

# NEWS FRONT

SUTTONS GROUP  
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**SUTTONS**  
DELIVERING GLOBAL LOGISTICS

Whilst the UK and world economic climate still remains uncertain, I want to use this edition of News Front to tell you about how Suttons is planning for the future.

Our most important investment is in Suttons people and in the last year we have increased the number of people by 50, the majority being new employees in International and drivers in UK Tankers. These new jobs have been created solely as a result of the Group's ability to successfully win new business in very competitive and demanding markets. Over the last year, Suttons Group sales have increased 22%, driven by strong growth in the International Division, particularly in Asia. The other key

## Looking Forward

by Andrew Palmer  
Suttons Group  
Managing Director

element in the Group's investment is new equipment. This month we have announced a further investment of £9.5 million to purchase 600 tank containers for International. The new tanks, which will be delivered from June, comprise 400 standard 24,000 litre units built in China and 200 baffled 24,000 litre units built in South Africa. Back in the UK following the successful renewal of Suttons contract with Mexichem, we are undertaking a



major programme of investment in the International UK trailer fleet. Thirty five new trailers are being ordered for delivery from June 2011 at a cost of over half a million pounds with the remainder of the existing fleet being fully refurbished. Also in the UK we are investing a further £1.5 million in 9 replacement tractor units and 12 new bulk tank trailers for the British Sugar contract. As with the creation of new jobs, all of this financial investment is driven by either new

business or to ensure we continue to provide existing customers with the best possible support. Looking forward into May and the start of a new financial year, Suttons will for the first time be exhibiting at the Munich Transport and Logistics show. This major exhibition is a European showcase for logistics providers and in addition to a stand where we can meet new and existing customers, Suttons will have its demo tank container on show. This will be taken to Munich by Suttons driver Andy Yarnell and we will have a full report in the next edition.

## Suttons training tank hits the road

Since its launch back in October 2010, the Suttons Training tank has been in great demand with both our customers and staff. Built by Suttons Technical Manager and his team, the training tank is a unique unit to demonstrate the complexities and technology of a modern day ISO tank container.

So far the training tank has been used for a number UK customer open days to provide a better understanding of the equipment used to move their products. The tank has also been used to provide safety and maintenance training for Suttons staff.

The training tank was also used at the opening of Suttons new Antwerp office and has been shown to customers in Belgium and Germany. The Suttons training tank is a unique piece of equipment and has a full international schedule for the rest of 2011.



*The fully interactive demo tank allows visitors to go inside and climb on top to see the technology used on a tank container.*

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## Tag a Tank – It’s been a busy couple of months for SUTU 2641982!

In the last edition of News Front we introduced you to SUTU 2641982, one of our brand new ISO tank containers that joined the Suttons fleet in August 2010.

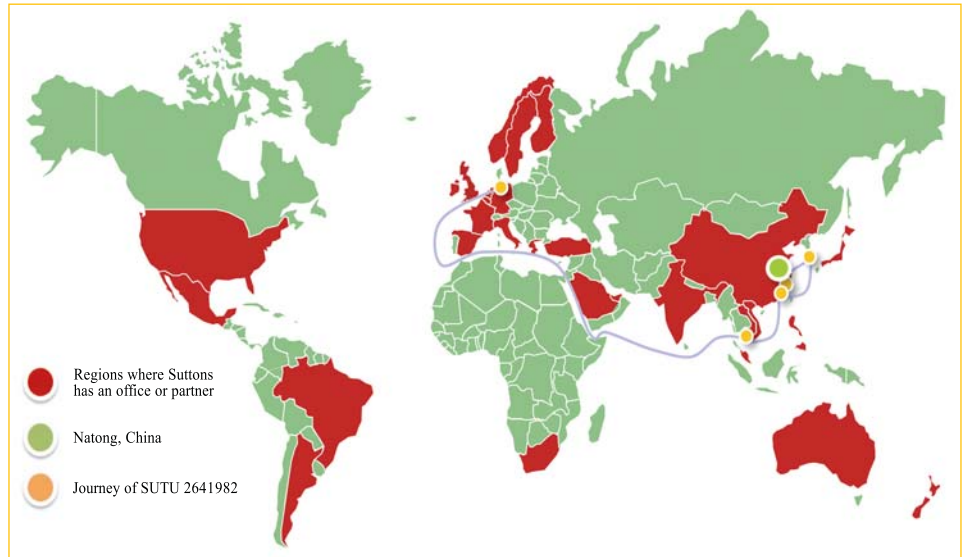
SUTU 2641982 began its working life with some short haul trips from within China then over to Korea.

From Busan in Korea, the tank loaded up with base oil and shipped to Laem Chabang in Chonburi Province in Thailand. Laem Chabang is the largest port in Thailand and the 20th busiest port in the world.

Our tank made its delivery in Thailand and headed back to China where it prepared for its first long distance journey. In Qingdao, China, the tank was loaded with a pesticide and began its journey to Leverkusen in Germany.

At the time of writing, SUTU 2641982 was still at sea, nearing the end of its month long journey from China to Germany.

Once unloaded, cleaned and given a maintenance check, our tank could be sent anywhere in the world!



*SUTU 2641982 delivering in Busan, Korea.*



*From L – R: Rob Van Dijk, General Manager Suttons Antwerp, Tanker Driver Andy Yarnell (Andy drove our demo tank from Widnes to Antwerp) and John Sutton, Managing Director, Suttons International, outside the new Antwerp office.*

## Office move in Antwerp

Suttons has opened a new larger office in Antwerp to support our growing International business. Suttons first opened an office in Antwerp 10 years ago. Five new staff have been recruited to work in the office which is situated in the port of Antwerp.

Andrew Palmer, Suttons Group Managing Director said “Our Antwerp team has the capability to successfully manage the increased demand for Suttons specialist services. The International business is rapidly growing and this year has seen expanding demand in some of our key markets.”

Rob Van Dijk is General Manager of Suttons’ Antwerp operation. He commented: “We have built a solid base here in Antwerp where we are ideally placed at the gateway to Europe. The location supports both our European short sea and international deep sea shipments. The new office is a sign of the demand for a truly international logistics provider with a strong track record.”

To celebrate the new office, Suttons held an open day for customers and suppliers to see our new premises. We also drove our demo tank over from Widnes for customers to see the equipment required to transport their products safely.

# Customer workshops held at Suttons headquarters

As part of Suttons continuing programme to promote safer working practices and to enhance our high levels of customer service, we've held customer workshops at Widnes on 5th November and 18th March.

Organised by International UK Sales Manager Lynne Hughes, with support from Rachel Donelon of International UK sales, the events proved a huge success.

Fifty Suttons' customers attended the events which included presentations from Suttons' directors and technical staff followed by a tour of the depot and operations including the new training tank and emergency response unit.

Lynne Hughes said: "The open days have been a huge success; we have built on existing relationships and been able to give our customers an insight into our operations. This visibility of how we transport their products will assist a smoother and more productive working partnership in the future."

Lynne and Rachel have received very positive feedback from customers who attended the events: Vic Kolodziejczyk of Nufarm chemicals said "Everyone at Suttons is very proud of their company, which is a credit to Suttons." Helen Broom of Ineos Chlor said: "Suttons commitment to safety is very high, all the team are very knowledgeable and welcoming."



*Suttons Technical Manager Mick Derbyshire explains some of the features of our demo tank.*

Based on this positive feedback and customer requests, we will be holding a number of open days at Suttons Facilities around the world in 2011.



*Suttons' International UK Sales Manager Lynne Hughes and Suttons Technical Manager John H Sutton showing some of our visitors the Suttons valve repair shop.*



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## Spring celebrations and business expansion at Suttons China

On a cold and snowy January evening in Shanghai, the Suttons China team held their traditional annual party to celebrate the Spring Festival, which marks the transition from one year to another. This year is the year of the Rabbit and it commenced on February 3rd.

Suttons' Operators Vivian Lu and Binson Qian, who work in Exports and Imports, took on the MC role for the evening, which saw every team member provide entertainment on stage either individually or as part of a team. After the show was over, dinner was provided in the form of one home-cooked dish brought in to the office by each team member.

Suttons China main office space in Shanghai recently expanded by 60%, due to growth not only in the Shanghai office but also in the branch offices located in Guangzhou, Ningbo, Nanjing, Tianjin and in the Suttons cleaning depot located at the Shanghai Chemical Industrial Park. The team at Suttons China now exceeds 50 staff.



*Vivian Lu and Binson Qian : Masters of Ceremony for the Spring Festival Party.*

# Hi Tech Tractor Units

In the last edition of News Front we featured the delivery of new tractor units. One of the many safety related features specified on those units is "state of the art" telematics. Telematics provide us with data that supports safe driving techniques and help improve fuel efficiency, reducing both costs and our carbon footprint.

In addition to fitting telematics to new tractors, we are also retro fitting equipment on older units to widen the potential benefits.



## CONTRACT NEWS

## Suttons celebrate contract extension with Oleon

Suttons has successfully renewed its contract with Oleon, Europe's leading producer of oleochemicals, for their ISO tank shipments from Benelux and Germany into the UK.

Oleochemicals include products such as fatty acids, glycerine, esters, technical oils and biodiesel. Suttons has successfully provided logistics services to Oleon for the past 12 months and this contract is testament to the successful working relationship that has developed during that time.

Suttons International European Commercial Manager Jochen Krapp said of the

contract "Suttons' track record of delivering safe, reliable and robust logistics services to Oleon has enabled the partnership to develop in to what it is today. We look forward to delivering the same excellent levels of service."

Oleon's Transport Manager Ruben Benoot said "Suttons understands Oleon's values and priorities and we have selected Suttons on the basis of their commitment to safety, technical excellence, reliability and service. We are confident that Suttons will continue to provide this same level of service for a long time to come."

## Suttons expand on successful partnership with Harvest Energy

Harvest Energy, the UK's largest independent blender and supplier of road fuels and leading forecourt retailer, has expanded its partnership with Suttons Tankers.

Suttons and Harvest Energy have worked together for over 7 years, the expansion of the partnership in the last 12 months represents a 46% growth in the number of Suttons Tankers required to deliver the 800 million litres of fuel per year for Harvest Energy.

To support this growth, Suttons has invested in 10 new Harvest Energy branded tractor units and tankers which entered service in early 2011.

Harvest Energy's Head of Sales and Logistics, Simon Davis said "Suttons continue to represent excellent value for Harvest Energy, and with their safety focus embedded in all aspects of the Supply Chain, Harvest Energy is confident that Suttons will continue to help us provide the industry leading levels of delivery service that

our customers have become used to."

Suttons will utilise Harvest Energy's innovative new tanker design, manufactured by GRW. This ground-breaking new concept creates a full 44 tonne capacity tanker specifically designed to support Harvest Energy's rapidly growing Petrol Forecourt business, combining optimised compartment sizes with a significantly shorter vehicle, delivering increased operational efficiencies combined with much improved accessibility.





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# Employee News

## Bernie Holloway

Suttons welcomes Bernie Holloway who has been appointed to the position of Commercial Director and will be responsible for driving the development of new business for Suttons Road Tankers Division.

Bernie has extensive experience in the road tankers sector and brings with him a wealth of expertise which will support Suttons' continuous development and growth in road tankers.

Bernie joins Suttons from Hoyer UK where he was UK Business Development Director. Prior to that Bernie was a successful senior manager with Esso.



## Suttons USA

To support Suttons continuing growth in the USA, our American operations team has made a number of new appointments.

Audra Luce joins our New Jersey office where she will assume the role of Imports Assistant. Working alongside Audra is Donna Stomber, who has been appointed as Exports Assistant. Also based in New Jersey will be Kristian Backhouse who take up the role of Imports Operator.

Audra, Donna and Kristian will all report into Lee Edwards, Suttons USA Operations Manager.

In addition to our operations appointments, Maria Lamboy has joined our Accounts Receivable team where she will report into Yolanda Hillebrandt, Administration Manager.

## Suttons Europe

Alex Stephan has joined Suttons' European team as Sales Manager responsible for new and existing business in Germany and Benelux. Alex will initially be based in Antwerp and report in to Suttons European Commercial Manager Jochen Krapp.

Alex has vast experience in the tank container logistics sector and his appointment further strengthens Suttons European team.



## New Qualification for Alex

Congratulations to Alex Glen, Suttons HR Manager, for completing her Masters Degree in Personnel and Development. Alex studied for her MA at Liverpool John Moores University and is now MCIPD qualified and a chartered member of the Institute of Personnel and Development.



Michael Cundy, Suttons HR Director said "I would like to congratulate Alex on completing her Masters Degree and achieving this important qualification. Alex's accomplishments demonstrate Suttons' commitment to investing in our people and supporting their progression within the business."

## Suttons Antwerp Office

Suttons has strengthened the team in Antwerp with new appointments to the operations team.

Koen Laurysen will take up the role of Operations Supervisor responsible for Deep Sea Operations and Raphael Gryp has been appointed as Operations Supervisor responsible for Contract & Key Accounts.

Both Koen and Raphael will report to Rob Van Dijk, General Manager, Suttons Antwerp.

## Finance

Sue Clifton has been appointed as Commercial Analyst reporting to Ian Daines, Suttons International Finance Manager.

Sue has been with the business for over 11 years and brings a wealth of analytical and reporting expertise to her new role.



## Suttons Tankers

Andrew Kennedy has been appointed as Operations Development Manager, Tankers Division.

Andrew joins the Company from Hoyer UK where he worked on the Tate & Lyle contract and his initial focus will be on providing support to the British Sugar contract.

Andrew's appointment reflects the continued investment in the management team within the UK Road Tankers division.



# ews & New Appointments

## Employee of the Year

Gretna depot based driver Ian Graham, was presented with his award as Suttons Group Employee of the Year 2010 by Group Managing Director Andrew Palmer.

In June 2010, Ian was driving north on the M6 near Preston when, unknown to him, the Police were pursuing a stolen vehicle on the same stretch of motorway. The Police set up a stinger trap, which is a bed of hollow spikes designed to puncture tyres in a controlled way. As the stinger was deployed, the stolen vehicle, travelling at around 100mph cut across the Suttons vehicle trapping it in the stinger. This caused the tyres, including the steer tyres, to deflate. Ian quickly used his experience and training to maintain control of the fully loaded vehicle and to safely drive it off the main carriageway on to the hard shoulder. Ian's highly professional actions and quick thinking were commended by Lancashire Police.

Ian is a very worthy winner of the award for 2010.



Andrew Palmer presents Ian Graham with his Employee of the Year award.



Ian's fellow Gretna Drivers joined Suttons Group Managing Director Andrew Palmer and Suttons Road Tankers Director Tony Leighton to celebrate Ian's achievements.

## Employee of the month

### October

The Employee of the Month award for October goes to Paul Jury, Suttons Tankers Regional Manager.



Paul has shown real commitment supporting our British Sugar contract during some very busy periods. This has meant Paul has had to spend a considerable time away from home and worked both day and night shifts.

Paul's hard work has played a key role in improving our customer service, and our thanks go to Paul for his efforts.

### November

November's Employee of the Month award goes to Chris Van Ginkel, Commercial Coordinator based in our Antwerp Office. Chris has been praised by numerous



customers, Sutton's management and staff for her excellent preparation and coordination of the new Antwerp office opening ceremony. Chris ensured that the opening day and evening was a fantastic success as she managed every detail of the event from start to finish.

### December

The Employee of the Month award for December goes to Brian Coakley, Drumming Plant Operator, based at St Helens. Brian has flexed shifts between days, lates, nights and weekends to help meet some difficult targets during a period of exceptional demand. Additionally Brian achieved this during the adverse weather conditions we all experienced in December.

Our thanks go to Brian for his commitment and dedication.

## COMPETITION



## Win a limited edition Suttons tanker

Suttons has commissioned 150 replica model Volvo FH03's together with the famous Suttons Safety tanker trailer.

The models are completed to a very high standard with every little detail of the truck and tanker recreated.

Each of these models comes numbered and with its own certificate of authenticity.

To be in with a chance of winning your very own model Suttons tanker, please answer the following question: What does the "FH" stand for across the Volvo FH range?

Please send you answers to Michael Fox at the Widnes office or email michael\_fox@suttons-group.co.uk. Good Luck!



### Competition winner

Well done to Lorraine Fielding, Suttons HR Administrator for correctly telling us that the Miles Messenger aircraft was first built in 1942 in Northern Ireland. Lorraine receives £25 in Marks and Spencer vouchers.

**If you have a story for News Front, please email michael\_fox@suttons-group.co.uk**