

dispatch

SUMMER 2018

Russell Group Newsletter



INSIDE...
Meet Carntyne's
Transport Team

The Group's New Health
and Safety Manager

Russell's Warehouse
Investment

Developing the
Young Workforce

Continuous
Improvement

Business Unit
Updates



**"The company
continues to
adapt and
evolve"**

Alan Poulton, CEO



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RUSSELL GROUP DELIVERING YOUR PROMISES

Welcome to this year's edition of **dispatch**. We have a variety of Group news and events to update you on, including our recent investments and our support in Developing the Young Workforce. Read about the Health & Safety changes across the Group and hear from some of the newest members of our team. This is your newsletter so if you have any news for future editions please send it to marketing@johngrussell.co.uk

contents

p02

• Welcome and message from the CEO

p03

• Group announcements

p04 - 09

• News and events across the Group

p10

• Customer Profile: Innis & Gunn

p11

• Meet the Carntyne Transport Team

p12

• Employee news

Our Business Continues to Evolve



It is often stated that the only constant in business is change. How true that is when we look at both the external and internal changes we have recently experienced or we are about to!

One of the most prominent is "Brexit" and what that will mean to each of us personally and then how it will affect us collectively, as a country, a business, and so on. We continue to work with trade organisations, the CBI and HMRC Customs & Excise, to better understand what may happen and how we will manage the outcomes from different scenarios. The bottom-line is that nobody knows what the final agreement will look like, but we need to be ready for change. Many of our customers are in the drinks, food and consumer goods market sectors and we continue to monitor, as best as we can, how the supply chain services we provide may be affected and how we would adapt to the changes. How we would adapt to the changes will be key and, whatever they are, I have no doubt that our Business Unit Teams will rise to the challenge.

From an internal perspective, the Company continues to adapt and evolve. Flexibility and speed play ever more important parts in the demands of our everyday business lives. We have demonstrated how quickly we can respond to a key customer's evolving requirements yet again, with the acquisition of a near 25,000 square metre warehousing facility in Cumbernauld, which is situated around 400 metres from our other facility in the area. We have also won and successfully implemented a bulk gas distribution supply chain contract which stretches across the length of the UK mainland and demands a high level of specialist training for all those involved.

We have seen the organic growth of the movement of bulk oils on behalf of another key customer and have also won a significant increase in "long distance" work with another. The cask storage business continues to grow, and we continue to explore options for both the smaller / medium sized customers, as well as the large producers who require a significant amount of space to "lay down" their products.

Our Engineering Vehicle Maintenance and Fabrication businesses continue to grow their expertise and have added a number of new, external customers in addition to being recognised as agents for a number of well-known companies.

E-fulfilment continues to grow, both as a market and our share of it. Our solutions continue to adapt to the ever-growing need for accuracy, speed and service quality.

We continue to develop links with young people via schools and apprenticeships. We also appreciate that the future of the business is reliant upon us developing our people and equipping them for the future. Therefore, we have a number of training initiatives addressing this.

Underpinning our operating activities are the Group functions which aim to support each and every Business Unit, particularly during new business start-ups, the opening of new facilities, the recruitment of new employees etc. It should also be clearly noted that the Company will continue to encourage a positive health & safety culture and will promote this through all appropriate means at its disposal.

Again, a big thank you to our customers for their business and all of our employees across the UK who, each and every one, contribute to what this Company has achieved to date and will continue to do so, long into the future.

Best Wishes,

Alan

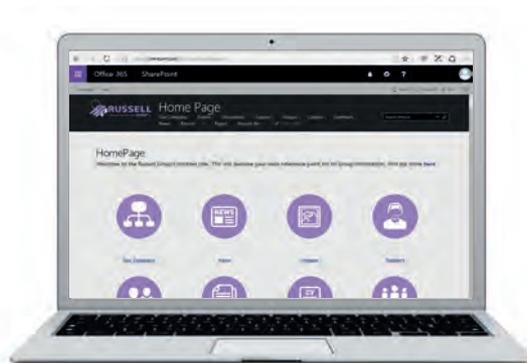
Come and Join Carntyne at our Annual Health and Safety Day

Carntyne continue to 'drive towards safety' with our annual Health and Safety Day, taking place at Blackgrange on 5th July this year. The team are busy planning the event, which will be delivered through interactive stations focusing on areas of health, safety and risk that are topical and relevant to the operation.

The Health & Safety Day remains pivotal in assisting Carntyne drive down minor injuries and help improve overall safety awareness. We welcome employees from across the Group to join us on the day, with the intention to make it accessible to as many of the team as practically possible. We look forward to seeing you in July!



Team members working together on last year's interactive station



Have you tried the Intranet?

The Group's Intranet site is designed to share important information and documents from across the business units. The site offers a wide range of features, including: company information, Group newsletters past and present, an image and video library, including Group and partner logos, and IT support.

One of the main purposes of the Intranet is to access Group documents. Please let us know which documents you would like access to and we will make sure they are available and up-to-date. The Intranet also features the opportunity to create team sites to share documents and discuss projects.

We invite any questions or suggestions on what you would like to see on the Intranet, email marketing@johngrussell.co.uk with your comments.

A warm welcome to Stuart Kerray, the Group's New Health and Safety Manager

Before joining the Russell Group...

I served in the British Army (Royal Engineers) for 22 years, achieving the rank of Warrant Officer Class 2. In that time, I completed operational tours in Iraq, Bosnia, Kosovo, Northern Ireland and Afghanistan. After completing my service in 2016, I embarked on a new career in health & safety with JW Filshill Ltd and KDM Shopfitting Ltd prior to joining the Russell Group.

I am NEBOSH qualified...

with certificates in Environmental Management, Fire Safety & Risk Management, Construction Health & Safety, and Occupational Health & Safety. I am also an IRCA Certified ISO 14001:2015 Lead Auditor, with a Level 2 Award in Principles of Hazard Analysis & Critical Control Points and a First Aid at Work Instructor.

I was attracted to the Russell Group... due to the challenges the role will bring.

I want to grow and develop my skills, but also to be able to bring my contribution to the development of the Group.

I am looking forward to my new role which will include... mentoring other safety professionals within the company. I will enjoy getting out, working with the business units and ensuring they all play their part with regards to Health and Safety. The training aspect of the role will also play a big part and this is where I can really enthuse the safety culture within the Group.

I have learned a few key lessons through my career that I've embraced and they are...

- Don't rest on your laurels. Instead, always strive for something outside of your comfort zone.
- Believe in the power of failure. It's the best way to learn. Learn from those mistakes, and don't repeat the same ones.



- Don't be afraid to do the unexpected. That nervousness you feel means you're growing.

Many things keep me enthused about my career... I like to be a part of a team with a lot of bright people who have interesting ideas. Learning new things has always been a great motivator for me. In every job I've had, I believe I've always been able to learn something new or discover a new way to look at a problem.

My interests outside of work are... to ensure that I keep fit through going to the gym and running. I like to spend time cycling during the summer months, but my favourite hobby/sport would be spending time on my snowboard in the mountains.

SWA Members' Day

The team at Carntyne were proud to sponsor the Scotch Whisky Association (SWA) Members' Day this May, an annual event which Carntyne has been sponsoring now for the last three years. The day is an excellent platform for individuals and companies in the SWA to meet and discuss key topics facing the industry, especially in this time of change.

This year's event was on Brexit; discussing the practical steps companies should be taking to prepare for it, taking into account possible impacts on export/import procedures, the supply chain, people and access to key markets. As a leading provider of bulk transport to the Scottish Whisky and Spirits Industry, it is important the company keeps up-to-date with the issues in the marketplace and Carntyne are always happy to support the industry where and when we can. Pamela Peacocke from the SWA said, "Thank you so much for sponsoring the Scotch Whisky Association Members' Day 2018. These types of events are a good opportunity for member companies (large and small) to come together to learn about the issues facing the industry."



Multimodal 2018

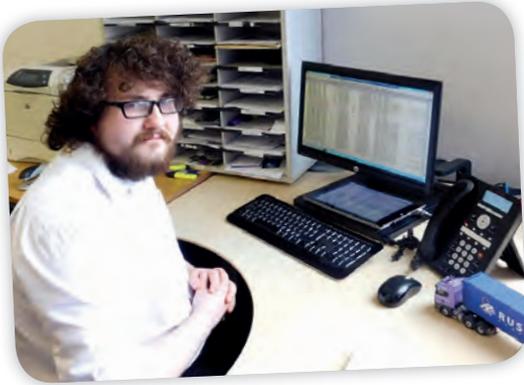
This May, Russell Group representatives exhibited at the annual Multimodal exhibition at Birmingham's NEC arena. Now in its twelfth year, Multimodal is the UK and Ireland's premier freight transport, logistics and supply chain management event, with approximately 9,000 visitors attending each year. The 3-day event gave us the opportunity to meet with our current customers and partners, where we had the chance to discuss existing and future projects. We also met with potential customers, showcasing our services and solutions at our stand in the Rail Freight Group Pavilion. The team took part in various seminars throughout the week, discussing topics such as leading innovation in the Logistics Industry and FMCG by rail. We are already looking forward to Multimodal 2019 where we hope to see continued success from this event.

Cumbernauld Warehouse Investment

The Group has recently invested in a 265,000 sq. ft. warehouse facility to accommodate continued business growth. The newly purchased warehouse, situated in Cumbernauld, Glasgow, will add value to the Group's existing warehousing and distribution solutions, offering further storage to current and potential customers. As market demands increase, the company has ambitious plans for growth and the new site will be vital towards its success.

The warehouse purchase is a significant investment and complements our existing portfolio of around 1 million sq. ft. of warehousing across Scotland. The Cumbernauld site, strategically located beside the M80, is a welcome addition to the company's range of logistics services and is now fully operational with customers already taking advantage of the added storage space.





Meet Edward

Edward is a member of Russell's Transport Team in Coatbridge, managing customer orders for the rail side of the business. Find out more about Edward and his role below.

I started working for Russell... in October 2017. It has been an interesting experience so far with many ups and downs but overall it has been an enjoyable one.

Before I started working for Russell... I studied at New College, Lanarkshire for one year and achieved an HNC in mechanical engineering.

I was interested in working for Russell... as it was a different environment from what I was used to, which brought about new challenges and the opportunity to learn new things.

My working day entails... loading up the systems I need for the day; Outlook, TOPS

(the transport management system) and Transwide which is used to book loads. I will check emails and deal with the customer orders that start coming in by booking goods into the system, as well as the end customers' systems. I will then check for pallet orders on the chep system. When our train consist comes through at approximately 11:30, I will check it against the day's running sheets to make sure everything ties up then rail plan the jobs in TOPS. I will keep checking each system and booking up loads throughout the day. At 4:30pm, the last train's consist comes through which I will check and rail plan, one of my last jobs of the day.

The best thing I enjoy about my job is... the people I work with as they are all friendly

and willing to help out if needed. I am gaining valuable experience which will assist me to progress within the traffic department.

The challenges I face in my job involve... orders being late or cancelled, orders being re-keyed, and drivers being held up on collections/deliveries. These challenges can affect our service levels so we are keen to work closely with customers, communicating throughout the day to minimise these issues.

My hobbies outwith work include... gaming on my PC. I enjoy playing a variety of games including Starcraft 2 and League of Legends.

A lot of people don't know that... I have a keen interest in drawing and art.

Supporting the Young Workforce

In April this year, Scott McIntyre, Business Unit Head of On-site Logistics and Cask Storage, became a dragon for the day at Alloa Academy. Second year pupils participated in a 'Dragons Den' themed competition where they had to design, build and present a board game to the dragons. Hear more from Scott:

"I was part of a panel of dragons watching the presentations, with the difficult job of having to choose a winner. The dragons were from a variety of backgrounds, from a local shop owner to managers in the business world, as well as individuals from Skills Development Scotland and the local authority. The pupils were fantastic; they put a lot of work into the competition and their presentation skills were incredible. It was a great opportunity for the pupils to interact with people from the business world, be challenged and increase their presentation skills from a young age.

I have been working closely with Developing the Young Workforce Forth Valley recently, where I have been given the opportunity to support and encourage young people in their career choices in the Clackmannanshire area.

Carntyne is one of the largest employers in the local area so I think it is vital we are involved in local events, especially if they inspire and motivate young people.

I have also been involved in other projects such as site tours of Blackgrange and mock interviews for 5th year pupils. This was a welcome opportunity for the pupils to improve their interview skills. Another local event I attended recently involved 'quick career questions' where 4th year pupils had the opportunity to ask career related questions to individuals from the local community. These types of events provide young people with more information to make informed decisions when choosing their next step after school.

The team at Carntyne have built a strong relationship with Developing the Young Workforce Forth Valley and look forward to supporting more events in the future."

Michelle Carr, Programme Co-Ordinator from DYW Forth Valley, said "The importance of business engagement in schools and further education cannot be underestimated.

If young people are better informed about what careers are available and the skills and knowledge they need to succeed, they can make better choices and decisions about their future. Businesses can motivate and inspire a pupil by giving them an opportunity to benefit from their knowledge and on the job practical skills and can also help them develop their soft skills such as self-confidence, assertiveness and communication. I have to say a big thanks to Scott and Carntyne for getting involved as working together, we can help make a difference."



Scott on the day with Mandy Campbell from Business Gateway

Linda Strong has recently joined the Group as Contract Packing Manager. We take some time to find out more about Linda, her previous experience and her plans for the Contract Packing business.

Q&A WITH LINDA STRONG



Pictured: Linda Strong with her team and Hillington Site Manager Gerry Divers

Can you tell us about your role and responsibilities within Contract Packing?

I see my responsibilities as the overall running of operations in a productive and cost-effective manner, while maintaining good customer relations. To achieve this, it is important that I have a strong team and to make sure the members are all pulling in the same direction, ultimately to provide good customer service to enable continuous growth, all whilst maintaining a high-quality service for our ever-expanding customer network. It's important that I, along with my managers, drive the team to be the best that they can be. This will not only aid individuals, but also the company. I firmly believe that a happy workforce is an extremely productive workforce.

Can you tell us about your previous work experience?

I have a vast amount of experience, particularly in third party rework. I worked at Glasgow airport which was initially for the summer season but ended up lasting thirteen years. I ran the production for an inflight catering company which started as a very small family run business and is now a world leader in its field. I then joined the world of third party rework and have continued in this field ever since.

What drew you to join Russell Group?

Although I had an enjoyable seven years at my last company, I felt it was time for pastures new. I met Joe Thomson for a coffee and his enthusiasm for Russell was extremely infectious. The rest so to speak is history.

What observations have you made since joining the business?

Well, I was looking for a new challenge and I certainly got what I was looking for! I joined at a time when Contract Packing had been through a difficult year due to the volumes that hit through new customer projects. I know from experience how difficult this must have been for Russell - the challenges they faced from customers and suppliers. From speaking with the customers, it was a learning curve for them as well as they couldn't have foreseen the challenges that arose through supplier issues, storage space and container shortages which led to a knock-on effect for Russell. On completion, this left an impact; morale was extremely low, and processes had broken down which led to customer service taking a hit.

What changes do you see for Contract Packing in the next six months?

New processes have been implemented and have been running now for the last six months which has brought much needed improvements. Along with new machinery and additions to the team, this can only prove to be a step in the right direction. Not only will this aid performance and productivity, but will also increase revenue which is extremely important if we are to have investment to become the very best we can be. Speaking with our customers now, the feedback is positive but there is always much more that can be done.

What opportunities and challenges do you see ahead?

From July to the end of October we will be up against it and this is our chance to deliver a profitable, quality service. The

challenge is to keep the team focused on maintaining the service they provide and to prepare them for when the business hits peak. This will enable them to come out the other side with morale high and to see the benefits of what can be achieved. The aim is to get more consistency throughout the year as opposed to having four months' peak.

What keeps you enthused about your career?

Challenge and new business opportunities are what I thrive on! Seeing people develop and grow to become better than they could have imagined by building on their strengths and showing them how to manage their weaknesses as let's face it, we all have them. People need to know that they are important in whatever they work as, it's a much-needed part of enabling the business to grow.

Can you tell us something about yourself people might not know?

I love Geology and have been fortunate to stand on an active Volcano and recently stood on my first Glacier, although they did ask me to remove my heels.

If you didn't have to work what would you do?

I would definitely love to travel more, even if it's just around Scotland as our country is absolutely stunning. I have been fortunate to have travelled to some beautiful countries, but nowhere compares to home. I would also love to do some charity work which I have done in the past as I believe it's good to give something back to those less fortunate.

St. Augustine's Primary School Careers Fair

In May this year, Eddie Grier and the transport team's newest member, Sam Cummings, attended a careers fair at St. Augustine's Primary School in North Lanarkshire. The team at Russell thought it would be a great way to develop and encourage young people into thinking about their future careers. It also gave Sam a great insight into the business on his first week.

This event was for pupils aged 7 to 11, with a clear focus on Developing the Young Workforce. The pupils visited the stands to help them understand what working is like and what opportunities are available to them in the future. Eddie welcomed questions such as, "How long have you worked for Russell Logistics?" (39 years this year!) "Why did you choose this career?" (It really chose me, and I've not looked back since) and "Can anyone work in transport?" (Yes! There are so many different parts to the business).

The company's goal is to continuously build relationships with local schools and the community, communicating the importance and benefits of logistics and getting people as excited about it as we are. We look forward to attending the next event and hopefully to have some new recruits in 5 to 10 years' time...

"I would like to express my gratitude for supporting our Careers Fair once again. Your support on the day greatly enhanced all we have been doing to Develop the Young Workforce, a key driver within Scottish Education. Thank you."

Caroline Docherty, Headteacher at St. Augustine's Primary, Coatbridge



Continuous Improvement at Hillington

Hillington Business Unit Director, Joe Thomson, talks us through Lean Six Sigma; a powerful, proven methodology of improving business efficiency and effectiveness, which he plans to introduce to the Hillington site.

There are some key principles of Lean Six Sigma to bear in mind:

- Focus on the customer
- Identify and understand how the work gets done (the value stream)
- Manage, improve and smooth the process flow
- Remove non-value-added steps and waste
- Manage by fact and reduce variation
- Involve and equip the people in the process
- Undertake improvement activity in a systematic way

Six Sigma relies heavily on following the DMAIC process of Define, Measure, Analyse, Improve and Control, which we will use for some specific projects. However, I plan for us to use Lean more frequently than Six Sigma. By using Lean tools and techniques we can use Kaizen. The term Kaizen is derived from two Japanese characters; kai, meaning "change" and zen

meaning "continuous improvement." Eliminating waste in the value stream is the goal of Kaizen. The PDCA Cycle is the Lean working structure – the system for executing Kaizen. The acronym stands for:

PLAN

Create a plan for change, identifying specifically what you want to change. Define the steps you need to make the change, and predict the results of the change.

DO

Carry out the plan in a trial or test environment, on a small scale, under controlled conditions.

CHECK

Examine the results of your trial. Verify that you've improved the process. If you have, consider implementing it on a broader scale. If you haven't improved the process, go back and try again.

ACT

Implement the changes you've verified on a broader scale. Update the standard operating procedures.



Q&A WITH ANDY GARDNER

Andy started working for Russell Logistics in 1999 as an 18-year-old and is now in charge of maintaining and improving the Health and Safety at Russell's Hillington site. We find out more about Andy's journey and Health and Safety at Hillington.

What was your first role when you started working for Russell Logistics?

When I started, I was taking over from Barry Henderson who was moving to another part of the operation. My tasks ranged from booking vehicles in and out and despatching from the system. From there, I spent some time working for Russell International, but to be honest, working in transport was not my calling to put it mildly! After Russell International moved to Cumbernauld, I was very lucky to be given the opportunity to stay on at Hillington within the warehouse. I started off doing the usual tasks allocated to new warehouse operatives, such as handballs. However, very shortly I was given the chance to become a forklift operator and was also trained in operating the locomotive which was used to bring goods into site using the rail network. I have spent most of my time with Russell in the warehouse where I have been involved in various contracts.

Where has your journey led to?

About three years ago, I was asked if I'd be interested in being put through my NEBOSH General Certificate in Health & Safety. From then on, I was involved in the health & safety of the site whilst doing my other duties as Warehouse Supervisor. From the start of 2018, there has been a much bigger shift and my role is now dedicated to maintaining and improving the health & safety of the Hillington site.

Can you tell us what your new role involves?

My role involves working with all Business Units within the Hillington site, to help keep the health & safety management system maintained and develop a process where we can manage outstanding audit points and

close them off. I am also responsible for investigating any accidents and incidents which occur on-site and advising on any remedial action necessary.

How will your previous experience help you in your new role?

I have worked for Russell on the Hillington site for 18 years which is nowhere near the longest! I feel that starting in the office and working in various sectors has given me a pretty good idea of the site and the activities we undertake. In my opinion, it can only be beneficial to have someone with such varied knowledge of the site.

What is your vision for Health & Safety at the Hillington site?

Ultimately, I want everyone who sets foot onsite here to go home safely, where everyone has a chance to express any concerns they may have in an open and transparent environment.

Can you tell us more about the Health & Safety Committee?

As part of the audit process, we found that although Health & Safety is dealt with from the top down, there was no real forum for employees in all areas of the Hillington site to discuss their concerns and ideas. Forming the committee was a response to that. Ideally, we are looking for representatives from each Business Unit to engage with colleagues and bring any concerns or ideas for improvement to the meetings. The benefits are clear; staff from all areas on the Hillington site will have a voice. In addition, the meetings will have a rotating management presence to help answer questions. An added benefit is that the reps will be permanent committee members, so through time this should create collaboration among



all involved. The committee is also used to track audit progress and make improvements come the next audit.

What opportunities do you see ahead?

What I have found from the initial meetings is that some Business Units within Hillington are slightly removed from what is going on within other areas of the site. Being part of the committee should create a safer workplace and foster better communication and understanding among all areas of the Hillington site.

What challenges do you see ahead?

It's funny how I can think of loads of challenges! The fact that the Health & Safety committee is newly formed might make it difficult for people to buy into straight away. The only way to change minds is to show progress, action and communications from the meetings. I hope that when people see positive change from the meetings, they will feel they play an important part in helping improve Health & Safety onsite. Personally, my biggest challenge is taking in the vast amount of information that comes with the job. However, the best way I can learn is by doing. On any given day, I can be discussing manual handling in the warehouse, looking at DSE regulations for the office, then discussing audit progress and how to move forward.

When you're not working what are you most likely doing?

I recently moved to Shawlands from Renfrew so I'm enjoying exploring the area and visiting pretty much every restaurant around. I enjoy running and cycling to keep fit which has become very important recently due to all the overeating I've been doing!

A new market sector for Russell Transport



In August last year, the Transport team at Russell Logistics won an exciting new contract with SGN, a leading UK gas distribution company. This is a new string to our bow, widening our experience in yet another market sector. Find out more about the contract below.

Our Team...

is made up of an account manager and upto 20 drivers. For the first six months of the contract, Peter McGarry did an excellent job in the role of Account Manager, while Stuart Graham was training our drivers on the safe systems of work when loading gas. Stuart has now taken control of the account management of the contract which involves communicating with the SGN team, planning the routes, and managing the drivers. Tom Forsyth is carrying out continuous training with the drivers to maintain the high level of health & safety required.

The team moves...

LNG (Liquefied Natural Gas) from Isle of Grain and delivers it to Oban, Campbeltown, Thurso and Wick. The LNG is moved in ISO tanks which are loaded onto the train at Russell's Daventry rail terminal for Freightliner Coatbridge, where they are collected by our drivers for the onward journey. The team also moves LPG (Liquefied Petroleum Gas) in 24 tonne Hobur road tankers, which load at Grangemouth for delivery to Stornoway. Russell use 12 vehicles for the contract; three of which are fitted with pumps to off-load the LPG at Stornoway.

Trial

Later this year, Russell Logistics will be carrying out a trial to lower carbon emissions, by moving part of the journey from road to rail. The tanks will be loaded onto our Daventry - Coatbridge service as normal before they are short shipped to Mossend for the Inverness train. They will then be offloaded and straight onto vehicles for delivery to Thurso and Wick. This change will mean the tanks will travel 484 miles on rail compared to 714 miles by road, cutting Russell and SGN's carbon footprint significantly.

Meet two of our drivers on their SGN routes

The Stornoway Route

A lot of people don't realise that our trucks travel all the way upto Stornoway and back. Our drivers get the overnight ferry from Ullapool, arriving into Stornoway at 5am, before heading to the SGN site. When the driver arrives at the site that morning, the SGN team are ready to take the delivery. The unloading process then begins which could take upto 4 hours. This involves setting up the pipes and hoses, carrying out the required checks and then unloading the gas, monitoring at all times. Once the tank is unloaded, the team shut everything down together, sign paperwork and the Russell driver leaves the site with the gas pressure of the empty tank down to a safe level to travel. The afternoon is then spent



in Stornoway before getting the ferry back to Ullapool. Some of our drivers spend the week on this route. They communicate with Stuart throughout the week, either by telephone or through their tablets.

Charlie O'Donnell, left, has been with Russell Logistics for 11 years and he thoroughly enjoys working on the new contract. "The SGN work is really challenging and exciting as you are always carrying out checks. It keeps you on your toes all the time and there's lots going on in one day. My free time in Stornoway usually involves going for a wander if the weather is nice, and of course a trip to get Stornoway black pudding for my friends and family."

The Campbeltown Route

Our route to Campbeltown involves starting at Coatbridge, getting the ISO tank lifted onto a trailer then carrying out all the

safety checks and paperwork. It is then a four hour drive to Campbeltown with stops along the way for breaks and more safety checks such as overheating, brake temperature etc.

The same unloading process is carried out and once complete, the tank is taken back to Coatbridge for the train to Daventry, heading for Isle of Grain.

Craig Russell, below left, has been with Russell Logistics for 4 and a half years. He has worked on various contracts in his time here but says his favourite so far is this one. "I enjoy it as it is very varied, every day is different and it's a massive learning curve. You always have to have your wits about you; checking your mirrors and carrying out safety checks throughout your journey. I prefer to go away long distances, get on the road, and see the sights when I stop for my breaks".



**E-FULFILMENT
CUSTOMER PROFILE:**

Innis & Gunn

In September 2017, Russell Logistics' e-fulfilment team started working with the Edinburgh based brewing company, Innis & Gunn, providing them with an integrated e-fulfilment solution for their online shop. This solution involves pick, pack and despatch of Innis & Gunn's online orders, which includes their impressive range of crafted, full flavoured beers and point of sale materials.

To arrive at this solution, our IT department worked closely with Innis & Gunn and their website developers on the interface for their online shop. This involves an electronic data interchange, better known as EDI, that connects the online shop with our Warehouse Management System. Many of our customers are switching to this electronic messaging system due to the numerous benefits that come with it; the customer's online shop receives a real time stock profile and limits overselling of products; EDI streamlines the order processing and sends live orders to the operational team quickly; EDI offers detailed tracking numbers and alerts to the customer and the consumer once the order is despatched.

Our e-fulfilment team includes Jackie, Chelsea and Natalie dealing with pick, pack and despatch, Sharon and Alison, covering administration and customer service to ensure a smooth experience, and the Group's IT team, responsible for EDI. The team have been busy working with various B2B and B2C customers and product types, such as spirits, confectionery and clothing to name a few.

Joe Thomson, Hillington's Business Unit Director, said: "Innis & Gunn were looking for a partner to work with to help support planned growth via an e-fulfilment route. We worked closely with the team at Innis & Gunn to create an interface between both companies to introduce real time product availability online for Innis & Gunn customers whilst also reducing the delivery time.

Like any new project, we had some



challenges along the way, but the collaboration and relationship between Russell Group and Innis & Gunn has meant we have worked closely together to streamline the process and experience for the end customer."

Sophia Ellis, Brand Manager at Innis & Gunn said:

"We've really enjoyed working with Russell Logistics on our new online shop platform and fulfilment. I appreciate that we haven't always been the easiest of customers, but the team have really stepped up to provide a seamless support system. We're looking forward to expanding our offering with merchandise etc and this wouldn't have been possible before we started working with everyone there – special shout out to Sharon, Alison and Natalie for their continued support and assistance."



The Story Behind Innis & Gunn

In 2002, our Founder and Master Brewer Dougal Gunn Sharp was asked to create a beer to mature in bourbon barrels to impart a sweet, malty flavour. This beer would then be thrown out. But Dougal had a brain wave; What if this was the start of something great? What if the beer was actually getting better whilst in the barrel? Turns out, he was absolutely right and Innis & Gunn was born.

Since our creation in 2003, we've been busy brewing up an ever-growing range of flavour packed beers. In 2013 our line-up was joined by an award-winning Lager Beer, and was swiftly followed by our IPAs for those who prefer a hoppy brew. He then wondered what if we had our own bars to showcase these brilliant beers? Great question and luckily the answer was easy: the Innis & Gunn Beer Kitchens.



MEET the Transport Team at Carntyne

What is your team's overall role within the company?

Carntyne's transport department is responsible for planning and operating the company's vehicle and trailer fleet. The department is made up of the planning and administration teams, working closely together to ensure Carntyne meets its vision of 'the perfect blend of quality and service'.

David Weir, Transport Manager, heads up the team of planners; Chris Mulholland, Michelle Lappin, Alan Baistow, Ryan McGhee and Chris Hunter. The team oversees the planning of the Carntyne drivers across Scotland, from the central belt all the way upto Inverness and Aberlour. The team communicates with customers and drivers throughout the day to ensure Carntyne provide a smooth service that meets and exceeds customer expectations.

Kim Provan oversees the administration team including Kieran McGrotty, Lauren Phelan and Meisha Bryson. The team is responsible for ensuring drivers' paperwork is correct and communicated to the customer, completing timesheets and routine checks, liaising with sub-contractors and other administration duties that are a must to provide an efficient and reliable service. The department has a great wealth of knowledge and experience in the industry, having been with Carntyne a combined total of over 100 years!

What is a day in the life of the team like?

Every day is different. The team work together, alongside drivers, customers, the workshop and the management team, to make sure the working day runs as smoothly as possible. Our main focus is on maintaining overall productivity of the fleet to deliver a high-quality service.

Are there any interesting facts about the team or a team member that people might not know?

Alan Baistow plays the guitar in his own band Adversion Rock. The Indie cover band is available for parties, weddings and funerals! David Weir has recently joined CBI's under 35 Network. Find out more over the page.

What is the most rewarding part of the job?

Michelle enjoys telling her husband, driver Barry Lappin, what he is doing through the day as when they get home it's a different story!

What are the daily challenges your team face?

Supporting the drivers to deliver a varied workload come rain, hail or shine!

If you could switch your job with anyone else within the Group for a day, whose job would that be?

John Chambers who is predominantly based on the beautiful and sunny island of Islay and lives a 'quiet' life!

Business Updates

a time for change

Engineering...

The last year has been one of significant change for Engineering, including movements across the teams and shifts, allowing us to enhance our service offering. We have waved goodbye to two of our ever-cheerful, long serving employees Rab and Lenny, who are now enjoying their well-deserved retirements, while welcoming a number of new recruits across the workshops. We have also expanded and modified the shifts in Springburn to introduce a 7 night a week service. All these changes have given us the opportunity to provide more support to our customers. In October, we won Stirling Council's fleet maintenance work, which has utilised capacity at our Midtown facility, with Springburn carrying out certain specialist elements.

International...

After over 16 years' employment with Russell Logistics, our team member Fiona McElroy has decided to relocate to England. Fiona has been a valued member of the International Department and with her years of experience, will be missed. We wish her every success in this new chapter of her life. 2018 volumes have started well for the International Team. Chris and Derek will continue as a team of two and are confident that they will be able to deal with the work load.

On-Site Logistics...

Our On-Site Logistics operation will see the introduction of new Terberg tug units due to arrive in June this year. The team have been trialling the Terberg units for the last 6 months and feedback from our drivers and engineers have been very positive. This is a welcome addition to our current units and will ensure our fleet remains reliable and efficient.

Football Fundraising for Macmillan Cancer Support

In April this year, teams from Carntyne and Diageo participated in a charity football match in aid of Macmillan cancer support. The event was a huge success with the total sum of £1,000 being raised for the charity. Not only is it a great event for the teams to take part in, but it is also an opportunity for the two organisations to get to know each other better on a personal level. The match took place at West End Park in Alloa with the score ending up 3 – 1 to Carntyne - which means we're sure there will be a re match soon. Next time, the organisers plan to expand the activities on the day to provide more to do for the children and families who come along to support the teams - and hopefully raise even more money. Big thanks go to the teams for their efforts! If you are interested in participating at the next event, please contact the Blackgrange team.



Remember...

...all Russell Group employees and their families are entitled to a special discount at each of our Self Storage facilities, including storage units and packing materials. Russell Self Storage operates across central Scotland from sites in Hillington and Cumbernauld, providing clean, safe and secure storage units ranging from 20 sq. ft. to 300 sq. ft. Please speak to Ross Calder, Russell Self Storage Manager, for more details.

David Weir Joins CBI Under 35 Network

David Weir, Carntyne's Transport Manager, has recently joined the CBI Scotland Under 35 Network.

CBI, The Confederation of British Industry, is a UK organisation which provides a voice for 190,000 businesses at a regional, national and international level. Their purpose is to help the business world create a more prosperous society. The CBI Scotland Under 35 Network aims to bring together young future business leaders in Scotland to find solutions for modern day challenges inside and outside the business world – digital innovations, green technology, next generation infrastructure, as well as business practices and public trust. The Under 35 Network will provide new perspectives to fast-changing realities and will be integrated into CBI Scotland's board-level discussions. CBI Scotland's vision for the network is to push forward work around productivity and focus on challenges around management practice and innovation.

How did you find out about the CBI Scotland Under 35 Network?

I was nominated by the Group and was delighted when I was selected by CBI.

What made you want to get involved?

I'm fortunate enough to have been involved within the transport industry from a very early age. This has given me a unique and in-depth insight into this challenging and fast paced sector. I have a real hunger and appetite for constantly improving productivity and encouraging, supporting and helping other people to do their best. As transport is one of the four key areas for boosting regional productivity, I would be keen to pass



on my knowledge and ideas to the wider business community and local government. Likewise, I would be interested in hearing from others across various industries and learning from their experiences in areas that the transport industry could benefit from. It's very easy to get caught up within your own company and industry and I believe

such a network would allow the people involved to learn from one another and implement ideas or practices to their current industries. The Scottish and UK economy is a far larger picture, and I feel that a network of young business leaders should be sharing ideas on how to improve productivity, management practices and innovative ideas to create a more slick and cohesive economy which provides opportunities for people in the future and is an attractive place for those outwith our economy to come and do business.

What does the role involve?

A meeting takes place twice a year with the Under 35 members, which is made up of individuals from all backgrounds and industries. At the first meeting this year, we were given the opportunity to hear from guest speakers discussing productivity and what it means to our businesses. We had a roundtable discussion on key themes which gets you thinking about your own business and what to take back with you, and we discussed innovation to push productivity. I have come back to the office ready to put these ideas into place and hope to see changes before the next meeting later in the year. I also have the opportunity to communicate with other members all year round which is great to be able to bounce ideas off others and see how we are all progressing.

If you would like to subscribe to our newsletter, please email marketing@johnrussell.co.uk