatre, music, TV and corporate event clients since 1986. With more than 30 years' experience in event transportation, with particular expertise in music, theatre and exhibition transport, its experienced team help its customers through every step of their event planning. The company was awarded ECO-friendly Fleet of the Year 2019 by SME News for its environmental efforts across the business and was named Event Transport Company of the Year by the same publication.

### JUDGES' COMMENT

Event transport experts Stagefreight Ltd transformed its business to meet the unexpected COVID-19 challenge in just two months.

2020 started as Stagefreight's best yet, with its reputation within the theatre and entertainment industry at an all-time high, and jobs from clients like Sky, Opera North and Northern Ballet in the pipeline. The company recorded a 22% year-on-year financial increase, and it was on track to achieve a 36% increase within the first quarter. It opened a new depot in Exeter and entered a network partnership with the firm Touring Solutions to offer complete event production services to existing and new customers.

Then COVID-19 hit the entire entertainment industry. Tours, events and shows were cancelled until there was no work remaining. With event transport gone, the business turned to the general haulage industry – a sector it had little experience in and no past reputation to rely on.

The office team worked the phones, pitching for work. Its strategy was to grow its reputation within this new industry sector. The entire company was reorganised to enable this to happen. Twenty six drivers completed two days of training to adapt to their new responsibilities – that's 416 hours of retraining financed by Stagefreight. With an initial focus on food logistics work for supermarkets, it bought refrigerated trailers and electronic proof of delivery systems.

In May 2020, Stagefreight was breaking even financially with 95% of staff back in work. Now 60% of work comes from returning haulage customers.

Director Ian Uttley said, "Our team does things the right way, first time, every time. The show must always go on, and this can-do approach has enabled us to stay afloat in these difficult times. We plan to continue growing our haulage service, and whilst we don't expect to return to the event industry until March 2021, we expect the general haulage side to remain and grow continually." ■

★ [www.stagefreight.com](http://www.stagefreight.com)

  
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★ [www.multimodal.org.uk](http://www.multimodal.org.uk)

Kerry Logistics is an Asia-based, global 3PL with a highly diversified business portfolio. It offers a broad range of supply chain solutions from integrated logistics, international freight forwarding (air, ocean, road, rail and multimodal), industrial project logistics, to cross-border e-commerce, last-mile fulfilment and infrastructure investment.

With a global presence across 58 countries, Kerry Logistics has established a solid foothold in half of the world's emerging markets. Its diverse infrastructure, extensive coverage in international gateways and local expertise span across China, India, South East Asia, the Middle East and other locations.

The Group is the largest logistics company listed on the Hong Kong Stock Exchange.

### JUDGES' COMMENT

The actions of Kerry Logistics reduced disruptions and provided new solutions for customers – setting the benchmark for other air freight businesses.

Kerry Logistics' air business has evolved to continue providing solutions for its clients over the last 12 months, developing its existing platforms to ensure the essential transport of goods worldwide. During the COVID-19 crisis, air freight was drastically affected. Kerry Logistics' extensive global network and strong carrier relations enabled it to offer innovative, cost-effective and reliable air freight solutions to its clients. Through its actions, Kerry Logistics reduced disruptions and provided enhanced services for its customers, helping to raise the bar for all air freight businesses.

Air freight is vital for supply chains, but limited availability for cargo during the COVID-19 pandemic pushed prices to all-time highs. Restrictions on movement between countries meant that delays were inevitable, so Kerry Logistics created various solutions to help its customers.

Kerry Logistics worked with authorities, governments, airlines and partners to ensure the delivery of essential goods in the most efficient and effective ways possible. This resulted in the further development of its sea-air services and the development of its new road-air services.

Rather than chartering a flight just for items that were bulky but light, such as surgical masks, or small but heavy, such as hand sanitisers, Kerry Logistics calculated which cargo could be paired up to balance the costs and enhance the efficiency of the transport without affecting the delivery time of the items.

The company used the empty passenger flights and cargo-converted passenger aircraft to source flexibility for customers within the charter operations that had been developed.

Not content to sit back and wait for someone else to source a solution, the team at Kerry Logistics developed new strategies which were immediately implemented by members of the team across countries, regions and continents. These ranged from upgrading existing solutions to developing whole new services. ■

★ [www.kerrylogistics.com](http://www.kerrylogistics.com)

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## Stena Line

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★ [www.malcolmgroup.co.uk](http://www.malcolmgroup.co.uk)

Stena Line is one of the world's largest ferry operators with one of the largest fleets in the business, enabling a high frequency of departures. It offers an extensive route and port network in Northern and Western Europe. Headquartered in Gothenburg, Sweden, Stena Line is a truly international company, employing more than 4,000 staff of more than 50 nationalities across six geographical business regions. It has 36 operating vessels across 18 ferry routes.

### JUDGES' COMMENT

Stena Line has undertaken an ambitious company-wide initiative to improve the sustainability of every aspect of its business.

A key tenant of its corporate strategy is to be seen as a world leader in environmentally sustainable shipping. To achieve this, it has undertaken 'Our Sustainable Journey' – an ambitious company-wide initiative to improve the sustainability of every aspect of its business, from ship design to catering. Reducing fuel consumption is a major element, which it achieves through improved design, greener fuel, AI, improved efficiency and electrification. This has allowed the company to reach IMO 2030 efficiency targets for reducing carbon emissions a full 10 years ahead of schedule.

Over the last ten years, Stena Line has reduced CO<sub>2</sub> emissions via more than 320 energy efficient actions on board and on shore. These include both technical and operational improvements and investments.

During 2019, Stena Line reduced total CO<sub>2</sub> emissions by 1.7%, corresponding to 24,000 tonnes of CO<sub>2</sub> in total. The company continues to improve the efficiency and reduce the emissions for each transported tonne of freight and passenger vehicles on board the vessels by 3.6% CO<sub>2</sub>.

These and other initiatives across the company have enabled it to continue to reduce CO<sub>2</sub> emissions and it is now ten years ahead of international shipping targets for reducing emissions by 40% per tonne carried for 2030.

Stena Line continues to work towards its ambitious environmental sustainability targets, despite a difficult year dealing with the COVID-19 pandemic.

The toughest challenge for both Stena Line and the shipping industry as a whole, is to reach zero emissions by 2050, in line with international targets.

The company is currently working in parallel with reducing fuel consumption, and emissions to sea and air and at the same time exploring and evaluating the fuels of the future. ■

★ [www.stenaline.com](http://www.stenaline.com)





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# Radwell International Ltd

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★ [www.santander.co.uk](http://www.santander.co.uk)

Radwell International is an award-winning ISO standard global industrial automation parts and repairs specialist. Recognised as the world's largest provider, it repairs and supplies machinery parts such as sensors, drives, pressure controls and motors to automotive factories. It recently achieved its combined three-year export growth plan of 80% in export sales with some countries showing a 4,000% increase. Serving a range of business sectors, including pulp and paper, food processing, energy, pharmaceutical, manufacturing and automotive, it enjoys a 94% customer satisfaction rating with international companies, including Jaguar Land Rover, Toyota, Muller, EDF Energy and Pirelli.

## JUDGES' COMMENT

Export sales have increased dramatically at Radwell International, even during the COVID-19 pandemic, demonstrating its commitment to customer service, satisfaction and innovation.

Established in 2011, Radwell International's UK facility has seen turnover grow year on year. 2013 saw turnover increase by 138%, which had more than doubled by 2019.

Export sales are continually increasing and exceeding annual targets. When considering the pending EU exit, this proves its business model is robust enough to withstand political and economic instability.

Remaining open during the COVID-19 pandemic to support key manufacturing industries and food processors throughout Europe, ensured automation equipment ran 24/7. To support these companies and essential workers further, the company used its global buying power to source and donate PPE and designed innovative PPE products which it manufactured in house. This business model shift ensured that its 2020 projection of £20m turnover remains achievable.

Ecommerce platforms including eBay, Amazon, Google Shopping, Mercateo and Fluid Power Net have been set up to build a presence across Europe. Projected sales from these global sites will exceed £11m in 2020. Radwell International was the proud winner of four major awards in 2019, recognition from which has helped the company win business with international companies such as Pepsi Co. and Coca Cola.

Radwell International attributes its substantial growth to the fact that it thinks locally as it does business globally. It recruits language speakers for emerging markets, monitors competitors' offerings and seeks feedback. Its bilingual teams in the UK, Germany and Poland speak 12 languages to ensure there is no barrier to success when communicating with customers.

Resources are in place to ensure sales teams can visit their customers to gain an in-depth understanding of how they operate. Its field sales teams travel globally to promote Radwell International, build relationships with suppliers, research industry advancements, collect repairs and buy unwanted products.

★ [www.radwell.co.uk](http://www.radwell.co.uk)





## Dangerous Goods Academy

Logistics UK is one of the few organisations that provide industry training, advice and support across all modes of transport. We are offering an array of Dangerous Goods Academy courses for cost-effective and flexible classroom-based and online learning.



If a company is involved in shipping dangerous goods by road, it is mandatory that its staff receives regular training, 'appropriate to their responsibilities and duties' (ADR Chapter 1.3). In addition, DfT and HSE requirements call for staff involved in the packing, documentation, handling, loading/unloading or shipment of dangerous goods to have an understanding of certain UK regulations.



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- Multimodal: Dangerous Goods by Air, Road and Sea – initial and refresher courses.
- Shipping Dangerous Goods by Road – initial and refresher courses.
- ADR (for drivers) – initial and refresher courses.
- Dangerous Goods Safety Adviser consultancy and service.
- And more...



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# Warwickshire Police

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★ [enquiries@quartix.net](mailto:enquiries@quartix.net)

Warwickshire Police's Commercial Vehicle Unit was set up for 2020 to look at vehicles of 3.5 tonnes and above. Officers in the unit have a dual role, which gives the team a far greater appreciation of the risks and results of what can happen when things are not done correctly. The unit was set up in part to change the way officers interact with drivers and operators.

Whilst the activity is focussed in the Warwickshire area, the routes through the county heading to and from major freight terminals in the Midlands and ports across the country, mean that the benefits will extend well beyond the Warwickshire border.

### JUDGES' COMMENT

Officers recognise that spending time teaching drivers where to make changes, achieves far more than dispensing a ticket.

The day job of a Commercial Vehicle Unit officer is to investigate road death, as part of the Serious Collision Investigation Unit. Their ambition was to do more to prevent dangerous incidents occurring on the network, especially with commercial vehicles exceeding 3.5 tonnes.

The only unit of its type operating in the Midlands, its officers are highly trained in a number of areas including vehicle examination, weighing vehicles and their loads, carriage of dangerous goods (CDG), load security and tachograph manipulation.

Favouring education over enforcement where possible, the unit's officers recognise that teaching drivers where they need to make changes achieves far more than dispensing a ticket and moving on to the next job. This unique, safety-focussed approach often takes drivers and Transport Managers by surprise. Officers are also not afraid to give praise where it is due, contacting Transport Managers via email and giving companies shout outs on their Twitter feeds to celebrate them being all in order.

The unit does not want to investigate preventable road death. Sadly, it encounters many cases of poor load security, overweight vehicles in poor condition or drivers who have exceeded their driver hours.

Working closely with Highways England, the unit uses its unmarked HGV to detect offences committed by all road users. Using their high vantage point, officers can look across or down into vehicles to look for instances of distracted driving, such as mobile phone use or reading paperwork.

This year the unit has forged greater partnerships with external stakeholders, working not only with the Office of the Traffic Commissioner and DVSA to ensure consistency in reporting across the industry, but has provided training for the construction industry on safer loading, as well as working closely with large haulage companies.

★ [www.warwickshire.police.uk](http://www.warwickshire.police.uk)

Warwickshire  
Police  
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Vehicle Unit

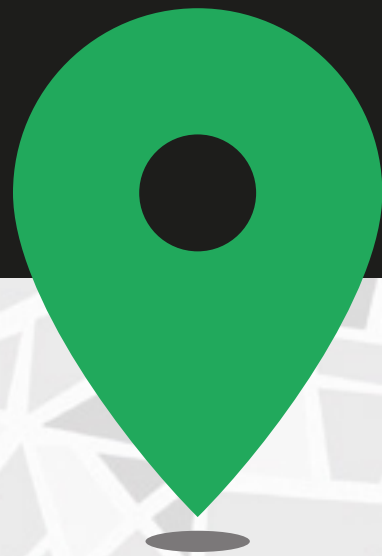




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## Altrad Services

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Recovery Service

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★ [www.logistics.org.uk/recovery](http://www.logistics.org.uk/recovery)

Altrad Services is the UK's largest industrial services maintenance provider, operating a fleet of over 1,250 vehicles across the UK. Over the last three years, Altrad has made impressive savings across key metrics including costs, emissions and safety. These have included reducing the total fleet mileage by 1.5 million miles, more than halving the company's incident rate, increasing driver scores from 68% to 97% by monitoring drivers and providing training where required. Its plans of moving 60% of the current fleet to electric within three years will see the company deliver one of the greenest fleets within its field.

### JUDGES' COMMENT

Altrad Services' future electrification plans will see it deliver one of the greenest fleets within its field.

With a fleet of more than 900 vans, every day delivers a new challenge for Altrad Services. The company has placed safety at its heart and aims to operate one of the safest fleets on Britain's roads.

Over the last three years, Altrad Services has made savings in costs and emissions and gains in safety. The numbers are impressive. It reduced its total fleet mileage by 1.5 million miles, reducing its fuel bill by 11%. It has also more than halved its accident rate, from 30% to 12.5%. This has had the knock-on benefit of reducing its total body repair spend by around 40%. Meanwhile its average driver scores increased from 68% to 97%.

In its drive to improve standards, its use of telematics has become more commonplace. Using data to identify higher risk drivers gives it the ability to profile drivers against potential risk. This means the business can tailor its approach and offer bespoke training to the higher risk drivers.

By combining data from telematics, incident history and licences, Altrad Services has built up a profile of each driver, understanding how they drive, where they have weaknesses and where intervention may benefit them. Subsequently, the company has seen a significant drop in its annualised incident rate and its average driver scores have increased by more than 40%.

The company's next step is to electrify its fleet and it has pledged to move 10% of its fleet over to electric within the current financial year. It has identified 100 vans across the business where electrification would be viable. But this is just the beginning of a larger planned transition to electric. The company's medium-term aim is to transition 60% of its van fleet to electric within three years.

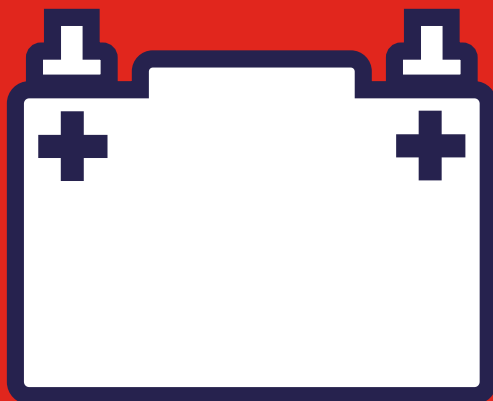
★ [uk.altradservices.com](http://uk.altradservices.com)





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# Howard Tenens Logistics

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CoolKit is a specialist manufacturer of temperature-controlled vehicles, recognised for delivering innovative solutions and industry leading payload. Established in 2005, CoolKit is now considered the UK's market leader in the refrigerated vehicle conversion field; with products covered by every vehicle manufacturer accreditation and offering a range of sector specific solutions.

★ [www.coolkit.co.uk](http://www.coolkit.co.uk)

Howard Tenens is a quality focused, independent family business delivering mutual value through great people, collaboration, and technology. This can be demonstrated through its 11-year partnership with Toolstation, which has achieved cost reduction, operating efficiency and environmental impact reduction. Since the inception of the contract in 2009, Howard Tenens and Toolstation's relationship has gone from strength to strength. Even during the COVID-19 pandemic, the number of cages shipped per day exceeded 2,000.

## JUDGES' COMMENT

Cost reduction, operating efficiency, and environmental impact reduction lie at the heart of Howard Tenens' 11-year partnership with Toolstation. Even the COVID-19 global pandemic could not stand in the way of delivering impressive cost reductions in 2020.

Howard Tenens has been Toolstation's sole distributor for retail stores for 11 years. Initially servicing 26 trade counters, it quickly demonstrated its abilities to Toolstation and today distributes to more than 400 retail counters following year-on-year growth of up to 20%.

Over the last three years, Howard Tenens has invested more than £3.5m in the latest vehicles, trailers and vehicle technology to replenish Toolstation's retail stores, utilising a fleet of 45 vehicles, 39 trailers and nine double-deck longer semi-trailers. As a result, the partnership between the two companies has seen significant improvements in operational efficiencies – both financial and environmental. These include using 100% gas-fuelled vehicles in low emission zones, surpassing Toolstation's supplier environmental guidelines, and the procurement of two longer semi-trailers, which significantly increase the number of cages per load. Equally as important is the brand awareness that Howard Tenens has offered to Toolstation through liverying its vehicles.

Since November 2019, Howard Tenens has been working closely with Toolstation's senior management to diminish costs with the supply chain and focus on operational efficiency. The project team proposed key targets around reducing the cost of trunking stock from the distribution centres and platforms around the country. A significant annual saving has been forecast by implementing these initiatives and Toolstation is already seeing the benefits. Mutual value encouraged by both businesses has fostered an industry-leading partnership.

2020 has been a challenging year for many businesses due to the COVID-19 pandemic. However, the Howard Tenens–Toolstation relationship has continued to operate efficiently. The reliable delivery service that Howard Tenens has provided Toolstation over the last 11 years has, in part, enabled Toolstation to grow its presence within the UK, through the opening of circa 60 trade counters annually.

★ [www.tenens.com](http://www.tenens.com)







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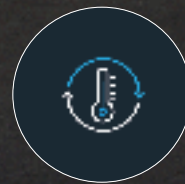
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# #LearningThroughLogistics partnership

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★ [www.transaid.org](http://www.transaid.org)

Four leading organisations from the UK supply chain sector – Business on the Move, Career Ready Think Logistics, NOVUS and Talent in Logistics – have collaborated to launch #LearningThroughLogistics, a collection of home-schooling resources. These resources form part of the industry-wide #ILoveLogistics campaign, designed to inspire school children about the career possibilities within logistics, and help the public understand the vital role that logistics plays in the wider economy. When schools shut down in March as a result of the coronavirus, #LearningThroughLogistics offered the resources for parents and carers to share their love of their industry and help inspire the next generation.

## JUDGES' COMMENT

Offers a range of resources for home schoolers to share the nature of their profession and inspire the next generation of logisticians.

The #LearningThroughLogistics resources form part of the industry-wide #ILoveLogistics campaign, which was launched by Talent in Logistics to help the public understand the role that logistics plays and get school-age children excited about the sector. With the coronavirus pandemic forcing schools to shut down, parents and carers have had to take on the teaching role. #LearningThroughLogistics offers a range of resources for home schoolers to share the nature of their profession and inspire the next generation of logisticians.

The collection, hosted by Talent in Logistics, is designed to highlight the vital role logistics plays in society and the wider economy whilst providing education in key subjects such as numeracy, English and science. The resources available appeal to primary and secondary school pupils and can be downloaded free of charge, with no registration required, making them accessible for all.

As well as being educational, the activities are fun and typically test a child's logic and problem-solving skills – a great way to keep busy! For example, one of the 16 resources contributed by Business on the Move that is aimed at the younger age group is called 'Plan Your Route' and requires map-reading skills to work out the most efficient ways to make deliveries. This activity has links to core curriculum subjects such as maths and geography. Meanwhile, a Career Ready Think Logistics activity for the 14+ age group, called 'Think Maths in Logistics', challenges students with a series of calculations that must be completed to work out the cost of running a truck and requires competency in mathematics and business studies.

#LearningThroughLogistics, whilst not intended to replace a school's planned curriculum, benefits from three former teachers on the development group. As such, the resources are ideal for supplementing traditional education with broader business, enterprise and environmental matters.

★ [www.talentinlogistics.co.uk/learning-through-logistics](http://www.talentinlogistics.co.uk/learning-through-logistics)





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WJ Group is the UK's leading independent specialist road-marking business, which provides a wide range of highway maintenance services. It operates a fleet of more than 200 vehicles, designed and manufactured in house on an LGV chassis base. These each serve specific operational purposes, including road marking, surface retexturing, hydro-blasting, stud application and sweeping. Building its own vehicles in-house at its dedicated engineering facility enables WJ Group to innovate by introducing new features on each of its vehicles. This enables the business to increase fuel efficiency, slash emissions and reduce costs.

## JUDGES' COMMENT

WJ Group's measurement approach working with Carbon Trust went above and beyond the other nominated companies.

The company has group-wide systems to monitor its fleet efficiency through a range of metrics. It measures its MPG and driver behaviour via Quartix, its telematics system. Its Air Pollution monitor reports on each vehicle's carbon, NOx and Particulate Matter, based on the fuel usage and environmental specifications of each vehicle. In addition, it has a carbon monitor which is certified each year by the Carbon Trust, showing a yearly reduction. Last but by no means least, it produces a monthly fleet utilisation spreadsheet, which shows how efficiently it is planning and using its vehicles for operations.

One of its recent major innovations is its triple boiler road marking vehicle, which saves at least three tonnes of CO<sub>2</sub>e (carbon dioxide equivalent) per shift by reducing the need for two vehicles to attend certain schemes. The company is also looking to reduce emissions beyond its fleet by installing solar panels for its offices, converting traditional lighting to LEDs, reducing its thermoplastic road-marking products' carbon footprint through a carbon calculator it created, which has been independently verified by a third party. These emission-reducing activities have been verified by the Carbon Trust year on year.

In its first year working with the Carbon Trust, the company's WJ North division achieved a 10.1% reduction relative to turnover. Following this success, the company changed to group-wide reporting and achieved a further 9.7% reduction. Building on these large initial reductions, the WJ Group is taking great steps to further monitor and reduce its carbon footprint. Its driver league table, for example, is widely expected to help it achieve a further 20% reduction in fuel consumption. It also continued to collaborate with others throughout the supply chain to learn best practice. The business continues to innovate wherever possible to ensure it works towards a sustainable future, both for itself as a company and the planet.

★ [www.wj.uk](http://www.wj.uk)





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## Lauren Fletcher Head of Depots South, Hermes UK

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★ [www.ddcipo.com](http://www.ddcipo.com)

Lauren Fletcher joined Hermes 2016 as Depot General Manager, responsible for all operations at the Bridgend depot in South Wales, managing 80+ staff. She received a third promotion in June 2020 to Head of Depots – South (including London) and is currently responsible for 14 depots, a £90m budget and a workforce of 900+. Her achievements include a major focus on employee engagement during COVID-19, offering daily guidance, support and leadership. She has also been working closely on restructuring depots, introducing 40 new roles, with specific focus on service and transport compliance. Delivery unit earnings have been significantly increased by improving scanning, sortation, compliance and the customer experience.

### JUDGES' COMMENT

Lauren's impressive achievements to date include a major focus on employee engagement and comms during COVID.

Lauren Fletcher, Head of Depots – South, exemplifies Hermes' business values and has achieved a great deal at a relatively early stage of her career. By continuing to go above and beyond, she has thrived personally and professionally in a particularly challenging year.

Fletcher, who has a Transport Manager CPC International qualification, joined Hermes in December 2016 as a Depot General Manager, responsible for the Bridgend Depot in Wales. During her first year she designed and launched 'standards of sortation' for all Delivery Units (DU), which as the place where local couriers collect their parcels for delivery to the community, are a key part of the Hermes network. Through applying standardised metrics, Fletcher and her team helped increase DU earnings and saw a rise in scanning compliance from 80 to 95 per cent, giving greater visibility and transparency to customers, improving their experience.

A year later, Fletcher was promoted to Area Manager – South West, covering five depots in Bridgend, Avonmouth, Swindon, Bridgwater and Plymouth. She scoped and created a business case for significant change in depot structure. As a result, 40 new roles were introduced with a specific focus on service compliance and transport management, at both area and individual depot levels. Fletcher worked with Transport Managers to improve legal driver compliance, on-time delivery performance and our vehicles' miles-per-gallon rating, which went from 16.8mpg to 17.9mpg.

Fletcher's empowering, hands-on leadership and motivational skills are not in doubt, and her creative and strategic logistics acumen are evidenced in her rapid rise to such a senior role. But in this pandemic year, she has gone the extra mile and placed huge focus on employee engagement and celebration. As part of her COVID management, she held daily calls with her Depot Managers, guiding, supporting and motivating her teams through these difficult conditions. Her experience, talent and ambition will help set the business up for a successful post-pandemic future.

★ [www.hermesworld.com](http://www.hermesworld.com)





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