

# PALLETLINE, THE NETWORK YOU CAN TRUST



The Power of Partnership

**palletline**  
Network Freight Distribution

# ABOUT US

Palletline are the leading palletised freight distribution specialist offering a range of services throughout the UK and Europe.

The first premium pallet network to be launched in the UK We have been at the forefront of innovation within the logistics industry since 1992.

Palletline is a co-operative of shareholder members with 97 depots of which 9 wholly-owned transport companies across the UK and Ireland, all established haulage specialists in their own right.



# A HISTORY OF INNOVATION



Palletline launches as the first pallet network in the UK



Our unique multi-hub model is born with regional hubs across the network



We become the first pallet network to achieve ISO14001, 9001 and 18001



We win a Motor Transport Award for Network of the Year



Palletline Logistics forms with the acquisition of the first of nine haulage businesses



We introduce our micro pallet product to the network



We win Pallet Network of the Year at the Multimodal Awards



CCTV Scanning project Palleteyes is put in motion



Site expansion and capacity plans in place up to 2030

199

On Palletline's first night of operation we manifested 61 pallets – today our members deliver four million pallets every year



Our shareholder ownership model is introduced



We win our first Motor Transport Award for efficiency



We open first drive-through, side load hub in Birmingham



We are awarded RoSPA Gold for Health & Safety



Palletline launches ground-breaking Lift Assist initiative



30<sup>th</sup> anniversary of the network



Commercial and Member Steering Groups are launched (CSG / MSG)

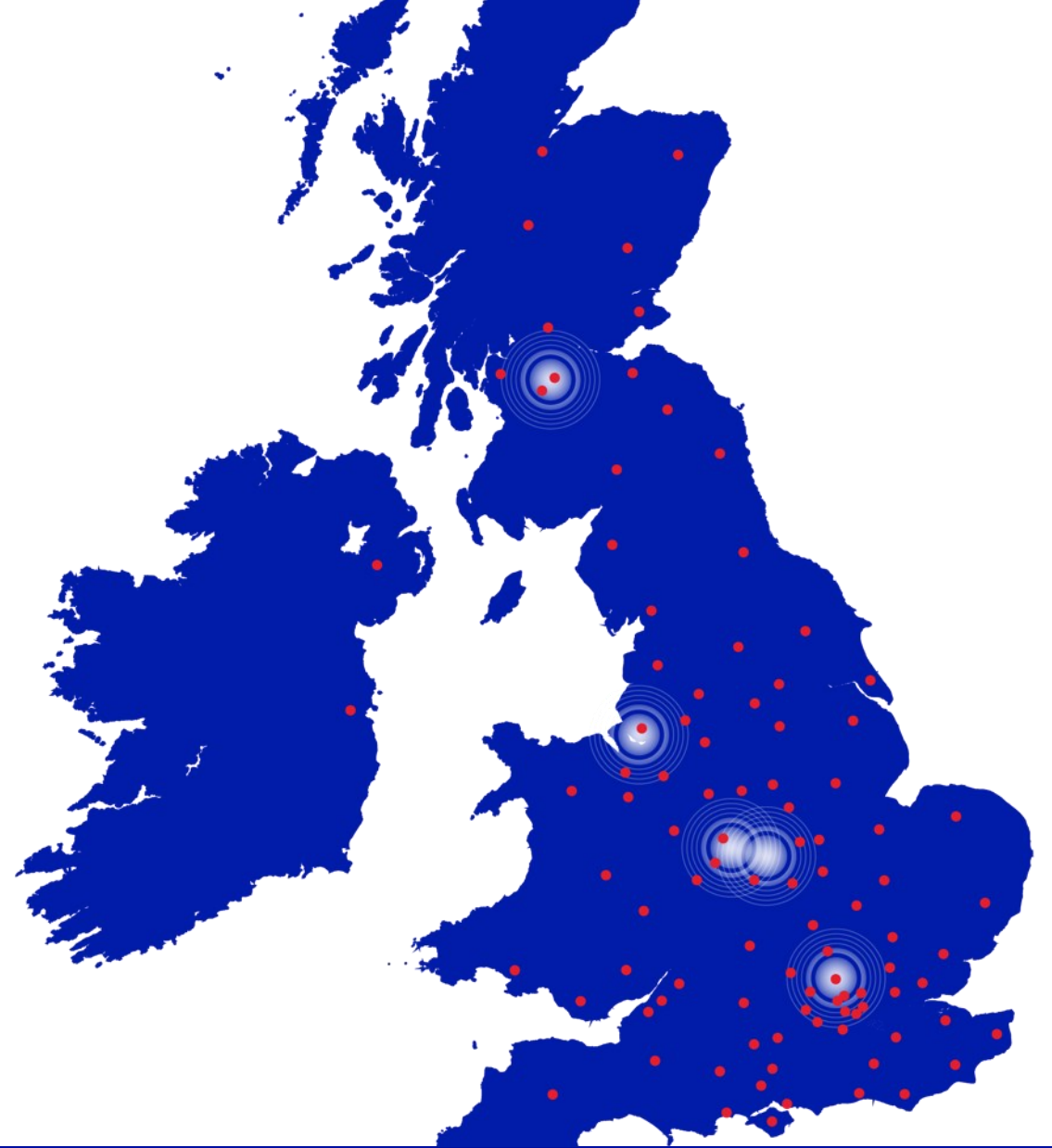


New partnership with Linde for more eco-friendly FLT fleet

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# OUR MEMBER AND HUB LOCATIONS

- 76 members 97 locations throughout the UK and Ireland
- Central hub in Birmingham
- 4 regional hubs in Glasgow, Haydock, Coventry and North London
- 9 Palletline-owned businesses throughout the UK





# THE PALLETLINE DIFFERENCE

- 100% member-owned by high quality logistics experts in their own right
  - Unique Multi-Hub model reduces carbon footprint and increases efficiencies
  - Industry leader in health and safety
  - Focused on quality and high service levels
- with lowest sector damage rates
  - Market-leading technology
  - Only UK pallet network on Amazon's Inbound Preferred Carrier Programme (IPCP)







# PROUD TO BE **100%** MEMBER OWNED

Driven and owned by a network of transport, logistics and haulage specialists

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# SHAREHOLDER NETWORK

- Members on the Main Board
- Members on Strategic Network and Commercial Steering Groups
- Long term planning for HUB developments and Cap Ex
- Stable Senior Palletline Management accountable to the Board
- Dividends paid to members





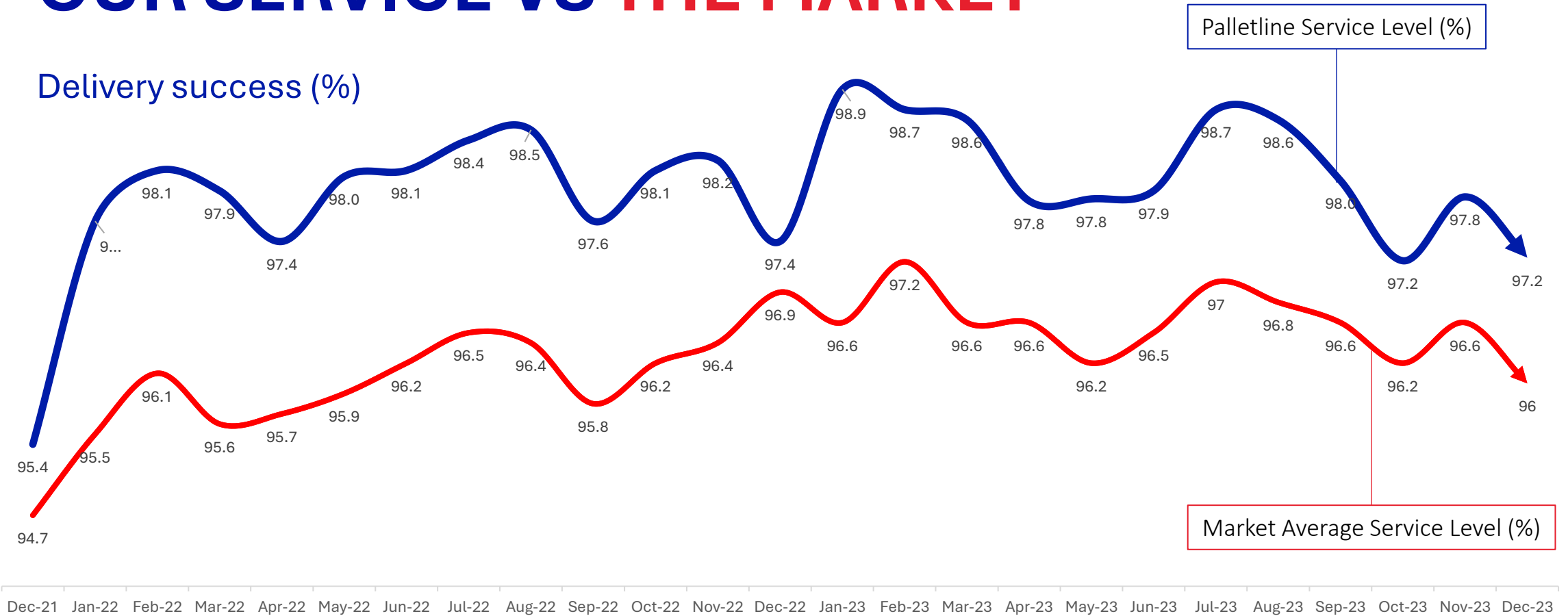
# PERFORMING OVER **2% HIGHER** THAN THE INDUSTRY AVERAGE

(According to the latest figures from the Association of Pallet Networks - APN)



# OUR SERVICE VS THE MARKET

Delivery success (%)



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A photograph of a man, likely a truck driver, wearing a dark cap and a high-visibility yellow-green vest over a dark jacket. He is looking out from the driver's side window of a white truck. The background shows a blurred industrial or warehouse setting. The image has a blue tint.

# THE UK'S **SAFEST** PALLET NETWORK

RoSPA Gold Medal winners for nine consecutive years

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# SAFETY AT THE HEART

We are the industry leaders in health and safety – Last year we recorded only 3 accidents (159 accidents in total were recorded across the sector according to the 2021 APN statistics)

- RoSPA Gold Medal (nine consecutive years)
- ISO 14001 (environmental management)
- ISO 4501 (health and safety management)
- ISO 9001 (quality management)
- ISO 50001 (energy management)
  - The only pallet network to have achieved this standard
- Winner of Motor Transport's Safety in Operation award in 2013, 2015 and 2017



*Health & Safety  
Awards 2021*

**#rospawinner**



# ACCREDITATIONS AND AWARDS





# THE **LOWEST DAMAGE** RATES IN THE SECTOR

Thanks to our network-wide culture to deliver quality ever time our claims rate is 0.06%

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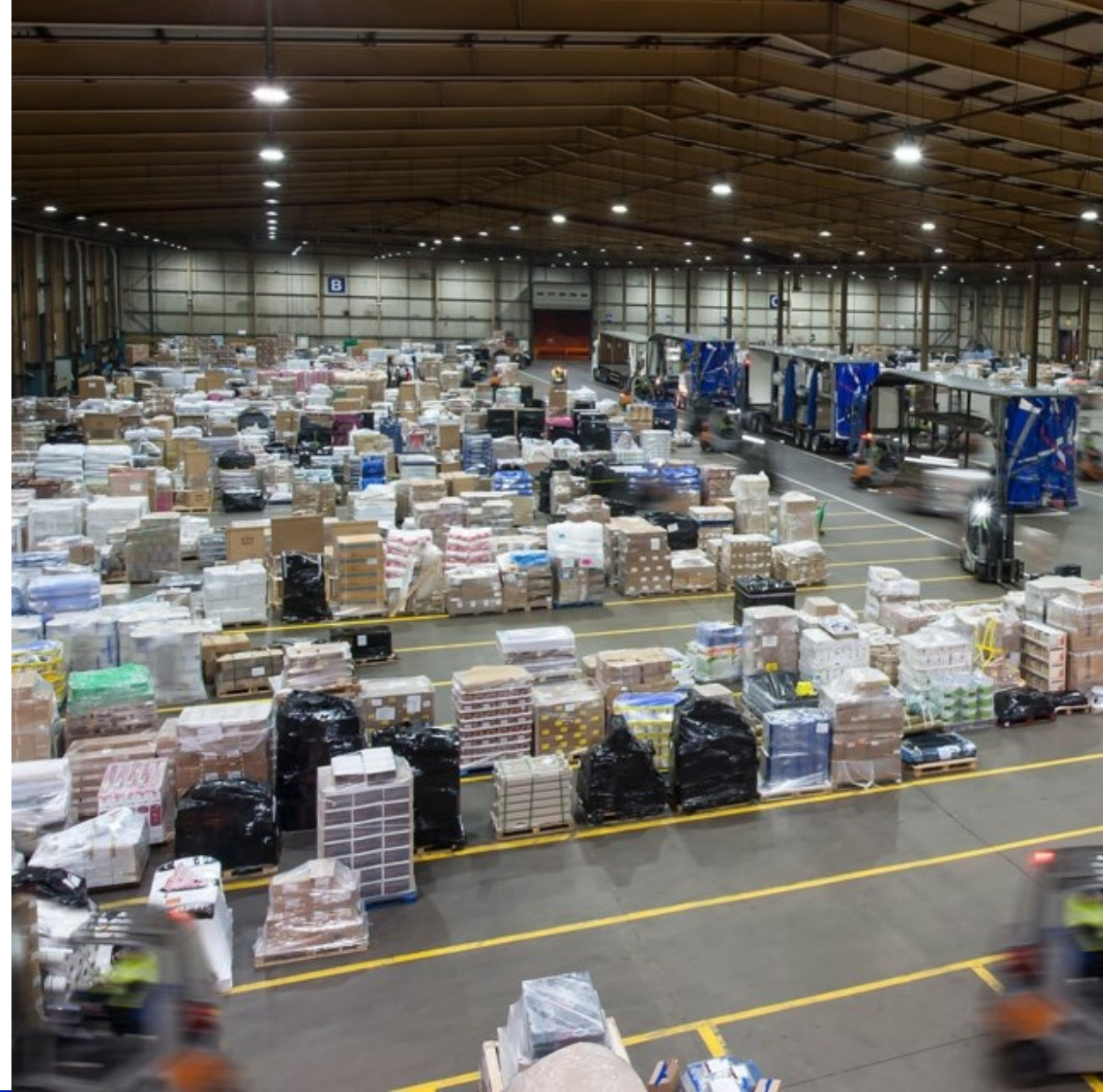


## CLAIM AVERAGE

The average number of claims reported per collected pallet is:

**0.06%**

That's just **1 claim** in every **1,649 pallets**.





# WE TAKE GOOD CARE

- 4.3 million pallets per year
- Fully-trained professional warehouse operatives at every Palletline hub
- A network of reputable haulage companies, many of which have been providing logistics solutions for more than 30 years
- More than 12,330 people employed across the Palletline network
- 6,000 vehicles in use every 24 hours





# THE ONLY NETWORK ON

# AMAZON'S INBOUND PREFERRED CARRIER PROGRAMME

Consolidating inbound freight to Amazon's fulfillment centre across the UK through designated time slots

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# AMAZON PARTNERSHIP

- Palletline is the only pallet network on Amazon's Inbound Preferred Carrier Programme (IPCP)
- Provides fast and reliable transit times utilising fixed slots at Fulfilment Centres nationwide
- Minimises the risk of financial penalties
- A dedicated team of experts handle the entire process for you
- Freight consolidation and efficient equipment utilisation reduces mileage and fuel consumption





# OUR PARTNERSHIP WITH

“Recently, the Palletline team reached 99.06% service for our fixed delivery slots, helping us to improve our UK-wide performance. It’s great to operate with people that are so highly-skilled and motivated – without the support you provide the company may not have achieved its milestones.”

- Daniel Dawson, UK Inbound Program Manager  
ROC Inbound Operations, Amazon

**In 2022 Palletline outperformed Amazon’s partners to be recognised as the e-commerce giant’s top logistics provider in Europe.**





# OUR MULTI-HUB MODEL **REDUCES** **ANNUAL MILEAGE**

By 4.5 million miles per year when compared to a single hub operation

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# HOW WE WORK

Palletline operates a hub and spoke model to efficiently move pallets from all four corners of the UK.

Pallets are collected by our local members and transported to our Hubs where they are sorted into their outbound destinations.

The delivering member for each area collects and delivers to customers within their local region.





# OUR MULTI-HUB MODEL

- All six hubs operate under a standardised set of procedures to ensure consistently high quality wherever our customers' freight is handled
- Enables members to return to depots quickly and efficiently
- Provides flexibility to expand and contract to suit volume, market conditions and external factors
- Reduced handling fees and lower Inter-Member Rates at regional hubs





# A GREENER SOLUTION FOR PALLETISED FREIGHT

Reducing CO2 by 7.5 tonnes every year

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# MINIMISING OUR IMPACT

## ON THE ENVIRONMENT

- Our multi-hub model reduces annual network mileage by 4.5 million miles when compared to the single hub model
- And decreases CO2 emissions by 7.5 tonnes
- Our efficient fleet of Linde forklift trucks, including ten electric vehicles, are lighter, and fitted with pneumatic tyres to improve surface grip – reducing carbon emissions by more than 26kg per day
- And our sites are fitted with smart heating and LED lighting controlled by motion sensors – reducing energy usage by almost 20%





# THE NETWORK OF HAULAGE SPECIALISTS

Only the most highly reputed transport and logistics experts form the Palletline network

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# QUALITY AND HERITAGE

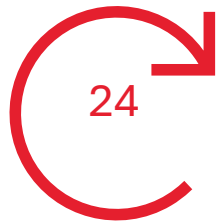
- Three members in the network with over 100 years trading history
- Multi-generation family businesses
- Added value services provided – Warehousing, Pick and Pack, Hazardous, BRC, Pharma, FORS
  - 17 members with BRC Food Safety accreditations
  - 12 members offer pharmaceutical services
  - 20 members offer hazardous services
  - 26 members with FORS accreditations
- Transport Company of the Year award winners – Prestigious Motor Transport Awards



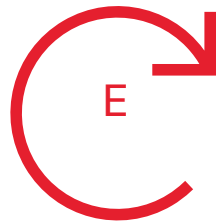


# OUR SERVICES

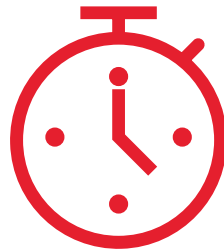
We specialise in delivering network freight services to the B2B market and have developed a comprehensive range of services that provide reliability and flexibility.



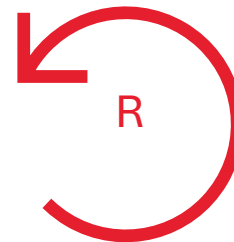
Next Day



Economy  
48 & 72



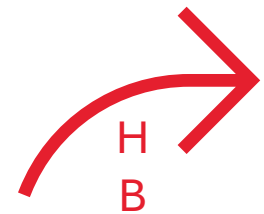
Premium  
Timed



Reverse & 3<sup>rd</sup>  
Party  
Collections



Lift Assist &  
Tail Lift



Handball at  
Delivery Point

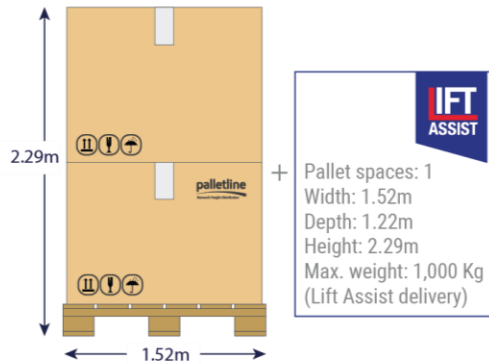
# OUR PALLET RANGE

## FULL \*

+ Lift Assist

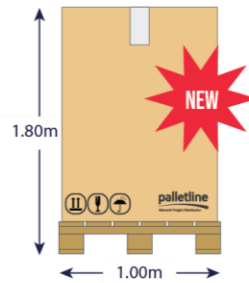
Pallet spaces: 1  
Width: 1.52m  
Depth: 1.22m  
Height: 2.29m  
Max. weight: 750 Kg  
(Tail lift delivery)

+ Pallet spaces: 1  
Width: 1.52m  
Depth: 1.22m  
Height: 2.29m  
Max. weight: 1,250 Kg  
(Non-tail lift delivery)



## HALF +

Pallet spaces: 1  
Width: 1.00m  
Depth: 1.20m  
Height: 1.80m  
Max. weight: 500 Kg

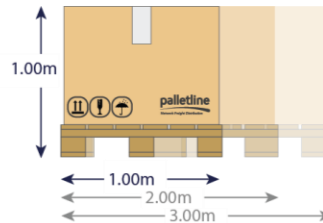


## HALF

+ Oversize Half

Pallet spaces: 1  
Width: 1.00m  
Depth: 1.20m  
Height: 1.00m  
Max. weight: 500 Kg

+ Oversize half  
Pallet spaces: 2 / 3  
Width: 2.00m / 3.00m  
Depth: 1.20m  
Height: 1.00m  
Max. weight: 500 Kg

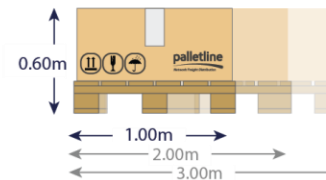


## QUARTER

+ Oversize Quarter

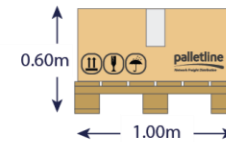
Pallet spaces: 1  
Width: 1.00m  
Depth: 1.20m  
Height: 0.60m  
Max. weight: 250 Kg

+ Oversize quarter  
Pallet spaces: 2 / 3  
Width: 2.00m / 3.00m  
Depth: 1.20m  
Height: 0.60m  
Max. weight: 250 Kg



## MICRO

Pallet spaces: 1  
Width: 1.00m  
Depth: 1.20m  
Height: 0.60m  
Max. weight: 150 Kg



Palletline's tail lift weight restriction is 750kg. Pallets weighing over 750 Kg (751kg - 1000kg) must be delivered with our Lift Assist service. Pallets over 1000kg must be unloaded using a Fork Lift Truck.



# OUR TECHNOLOGY

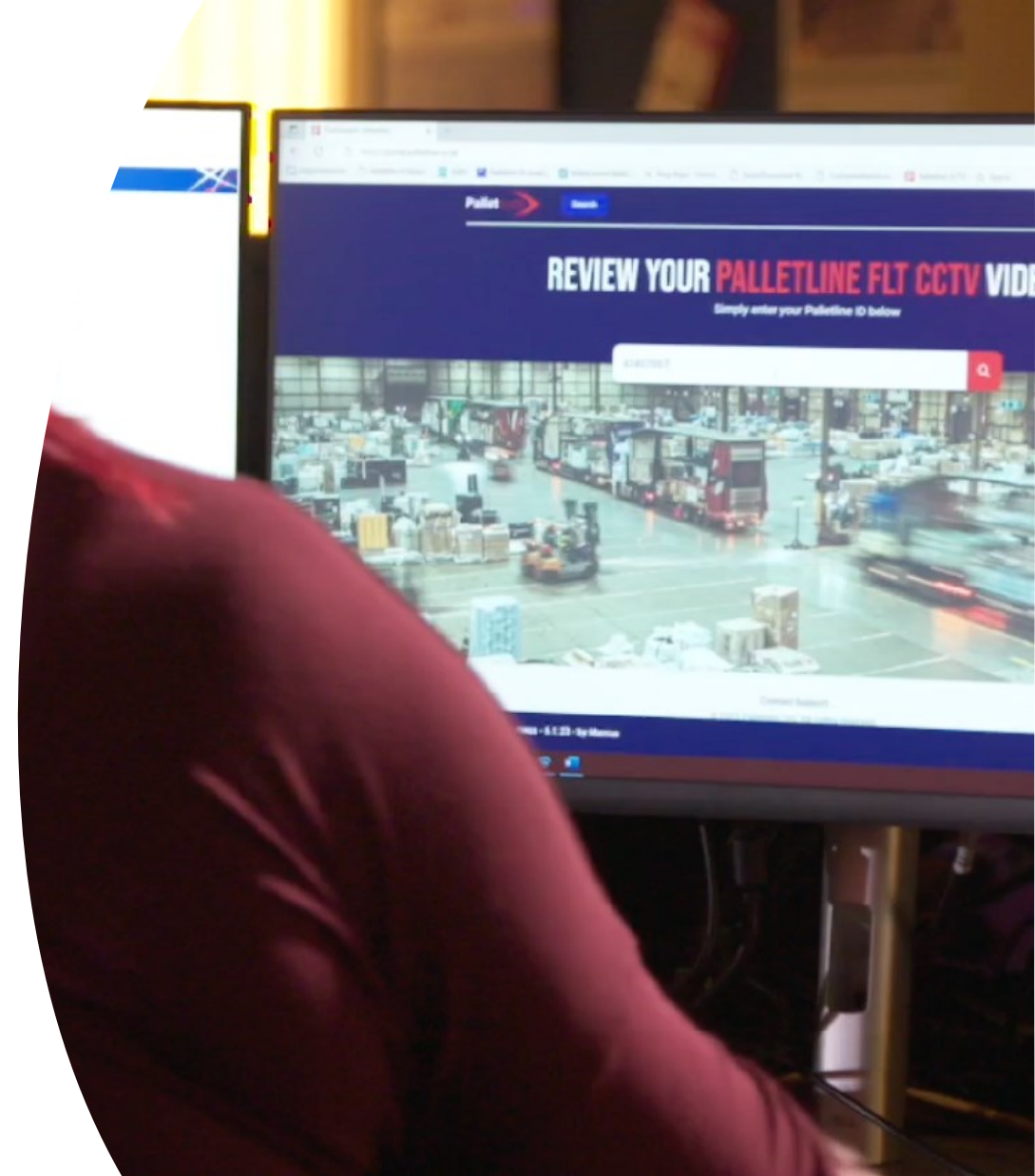
- Innovative use of technology and data analysis to provide improved visibility of consignments
- Powerful in-house system, Contrado, integrates seamlessly with members' traffic management systems
- Digital signature capture provides real-time downloadable PODs
- ETA capability emails customers with an estimated delivery window ahead of time
- Track and Trace portal enables customers to monitor their own consignments
- IT Helpdesk provides a ticketed support process for all members
- Photo-On-Delivery for enhanced proof of deliver



# PALLETEYES

The most advanced visibility and traceability  
In the palletised freight sector

- The only network to provide CCTV footage of pallet movements at both central hubs
- Latest CCTV technology, wide-aspect barcode scanners and event processing
- Accessible via a cloud-based portal
- Improved levels of quality control
- 15% increase in hub sortation speed
- Integrated across the entire FLT fleet
- Built-in height limit for pallets over 400kg







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