

DOWNTON delivers

Newsletter August 2011



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Welcome to our August edition.

The feedback from the inaugural newsletter was extremely positive and everybody enjoyed the opportunity to become more knowledgeable about our growing organization and to feel more involved.

A successful business is completely reliant on the quality of it's people and we will be once again awarding our Employees of the Month. The company has also enjoyed tremendous loyalty over the years, and in recognition of this we have also decided to celebrate staff with long service awards. We are delighted to feature these colleagues overleaf.

As we enter the holiday period, we hope you enjoy the seasonal good weather and we wish you very happy holidays and hopefully time with your families.

Best Wishes
Directors

Downton Dunstable Depot Celebrates it's 10th Year



Mary, Simon, Mark

10 years together at Dunstable

Our Downton Dunstable depot has now been open for 10 years and has been a very successful site. The General Manager Mr Simon Wright, started when the depot opened in conjunction with two others team members, Mary Flatt & Mark Knight.

Dunstable has now become a key part of our organisation and we operate a significant transport fleet from there. The Dunstable operational team comprising of Simon, Darren, Mary, Tracy Matt, Steve, Mark and Lisa manage the challenges of delivering within the M25 to tight deadlines extremely well.

Dunstable is primarily our magazine distribution centre for the very important South East area. They deliver magazines to a large area stretching from Lancing on the South coast up to Norwich in East Anglia. They are also responsible for all the London wholesalers which are by far the biggest delivery points for magazines in the country.

They pick and pack over 800 titles per month and will ship 150,000 tonnes of magazines per annum. This is done with a 99.8% picking accuracy and all deliveries are made to wholesalers within 15 minutes of their guaranteed delivery window.

Our first vehicles leave with the early editions arriving in London at 5am to ensure the first supplies arrive at the airports and railway stations. It is not untypical to make 4 or 5 waves of deliveries into London across the day.

Pets at Home Logistics Contract—Northampton

We are delighted to have been awarded the contract to supply all of the logistics for the new Pets at Home Southern distribution centre at Northampton.

We anticipate basing 20 vehicles at Northampton at the start but this will grow as new retail stores open. By spring 2012 we will be carrying out all of the deliveries to their stores in the South East.

We anticipate employing a team of 30 people to be based there initially.



Pets at Home Truck

Advantage Daily Mail

We have recently signed a 3 year contract with the Daily Mail to deliver all of their magazines. We will now handle extra titles on their behalf. This will be handled through our existing magazine network. Titles include The National Enquirer, Times Education Supplement and Hola are amongst the widely known titles.



Tesco Magazines

We have signed a contract to deliver all of Tesco's in-house TV and magazine titles.

Tesco expect significant growth of their own products and again this will be delivered through our magazine network.

More contract wins with UPM for carriage of RCF

With Councils committed to environmental policies and the reduction of landfill, our walk in floor fleet continues to grow at pace.

In the last two months we have won additional contracts with UPM to collect recycled paper from Surrey Council and Cheshire Council. We are also expecting to win several more over the coming months. These recent wins will mean an additional 20 movements daily from the South East alone.

News Bulletins

◆ Y Viva Espana

Our specialist ink tanker fleet are now delivering far and wide across Europe. Our trailers are in much demand and we now have 6 dedicated vehicles carrying out deliveries on behalf of Flint Inks. We have recently commenced bi-weekly deliveries from Holland to Madrid and this is expected to grow significantly as more Spanish customers switch to bulk deliveries. The journeys are taking 26 and a half hours from northern Holland to Madrid and the client is delighted with our service.

The trailers carry 4 separate colours in individual compartments and they are lagged and heated to keep the ink at the exact temperature. They have computerised weighing systems that calculates the exact delivery of ink to the kilo. All of the delivery points have sensors in their bulk tanks and they send a signal to Holland to automatically re-order once levels drop below a certain point.

Our driver team leader is Barry Parsons, and along side him his colleagues are Phil Clayton, Andy Guy, Terry Haines and Kevin Law. They are a highly trained team and do a fantastic job. The deliveries to Spain typically means being away from home for 2 to 3 weeks, and encountering temperatures of 37 degrees plus. We also have customers that require night time deliveries, meaning they work a mixture of day and night shifts in the same week!



Barry Parsons and one of the Ink Tankers

◆ Racking Extension at Hardwicke

Due to the continued demand for our storage services we have increased the racking at Quedgeley. At present we have the capacity for 12,500 double slot locations, and we are now increasing that facility to 18,500 locations. Jungheinrich were successful in winning the contract and work started on 23rd June with a 2 week completion date of 7th July.

Dyson are bringing out exciting new products later in the year and their stock holding is expected to grow.

◆ Wainwright Trailers

Pets at Home continue to grow from strength to strength . By now you will have noticed the increased amount of TV advertising they are using, to further enhance their position as the nations number one specialist Pet products retailer. There is now an emphasis on promoting their own label products in particular Wainwrights. The fleet based at the Stoke Depot recently took delivery of four new double deck trailers and we have a further 16 on order dressed in the Wainwrights livery.

We have assisted in co-ordinating the production of this new design which it has to be said looks very eye catching when out on the road. One of these new trailers was involved in a recent event in the North East called "The Great North Dog Walk" when nearly 20,000 dogs and their owners walked a 3.5 mile stretch of the coastline to promote the area. The previous year over 17,000 people joined the walk which at the time was a new world record and confirmation awaits as to whether this years event broke this record. The vehicle and trailer was positioned in a prominent position on the sea-front to highlight the brand with our driver helping the organisers during the day.



Ink Tanker

◆ Early Christmas Cards

We are currently receiving literally millions of Christmas cards, tags and wrappings on behalf of the British Card Company. These are all coming in containers from across the world, and they are being stored at Hardwicke prior to despatch to all the retailers for Christmas.



The start of the racking extension



Pets at Home Wainwright Trailers



Christmas Cards

People At Downton

Length of Service Awards

We would like to acknowledge and celebrate the commitment of our staff who have been here numerous years with a Length of Service Award.



Colin Brazington

20 YEARS SERVICE +

£500.00 award



Nigel Coppin

15 YEARS SERVICE +

£350.00 award



Ripton Campbell



Willie Smith

10 YEARS SERVICE +

£250.00 award

Andrew Heaven, Nick Picknell, David Dunne, Ashley Dowdeswell, Bob Woodward, Mike Lipscomb, Kevin Davis, Andy Screen, Richard Evans, Mark Osborne, Ian Blackwell, Bill Cox, Steve Parrott, Ken Pearce, Graham Kimber, Maggie Dobbs, Rob Day, Stephen Glover, Chris Davies, Roy Wellington, Terry Carter, Bob Neary, Andy Clutterbuck, Simon Wright, Mary Flatt, Mark Knight, Matt Reynard,

This month the following people have reached the 10 years service milestone

£250.00 award

Kevin Brill, Chris Hamblin, Lyn Eames, Jan Overthrow, Stephen Reynolds

CONGRATULATIONS AND THANK YOU!

2 New Apprentices

Downton has always maintained a philosophy that it is always important to ensure people are trained especially with regards to technicians maintaining the Downton fleet, as good technicians are "very few and far between". Following the success attained with Jourdan Elliott who at the end of his second year of his apprenticeship as attained his "Level 2" accreditation, our directors have approved the appointments of two more apprentices to work in the Gloucester workshop.

The two position were advertised on the web site for Bristol City Collage, and in total twenty-six applications were received, which is absolutely fantastic. Following the assessment of the tests, seven applicants were invited back for "one to one" interviews with Jo Manning (HR), Steve Jackson (Gloucester Workshop Supervisor) and Richard Catley (Group Fleet Engineer).

As a result of these interviews, two applicants have been offered and have accepted the positions of Workshop Apprentices. The two applicants, Chris Franklin and Oscar Smith will commence work on Monday July 18th.

We would like to wish them the very best in qualifying as Skilled Technicians in five years time.

A Day in the Life of: The IT Department

FOREWORD

The IT team state that one of the great benefits of working in their department is that no two days are the same. It only takes a phone call for all your plans for the day to be put on hold and our time diverted to the new request or incident. Each item of technology we use has the potential to stop working at any given time and we need to be able to respond to these failures in a way that reduces the impact of the failure to the user and the business.

On arrival in the office we often have some user issues and requests reported to us via email or left on the voicemail which may or may not require immediate attention. Overnight backups need to be checked and the various scheduled events that take place overnight checked for their completeness.

As a team we provide support to the users, the applications used within the business and the hardware infrastructure. Various IT projects are carried out to support business growth and business change together with the development of in-house software applications.

Today's online world is characterised with numerous PIN numbers, passwords, user accounts etc and when a new person joins the company we add to this by creating network account details, email accounts, email distribution group membership, domain security group membership, various phone directory entries, online vehicle tracking accounts, security system accounts, user accounts for the applications the user requires etc. And when someone leaves the company the previous list all needs to be updated to reflect this.

Company fact: on 29 June the company sent 4870 emails to each other and received 3717 emails from the internet, of which 813 were filtered out as been SPAM.

James:

"In my seven months at Downton I have been challenged with projects such as implementing FleetMaster at Moreton Valence and Runcorn, re-designing our Gateway intranet, and installing IT systems at our new Runcorn depot. I am enjoying providing IT support across the company, and the diversity of my role, while getting to know lots of great people at the same time!"

We will be featuring departments to give you an insight into their work load and how they impact the business.

Enjoy getting to know your colleagues!



Tony, James, John

As an example, today we carried out the following tests:

- ⇒ Reorganise email data on server to enable quicker backups
- ⇒ Order two new laptops
- ⇒ Repair users corrupt offline email file
- ⇒ Reconcile fuel delivery data
- ⇒ Run month end warehouse stock reports
- ⇒ Give user access to the Trailer Movements database
- ⇒ Organise the extension of the Runcorn network
- ⇒ Check the connectivity of a broadband circuit that was down for part of yesterday
- ⇒ Continue the rewrite the Health and Safety intranet pages
- ⇒ Print barcodes for magazine rework
- ⇒ Dip the diesel tank
- ⇒ Order replacement fuel card
- ⇒ Investigate missing data in the ePOD system
- ⇒ Modify data import program to handle a new spreadsheet layout
- ⇒ Create new data import program for Tesco orders
- ⇒ Check a users BlackBerry synchronisation

We support all of the Downton depots . If you need any assistance please email us on IT@downton.co.uk

Employees of the Month

We have received an array of nominations from management throughout the company and after a long difficult deliberation we are happy to announce we have three winners of Employee of the Month in July!



GARY TILEY—Gloucester

We received a lovely letter from a member of the public thanking Gary for his efforts. Gary truly went above and beyond.

The letter writes *“Can you please pass on a very big thank you to Gary Tiley who assisted my Dad & his partner this morning (Weds 20th April) on the M6 by Stafford. Their car was clipped by another vehicle on the motorway, they pulled onto the hard shoulder very shaken up when Gary also pulled over and very kindly called the police and waited with them until the police arrived. My Dad & his partner Brenda are both in their sixties and were understandably anxious, they both say he was a lovely, kind man and wish to thank him for his help. I would also like to thank Gary as he definitely made their bad situation easier.”* Joanne Davies



MARY FLATT—Dunstable

Mary is a much loved colleague who is famous for her cheerful and happy banter. She takes everything in her stride and is a critical member of our magazine team not least at Dunstable but nationally as well. She has also impressed everybody with the way she has also helped implement the extra workload from our UPM operation at Tilbury. She is also closely involved in the current process to update our magazine databases. Well done Mary, your Barbara Windsor laugh always brightens our day.



ZAHID KHAN—Stoke on Trent

Zai has won because of his proven ability in such a short time and his willingness to succeed. Zai has shown great enthusiasm for the task of Supervisor at our Pets at Home operation at Stoke on Trent. He has developed extremely quickly and is well respected. He impressed everybody by his desire to pass his National CPC exams and this was done by his own fruition after privately studying at home. He is eagerly awaiting the result of this International exams which he sat in June.

New Starters

Runcorn Depot

Tony Clowes - Traffic Team
Colin McCarthy—Administration Clerk
Adam Clibery—General Operative
Lee Murphy—Administrator

Dunstable Depot

Ian Draper—LGV Driver

Gloucester Depot

Barry Clarke—Traffic Team

Complimentary Tickets Gloucester RFC



As you will know, Downton sponsor Gloucester RFC and with the new season approaching we have 50 tickets per match to issue out to Downton staff.

For ticket requests* please contact Kate Downton on kate.downton@downton.co.uk or 01452 888 239

* Maximum of 4 tickets per request

Contact Tracey Betts—PA to the Directors
Tracey.betts@downton.co.uk— 01452 888 215 or Ext 456