

# UKWA Warehousing

SERVICES GUIDE 2011

**Helping retailers respond intuitively to fulfilment**



Read the full story  
on page 3



# GREAT BEAR

Call Michael Pepper today on  
**01829 772200**

Or visit our website  
[www.greatbear.co.uk](http://www.greatbear.co.uk)



## Great **Businesses** with Great **Brands** choose **Great Bear**

Great Bear operates over 3 million sq ft of warehousing space along with a distribution fleet of more than 150 commercial vehicles. With a passion for innovation, investment in technology and a customer-driven focus, it's no wonder that great businesses with great brands choose Great Bear.

Warehousing

Distribution

Added-Value

Consultancy

## COVER STORY

# Helping retailers respond intuitively to fulfilment

A philosophy of customer intimacy is the only way to manage a highly responsive fulfilment service, according to fulfilment specialists TFS

In today's highly competitive, time-starved environment getting exactly the right point of sale (POS) to the right place, on time with little wastage and at minimal cost is critical to gaining competitive advantage. With time-to-market for new products now often less than 12 months, promoting and supporting them with tailored point of sale and product support materials is more important than ever. Logistics and marketing managers alike are increasingly demanding that their fulfilment partners get intimate and intuitive about product marketing support.

## Intelligent Systems

Fulfilment companies spend their lives beating time. A change of order to a POS pack for one of BP's 1300 stores comes in at 15:40 but still needs to be in store tomorrow at the opposite end of the country. In fast paced industries like mobile phones, a new product comes out each week and offers change daily; so phone retailers need to react in 24 hours with new store displays. Fulfilment suppliers need to be one step ahead of the retailers themselves and this is achieved by integrating databases. TFS holds the minutiae of its clients' data, down to fixtures and fittings of every outlet, and combines this with real-time updates of stock requirements for each individual store. A sophisticated IT system then combines this to produce a schedule which not only advises the client exactly how many items to produce in the first place (thereby reducing

wastage) but places stock lines and quantities in the warehouse and automatically despatches bespoke packs to individual stores – all in less than 24 hours.

## Resource Management

TFS employs techniques of resource levelling to smooth the stock of resources held for its clients, reducing both excess inventories and eliminating shortages. Technology such as cloud computing and FTP transfer helps servers to talk to each other, and this reduces the number of processes as well as processing time.

Demands for items such as literature are updated several times a day, direct from the clients' remote sites, and TFS' system translates that into fulfilment configurations which are integrated into the order processing system and converted into picking lists for individual stores or outlets. Its 140,000 sq ft warehouse houses 15,000 pallet locations and a plethora of other tailored storage solutions, which allows the company to hold everything from pin badges to exhibition stands.

## Bespoke Support

Nevertheless, it's the human touch that makes all the difference: when a single promotion can make or break success, picking accuracy is critical in getting the right product to end users such as mobile phone company, Phones 4U. But the nature of bespoke fulfilment and non-uniform orders requires manual picking, which is traditionally less accurate. Nearly 60 per cent of TFS



employees work in its warehouse operation and it attributes its consistently high picking accuracy (99.91 per cent) to the dedication and commitment of these employees.

## Writing the Rules

Seamless integration of custom requests, bespoke for each one of thousands of individual locations, coupled with hourly changes to requirement can only be achieved with well-defined business rules. TFS has found that it provided its customers with unexpected 'value-added' in helping them to tighten up their rules of business. At its initial client meet-

ings, TFS involves its IT, operational and sales people, in setting the detail of the business architecture behind the bespoke system. Often this means helping clients to rewrite the rules of their business; by the end of the process, the customer has 100 per cent control of every aspect of marketing services from real time stock reporting to obsolescence levels and poor performing stores. Thereby a cycle of continuous improvement is created with TFS management reporting windows helping clients to shape the behaviour of their store staff and clients' ever changing demands ensure that TFS' responsiveness evolves through iterative improvement.

*TFS is offering a free, zero obligation 'virtual audit' to help you check that your current fulfilment services are delivering best value. Call Joanna Hoskin, TFS Business Development Director on 01788 545511 today – all we need is 10 mins of your time.*

## Putting you in Complete Control

**Access 24 is TFS' online system that allows customers to carry out a broad range of key functions from anywhere in the world. Wrigley's 130 salespeople are all field-based. To help them to stay fully informed and in control they each have their own unique logins and can access their ordering and tracking system from anywhere at any time. The system is intuitive, requires very little training, and looks directly into the main ERP system at TFS HQ providing real time web-based view of everything from stock levels, order frequency and goods-in status. Specific functionality is invariably developed bespoke for each customer. The data can be drilled into using simple queries and the resulting reports and management information guides customers such as Wrigley's to shape the behaviour of its teams in a virtuous cycle of continuous improvement.**



As the UK economy emerges from recession, an optimised supply chain is more important than ever, writes Roger Williams, CEO of UKWA

# Playing a vital role

**B**ecause most companies have a major percentage of their costs tied up in their supply chains, supply chain management - once seen as something of an add-on with no real bearing on a business's ultimate success - has been elevated to a key board-level discipline. And, as the UK economy emerges from the recession, an optimised supply chain is more important than ever.

The approach to supply chain optimisation has traditionally focused on one piece of the puzzle at a time. These can include

sourcing goods and services strategically to strike a balance between lowest material and transportation costs; maintaining the right mix and location of factories and warehouses to serve customer markets; and, using traditional logistics techniques to maximize distribution efficiency.

However, since the 1980s there has been a sharp upturn in the number of companies that choose to outsource logistics and supply chain management functions to third party logistics service providers - or 3PLs.

Typically, 3PLs specialise in integrated warehousing and transportation services that can be scaled and customised to a customer's needs. The kind of service offered will be based on a client company's own unique market conditions and the demands and delivery service requirements for the goods that company produces and sells.

In today's price sensitive market, the need to drive cost out of the supply chain is often cited as a major reason for using third party logistics service providers. However, perhaps a better reason for engaging outside experts is the in-depth knowledge, flexibility and added value that a specialist contractor can provide. In short, as well as helping companies to achieve significant cost savings, a good 3PL will enable a busi-

**A good 3PL will enable a business to enjoy shorter order cycles, better customer service and improved all-round business efficiency**

## Get ahead with a 3PL

**What advantages should a company expect and look for when considering entering into a third party logistics agreement?**

- **A healthier balance sheet - switching to a 3PL removes the requirement for capital investment in warehouses, materials handling equipment and transport fleets, and the up-keep and maintenance of these assets allowing financial resources to be concentrated on other core business areas.**
- **Operational flexibility - a 3PL will have the resources to meet changing needs and the ability to respond quickly to changes in the market place.**
- **Cost savings - from economies of scale, more direct routing, additional expertise, stricter inventory control and, with improved technology, a reduction in emergency shipments at premium prices.**
- **Freedom to focus on core activities - a 3PL provider will help to develop a company's long-term strategy to improve customer services, reduce costs and improve efficiency leaving the company to concentrate on it what it does best.**

ness to enjoy shorter order cycles, better customer service and improved all-round business efficiency.

There is no question that an effectively managed supply chain can positively influence business performance and, if companies are going to succeed in an increasingly competitive and unpredictable environment, every link in the chain must operate at optimum efficiency. That's why any company that finds its fixed logistics costs are having a negative impact on its balance sheet simply has to consider outsourcing to a 3PL.

### UKWA members share a determination to drive up professional standards in the warehousing sector

#### Value added

Members of UKWA – the leading trade association for the third party logistics industry - undertake an exceptional range of warehousing and added value services, from animal feed storage through bonded warehousing to e-fulfilment but, regardless of the areas in which they specialise, the Association's members all share a determination to drive up professional standards in the warehousing sector. You can find a UKWA member capable of meeting your logistics needs by visiting the UKWA site – [www.ukwa.org.net](http://www.ukwa.org.net)

## A proud history

With its origins in 1944 the United Kingdom Warehousing Association (UKWA) is Britain's leading trade organisation representing the third party logistics sector. The Association has over 650 member companies operating nearly 100 million square metres of warehousing from around 2000 depots across the UK.

3PL companies belonging to UKWA have been operating viably for at least six months and have demonstrated the highest standards in warehousing - two factors that should bring peace of mind to users of their services.

While the membership of UKWA is comprised predominantly of third party warehousing and logistics service providers, membership eligibility criteria is no longer restricted to companies operating in the third party logistics and warehousing sectors. This means that retailers, manufacturers and wholesalers are free to join UKWA and compare best warehousing and logistics practice with the leading companies in the logistics field. Furthermore, UKWA also welcomes members from outside the United Kingdom's borders into its membership.

The Association is also open to suppliers to the warehousing and logistics sectors who can join as Associate Members. It is UKWA's firm belief that by maintaining close working relationships with all aspects of the industry, UKWA will maintain its position at the very heart of the logistics industry.

"The UK logistics industry is an essential part of the country's economy and plays a pivotal role in domestic and international commerce. With its remit to serve both both 3PLs and those companies that operate their own warehousing and transport facilities, UKWA is a powerful voice of the whole industry," says Roger Williams, chief executive officer of UKWA.

**Vision Software from Ontech Solutions** simplifies and streamlines **warehouse and distribution** operations.

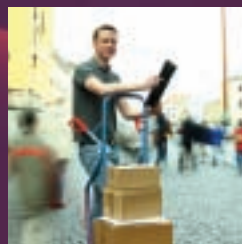
warehousing



distribution



proof of delivery



**vision**  
software

- Easy to Use
- Fully Scalable
- Full Visibility & Control
- Full Supply Chain Management

08451 89 89 00  
[www.visionsuite.co.uk](http://www.visionsuite.co.uk)  
[info@ontechsolutions.co.uk](mailto:info@ontechsolutions.co.uk)

**ontech**  
solutions

## Search for 3PL services online

UKWA's website - [www.ukwa.org.uk](http://www.ukwa.org.uk) - provides buyers of logistics services with a host of valuable information. For example, visitors to the site can search by geographical area or type of service that they require to access details of relevant suppliers who meet their needs quickly and easily.

Of course, apart from being an invaluable resource for warehouse space buyers, the new site has also been designed to become a valuable source of business leads for UKWA members, and there are a number of ways that members can use the site to promote their business.

For example, the company listing in the 'Find a Logistics Supplier' online search facility allows UKWA members to post a free listing consisting of up to 60 words describing the company and its services together with an address and telephone number.

An automated email response mechanism allows visitors to the site to email their interest in a member's services directly to that member. The email will be sent to an email address of each member's choosing and will appear in the member's inbox flagged with the subject title 'UKWA enquiry.'

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

UKWA Members have access to a wide range of business services – all of which add up to make UKWA a vital component for success

# A host of member benefits

### Conditions of Contract

The UKWA Conditions of Contract cover a broad range of services such as freight forwarding, haulage and, of course, warehousing. Member companies do not have to prepare three different contracts to encompass these distinct areas of their business - one document is sufficient.

UKWA's Conditions of Contract are ideal for those companies that provide haulage and/or freight forwarding services in addition to straightforward storage facilities. Those firms that provide a full range of logistics-based functions have the peace of mind of knowing that the UKWA Conditions of Contract cover all of the services that they offer.

### Legal Help Desk

UKWA's 24-hour legal helpline offers members free legal advice on subjects such as company and employment legislation, landlord and tenancy agreements, insolvency, Conditions of Contract, insurance claims etc

### Human Resources Advice

Members have access to advice on employment law as well as a full range of HR issues. A complete range of clear and legally compliant HR letters, forms, contracts, an employee handbook and customisable policies is available online. Meanwhile, confidential, friendly, pragmatic and highly professional HR advice is available by telephone or email.



**Paul Ponsonby**



- Multiple locations in the Midlands
  - Pallet/bulk storage
- Re-working, re-labelling, order picking & container de-vanning
  - Delta WMS

Call/email us for more information  
[info@ponsonby.co.uk](mailto:info@ponsonby.co.uk)  
 0121 327 8000  
[www.ponsonby.co.uk](http://www.ponsonby.co.uk)



### UKWA Insurance

In partnership with Willis Limited and Allianz Insurance UKWA provides an insurance package specially designed for members.

### UKWA Publications

UKWA produces a host of informative publications within which members can source all sorts of interesting information. For instance, Fire Precautions – Guide to Risk Assessment is a 12 page spiral bound guide compiled by the Association's Operations and Safety Committee. It is a comprehensive guide to the warehouse operator's fire risk-related responsibilities under the law and features a number of easy to use check lists to help you to ensure that your operation meets its legal obligations.

### Operational Efficiency

UKWA's partner Utility Watch is the market leading Business Utility Broker in the UK and UKWA's Utility Watch scheme can provide significant time and cost-savings for members who upgrade their gas, electricity and telecommunications. One UKWA member recently reported saving £84,000 per year on electricity through the scheme.

UKWA has also teamed up with leading independent fuel card supplier Forecourt Fuels Ltd to guarantee that UKWA members pay the lowest possible rates for on road diesel -both in the UK and throughout Europe.

### Property Information

UKWA members can receive very useful advice about a host of business rates and other industrial property related matters as part of their membership package on a special helpline operated in association with leading property consultants Lambert Smith Hampton

### Specialist guidance

UKWA members have access to a group of honorary advisers covering a broad range of specialist skills – from pest control to hazardous chemicals storage. They can be contacted by telephone or email and are happy to give valuable advice on a broad range of logistics-based topics as well as general business issues

### Networking opportunities

Anyone in business knows the value of con-

tacts and occasions such as the UKWA's regular regional meetings and the UKWA Annual Luncheon and Awards for Warehousing Ceremony, offer fantastic opportunities to meet new business contacts, leads, clients, customers and owners or decision makers from many other businesses in the sector.

### Healthcare

A range of competitively priced private health and dental insurance packages is available.

### Business advice

Through our partner, Peter Farmer Associates Ltd, UKWA can advise members on a host of business issues including company sales, mergers and acquisitions.

### Annual conference

Nearly 200 delegates attended this year's UKWA annual conference of UKWA. Feedback from delegates was very positive with the relevance of topics scoring highly as well as the quality of the presentations.

### Monthly magazine

UKWA members receive the Association's award winning Warehouse magazine entirely free of charge. Published ten times throughout the year Warehouse not only communicates news of the Association's activities, but also keeps the membership up to date with developments in the wider warehousing and logistics sectors.

### Business generation

UKWA uses all means to promote a high profile for the Association and its members. Our message is clear: As the third party logistics services sector becomes increasingly competitive, customers looking for high quality warehousing and a high standard of service – no matter how large or small their requirement – have the peace of mind of knowing that companies belonging to UKWA can demonstrate the highest standards in warehousing.

---

**For further information about the United Kingdom Warehousing Association please contact :UKWA, Walter House, 418-422 Strand, London WC2R 0PT Tel: 0207 836 5522 or visit [www.ukwa.org.uk](http://www.ukwa.org.uk)**

**The UKWA Conditions of Contract cover a broad range of services such as freight forwarding, haulage and, of course, warehousing. Member companies do not have to prepare three different contracts to encompass these distinct areas of their business - one document is sufficient**

# Recognising 3PL excellence

The achievement of both companies and individuals across the warehousing and third party logistics (3PL) sectors are recognised at UKWA's Annual Awards for Warehousing ceremony

**H**eld at London's Dorchester Hotel, UKWA's Awards for Warehousing Luncheon is firmly established as one of the most popular occasions in the 3PL calendar and is rightly regarded as an excellent networking opportunity.

Roger Williams, UKWA's Chief Executive Officer, comments: "Since their launch the Awards have become established as symbols of achievement in the 3PL sector and emphasise the importance of logistics within today's economy. The high number and quality of the entries for the 2010 awards made selecting the winners extremely difficult for our Awards Committee. The high standard underlines the professionalism that runs through the logistics industry."

In 2010 a total of nine awards were presented and the winners were:

## Best New UKWA Member Award White Arrow Logistics Ltd

White Arrow Logistics is a new business incorporated during 2009 with the aim of providing swift, flexible, high quality warehousing solutions. White Arrow impressed the judges with its thoroughly professional approach, the quality of its warehouse and the enthusiasm of the workforce.

## Environment Award NYK Logistics UK Ltd

As part of a global business that has green investment principles, NYK Logistics UK Ltd has been at the forefront of environmental initiatives for some time and was an early adopter of teardrop trailers and biodiesel vehicles among other new technologies.

## Technology and Innovation: Briggs Equipment

Briggs' Spreadshield system is an intelligent asset management tool which gives customers full control of their fleet with a suite of options that can be individually tailored to provide the exact level of control, efficiency and HSE compliance required.



## Training Award Systems Training

Systems Training's submission described a training project designed to reduce fuel con  
*Continued on page 10*

**ABOVE: Winners and finalists at 2010's Awards for Warehousing**

## warehouse one

number one for 3rd party storage

**Racked and Bulk Storage, Container handling and unloading**

Warehouse One's Winsford based warehouse facility offers 150,000 square feet of clean, high quality warehousing, specifically designed to offer a range of flexible solutions to large or small warehousing needs.

Warehouse One offers both dedicated pallet spaces within our modern racking area or bulk stack storage. Along with our picking & packing expertise and container handling and unloading, we are the ideal partner for all your warehousing requirements. Our speciality is to offer you a flexible and high quality range of services your products deserve.

When you add to this the Warehouse One 'One Track' warehouse management system, which is tailored through integration with every individual customer's needs, we believe that we offer one of the most flexible and comprehensive warehouse solutions in the marketplace.

**WAREHOUSING**

- 150,000 sq/ft
- block stackup
- pallet racking
- bespoke WMS
- pick & pack
- container de-stuffing
- price labelling
- returns handling
- outside storage

COLLECT

STORE

DELIVER

Smokehall Lane,  
Winsford,  
Cheshire CW7 3BE

**01606 86 96 96**  
sales@warehouseone.co.uk  
www.warehouseone.co.uk

**EXCEEDING**  
customer expectations

**Bonded warehousing now available**



## Seafield Logistics Limited

Unit 1, The Point,  
Coach Road, Worksop,  
Nottinghamshire, S81 8BW  
Tel: 01909 475561  
Fax: 01909 471590  
Web: [www.seafield.co.uk](http://www.seafield.co.uk)  
Business Contact: Mark Strong  
Email: [mark.strong@seafield.co.uk](mailto:mark.strong@seafield.co.uk)

A rapidly expanding third party supply chain specialist, **Seafield** developed from its roots as a small southern Irish textile manufacturer in the 1940's. Today's dynamic company was born four decades later when investors bought the original Irish company and oversaw a series of acquisitions of independent transport and warehousing companies.

With an ambitious growth target, Seafield has four core business activities – logistics, ware-

housing, distribution and contract packing.

The Head Office is located at Worksop, Nottinghamshire and the company has operating centres throughout the UK.

Seafield Logistics offers the following services to a wide range of blue chip clients:

- Warehousing, dedicated or shared user
- Design and build
- Transport, dedi-



cated or shared user

- Tanker and Tipper transport

Added value services offered by the company include:

- Waste management
  - Call centre management
  - Fulfilment/e-tailing/mail order
  - Quality Control
  - Co/re-packing
  - Inbound consolidation
  - Freight forwarding
  - Supplier management
  - VMI stock
  - PCC option for smaller suppliers
  - Freight management
- All operations are conducted to targeted and measured standards using a

comprehensive range of KPI's and flexible IT solutions.

Seafield Logistics are accredited to ISO 9001:2008 and have also gained the TASSC accreditation.

**FACILITIES AVAILABLE: 18 sites in the UK, 1.5 million sq ft of warehousing, 150 vehicles.**

**RANGE OF SERVICES OFFERED: Warehousing, Distribution, Tippers, Bulk Powder Tankers, Flatbed Haulage, Added Value Services.**

**WAREHOUSING SPACE AVAILABLE: Worksop - 325,000 sq ft; Barnsley - 300,000 sq ft; Aylesham - 50,000 sq ft; Guyhirn - 200,000 sq ft; Northwich - 60,000 sq ft**

# Make a date for 2011

2011's UKWA Annual Awards for Warehousing presentation ceremony takes place in the Ballroom Suite of the Dorchester Hotel, Park Lane, London, on Wednesday 6th July 2011. The closing date for entries is May 6th 2011. Further details on how to enter or reserve a table are available from **Jacque Corderoy, UKWA, Walter House, 418-422 Strand, London WC2R 0PT Tel: 0207 836 5522 or email: [jcorderoy@ukwa.org.uk](mailto:jcorderoy@ukwa.org.uk)**

*Continued from page 8*  
 sumption and accident rates among the fleet of a home delivery and collection specialist. The project has saved System Training's client £2.2m in fuel costs and accident damage.

**Team of the Year  
 Wincanton Group Ltd**

The Wincanton DSE site in Yeovil serves Augusta Westland Helicopters and provides a support service involving the receipt, inspection, storage, issue, design, packaging and export of both Ministry of Defence and Military Export helicopters. The

Wincanton team has been named "Support Supplier of the Year" by Augusta Westland Helicopters for two consecutive years.

**Customer Service Award  
 Bibby Distribution Ltd and MDA Ltd – joint winners**

Bibby Distribution worked in partnership with Toyota to provide Toyota's customers with an exceptional offering. The Same Day Service operation that Bibby helped to pioneer allows Toyota and Lexus service centres to order spare parts before noon and have them delivered by 3pm on the very same day.

Meanwhile MDA Ltd has successfully attracted a succession of major clients by demonstrating a strong 'client centric culture' which sees MDA's entire business perform as an extension of it's clients' organisations.

**Employee of the Year  
 Bob Steward, EDF Energy**

As a result of performance management  
*Continued on page 12*



practical solutions, successful partnerships

**WAREHOUSING**

- 5 million sq ft of warehousing, including over 500,000 sq ft of bonded modern warehouse space.
- Locations in Central Scotland, Lancashire, Yorkshire, Gloucestershire and Northamptonshire.
- 3 of our facilities – all customs compliant - have direct rail links.
- Integrated Stock Control & Transport Management Systems.
- Racked Warehouse Options available.

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

Brookfield House, 2 Burnbrae Drive, Linwood PA3 3BU T: 01505 324 321

# roseland

## BUSINESS PARK



STORAGE • INDUSTRIAL UNITS • WAREHOUSING • WORKSHOPS

Roseland Group Ltd  
The Control Tower  
Roseland Business Park  
Long Bennington  
Newark, Notts.  
NG23 5FF

Tel: 01949 842464  
Fax: 01949 843621  
Email: [info@roselandgroup.com](mailto:info@roselandgroup.com)  
[www.roselandgroup.com](http://www.roselandgroup.com)



*Continued from page 10*  
processes introduced by Bob Steward across EDF Energy's warehouse facilities, the company's logistics operation has become up to 30 per cent more cost efficient.

#### **Warehouse Manager of the Year Award**

##### **Stephen Steenson, The Malcolm Group**

Having joined the company as a clerk, Stephen Steenson was appointed manager of Malcolm's Newhouse operation in 2009. Stephen has overall responsibility for all onsite activities at the Newhouse facility and since his appointment he has proved a strong leader while his hands on approach and first class communication skills have won him the respect of his staff and the senior management at Malcolm Logistics. He is expected to feature strongly in Malcolm's management team in the years ahead.

#### **Chairman's Award**

##### **David Williams, Great Bear Distribution**

Having served TDG in a number of capacities, David Williams established Great Bear Distribution in 1994. Since its launch Great Bear has grown to become a leading third party logistics company. Still independently owned it is respected for its innovative solutions.

"David Williams is a fine example of all that is good about our industry, and it is fitting that we can recognise his successful career and contribution to logistics with this Award," commented Roger Williams, chief executive officer of UKWA during the presentation ceremony.

Over 450 UKWA members and their guests, together with suppliers to the warehousing industry, attended UKWA's Awards for Warehousing 2010 ceremony.

The main sponsor of the event was Jungheinrich UK Ltd, while individual Awards were sponsored by: PD Ports Ltd; Clarion Events; Briggs Equipment UK Ltd; Redirack Ltd; Knapp UK Ltd; Translift Bendi Ltd; Luxonic Lighting; Lutterworth EcoLighting and Warehouse Technology Group.



Howard Tenens, one of the largest family-owned logistics companies in the UK, prides itself on excellent service, professionalism, flexibility and value for money - and is also leading the logistics industry in environmental innovation, especially low carbon transport.

Howard Tenens provides tailored logistics services across the entire business spectrum, including warehousing, handling and distribution to ideally suit each individual customer's needs.

#### **Warehousing**

Howard Tenens can provide ambient, racked, bulk, bespoke warehousing facilities with temperature controlled options as well as HMRC approved bonded facilities. Howard Tenens has cutting edge warehouse management systems to facilitate a first class service. Equally we provide many other services including container handling and de-vanning, pick and pack, specialist handling equipment, sub-assembly, ample HGV and trailer parking, dock levellers, 24 hour security, vehicle wash facilities.

Howard Tenens is uniquely placed to offer flexibility and commercial benefits to our customers because we own the majority of the 3 million square feet of warehousing space we operate across the UK.

#### **Transport**

Howard Tenens are leading the industry in low carbon transport. Having completed successful trials with dual fuel (gas/diesel) vehicles, we have rolled this out across our HGV fleet and installed our first gas refuelling station at our Andover depot. Another two refuelling stations are planned for 2011 from where third party access to gas supply can be arranged enabling others to enter the gas market without the capital outlay.

Howard Tenens has a mixed fleet of 150 vehicles from vans to curtain sided articulated lorries, offering a range of distribution services including multi-drop, just-in-time, temperature controlled and container distribution.



**RCS**  
LOGISTICS

# The Link in Your Supply Chain



Located in the heart of the logistics network – close to the M1, A14, A1 and M6 – we're perfectly placed to meet your needs in the most efficient way.

State-of-the-art technology keeps track of your consignment so you're always up to date and unlike many other operators, we're always here for you to call.

By choosing RCS the solution is **R**eliable, **C**ost-effective and **S**ecure.



## Distribution services

- Full and part load solutions
- Same-day express delivery
- Smart vehicle/driver image
- Vehicle satellite tracking system
- Full delivery/status reports
- 24/7 manned fleet control
- On-line POD retrieval
- Mixed fleet of 50 vehicles



## Warehousing services

- In excess of 330,000 sq ft of warehousing
- Real-time warehouse management system
- Sole occupant or shared user facilities
- Container and specialist handling
- Bonded warehousing
- Selective order picking
- Re-packing and re-palletising
- Racked and block stack capabilities

### Any time...

Haulage and storage services available 24 hours, 7 days a week.

### Any where...

Outstanding access to the east coast ports and throughout the UK mainland and Europe.

### Any needs...

Full load to single case delivery, same-day and home delivery service, long and short-term storage solutions.

RCS Logistics is a member of the Freight Transport Association, the United Kingdom Warehousing Association and a shareholder member of PalletFORCE – providing a streamlined distribution process with significant efficiency savings.

Member of the United Kingdom  
Warehouse Association



Member of the Freight  
Transport Association



Shareholding member of:



Gold  
Corporate Member

The Chartered Institute of  
Logistics and Transport (UK)

Working in partnership with:



## Contact us today

NAME: Steve Gray

TEL: 01536 443900

EMAIL: [stephen.gray@rcslogistics.co.uk](mailto:stephen.gray@rcslogistics.co.uk)

WEB: [www.rcslogistics.co.uk](http://www.rcslogistics.co.uk)



# Ideal conditions

Roger Williams, chief executive officer of UKWA, considers the importance of clearly defined industry terms and conditions

Standard industry terms and conditions are principally a mechanism to regularise the commercial relationship between the supplier of a product or service and the supplier's customer. For a service provider, using standard terms is a cost-effective way of protecting your position, especially when dealing with numerous customers.

However, standard terms can only perform their function if they are effectively incorporated into the contract between the parties. Warehouse operators, hauliers and other logistics service providers need to ensure that the customer (and the owner of the goods, if not the same person) understands and agrees that the contractual relationship will be on the operator's terms. Seeking to rely on terms only to find that they have never become part of the contract is an easy situation to find oneself in, especially when handling goods that are owned by someone other than your customer.

It is always best to have your standard terms and conditions incorporated in writing, as proving that they have been agreed orally is not always straightforward.

It is important that hauliers who are looking to add warehousing services to their service portfolio have some form of storage contract in place as, surprisingly, goods held in a warehouse face a much

wider range of potential causes of damage than goods in transit. Once in the warehouse, careless handling – whether manual or by forklift truck, damp, fire, pest or even the proximity of other goods which have the ability to contaminate products stored nearby, are all potential causes of product damage. The value of goods stored may be high and, unless the warehouse keeper has dealt with the issue of value in a storage contract, he may be liable for the full value of the goods in the event of a disaster. It is, therefore, important that within all Contracts the responsibilities of the customer and the logistics service provider are made clear.

Very often hauliers, warehouse operators and freight forwarders quote more than one set of terms when dealing with customers. They may, for example, have separate storage terms and haulage terms. If a problem arises – say, a dropped pallet in the yard – it is sometimes not clear which set of conditions applies to that situation, and sometimes the legal position may be that none do.

That's why many companies in the warehousing and haulage sectors, use the UKWA Conditions of Contract as the basis for their standard terms and conditions. UKWA Conditions of Contract cover a broad range of services such as freight forwarding, haulage and, of course, warehousing. By using UKWA's Conditions our members do not have to prepare three different contracts to encompass these distinct areas of their business - one document is sufficient.

# PC HOWARD LTD

DISTRIBUTION & WAREHOUSING

## PC Howard Ltd

West Hay, Stamford Road, Kings Cliffe  
 Peterborough, PE8 6XN  
 Tel 01780 444444  
 Fax: 01780 444744  
 Web: [www.pchoward.com](http://www.pchoward.com)  
 Business Contact: Andrew Howard  
 Email: [Andrew@pchoward.com](mailto:Andrew@pchoward.com)

**PC Howard** is a family owned and professionally managed warehousing and distribution business, operating 100 vehicles and managing 300,000 sq ft of warehouse space on three sites at Peterborough, Corby and Northampton.

The company's warehouse management systems

utilise the latest computer systems to control and manage customers' stock. PC Howard's warehouses are modern, with fully racked facilities as well as the ability to store goods on a block stack basis.

PC Howard's range of services include the Picking and dispatching of full pallets as well as a



complete Pick and Pack service – picking cartons/or inners for individual orders. The compa-

ny is also able to provide value added services ie undertaking remedial work

**RANGE OF SERVICES OFFERED: Pick Pack, Unloading Containers, Racked facilities, Block Stack Facilities WAREHOUSING SPACE AVAILABLE: 300,000 sq ft HAVE YOU COMPLETED THE UKWA ANNUAL AUDIT? Yes IN WHICH YEAR WAS THE ANNUAL AUDIT LAST UNDERTAKEN? 2009**

MDA supports some of 'Britain's biggest brands' with the design, procurement and fulfilment of promotional merchandise and marketing materials. To understand how we might add value to your brands, please call our new business team directly.

**mda**  
 bringing marketing plans to life



Glenn Support Centre, Waterfall Mill, Queen Victoria Street, Mill Hill, Lancashire BB2 2GG  
 T: +44 (0)1254 277802 E: [info@mdalimited.co.uk](mailto:info@mdalimited.co.uk) W: [www.mdalimited.co.uk](http://www.mdalimited.co.uk)



Michael Davies and Associates Registered Office: As above. Registered in England No. 2165614



# ONWARD

01977 614007

**The Onward Group are now looking to create opportunities by evolving partnerships in the logistics field to further utilise their distribution based assets.**

An example of this is the Langthwaite Business Park facility. Consisting of two adjacent buildings providing a range of quality units of 30,000sqft, 60,000sqft 90,000sqft and 120,000sqft (Offering a total in both buildings of 213,500sqft)

With mezzanines this could extend to around 370,000sft Just over half is at 9.1m to eaves and the rest is at 12m

Both facilities benefit from ample dock loaders and surface doors, with large yards suitable for multi vehicle operation

Generous integral Offices

The site combined has over 1.2 MW of electrical capacity, if required

As a family business we have no corporate masters, so have the ability to move quickly when required, and be very flexible in our approach to business propositions in terms of length of commitment, fit out, staged entry, uses etc. So would hope to meet almost any possible requirement.

The immediate area has many large logistics users & operators, such as Next, Netto, WH Malcolm, so there is a plentiful supply of suitably experienced/qualified labour.

Located inside the triangle created by the M1, M62 and A1/M18 provides excellent access to all major conurbations and is also good for the Humber ports

If you are looking for a 3PL solution we have existing partnerships able to provide, immediately available, nationwide distribution services from parcel/courier quantity through to multiple full load movements. Also container de-stuffing, pick & pack and rework are undertaken.



#### **Also offered;**

- Over ¾ Million sqft of space throughout Yorkshire
- Retail space
- Managed office space
- Self storage facilities
- Industrial design and build.

#### **Onward Holdings Ltd**

**Onward Business Park  
Wakefield Rd, Ackworth  
Pontefract, West Yorkshire  
WF7 7BE**

**Tel 01977 614007**

**Fax 01977 616641**

**Web [www.onwardholdings.com](http://www.onwardholdings.com)**

**Email [sales@onwardholdings.com](mailto:sales@onwardholdings.com)**

**Business contact - Neil Storey**

**Agents – Andrew Miller CS  
01142362340**



# A fully functioning warehouse

A unique warehouse facility in Manchester is the perfect location to develop a wide range of skills needed in and around a warehouse

**W**TG is made up of 15 leading warehouse technology manufacturers and distributors who are committed to developing the sectors workforce, improving standards, and driving up productivity in Logistics. Each partner has provided expertise, and their latest products and equipment, which are sited at LRIC. All of the technology is fully functioning storing and managing live freight and used daily by staff and learners demonstrating to all, the cost savings and profitability gains that can be made.. Full details can be found at [www.wtglive.co.uk](http://www.wtglive.co.uk)

LRIC is a fully-operational high technology warehouse, training and research centre. It fulfils several functions including;

- a test bed to determine and demonstrate how different warehouse technologies work together to maximise warehouse performance;
- a learning centre to teach people how to best use the new technology;
- a fully commercial warehouse to ensure that the technologies can excel in the real world,
- a demonstration centre to enable warehouse operators to see the savings and improvements that can be made.

LRIC is operated by workbased learning provider Mantra Learning which offers a complete range of warehouse vocational and skills courses ranging from FLT operator and instructor to advanced picking techniques, Warehouse Apprenticeships and even a Logistics Management Foundation degree. Many of the courses are part or fully funded by the government..

The latest companies to join the WTG are Union Industries and Tennant . Union Industries has installed The Matadoor at LRIC, a crash proof, industrial, hi-speed

door with auto reset. Called the Matadoor it will play an integral role in the warehouse's training facilities and clearly demonstrates how productivity can be improved, security enhanced and heating bills reduced. The inclusion of the Matadoor fully prepares experienced and novice staff for the latest innovations in warehouse industry, including Union's innovative 'Crash-Out' system, which ensures the doors remain operable if hit by a vehicle.

Tennant has provided 2 floor cleaning machines to the centre which are used to keep the floor within LRIC clean and safe. They are also used to demonstrate how modern cleaning machines can enhance the appearance and performance of a modern warehouse.

With the addition of these two latest members the WTG can now offer prospective customers the opportunity to view, test and trial a comprehensive range of products and services that would be required in any modern warehousing operation

Phil Culling, co-founder of the Warehouse Technology Group and Chairman of Redirack Ltd, said: "Union's Matadoor and the Tennant machines are a fantastic addition to the Logistics Research and Innovation Centre. They demonstrate the quality and innovation that exists in the logistics' sector supply chain and are of huge benefit to the many learners gaining new skills and qualifications at the centre."

"To our knowledge there is not another facility like this in the UK and we invite anyone who is looking at a new facility or upgrading current operations to arrange a visit to the site. Subject to their specific interest we will have the necessary experts available to advise and answer any questions."

Executive Director of Mantra and WTG co-founder Mark Currie, commented: "WTG offers wall-to-wall leading-edge warehousing technology. It's a real eye opener for warehouse managers, who are often amazed at the time and cost savings that can be made if they remain up to date with advances.

Mark Currie adds:"Combining practical experience - such as offering learners the chance to familiarise themselves with innovations – like the CHESS warehouse management software and Psion voice recognition picking devices – with lively classroom learning, instils a deep and lasting change to the way learners and their employers warehouses work."



## InBond Ltd

Eaglescliffe Logistics Centre,  
Durham Lane  
Eaglescliffe,  
Stockton On Tees, TS16 0RW  
Tel: 01642 867000  
Fax: 01642 867070  
Web: [www.inbond.com](http://www.inbond.com)  
Business Contact:  
Melanie Nicholson  
Email: [mnicholson@inbond.com](mailto:mnicholson@inbond.com)

**InBond** operates a warehouse, storage and distribution centre in Eaglescliffe, Stockton-on-Tees. - a prime location to serve UK businesses. InBond specialise in



pallet handling and storage, document management and pick and pack operations. The company has vast experience in setting up new contracts to accommodate its client's full operational requirements from taking calls/orders to the distribution of the goods.

As a company InBond prides itself on providing exceptional value for its customers.



**RANGE OF SERVICES OFFERED:** We operate across three revenue streams offering five key logistics services including: • General & Bonded Warehousing • Distribution • Pick & Pack Service • Freight Forwarding • Document Management Service • Value Added Work • Freight Forwarding • Document Management service **WAREHOUSING SPACE AVAILABLE: 500,000 sq ft HAVE YOU COMPLETED THE UKWA ANNUAL AUDIT? Yes IN WHICH YEAR WAS THE ANNUAL AUDIT LAST UNDERTAKEN: 2008**

## Do you trade online?



Operating from secure Central UK facilities in NW England, 3P Logistics are a highly regarded order fulfilment company, providing flexible pay as you use "pick n pack services" to eBay, Amazon & own website traders. Our quality fulfilment services are further enhanced by our wider support services encompassing four divisions of Freight Management; Industrial Warehousing, e-Fulfilment and Distribution, providing a "one stop shop" for all your Supply Chain needs.

*The far reaching benefits of outsourcing to 3PL include:*

- Time:** We'll store, pick, pack and despatch your orders so you don't have to.
- Space:** More than 100,000 ft<sup>2</sup> of Warehousing space available.
- Money:** Capitalise from our flexible "pay as you use" fulfillment fees and great distribution rates.
- Growth:** Benefit from 3PL's full range of Supply Chain services.



**In Short**



**"You buy & sell - leave the rest to 3PL".**

Visit [www.3p-logistics.co.uk](http://www.3p-logistics.co.uk) / Call 0844 8712 011



E-mail enquiries@3p-logistics.co.uk

## FLEXTRONICS Global Services

Express Cargo Forwarding (ECF) is a wholly owned subsidiary of Flextronics International, forming part of the Flextronics Global Services (FGS) business unit.

Flextronics Global Services (FGS) is one of the most respected global providers of post manufacturing supply chain services. Our comprehensive suite of aftermarket services are fully optimized to the specific requirements of our customers operating within the computing, consumer digital, infrastructure, industrial, mobile and medical markets.

### Where We Are

Our expansive global infrastructure consists of over 20 sites and 14,000 employees strategically located across 17 countries throughout the Americas, Europe and Asia

### How We Operate

We operate with a clear understanding that how your multiple channels and products are serviced, is an extension of your brand. By leveraging our globally-integrated operations, supply chain network and IT systems we have the unique capability to offer globally consistent logistics solutions for your brands.

By continuously linking the flow of information from the forward and reverse supply chains we will create an integrated closed-loop throughout the lifecycle of your product. In doing so, we will drive the flow of information amongst your supply chain constituents, unlocking efficiencies previously not identified, and delivering tangible value to you and your customer now and in the future.



GEFCO's central UK based logistics warehouse is within easy access of the Midlands motorway network including; M6/M40/M42/M5 and just 8 miles from GEFCO's European Network hub in Coventry, West Midlands.

The logistics centre receives freight by all types of vehicles including side and rear loads, containers, palletised and handball loads and has 20 dock level loading bays and five ground floor access points. The site can also receive by rail through its adjacent rail head.

GEFCO offer a secure site with ambient storage in APR or bulk locations, allowing 20,000 standard pallets or 30,000 euro pallets or a combination. Bulk storage is also available for 8,000 pallets and stillages.

Decanting, picking and sequencing into required containers and line-side modules are just some of what GEFCO can organise from their UK logistics Warehouse. There are also areas dedicated to re-engineering, re-packaging and quality inspection.

GEFCO's IT system allows real time access to information, total traceability, FIFO and individual etiquette selection processes.



#### **Warehouse Configuration and Capabilities:**

- 21,000 m<sup>2</sup> @ 12m height
- Customs Approved warehouse capable of holding up to 38,000 pallets
- 20 loading bays including dock levellers and ground level
- Covered unloading facilities and secure yard area
- Highly secure with manned security and 24 hour CCTV, access control and alarms etc.
- ISO 9001 accredited and benefits from support services including;
  - Logistics and Supply Chain management
  - Overseas and Customs representation
  - Multi-user distribution throughout the UK and Europe

# UKWA names John Maguire as new Vice Chairman

UKWA recently announced the appointment of John Maguire (pictured right), sales and marketing director of Flexi Narrow Aisle Ltd, as its new Vice Chairman. John Maguire will work closely with the Association's current National Chairman, Derrick Potter, and will succeed Derrick as UKWA's National Chairman in 2011.

John Maguire commented: "The UKWA has a long and proud history and I am honoured and excited to be given the chance to contribute to the UK logistics industry's most influential trade association."

Roger Williams, Chief Executive Officer of UKWA, commented: "We are delighted



to be able to draw upon the services of someone of John's caliber. I am sure he will be a tremendous asset to our organisation."

John Maguire has held several senior posts within the materials handling industry and is widely known for his warehouse system design expertise. He is a Fellow of the Chartered Institute of Logistics and Transport.



## FORBES HR LTD LEADERSHIP IN TALENT MANAGEMENT

Management Recruitment  
Succession Planning  
Organisational Development  
Career Mentoring  
Talent Pipelines  
Human Resources Guidance

A totally flexible solution to all your people needs with objectivity, honesty, pragmatism and integrity as our core values.

HONORARY ADVISORS TO THE UNITED KINGDOM WAREHOUSING ASSOCIATION

Plum Park Estate, Paulerspury, Towcester, Northants NN12 6LQ  
01327 811111 [consultant@forbeshr.com](mailto:consultant@forbeshr.com)  
[www.forbeshr.com](http://www.forbeshr.com)



# Interoute

Interoute Transport Services

Interoute Transport Services is positioned centrally in Thame, Oxfordshire, close to J7/8 of the M40, with good links to Heathrow, London and the Motorway network.

Interoute is ideally located as a base for onward delivery throughout the UK and into Europe.



## Warehousing



Interoute has a 120,000 square foot warehouse, set on a 7.5 acre site and offers the following warehouse services:

- Container loading, unloading and palletisation facilities.
- Pick and pack.
- Dry bonded storage.
- 24 hour manned security with CCTV.
- Import and export services.
- Bulk stacking or racked storage to optimise space utilization.
- Computerised warehouse management system.

## Transport

Interoute is a member of Pall-Ex one of the UK's largest overnight pallet networks and provides an express pallet delivery service for small palletised consignments. We also offer dedicated transport facilities for full or part load deliveries, throughout the UK and into Europe. We have a mixed fleet of artics and rigid vehicles with both curtainsided and box bodies.



### Contact Us

Interoute Transport Services Ltd  
Rycote Lane  
Thame  
Oxfordshire  
OX9 2JB

Sales enquiries: 01844 266605  
Fax: 01844 261297

e-Mail: [sales@interoute-transport.com](mailto:sales@interoute-transport.com)  
Website: [www.interoute-transport.com](http://www.interoute-transport.com)



British Automatic Fire Sprinkler Association

# bafsa

promoting the greater and more efficient use of automatic sprinkler and other systems using water as a means of the control and extinguishment of fire

The British Automatic Fire Sprinkler Association is the oldest and largest trade association for the fire sprinkler industry in the UK and celebrated its thirtieth birthday in 2004.

BAFSA's members install more than 85% of the sprinkler installations in the UK and include a significant majority of third-party certified sprinkler installers as well as manufacturers, suppliers, contractors, insurers, the fire and rescue services and other interested parties. Many of the association's members also design and install watermist systems.

BAFSA works with other organisations in furtherance of its aims to reduce the toll of death, suffering, property damage, pollution and economic impact which results from fire.

●BAFSA provides authoritative information on the benefits of sprinkler systems and how sprinklers can play a significant role in saving life and property from the devastating effects of fire

●BAFSA is dedicated to ensuring that sprinkler systems are installed and maintained to the highest professional standards

●BAFSA participates at the highest level in decision-making processes in respect of fire safety

●BAFSA represents the views of its members in British Standards and other technical forums

●BAFSA commissions and publishes reports and position papers on fire protection problems which can be solved with sprinkler installations

For further information email [info@bafsa.org.uk](mailto:info@bafsa.org.uk) or visit [www.bafsa.org.uk](http://www.bafsa.org.uk)

**BAFSA – working to protect people, property and the environment**



## Focussed on your success

MACS Software Ltd. is a leading international provider of flexible logistics software solutions to companies throughout the UK, Europe, the Caribbean and Africa. MACS is committed to helping companies streamline their warehouse management and logistics operations to achieve lower costs, higher profits and satisfied customers - quickly and cost effectively.

OUR EXPERIENCE WORKING WITH LEADING NAMES IN FMCG, PHARMACEUTICAL, APPAREL, FOOD, CHEMICALS AND THIRD PARTY LOGISTICS WILL HELP YOU TO ACHIEVE GREATER SUCCESS.

- State-of-the-art warehouse management and logistics system
- Scalable (from 2 to over 100 users)
- HMRC recognised bonded warehouse solution
- Highly functional, flexible & modular system
- Low cost entry with rapid return on investment
- Class leading customer support and training
- Easily integrated with ERP, financial and transport systems
- US Government supplier
- Multi-lingual software

Call us on **+44 (0)1455 558 228** or email [enquiries@macs-software.co.uk](mailto:enquiries@macs-software.co.uk)

MACS Software Ltd. MACS House 4 St. John's Business Park Rugby Road Lutterworth Leicestershire LE17 4HB  
[www.macs-software.co.uk](http://www.macs-software.co.uk)



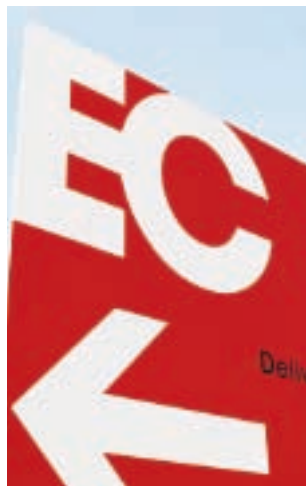
## EC Group

Swallowfield Way, Hayes,  
 Middlesex, UB3 1DQ  
 Tel: 020 8569 1918  
 Fax: 020 8813 6564

Web: [www.ecgroup.co.uk](http://www.ecgroup.co.uk)  
 Business Contact: Chris Tillin,  
 Marketing & Business  
 Development Manager  
 Email: [ctillin@ecgroup.co.uk](mailto:ctillin@ecgroup.co.uk)

**EC Group** is one of the UK's leading providers of specialist marketing support/ mailing house/ third party logistics services, providing a range of service delivery which includes Mailing and Fulfilment, Direct Mail, Warehousing, Storage and Distribution.

Working out of two



large scale fulfilment centres, the company's operations are tailored to meet each client's individual requirements, from the handling of simple one-off distributions and mailing campaigns, through to total project management of design, print, storage, fulfilment and distribution contracts.

**FACILITIES AVAILABLE:** Two logistics centres in Hayes, Middlesex and Grays, Essex, totaling 120,000 sq ft. Own transport supplemented with contract carriers.

**RANGE OF SERVICES OFFERED:**

- Customer Services** • Multi-channel contact centre services • Response handling and mail order fulfilment • E-commerce solutions and web fulfilment • Data-capture, database and subscription services • Merchandise sourcing and procurement • Loyalty scheme management
- Fulfilment & Logistics** • Collation and packing of product and POS kits • Warehousing and inventory management • National and international distribution • Returns and reverse logistics • Tracking, management and reporting
- Tailor-made and off-the-shelf packaging materials
  - Supply chain management

**Marketing Communications, Design & Print**

- Copywriting, editing and page layout
- Print on demand
- Direct marketing and mailing services – substantial hand enclosure capacity
- Email broadcasting
- Digital Asset Management
- Digital design - web-sites, catalogue management and online content proofing

**WAREHOUSING SPACE AVAILABLE: 120,000 square feet**

**HAVE YOU COMPLETED THE UKWA ANNUAL AUDIT? Yes. IN WHICH YEAR WAS THE ANNUAL AUDIT LAST UNDERTAKEN? 2009**



There is an evolution taking place and an old name is back, with a purpose. White Arrow Logistics has now been operating for over a year, as a warehousing based traditional logistics business. The new business has already secured 20 clients filling almost a quarter of available capacity.



# White Arrow Logistics: hitting the target

White Arrow Logistics is a national company employing a mix of permanent and temporary staff. It has established operating partnerships with other businesses, including Unipart Logistics, Yodel and Zenith Logistics. These arrangements allow the company to be very responsive to its customers' needs.

White Arrow Logistics can provide solutions for any part of the supply chain primarily warehousing, with transport, contract-packing, pre-retail merchandising and freight forwarding, including container de-stuffing. Its partners give the company global reach allowing for nationwide distribution and international inbound transportation.

It is a one-stop shop for clients that draw in expertise from its partners. The marketing strapline for the company is 'Fast Flexible Warehousing Solutions'. This sums up perfectly what it does. One of the most important concepts embedded in White Arrow Logistics' ethos is that working with other companies in the same industry and developing collaborative solutions allows it to give clients a first class service.

White Arrow Logistics offers the following warehouse-related services:

- Pallet storage and case picking
- E-fulfilment services for online retailers and e-nursery services for start-ups
- Product rework and pre-retail merchandising

- Commercial fleet operations vehicle out basing/trailer parking and cross docking
- UK distribution, consolidation services
- Freight forwarding and container de-stuffing
- Returns management
- Archived stock and document storage
- All supported by warehouse management systems With a portfolio of 2,000,000ft<sup>2</sup> from local units to major sites at Crick in the Midlands, Chepstow near the Severn Crossing and the 45,000 pallet facility located in Wigan the company has attracted several new small and large clients. At Wigan a new 130,000ft<sup>2</sup> high bay area opens for business in early 2011.

Mark Hansard, Head of Sales and Marketing, confirms that new clients are now steadily coming on stream: 'Our order pipeline looks likely to yield many new clients in 2010 and into 2011 and we are on target to meet our aim of establishing White Arrow Logistics as a significant participant in the sector.' The company has just been awarded the accolade 'Best New Member Warehouse Operator UKWA 2010', an achievement that they aim to build on. 'The pace and complexity of today's business require a high level of commitment and service from the supply chain,' says Mark Hansard. 'Logistics support is of vital concern to many companies. We recognise these requirements and have developed a service in tune with business needs across a range of industries. We are easy to deal with and the market is responding to this.'

Nick Hoare, Head of Operations, adds: 'At White Arrow Logistics we believe that logistics services should be kept very straightforward to ensure success. By keeping things simple, doing them well and being flexible White Arrow Logistics offers first class warehouse management solutions at its facility in Wigan to adapt to our customers' needs, we think we have a business model that retailers and manufacturers across a broad range of industry sectors will find increasingly attractive.'

White Arrow Logistics' aim is to become established as a preferred supplier in the marketplace it inhabits. Indeed, the company's future looks promising. It intends to grow the business quickly but will not compromise quality for volume.

Operating from such a large portfolio of sites allows for a number of commercial fleet 'parking' solutions to be rolled out and asset storage options to be considered. Bonded operations are being progressed as is the company's archiving model.

What customers say they like about the company is that they keep it simple and do not over complicate matters. Decision making is swift and White Arrow Logistics turning around a project in as little as 48 hours is not unusual though its record stands at three hours and 10 minutes!

Already the company has undertaken work on behalf of a number of blue chip retailers, manufacturers and third-party logistics companies, providing bespoke, tailored and flexible solutions. Continued growth in 2011 looks assured.

For further information, contact White Arrow Logistics. Tel: 07500 553962. Email: [enquiries@whitearrowlogistics.com](mailto:enquiries@whitearrowlogistics.com) or visit: [www.whitearrowlogistics.com](http://www.whitearrowlogistics.com)

# need more space?

warehousing industrial workshops distribution logistics



➤ **Warehouse Space throughout the UK**

➤ **Short & Long Term Lets Available**

➤ **Suitable For**  
Warehousing / Industrial / Workshops / Distribution

➤ **Supported By**  
Logistics / Fulfilment / Distribution

➤ **Space Brokering & Logistics Services**

➤ **Logistics & Supply Chain Consultancy**

## excess space?

Our efficient Space Brokering Service is made possible through a nationwide network of partners and companies who have surplus space due to down-sizing, seasonal trends or preparation for anticipated growth.

If you find yourself with surplus space why not let us find someone who can fill it whilst providing you with an additional revenue stream.



**Space Brokering & Logistics Services**

Call **01481 726 790** to arrange a **FREE** Preliminary Review