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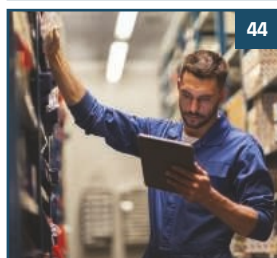


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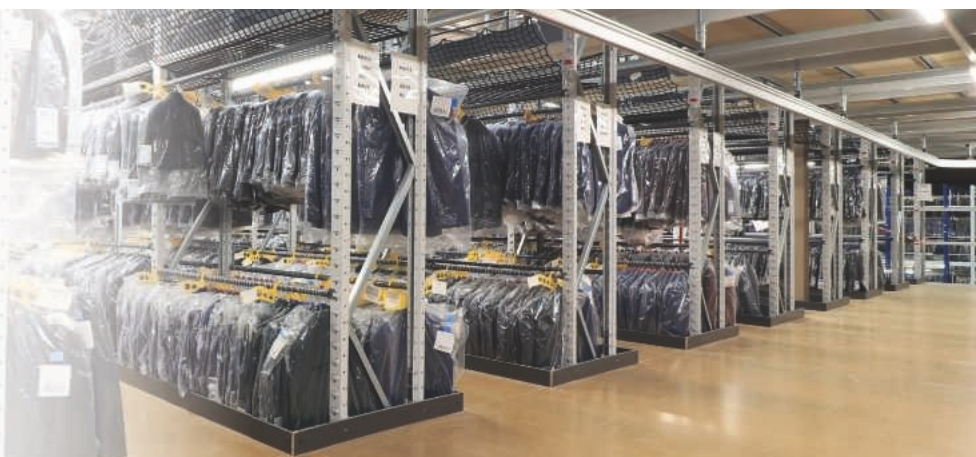
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The perks of the past are not what's attracting younger logistics to events today



SHD Logistics – promoting supply chain excellence

EDITOR

Kirsty.Adams@informa.com
0207 017 7122

ASSISTANT EDITOR

David.Tran@informa.com
0207 551 9739

CONTRIBUTING EDITOR – PROPERTY

David Thame
SHD.Property@informa.com
0207 017 6987

ADVERTISEMENT SALES

Joel.Martin@informa.com
0207 017 6991
Christine.Attew@informa.com
0207 017 7124

PRODUCTION & DESIGN

Shane.Harry@informa.com
0207 017 7283

DIRECTOR, MATERIALS HANDLING GROUP

Rob.Fisher@informa.com

informa

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informa@circdata.com



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Ocado's concessions shocked and excited our audience at the recent SHD Logistics Conference, as head of robotics and autonomous systems Alex Harvey described future warehouses with collision courses like flight paths, to be managed air traffic control style. "That Ocado guy," "the guy from Ocado," or just "Ocadooooo" were uttered/whispered to me in the breaks throughout the day like mantras. It didn't surprise us that his presentation would evoke a following.

Ocado has, without doubt, moved from online supermarket to technology company/partner and 3PL (See p40). Over the years Ocado as an online retailer has seen profits and losses reported widely, but the presentation showcased a clear shift towards disruptive (EU funded) research projects which were very palatable for guests.

I wonder, will we need groceries in the distant future? If Deliveroo has anything to do with it, we won't even cook at home soon. At a recent event they fondly described flats already being built in New York without kitchens. I will miss kitchens.

We also held a focus group last month with influential logistics, future leaders, mostly in their twenties, to find out how to attract them to trade events like IMHX, which we organise. It turns out these ambitious logistics aren't interested in boozy post-event-4pm-meet-ups or golf days, but that content and structured networking is king. The perks of the past are not what's attracting younger logistics to events today. We'll be reporting the results in more detail later in the year and building an IMHX 2019 which welcomes future decision makers.

It's worth noting that none of our younger logistics thought their job would be replaced by a robot one day. Labour shortages will

drive more automation but people will remain important, says Jon Sleeman, director of research at JLL (p48-49). Jon says Labour and automation are the big issues facing companies. The labour shortage is likely to get worse as demand grows. Whilst "that Ocado guy" didn't show too many heads in the simulations projected in front of our audience at The British Museum last month, Jon concludes that even highly automated facilities will employ a high number of workers.

Please be aware that we are always eager to hear and share how logistics operators, our readers, are developing talent. Send your stories to kirsty.adams@informa.com. ■

Kirsty Adams

Kirsty Adams
Editor



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TOP TWITTER POSTS



A big shout out to **Combilift**, who invited SHD Logistics editor Kirsty Adams to come to Ireland ahead of its opening of the Monaghan site on May 2. The company recently appeared at Logimat, showcasing the multi-directional travelling C-Series, with features including counterbalance, and gives customers the option of diesel, LPG or electric power.



SHD readers enjoyed our Twitter coverage of **Linde Material Handling's** new depot in Northampton. The 53,000 sq ft site in Wellingborough, from which it will sell both new and used fork lift trucks, offers short term rentals and provides service support to local customers.

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TOP INSTAGRAM



SHD was one of only two UK materials handling trade titles to be given access to **Mitsubishi Caterpillar Forklift Europe's** facility in Almere (see story above), where it showcased its new product releases, including the new VELIA ES low-level order picker truck. Assistant editor David Tran even had the chance to test drive one.

Look out for us @shd_logistics

BUSINESS DEVELOPMENT

Mitsubishi details product integration strategy with UniCarriers

ASSISTANT
EDITOR
David Tran



Mitsubishi Forklift Trucks has said it plans to align closely with UniCarriers, the fork lift truck (FLT) company it completed its acquisition with in 2017, in areas of product development and distribution network to increase its global reach in the FLT market.

The company last month unveiled its VELIA ES low-level order picker truck (see p26) at a media event on the outskirts of Amsterdam, attended by SHD Logistics, released out to its dealer network.

Mitsubishi Caterpillar Forklift Europe

(MOFE) vice-president of Sales & Marketing Hans Seijger told SHD Logistics that the product integration of UniCarriers wouldn't mean the case of 'one brand eating another'. "Their business model is different – they own their distribution and have some well established subsidiaries across Europe and they are going to play a pivotal role in the future of the distribution network," said Seijger.

Mitsubishi Forklift Trucks is hoping to meet the needs of the European market, in particular, as it has firmly established itself in other international markets. Mitsubishi Nichiyu Forklift, consisting of seven brands including Mitsubishi, UniCarriers and Nichiyu, which created the first automated guided FLTs, registered €3.07bn in net sales in 2016/17 – ranking the company the third biggest FLT company behind the Kion Group, owners of Still, and Toyota.

Seijger said there was a lot of work it can do in Europe: "If you look at the total European market share, UniCarriers and Mitsubishi combined accounts for about 6-7% of the market through four brands. Jungheinrich has

22% market share in the region, so we need to do something about network and brand consolidation. That is a long-term project."

Its commercial strategy shifts slightly different in the UK, a market which is leaning towards ICE (internal combustion engine) trucks, whereas 75% of FLTs in Europe use ECE (electric) forklifts. Seijger described: "We have two distribution channels in the UK with MCFE. UniCarriers is present in the UK market also along with TCM."

"UniCarriers are selling mainly electric products into logistics operations. If you look at Caterpillar, it is a true rental company. They are working on nationwide coverage of the market, but the two companies are essentially poles apart."

"So we are looking at increasing our footprint for all operations which we have strong independent distribution networks and a strong direct customer base. Clearly in this industry we need to increase our participation in the direct business, leveraging on the strength of the UniCarriers brand as a bridgehead to extend our footprint," he concluded. ■

DISTRIBUTION CENTRES

Adelie Foods doubles distribution capacity with multi-£m investment

Leading Food to Go business Adelie Foods has doubled its distribution capacity, thanks to the introduction of a new state of the art depot site at Cardiff and the expansion into two new sites at Haydock and Tamworth.

The depot upgrades are part of a substantial multi-£m investment, which has seen all three sites increase both frozen and chilled capacity.

Tamworth is the biggest of the sites at 28,000sq ft, followed by Haydock with 25,000sq ft and Cardiff at 8,000sq ft.

Adelie Foods currently deliver to over 34,000 accounts each week and has more than 270 vehicles supplying its continuously growing network.

The roll-out of Adelie's new EPOD system is also well underway across the whole distribution estate, which



will capture real time delivery data instantly and provide a better customer experience.

Sean Glover, head of distribution, said: "It's an exciting time at Adelie as we modernise our depots and vehicle fleet, reaching more consumers than ever before. The investment will

allow us to deliver to more locations and provide an even better level of service to our customers from all channels. Our distribution network is continuing to grow and the expanding distribution capacity across the three sites will help to facilitate further growth." ■

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IN BRIEF



Palletline invests in Coventry to support Amazon growth

Palletline is opening a secondary hub in Coventry, a large proportion of which will provide a dedicated processing centre for Amazon as part of its ongoing strategic partnership, and to help fulfill demand created by the online retail giant. The new location at Siskin Parkway West, Middlemarch Business Park, Coventry will create 20 new jobs in the first phase.

They will join more than 30 existing employees of Palletline member Reason Transport which will relocate its depot to the new hub as well as servicing Amazon's Daventry fulfillment centre from there.

Palletline is the only pallet network to hold Amazon's preferred carrier status for inbound deliveries. It handles the bookings and administration for its members, who then run into Amazon's 22 fulfilment centres around the UK.

The new 180,000sq ft hub includes 138,000sq ft of warehouse space, 28,000sq ft of exterior canopied area

and 14 000 sqft of offices set in an 11 ½ acre site. It is a response to the ongoing growth commitment to Amazon over the next five years and initially is expected to move around 4,000 pallets on a daily basis. The new facility will be for Palletline members delivering on behalf of Amazon from a central hub as the relationship continues to yield significant volume increases throughout the year.

During November 2017 inbound peak for Amazon represented 10% of Palletline's network volume, a figure that is destined to grow.

Operations director Richard Gutsell, said: "The new facility will replace Palletline's Warwickshire hub near Rugby which is scheduled to close in May.

The ongoing transfer is going to be done in a number of phases, but we have already started the process."

Once the closure of the Warwickshire hub is complete, Palletline's other

customers located there will transfer to the new secondary facility.

Gutsell added: "As a separate sortation facility for Amazon freight, it will have the added benefit of relieving pressure and freeing up capacity for the standard freight moving through the network.

"It has not only secured employment in Coventry but added to it with 20 new positions already created at the new hub, a situation I see as developing further as the relationship with Amazon and the consolidation of our other customers at the hub, continues to develop."

Palletline managing director Graham Leitch said: "The opening of a secondary hub in Coventry is a further example of Palletline investing in the future of its UK business through strategic growth and the vision and faith of its customers and member companies who recognise the transformative power of partnership and the mutual benefits that it delivers." ■

FUTURE SKILLS

Introducing engineering to the next generation? How Lenze supports UK STEM students

Bedford, UK based Lenze is part of the Germany headquartered Lenze Group, a global supplier of machine automation and motion control systems. The Group is strongly focused on product design, development and innovation, an activity that demands the highest levels of workforce skills. Recognising the importance of accessing and retaining these skills, Lenze is an active supporter of students expressing an interest in industrial automation, at both technical academy and higher education levels.

In the UK, the company achieves these aims through various support initiatives for technical colleges and university departments. These include the provision of teachware consoles for students' exclusive use at their places of education, as well as places at Lenze's professional training days that enable students to gain insights into automation engineering at a more practical, advanced level.

An excellent illustration of this activity is Lenze's donation of six teaching consoles covering electric motor drive technology to the new Bridlington Mechatronic Centre, which was established in order to deliver the specialist engineering courses needed to remedy the perennial recruitment difficulties experienced by UK hi-tech companies.

More recently, Lenze partnered with the Engineering Development Trust and the Processing & Packaging Machinery Trade Association to support a STEM educational day at Bedford Free School. A variety of engineering themed tasks challenged the children's abilities in areas such as product design and environmentally focused problem solving, to give them a better understanding of what engineering can offer as a career choice, while breaking down some typical stereotypes. ■

RETAIL

Department stores' online sales up 33%

ONS Retail Figures for March paint a bleak picture for the High Street as online captures 17.4% of the retail market. Only booming internet sales saved the day for department stores, says ParcelCompare.

The Office of National Statistics Retail Figures for March reveal a gloomy picture for the High Street with sales continuing to fall. Only department stores' growth in online sales shielded them from even worse results, and point the way forwards for retailers such as Debenhams, says the e-commerce delivery experts ParcelCompare.

Says ParcelCompare's head of Consumer Research, David Jinks MILT: 'Debenhams today announced a huge 84% drop in profits in the last six months; thanks to a lack-lustre Christmas and declining High Street footfall. Those Debenhams' figures are even more revealing in the light of the latest ONS retail stats'.

He added: "All department store's physical shop's growth rate fell back significantly this year; but their online sales grew at a huge 33%. Debenhams must take note of these figures and continue to develop their online offering

substantially."

Conclud Jinks: "Today's ONS figures confirm the ongoing collapse in High Street store shopping, as a record 17.4% of all retail is now online – a figure growing every month. ParcelCompare's research reveals as many as half of Britain's High Street stores could close by 2030 if this trend continues. Retailers must develop a stronger multiplatform – store and internet sales – approach, to mitigate the impact of falling High Street shoppers." ■

New COO for Panther Warehousing

A new executive has been appointed to fuel the growth of premium white glove delivery specialists **Panther Warehousing**. Chief operating officer Brian McCarthy's expertise in both retail and logistics will help drive Panther forward after the Northamptonshire-based business

posted a £55m turnover for 2017.

Bringing with him a wealth of experience in both logistics and retail, Brian was previously logistics director at bed retailer Dreams and before that held positions at Home Retail Group and Asda having originally commenced his career in contract

logistics.

A key part of his strategy is to focus on the customer experience in the final mile. His appointment comes at a period of growth for Panther. The turnover for this year is forecast at £72m and the company aims to grow to £114m by 2021. ■



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ANALYSIS

The gender pay gap breakdown



Kirsten Tinsdale, career logistician and member of CILT's Women in Logistics forum, reflects on equal pay as companies reveal their pay gap data.

As the deadline passed on the morning of 5 April, over 10,000 employers with 250+ employees had submitted data. Some 1,500+ companies missed the deadline, so figures will continue to change as fresh submissions are made. There are also questions about the accuracy of some submissions: whether everyone understood the calculations, and hints about manipulation and worse. I hope there won't be too many logistics companies in any of those groups – an industry where compliance is a core competence.

Of those organisations that met the deadline, 173 were in 'logistics'. The pay gap across these logistics employers is 4.8%. So less than for the sector as a whole including passenger (6.65%) and less than across other sectors (9.9%).

People doing the same job get paid the same?

The ONS (Office for National Statistics) published an interactive on its website back in October, so slightly less newsworthy but more 'real', as it's about pay for particular occupations rather than medians for individual companies: slicing the cake in a more sensible, but less attributable, way. I've included some relevant categories for full-time workers in the chart below.

I'm less surprised at larger pay gaps at senior levels: the category of 'managers and directors' is a very wide one and, in higher bands, there's much more discretion in where people sit in the salary range. While wider for storage and warehousing, the pay gap for full-time managers and directors in transport and distribution is pleasingly slight.

My initial assumption was that, at ground level, people doing the same job would get paid the same (an FLT driver is an FLT driver), but in many operative-level jobs in our industry women are paid less than men. Shelf filler has the smallest gap out of the occupations I selected – the ONS categories don't always reflect our own descriptions, so I included this as being as close to some warehouse work as possible, although it's probably mainly retail. The category of 'other drivers and transport operatives' goes the other way – I don't know what they do and there aren't many of them (n/a means too few to provide a reliable figure), but whatever it is, those few women aren't doing too badly by the looks of things.

Explaining some of the difference

In January, the ONS carried out some analysis into reasons behind the gender

My initial assumption was that, at ground level, people doing the same job would get paid the same (an FLT driver is an FLT driver), but in many operative-level jobs in our industry women are paid less than men.

pay gap in hourly earnings. Those reasons included full versus part-time work (the hourly pay for both men and women tends to be higher if they work full-time), age and tenure (someone with more years of service is likely to be paid more than someone who has just started), region and business size, as well as sector and occupation. The conclusion was that only 36.1% of the difference could be explained by those factors.

Other reasons for differences could include levels within those occupations. For instance for LGV drivers this may be down to the proportion of C versus CE licence holders – 66% of male HGV licence holders have CE, whereas only 43% of women do.

No self-employed data was included in the data used in this ONS analysis, and overtime was excluded (men tend to work more overtime). Interestingly, I couldn't see any reference to shift work and shift premiums, so I emailed the ONS and they said, "We didn't consider shift work in the analysis... However, this might be a valid point and we may look at including it in future work". Shift work is one of the reasons given in the current government exercise by the Royal Mail for their gender pay gap: more men elect to work nights.

Why does gender matter?

The main story that comes out of the current exercise for the logistics sector is about lack of women in senior positions – less than 15% of those in the top quartile are women. Now, you could argue that if there aren't too many women at the bottom, there aren't going to be many at the top. But, in a low margin sector, we would be wise to take note: "In the UK the relationship between gender diversity and performance is... an increase of 3.5% in EBIT for every 10% increase in gender diversity in the senior executive team (and 1.4% for the board)." Not my view, but a quote from the McKinsey report, *Diversity Matters*.

Kirsten Tinsdale is principal of Aricia. Her entire career has been in logistics and she is a Fellow of the Chartered Institute of Logistics & Transport. Kirsten is an active member of CILT's Women in Logistics forum and will be a judge for the SHD Logistics Awards again this year. ■

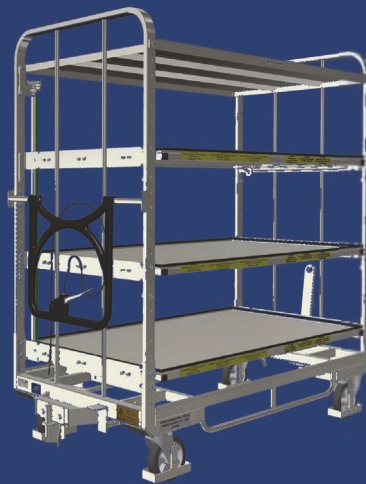
Source: Office of National Statistics – 26 October 2017

OPERATIVE ROLES	Woman £ per hr	Men £ per hr	Gender Pay Gap	% Woman
Large Goods Vehicle Driver	9.78	11.25	13.1	n/a
Van Driver	9.01	9.55	5.7	4
Fork-lift Truck Driver	8.67	9.18	5.5	n/a
Shelf Fillers	8.21	8.28	0.9	32
Other Drivers and Transport Operatives	25.6	19.28	-32.8	n/a
MANAGERS AND DIRECTORS				
Transport and Distribution	16.86	17.18	1.9	17
Storage and Warehousing	12.32	13.91	11.4	24

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BRIGGS, BE PORTAL KEEPS YOU IN THE DRIVING SEAT

Save your time and your money with BE Portal, says **Briggs**.



When managing a large materials handling fleet, it can be difficult to keep track of every machine, every cost and every service requirement as well as doing your day to day job ensuring the operation runs smoothly. In recent years the pressure to optimise every aspect of your operation and its associated costs continues to build. But to be able to optimise every aspect, you must have transparency and whilst in the past this has involved a heavy task of collating many sets and sources of data via spreadsheets and the like, this doesn't need to be the case as BE Portal provides full visibility on every aspect of your fleet's performance from operational hours, to uptime, cost of repairs and servicing from the entire fleet, across multiple sites, by site and right down to each unique unit.

This information is all presented in an online reporting system for you and puts the power completely in your hands to manage your fleet to

its full potential. It helps you to recognise trends and identify unnecessary costs to the business and remedy them.

SAVE TIME, SAVE MONEY

BE Portal is an excellent tool for saving both time and money. You can save time by using it to log a breakdown, book a service and submit meter readings, which you can do 24/7. You can save money by taking an in-depth look at your fleet costs, and minimising those that are outside of your contract. These are broken down into three main categories; management reports, spend analysis and machine information. The management reports are pulled into a clear dashboard and data such as machine downtime, response times and fleet uptime are demonstrated against a set of agreed KPIs. This not only provides visibility on how your fleet is performing, but also how quickly we are able to respond to service



BE Portal can provide visibility on the total number of hours worked by your fleet.

You can save money by taking an in-depth look at your fleet costs, and minimising those that are outside of your contract. These are broken down into three main categories; management reports, spend analysis and machine information.

requests and get your machines up and running again. This visibility ensures we stay accountable and allows us to address any problems together.

HOW CAN YOU SAVE MONEY WITH BE PORTAL?

There are a number of tools within the portal that you can use to help analyse areas where you can achieve a cost saving. One key area where it is possible to achieve a significant cost saving is by finding out whether you have the optimal number of machines in your fleet. It may be that you have more than you need, and could reduce the size of your fleet. BE Portal can support this analysis by providing visibility on the total number of hours worked by your fleet, and by individual machine hours.

FLEET ROTATION

Having visibility on the number of hours individual machines have worked means you can keep an eye on machines that are approaching their agreed contractual hours, and exchange them with machines in other departments that may be being under-utilised.

REDUCE YOUR DAMAGE COSTS

It's not just the general running costs that you could save on; fair wear and tear is expected and

an explanation of what this entails is accessible at briggsequipment.co.uk/advice/best-practice. You can keep track of service and repair costs at a fleet, site, model and unique machine level. The data provided includes a cost type, so that you can see exactly what you have services, for example new tyres. This means that you can identify recurring costs and seek to remedy them.

HOW CAN YOU SAVE TIME WITH BE PORTAL?

BE Portal not only saves you time by providing the information you need to make management decisions without you having to spend hours pulling the information together, but makes the day-to-day tasks easier too. For example, you can log breakdowns, book a service and submit meter readings 24/7 at a time to suit you. All documents and reports associated with the machines are available to download via the portal whenever you need them.

Why not speak to your Briggs sales representative about the benefits of implementing BE Portal on your sites? It is completely free of charge for Briggs customers so you have nothing to lose by trying it for yourself. ■

www.briggsequipment.co.uk

TRAVIS PERKINS ON BE PORTAL

Graham Bellman at Travis Perkins explains how BE Portal helps the merchant manage its fleet across over 2,000 locations in the UK.

BE Portal is fundamental to how we manage our MHE fleet, and we really want one window on the world. Some time ago we integrated the portal into the business and embedded that into our intranet site, and all of the sites now use it to communicate with Briggs. It's key around how we plan our maintenance and how we react to unscheduled maintenance. Everything is done online, they can see the progress of that call going through and when the engineer is due on site. Practically it has speeded up our operation. The fact of the matter is we have mechanical pieces of equipment and things will go wrong, but it's the speed and efficiency of getting things put right at the right time. We can pinpoint where machines are and we can plan maintenance based on hours of use, so we are becoming more efficient.

AUTO SECTOR WAREHOUSING CHANGES GEAR?

UK motor sales are down sharply, and UK car output has been heading south for months. Is the auto components supply chain about to take a breather, or is its five-year long quest for new efficient floorspace as urgent as ever? **David Thame** reports.



Aston Martin Lagonda unit
at Wellesbourne.



April's announcement that UK car sales were sharply down, plunging nearly 16% compared to the same time last year, was quickly brushed away by some commentators. "It's all down to diesel," some said, pointing to the super-steep decline in diesel sales of 37.2%. But the problem is not so easily explained away: diesel is a relatively small part of the car market (and getting smaller) and you can't blame it for all the auto-sectors gathering woes.

Optimists prefer to look at the data for car registrations, which has generally held up well; realists look at the data for UK car manufacturers, which

has fared much worse. The fact is that in February UK car production fell by 17% to 28,336 units, the seventh consecutive month of decline in the UK. Year-on-year output is down 2.3%, and domestic demand fell even more sharply at 11.9% (exports were unchanged). "Another month of double-digit decline in production for the UK is of considerable concern," Society of Motor Manufacturers chief executive Mike Hawes said.

So does this mean the end of the five-year run of uninterrupted warehouse acquisition by auto parts and auto supply chain businesses? At first glance the answer is no. Auto manufacturers and auto parts businesses are still looking for – and finding – new

premises. Sites like the three million sq ft Coventry Gateway are being prepared, ahead of anticipated demand from the auto-sector (see sidepanel).

Both deals follow a hectic year in which the big names of British car-making were active, among them Aston Martin Lagonda who took 130,000 sq ft at Wellesbourne, Warwickshire in a deal with Griffin UK Property Investments.

And yet this rosy picture is not quite reliable, and the realists who prefer to look at car factory outputs, rather than registrations, may have a stronger case. Burbage Realty say the auto supply chain's demand for new more efficient floorspace is "pausing for breath" after a hectic five years.



■ If you expect Brexit to mean the supply chain requires less space, you could be in for a surprise. The early evidence suggests the supply chain may need more floorspace as it keeps a larger stock on hand in case of hold-ups in just-in-time deliver. ■

EVOQUE PROMPTS DEALS

To see how this works in practise turn to Liverpool, where both JLR and Vauxhall have generated substantial warehousing demand from their supply chain. Merseyside-based consultancy LM6 were involved in April's purchase by Knowsley Image Business Park of a 38-acre site at Knowsley where developers Seybourne Estates plan up to 250,000 sq ft of new floorspace. LM6 director Tony O'Keefe says that the build-up to the launch of the 2019 Range Rover Evoque prompted a spate of deals – but that the hunt for new warehousing is now cooling down. “We’ve seen four or five big auto supply chain warehousing deals in the last 18 months, including Grupo Antoli taking 110,000sq ft at Huyton in a deal with Barwood and DB Symmetry, and that rate of activity has been typical,” O’Keefe says.

“But a lot of the activity has been in the lead up to the release of the second generation Evoque, the supply chain has been tooling up in advance and that means taking new premises, and most of the larger suppliers now have the facilities they want. We are now getting the wash down to the next tier of smaller supply chain participants, so expect the volume of deals to tail off. In particular, deals will now be smaller.”

The Liverpool experience meshes with evidence from the national scene. Andrew Marston, director of UK Research at consultancy CBRE, says that the auto sector supply chain accounted for about 9% of the warehouse floorspace let in the UK in 2017, down from around 16% in 2013.

“We’re not seeing massive new requirements – on the other hand, there are no suggestions the auto sector will scale back,” says Marston.

“The UK auto sector is off its peak – we know that, you only have to look at the car sales data – but there are still plenty of Midlands sites where we expect strong auto-sector property interest.”

Robert Rae, Coventry-based managing director at consultants Avison Young, is surrounded by the Midlands’ new auto-sector warehouse developments. Rae takes heart from the activity he sees from the office window and disagrees with the idea that warehouse demand from the auto supply chain is flatlining. He does, however, concede that it is not rising.

“JLR are at work on their new research centre at Gateway South Coventry, we have MIRA at Hinkley, and activity at the Rolls-Royce site Ansty. But it is fair to say demand is not rising – it is holding steady as we see the next phase of investment.”

Rae agrees with O’Keefe that the large component firms have now largely resolved their property needs, and that the small and medium-sized firms will now take centre stage.

“The auto sector accounted for about a third of last year’s 4 million sq ft big box warehouse take-up

in the Midlands last year, and whilst it is impossible to be precise it’s likely demand from the second is measured in seven figures rather than six.”

JUST-IN-TIME TIDES

The big unknown is Brexit which, given the trans-national nature of motor manufacture, could pose a real problem for manufacturers and their supply chains. If you expect Brexit to mean the supply chain requires less space, you could be in for a surprise. The early evidence suggests the supply chain may need more floorspace as it keeps a larger stock on hand in case of hold-ups in just-in-time delivery.

Government sources are already floating the idea of ‘free port’ development zones, operating much like bonded warehouses do in the luxury goods sector. If you keep the auto parts in the Freeport, then you don’t have to worry about customs requirements until you need them.

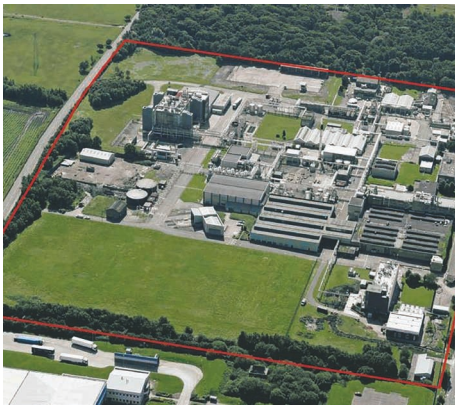
Robert Rae says the upshot could be large new warehouse developments on both sides of the air and sea borders. “I’m hearing both manufacturers and suppliers saying they may need more warehousing on both the mainland and the UK sides,” he says.

Sukhpal Singh Ahluwalia, founder and executive chairman of Euro Car Parts, says: “Both car manufacturers and independent distributors are having to offer ever-wider product ranges and faster deliveries to dealers and repairers to stay competitive. For example, we have recently completed a 1,000,000 sq ft automated central warehouse on behalf of Euro Car Parts, which I believe is the largest of its kind in Europe. The likelihood of significant post-Brexit friction at our borders (nearly all car parts are imported) will mean that extra central and regional warehousing will be required.”

Ahluwalia will not say how fast the existing 5 million sq ft Euro Car Parts portfolio will grow, but the additional square-footage is sure to be substantial in such a floorspace-hungry business. CBRE’s Marston says the Euro Car Parts prediction may turn out to be a good indicator of wider industry trends.

“Given how many times car components cross national borders in the course of vehicle manufacture, it’s clear the big auto industry names need to re-think everything, from assembly lines downwards. For now, though, I’ve heard some soundings but seen a lot more activity by auto suppliers taking new floorspace. Perhaps that has surprised some people,” he says.

Brexit, of course, remains an unknowable mystery for now. But the evidence suggests it will come at a time when the auto sector is already disrupted by current trends towards lower sales and lower factory output. What that means for property will become a lot clearer when the Brexit talks are concluded in October. ■



IF IT HAPPENS, IT'LL HAPPEN HERE

If the auto sector has a second wind in the run-up to Brexit, Coventry’s 3.6 million sq ft Gateway site is the likely beneficiary. The monster scheme, rejected by the government in 2015, is making a second attempt at takeoff, now that green belt objections have been quashed. The 200-acre site, south of Coventry Airport, was denied planning permission by Communities Secretary Eric Pickles in February 2015, despite approvals from both Coventry and Warwick councils. The site — to be developed by Roxhill in conjunction with the Coventry & Warwickshire Development Partnership — is next to the Middlemarch Business Park, 6 miles from the M6 motorway. The original Gateway scheme dating from 2012 included a new technology hub on land north of Coventry Airport and a manufacturing/logistics hub to the south as well as carrying out major road improvements to ease congestion and improve access around Jaguar Land Rover’s premises at Whitley Business Park. A new planning application has now been submitted to Warwick council.

The application comes soon after Birmingham City Council selected IM Properties as developer of the 160-acre Peddimore logistics site, Sutton Coldfield, another site that could be of interest to the auto sector.

Mind the gap!



CONTINUING SKILL SHORTAGES ARE HAMPERING GROWTH IN LOGISTICS AND OTHER SECTORS. **JAAP VOS** – AMHSA MEMBER AND MANAGING DIRECTOR OF SSI SCHAEFER UK – EXPLORES THE PROBLEM AND WHAT CAN BE DONE TO ENHANCE BRITAIN'S FUTURE SUCCESS IN A POST-BREXIT WORLD.

As an industry, we should be supporting efforts to partner with schools, FE colleges and universities in order to promote logistics as a positive career choice.



Britain continues to face skills shortages across a range of industries, which threaten to hamper economic growth. Engineering is a particular problem area and this impacts on the logistics industry. The falling investment cost of automation combined with upward pressure on wages – fuelled by Brexit – is increasing the demand for warehouse automation. This is good news for AMHSA members, but automated logistics systems need skilled staff to design, install and maintain them, so engineering skills shortages are a real issue. The 2017 *'Engineering and Technology Skills and Demand in Industry'* report, produced by the Institution of Engineering and Technology (IET), found that 46% of the 800 employers surveyed reported skill shortages in the labour market when recruiting externally, while 25% found limitations in their existing workforces.

BREXIT

In the report, 61% of employers felt that recruiting engineering and technical staff with the right skills would be an obstacle to success over the next three years. This contrasts with just 29% of businesses that felt that Brexit would be an obstacle to success. However, with the Brexit clock now ticking, there will at some point – although the date is yet to be thrashed out – be curbs on the free movement of EU labour into the UK and this will increase the skills gap even further. It will not only affect the availability of skilled engineers but also lesser-skilled warehouse staff. More than 310,000 workers from the EU are currently employed in logistics in the UK, accounting for over 12% of the sector's workforce. The flow of EU logistics

workers out of the UK since the Brexit vote has already caused labour shortages, particularly at peak periods. So what action can government and employers take to avoid a crisis?

APPRENTICESHIPS

Apprenticeships form a key part of the government's solution to the skills gap. Employers get the human resources they need quickly, while apprentices acquire transferable skills, earn a wage and avoid tuition fee debts.

Trade associations are ideally placed to foster apprenticeships and AMHSA has its own apprenticeship programme, operated in association with car manufacturer, Toyota.

Under the apprenticeship levy scheme – introduced in April

2017 – UK employers with wage bills of over £3m pay 0.5% of their payroll into a central fund, which issues vouchers that larger organisations can use to fund apprenticeships. Companies with a wage bill of less than £3m pay 10% of training costs directly to the provider, with the government paying the remaining 90% (up to a maximum), while the government provides all of the funding for 16- to 18-year-old apprentices if a company has fewer than 50 employees. Despite the government's plan to create three million apprenticeships by 2020, the number started in England in August to October 2017 was 30% lower than in that quarter a year earlier. In the IET report, 27% of employers liable to pay the levy said they would increase the number of engineering or technical apprentices they take on, 53% said the levy would not increase the number, and a further 20% were unsure of the impact on their apprenticeship provision.



It could be that employers do not fully understand the levy, or perhaps the cost of training is proving to be a barrier. Certainly, there is little to lock an apprentice in to an employer, so newly trained recruits can easily be lured away. Maybe, as an industry, we need to resist the temptation to continue to 'fish in the same pond' and rather work on a broader solution collectively to make our industry more attractive to young people. Of course, this is tricky to implement in practice, but we could resolve to try.

DIVERSITY

Another key route to solving the engineering skills gap is to increase diversity in the sector. The 2017 IET report found that women account for only 11% of the UK engineering workforce. It also found that just 15% of businesses make specific efforts to attract and retain technical female staff, while a mere 9% take actions to increase BAME (Black, Asian & Minority Ethnic) and LGBT (Lesbian, Gay, Bisexual and Transgender) diversity.

MILLENNIALS

Large numbers of millennials and Generation Z are not aware of the benefits of a career in engineering or logistics. Many employers see young people entering the labour market as lacking the required communication skills or initiative and therefore decide to use the levy to upskill their existing workers rather than take on apprentices. Surely the way to tackle the lack of work-readiness in young people and at the same time address gender inequality in engineering is to interact with school students and undergraduates in their place of learning, at careers fairs and by offering work experience. Sadly, the IET report shows that only 17% of employers are currently involved in such activities. As an industry, we should be supporting efforts to partner with schools, FE colleges and universities in order to promote logistics as a positive career choice. ■

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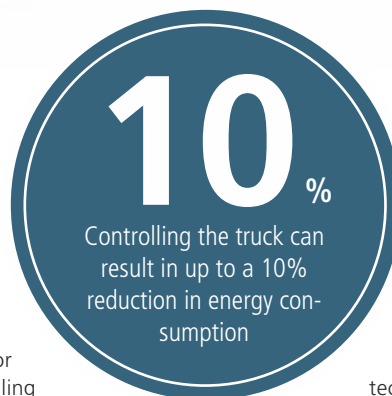


The automation of material handling equipment is a development area that many companies are currently looking towards in order to deliver greater efficiency and productivity from their supply chain. **Toyota Material Handling** – sponsors of the Operations Large and SME categories of The Logistics Awards for the fifth consecutive year – discuss how they continue to improve operations through automation.

Automation is not an entirely new solution; “many early adopters have been using automated trucks and systems within their applications for years,” says Jon Buckley, commercial director for Toyota Material Handling UK. “We have been providing automation systems to our customers since the 60s with primitive automated guided vehicles (AGV) using wire guidance. This area grew in the 80s when we were working with customers to develop dedicated AGV trucks for specialist applications. However, it is in the last 10 years there has been a tangible change and most recently that a wide range of customers have developed a thirst for information on how Toyota automated solutions can help them in their operations,” says Buckley.

DRIVERS OF AUTOMATION

“The increased interest in automation within logistics is being fuelled by two key factors: firstly, businesses are searching for solutions that will give them increased productivity and greater safety for their operators; this combined with a reduced labour pool has created an



increased appetite for new solutions. The other factor is the availability of the technology which is being driven by developments in robotics, virtual/augmented reality, wireless technology and self-driving road vehicles.

We now have laser guided technology developed for more complex automation installations, but also complementary technologies such as Bluetooth and small inexpensive safety scanners which have helped to reduce the price of entry-level automation. There has been a meeting point where customers’ needs are now precisely aligned with materials handling automation technology,” Buckley adds.

RANGE OF SOLUTIONS FROM TOYOTA

Toyota offers businesses a suite of automation solutions. Starting with telemetry, the Toyota I_Site truck management system aids companies to understand, control and improve the efficiency of their MHE fleet, moving to semi-automated order picking with Toyota T-mote remote control technology. For repetitive load movements along pre-defined routes, the Toyota TAE050 automated guided cart is a cost-effective and easy to install system for

TOYOTA

MATERIAL HANDLING

simple horizontal transport to points where the handling can be taken on by more complex automation. In addition, Toyota has a full range of Toyota AutoPilot automated powered pallet trucks, stackers and reach trucks. Toyota is also experienced at fixed infrastructure systems such as Toyota Radioshuttle for aisle free storage and the latest T-One integration and control software. As well as more advanced integrated systems such as those provided by Toyota's sister company Vanderlande. Buckley explains: "Customers are now able to find flexible automation solutions that are safe, scalable and easy to deploy in their operation. This also means that they offer a much shorter return on investment and so these solutions are more appealing to a wider range of businesses, we have particularly seen this recently with T-Mote which provides great efficiencies in order picking."

TOYOTA T-MOTE SAFE, EFFICIENT ORDER PICKING

Challenges with the changing labour market and the demand for intense order picking are driving companies to look for ways to boost their order picking processes while keeping their operators safe. Typically, order picking applications would not be the first area you would associate with health and safety risk, but order picking is a labour-intensive process. Operators of traditional order picker trucks frequently step on and off their trucks in order to pick and move to the next picking location. This is a tiring and time-consuming activity with the risk of slips, trips, and falls, particularly when stepping on and off the truck.

This need for improved picking productivity and safety has led directly to the development of the Toyota T-mote remote drive order picker T-. With Toyota T-mote the operator can simply advance the truck with a small finger-operated remote control. This easy hands-free solution enables a picker to walk behind or next to the truck, always in the position to pick goods from the racking to the cage or pallet on the truck, providing efficiency gains of up to 14 percent.

PRODUCTIVITY & FLEXIBILITY

The remote drive concept has a number of clear benefits in the right application; it can shorten the cycle time, increases picking productivity and creates a smoother picking flow. Controlling the truck can also result in up to a 10% reduction in energy consumption and enables longer picking between battery charges.

Operating the truck in remote drive mode increases the time an operator can spend picking goods as they are not having to repetitively step on and off to drive to the next picking location. If there is a greater distance between picking locations, the truck can be operated normally in order to reduce travel times.

ERGONOMIC IMPROVEMENTS

Minimising the need to step on and off the truck benefits the operator, while reducing the risk of injuries and fatigue. Operators experience a more natural picking flow, which is less stressful compared to traditional order picking operations.

SAFETY IN THE WORKPLACE

To ensure that the Toyota T-mote order picker can be operated safely in remote drive mode it is fitted with a laser scanner. This scanner works in two ways; it automatically stops the truck or allows the truck to manoeuvre around an obstruction detected in front of it, but also maintains the truck's distance away from the racking. Along with this scanner, there are also visible beacons which warn other people that the truck is being operated in remote drive mode and like all of Toyota's automated warehouse trucks; it can be operated as a standard truck too.

By enabling operators to walk alongside the truck when picking, reduces the number of steps on and off the truck. Not only does that limit the time spent travelling between the machine and the pick locations, it can also limit the likelihood of joint injury, slips, trips and falls occurring when stepping on and off the operator platform.



COST REDUCTION AND EFFICIENCY

Along with the above improvements in safety, productivity and flexibility, the use of Toyota T-mote can help to provide reduced costs for servicing and maintenance of the machine. By operating the truck in remote mode, the controlled acceleration and speed results in reduced wear to key components.

Operating the truck in remote drive also has a positive impact on energy consumption, increasing the truck's operational cycle and reducing the frequency of battery charges. Buckley concludes "Toyota T-mote is a great solution to increase order picking efficiency. It reduces operators' fatigue and contributes to a safer work environment. It is a great example of the role simple automation can play in logistics". ■

www.toyota-forklifts.co.uk

DEADLINE EXTENDED TO 18 MAY 2018



Jon Buckley presents the Operations (SME) Award to Walker Logistics in 2017

Deadline for entries has been extended until the 18 May 2018. What project will you enter? Last year's winners included Pharmacy2U, DP World London Gateway, Walker Logistics and Tesco in categories including Warehouse Efficiency and New Facility.

www.logisticsawards.co.uk

THE LOGISTICS AWARDS

Warehouse or warzone?



AHEAD OF HIS PRESENTATION AT THE FLTA'S NATIONAL FORK TRUCK SAFETY CONVENTION IN OCTOBER, SPECIAL GUEST SPEAKER **STEWART HILL** COMPARES THE WORLD OF WAR WITH THAT OF THE WAREHOUSE...WITH SOME SURPRISING REVELATIONS.

the quality of our leadership can determine whether people live or die...



Exercises. Threats. Alerts. When you're working in a war zone, there's never a moment you

aren't aware of the fact that you are surrounded by potential danger. For good reason, too. Complacency comes at an exceptionally high cost, as many service men and women have learned the hard way. Out on the battlefield, with physical and psychological pressures high, the quality of your leadership can determine whether people live or die. Literally. You quickly learn that – to stay alive – you need to keep doing the right things. The things that make you safe... The moment you stop doing that, disasters can befall you – as I learned the hard way.

At the National Forklift Safety Convention in October, I will be sharing my story and the lessons I've learned with managers and supervisors overseeing lifting operations... and their own potential war zones.

When I began working with the Fork Lift Truck Association last year, I was shocked to learn that:

- Between April and September 2017, four people were killed in accidents involving lift trucks
- Approximately 1,300 people a year suffer life-changing injuries as a result of lift truck accidents. Worryingly, there is no significant evidence of improvement in recent years

Is it a war zone? A quick glance at the casualties of war speaks volumes. At the height of the conflict in Afghanistan, where I was among approximately 140,000 deployed, the UK Armed Forces suffered 32 fatalities and 68 three-day plus injuries in a single year. There's a clear and significant level of danger for those working on the 'frontline' in the warehouse. Unlike their peers serving in the military, however, the majority lack the awareness to recognise the risks at play, which means that – when faced with them – they're unaware of the most

HEAR STEWART'S STORY

At the National Forklift Safety Convention, which is sponsored by Toyota Material Handling and produced in association with *SHD Logistics*, the FLTA will focus attention on the importance of reviewing and renewing your commitment to safety.

From industry insights to invaluable real-life case studies, motivational speakers to expert Q&As, networking opportunities to CPD accreditation, each year the Convention delivers content that's engaging, educational and – above all else, excellent value for money.

Organised by the Fork Lift Truck Association, this year's event will take place on Wednesday 3rd October 2018 at the Heart of England Events and Conference Centre.

Safety Convention 2018 will also see the return of our fork lift truck safety exhibition of relevant products and services which, by popular demand, will be bigger than last year.

effective way to negotiate their way to safety. While many companies appreciate the need to train lift truck operators, it's clear that – particularly within SMEs – if "training" happens at all, chances are it's basic at best. Many overlook the three crucial elements of training (Basic, Specific and Familiarisation) that are required by law.

That isn't wholly surprising, when you consider research undertaken by the FLTA's Safety Month Partner, Mentor FLT Training.

90% of managers and supervisors attending their management training courses were not aware of L117, the HSE's Approved Code of Practice and Guidance for rider-operated lifting operations, before their training commenced. Those who work on foot in close proximity to lift trucks, such as warehouse operatives do not fare much better. While we've seen improvements to forklift safety aids and technology, this at-risk group account for 57% of those suffering life-changing injuries.

Clearly, something needs to change and it's your duty, as someone overseeing lifting operations, to take action.

The FLTA website is packed with a host of free resources designed to support your efforts, including:

- A library of fact sheets covering the most common issues
- Our four-step Safer Site Essentials programme
- Videos and posters which are perfect for toolbox talks and inductions ■

TOYOTA'S TOTAL SAFETY FOCUS

World #1 to sponsor FLTA Safety Convention 2018 in October

Toyota Material Handling UK has confirmed that they will sponsor this year's Fork Lift Truck Association's National Forklift Safety Convention.

This prestigious event will take place on Wednesday 3rd October 2018 at the Heart of England Event and Conference Centre.

For further details, or to book your ticket to the event, visit the FLTA Safety Conference page www.fork-truck.org.uk, email mail@fork-truck.org.uk or call the FLTA office on 01635 277577.

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IFOY WINNERS

An international jury of trade journalists, including SHD editor Kirsty Adams, voted the following world-class products as this year's winners of the **IFOY Awards**.

JUNGHEINRICH'S SLH300 BATTERY CHARGING SYSTEM

The cross-technology battery charging system **SLH300** from **Jungheinrich AG** won the 'Special of the Year' category. The SLH300 platform is an easy-to-use plug and play charging solution for lead-acid and lithium-ion batteries for industrial trucks. Comments from the jury on this product included, "The possibility of charging a range of technologies with just one system, and in this performance class, makes companies more flexible, because there is no need to choose one of the two battery technologies."

The system is suitable for companies with mixed fleets or for switching from conventional lead-acid to lithium-ion technology. SLH300 enables the gradual introduction of Li-ion vehicles without having to maintain two charging stations for different battery types. The IFOY Innovation Check rated the combi charger as 'innovative' and 'positive' in terms of functionality and performance.

The charging system monitors the status of the batteries and adjusts the type and duration of charging accordingly. As soon as the battery is connected to the charger, it recognises the battery, its capacity and voltage. The charger also registers which optimal charging characteristics belong to the connected battery, so that faulty charging is excluded.

Even at peak values during charging, the test measured a constant 300 amps over the entire charging range. This is essential for the intermediate charging of Li-ion batteries, in order to guarantee fast charging of up to 85%.



BEST CRANE OF THE YEAR LIEBHERR MK 140

The judges were impressed by the the **VarioJib** concept on the **MK 140** which sets a new standard in the mobile construction crane segment. "With the MK 140, the company is fulfilling its pioneering role in terms of efficiency and innovation and also offers significant added value compared to its competitors," the jury says.

The 5-axle model is only 15.97 m long and is the first crane to combine VarioJib, the trolley mode for fast and all-electric handling, and the luffing mode for special applications. With this extremely innovative solution, considerably higher lifting heights of up to 94m and outreaches of up to 65m are possible for loads of up to 1,900kg. Previously, this was only possible with larger or more complex equipment. The IFOY Innovation Check classifies the quality of implementation as excellent in every respect.

Only one person is required for assembly and dismantling and in the test, the IFOY winner needed just 20 minutes for setup. Rebuilds, such as an increase of the counterweight or the change from trolley to luffing jib, also took less than 20 minutes. With a turning radius of only 11.5 m, the vehicle is highly maneuverable.

Another innovation is the automatic detection of the setup status, which primarily contributes to higher operational reliability. As the first mobile construction crane, the MK 140 knows its complete set-up state and supports the crane operator in selecting the right load curve. The green crane receives outstanding ratings for its high customer benefit. The IFOY Innovation Check notes that the compact dimensions and fast set-up times are of great advantage, especially in urban areas.



BEST NEW COUNTERBALANCED TRUCK, STILL RX 20

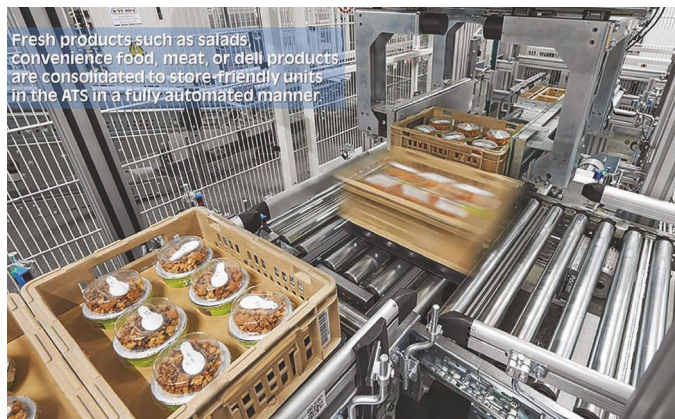


The international jury selected the 1.6-tonne truck, which was unveiled in January, as the best new counterbalanced truck. The jury's decision was based on all-round innovation as well as indoor and outdoor use. "The **Still RX 20** sets a new benchmark in the premium segment. It is fast on ramps, precise in handling, scores high on its ergonomic workstation and the new drive module guarantees high handling rates. Providing battery room for the optional use of lead-acid batteries with circuit A or B in a compact counterbalanced truck is also a remarkable technical achievement", the jury explained.

With a lifting height of 7.5 m, the truck meets nearly all typical tasks, is suited for narrow aisles and is fast with a top speed of 20 km/h. With the push of a button, the operator can choose between energy efficiency and maximum handling capacity.

The truck was extremely quiet and easy to operate during the IFOY Tests. Despite its compact dimensions, the cabin is spacious and the all-round view is excellent. The new display and control unit Still EASY Control offers a fully graphic colour display with automatic brightness control and provides the driver with all the necessary information at a glance.

INTEGRATED WAREHOUSE SOLUTION OF THE YEAR, WITRON'S MIGROS OMNICHANNEL WAREHOUSE



migrolino AG is a leading Swiss convenience retail store in the Swiss convenience market. On a peak day, its omnichannel logistics centre supplies more than 600 Migros stores including 300,000 retail units plus migrolino shops at petrol stations/train stations, with more than 118,000 pick units. Witron has combined different distribution channels (branch, small volume, wholesale logistics) and different product groups (dry, fresh, temperature-controlled) in a mechanised system. This integration has led to cross-channel synergies and made processes extremely flexible.

The picking performance has trebled, increasing in volume from 9 to 20 million picks per year. The Witron logistics system integrator automated the previously manual migrolino logistics site (a two-storey, 14,000 sq m warehouse) whilst it operated.

"Witron is the first logistics system integrator in the world to have succeeded in developing an all-round omnichannel solution. The merger of the volatile small volume order picking at migrolino AG with the Migros branch business is a masterpiece," said one judge.

WAREHOUSE TRUCK OF THE YEAR, JUNGHEINRICH AND WEGARD

For the first time in IFOY history, two vehicles were named 'Warehouse Truck of the Year.' The improved **ECE 225** from Jungheinrich and the **Wegard Trail** from the Hamburg startup Wegard, achieved comparable results.

The ECE 225 from Jungheinrich, equipped with the new easyPILOT Follow remote operating option, follows its operator automatically – and with precision – to the next pick point. This allows the user to focus on the picking process. "Jungheinrich makes the transition to autonomisation easy with the automatic travel control system retrofittable for all ECE models," said the jury.

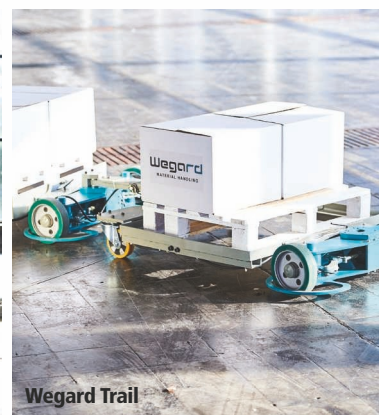
The second IFOY Award in the category "Warehouse Truck" goes to the Wegard Trail. The modular tugger train of the Hamburg-based Wegard startup is the first to use autonomously electronically steered axles with angle detection.

"With its new axle, Wegard consistently solves the problem of directional stability of tugger train trailers. For the first time, driving maneuvers such as lateral parking, shunting and reversing are possible, which are particularly important for the automation of tugger trains," the jury says. The IFOY Innovation Check confirms the system's significantly improved adaptability and flexibility compared to mechanical steering couplings.

The basis of the tugger train is the steering of the individual axles. It uses sensor information that is measured directly on the axis. Three sensors are installed to determine the left and right wheel movement as well as the steering angle. An algorithm is used to calculate the exact position of the front and rear tiller points. The system uses these values to calculate the route to be driven. The accuracy was remarkable in the IFOY test series, as was the simple connection without data cable.



ECE 225



Wegard Trail

FILTER BLUES

How to avoid the particulate filter blues, by Paul Watson, UK sales director at **Doosan Industrial Vehicles**.

How many owners of diesel forklift trucks purchased within the last few years are fed-up with the hassle, cost and downtime of running the regeneration cycle on their diesel particulate filters (DPF) every 25 hours or so? If you're one of them, you're not alone, there are a great many out there, and the numbers are growing by the day.

The issue has only arisen over the last few years, following the introduction in 2014 of new EU emissions standards for non-road vehicles. The stringent Euro-Stage IIIB standards for all diesel engines over 37kW, and Stage IV for those over 55KW, require NOx, HC and particulate material (soot) exhaust emissions from new engines to be reduced by a substantial 90% compared to the Stage III standards they replace.

This has posed a major problem for the manufacturers. As the vast majority of forklift makers do not build their own engines, the solution adopted by the industry, in general, is to adapt ill-suited automotive engines and reduce the amount of NOx by lowering the combustion temperature using cooled exhaust gas to dilute the amount of oxygen in the combustion chamber. But, there is a big penalty. Soot is increased which requires the engine to have a diesel particulate filter fitted to prevent the soot being emitted.

REGULAR CHARGING

As those having purchased a new forklift fitted with a diesel particulate filter will know to their chagrin, part-and-parcel of having such a filter is that it has to be recharged at alarmingly regular intervals. This is a lengthy process that for most users must be performed once or twice a week and requires the truck to be taken out of service and the engine to be revved at full engine RPM for about 20 minutes to half an hour, in order to burn the soot that has collected in the particulate filter. Huge amounts of fuel are used in the process and the truck is not available for duty – increasing downtime

and significantly impacting productivity. Then there are the costs associated with the burning of extra fuel and associated maintenance issues, not to mention the sheer inconvenience of the whole lengthy, repetitive process.

What's more, how many forklift drivers are tempted to ignore the red warning light that



pops-up on the dashboard when regeneration is required? Failure to respond swiftly can result in machine shutdown, needing an expensive call-out of an engineer to perform forced filter regeneration. Imagine the costs and the downtime waiting for an engineer – perhaps you don't need to imagine it!

ANTICIPATING LEGISLATION

But all this could so easily be avoided. There are only three forklift truck manufacturers who have diesel engines on the market that do not require diesel particulate filters to comply with Euro-Stage IIIB and Stage IV standards. Two of them can only offer solutions in limited product ranges. The other, Doosan, has a full range from 2.0-tonne capacity across all diesel powered counterbalance trucks up to 25-tonnes.

Doosan Industrial Vehicles' approach to the new emissions challenge was to anticipate the

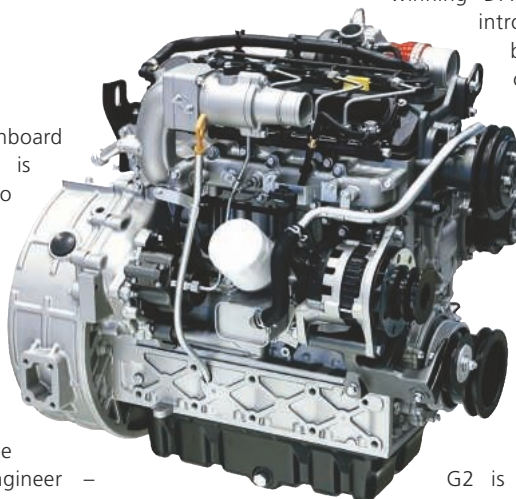
legislation by developing a highly innovative new diesel engine specifically for non-road use. As part of the \$21bn Doosan engineering conglomerate, the industrial vehicle division was uniquely positioned to tap into the rich resources and 'in-house' expertise of Doosan's Infracore Engine Division. The result was a groundbreaking new design, created for the specific needs of industrial applications – a concept far removed from the 'sticking plaster' approach taken by most forklift truck manufacturers with their poorly adapted diesel engine formats borrowed from the automotive sector.

Clever design of the combustion chambers and piston heads, coupled with an ingenious fuel injection system, results in a cleaner burn with Doosan's G2 engine, producing much less soot. Critically, the need for a Diesel Particulate Filter has been engineered out.

In September 2014, Doosan's award-winning 'DPF-free' G2 engine was introduced to the market bringing lower fuel consumption, longer maintenance intervals and maintenance-free after-treatment systems – providing best-in-class performance on fuel economy and emissions while exceeding all Euro Stage IIIB and Stage IV legislation.

Payback on the G2 is faster than for any other engine in this class.

In tests at Millbrook Proving Ground, Doosan's G2 engine recorded fuel consumption reductions of more than 30% compared with the previous model, making fuel economy an outstanding feature of the new design. So, the secret is out. Performance, fuel economy and emissions compliance can all be attained from a new diesel fork lift truck without the need to endure the frustrations, downtime and costs associated with DPF regeneration – heralding an end to the particulate filter. ■





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FLYING START

Mitsubishi Forklift Trucks has applied its decades of experience in fast-pick operations to create VELiA ES – its class-leading, high-performance low-level order picker.

This ultra-compact truck, produced by Mitsubishi Forklift Trucks (MFT), is packed with smart, timesaving features that combine to increase speed of application, ease of use, and overall operator efficiency. Suitable for the narrowest aisles, the energy-efficient VELiA ES boasts market-leading ergonomics and super-smart software to keep operators working as productively as possible. It is an impressive 14% more efficient than its nearest competitor.

SMOOTH OPERATOR

The stop/start nature of order-picking means precious picking time is often wasted. With the VELiA's Flying Start technology, the truck can start moving the instant the operator is at the controls. Additionally, Smooth Stop prevents swaying when the truck reaches a full stop, enhancing the overall comfortability for the operator, reducing stress on the operator's body, as well as minimising the time needed between picks.

SMART TECHNOLOGY

Harnessing the power of Artificial Intelligence, the VELiA's Sensitive Drive System (SDS) transforms the



partnership between truck driver. Sophisticated algorithms, backed by real-world data models, continuously, intuitively alter the truck's behaviour and characteristics to the needs of the driver and application. By monitoring and analysing how a truck is being operated, SDS can identify and anticipate the operator's intentions, leading to a smoother, more productive pick.

Exclusive to VELiA ES, distributed in the UK through MFT's UK importer Red Diamond Distribution, the next-generation Maxius steering wheel keeps all functions within easy reach of the operator, while protecting against common thumb and wrist injuries.

The horn buttons are within easy reach of the operator's thumb, while the lift/lower flaps are at the fingertips: enabling operators to keep both hands firmly on the steering wheel – for absolute control. Vibration and shock absorbent, this ergonomic control allows riders to set their own steering angle to suit – ensuring they are well supported and comfortable – during even the longest shifts. ■

www.mitforklift.com

QUICK CHANGE

David Banks, sales manager – Waste and Recycling Sector at JCB – celebrates the attachment's role in versatile, multi-tasking waste and recycling machines.

Busy waste and recycling sites are increasing their productivity by opting for versatile materials handling machines. A vehicle can be versatile simply by virtue of its design, for example a compact machine that packs powerful performance and capacity can be deployed in a broader variety of jobs.

However, a machine's multitasking capability can be multiplied by changing attachments – particularly if this can be done quickly and easily.

For example, equipped with a swivelling selector grab for sorting waste, the Wastemaster-spec JCB Hydradig proves to be an incredibly dexterous and flexible tool, allowing an operator to pick-up small individual items contaminating a specific waste pile. In the next movement the same tool can grab a bucket-load of that contamination-free waste. This means the Hydradig can not only carry out the heavy shifting that only a machine can perform, but it can also do the job of manual pickers. Switch attachments and the Hydradig can also be used to feed a shredder, tidy up any of the containers around a site and even to stack loads on pallets.

The ever-versatile Wastemaster Teletruk is



commonly seen working not only with forks, but also with a grapple or a bale clamp. JCB Loadalls can also be used with a vast array of universal attachments such as general purpose buckets in varying capacities, grapple buckets, forks, waste clamps, bale grabs or tools such as a yard brush. One minute it can act as a forklift, the next it can be a loader. It can even be used to cut grass in the summer when fitted with mowers.

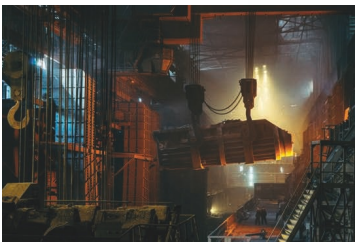
FOUR METRE FORK

For some users, the attachment's value is not so much in its versatility but in its specialism. Online salvage and non-salvage vehicle auction company Copart UK,

for example, has a fleet numbering around 70 JCB wheeled loaders across its 15 UK locations. Its loaders have a four metre long fork attachment, that allows Copart's operators to lift and move badly damaged cars, which can't be moved in any other way, around its sites efficiently and without incurring any further damage. The four metre long forks pick a vehicle up lengthways on its front and back suspension arms, thus avoiding contact with the car's bodywork or its exhaust, and avoiding the subsequent risk of any damage. ■

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360° SOLUTION



Whether it's a lack of space in a retail warehouse or the Just-In-Time demands of an automotive factory, **Hyster** explains how its solutions are meeting the needs of specific applications.

Large retail outlets are often challenged with storing and handling stock within the tight confines of a small warehouse. These warehouses are often designed with narrow aisle widths and high racking which can make handling difficult. Hyster Europe recently previewed the R1.0E – 1.4E Reach Truck series, designed specifically to support this type of operation. Although it offers the same dependability and operator comfort as the existing Reach Truck range, it has been developed for greater manoeuvrability in environments where space is at a premium.

The chassis is compact, and the mast can be tilted back, saving all-important centimetres so the truck can handle stock in the highest racking, even in narrow aisles.

For stock kept in the lower racks, there is the Hyster S1.0E-1.2E Compact Stacker truck. Its streamlined size makes it ideal for efficient stacking, storing, transporting or picking in the tight spaces commonly found in retail warehouses. The series can lift up to 1.2 tonnes to 2.41m, or reach heights of up to 4.18m with lighter loads, and for added flexibility, forks can also be adjusted to an ergonomic working height for warehouse order picking.

AUTOMOTIVE

The automotive industry is demand-driven, so dependable and efficient materials handling equipment is vital for optimum efficiency and meeting Just-In-Time requirements. Line feed productivity is particularly important.

To support automotive production applications, Hyster Europe has launched the new T7.0HS3 three-wheel and T8.0HS4 four-wheel Rider Tow Tractors. The new Hyster Rider Tow Tractors offer excellent manoeuvrability thanks to the compact design, anti-roll back on ramps device, and external inching control buttons to assist with trailer hitching. The tow tractors, which offer optimal operator comfort, also feature adjustable acceleration and travel speeds that can be set to meet the different needs of specific automotive manufacturing applications.

For those operations with repetitive line feed tasks, tow tractors can also be automated. The knowledge of the local Hyster dealer combined with detailed simulations, allows Hyster Europe to identify where automation can be used to improve efficiency.

The LO5.0-7.0T Tow Tractor, Pedestrian Counterbalance Stacker and Low-level Order Picker can all be robotised, offering the flexibility to deal with intermittent demand for different automated tasks in the automotive industry. The truck



Hyster's 8 tonne truck ◀

A new compact trucks from Hyster ideal for the retail warehousing environment ▼

based solution makes automation accessible and adaptable to changes in building infrastructure.

PORTS AND TERMINALS

While moving and stacking empty and laden containers is a vital part of port and terminal operations, these applications have varied handling needs at every stage from ship to store. One common challenge is container stuffing.

For most terminal operations, the most convenient and efficient way to transport heavy or awkward loads into, or out of, the container would be with a counterbalance lift truck. However, the standard cab height often makes this impossible.

To overcome this, Hyster Europe offers lower cabin height options for restricted height applications, such as the back of lorries or loading in a container. Low cabin height options are now available on a number of truck series including the H8.0-9.0FT series, for loads up to 9 tonnes. Tough Hyster lift trucks with lowered cabins also offer the power, performance and manoeuvrability needed to work efficiently through the harsh, wet and sub-zero weather conditions commonly found in ports and terminals.

RECYCLING

Dusty environments are commonplace for lift trucks operating in the recycling, household waste or paper bale handling industry, meaning that the lift truck's radiators can easily get clogged up. This can cause unnecessary downtime that costs businesses money in lost production, as well as contributing to other truck problems.

To tackle this issue and help operations to increase productivity and maximise return on investment, the 'Cool Truck' package for 2-3.5 tonne capacity lift trucks has been designed to reduce the amount of debris entering the engine compartment and



getting stuck on the transmission or in the radiator.

Developed following field trials in harsh paper applications, the truck features an innovative automatically reversing fan that significantly extends radiator cleaning intervals compared to a H2.0-3.5FT. Tilt and steer cylinder gaiters minimise the risk of damage to cylinders from debris, while tough rubber guards over the drive axle also minimise ingress of paper under the floorplates. Venting on side panels also helps to minimise the vacuuming effect of debris on the ground and a solid multi-piece belly pan under the engine compartment reduces the amount of loose debris entering the underside of the truck. ■

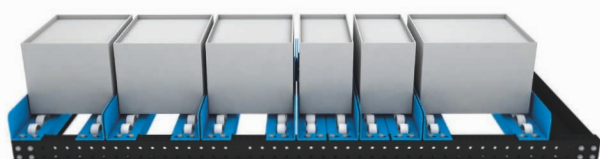
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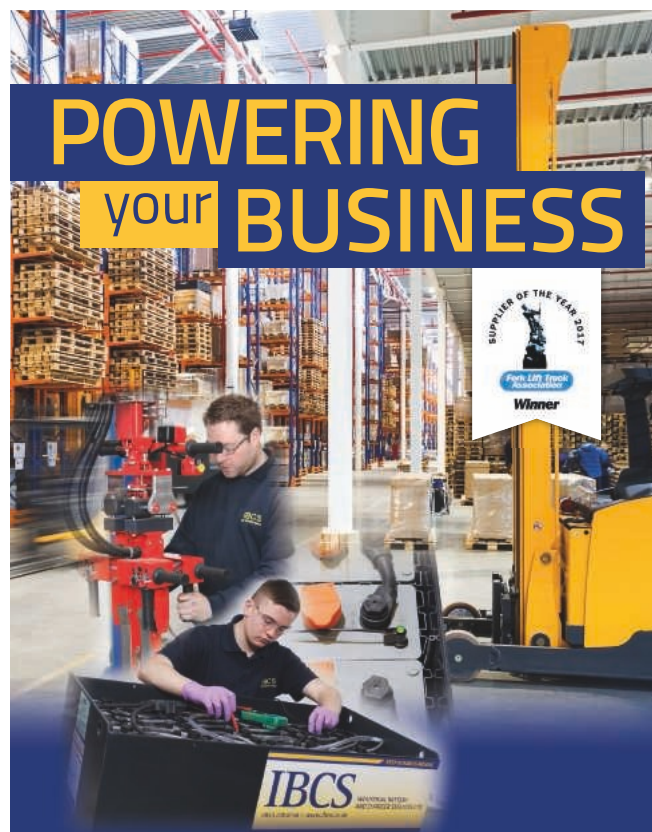
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LATEST IN FORK LIFT TRUCK PRODUCTS

We've selected some recent product news pieces from our inbox to share this issue.

GOOD FIT

Independent tests undertaken in the USA by Virginia Tech Center for Packaging and Unit Load Design have demonstrated that the **Sumo Glove** – a product that limits the impact of a forklift's forks against a load – virtually eliminates the damage to wooden and plastic pallets that is often caused by carelessly directed lift truck forks.

The Sumo Glove is a protective cover that fits to the tips of a lift truck's forks. Its unique cushioning effect reduces both pallet and load damage and enhances safety without affecting the operational effectiveness of the forklift truck.

The Virginia Tech laboratory tests showed that the blocks of a plastic pallet or 'stringers' of a wooden pallet are up to 13 times less likely to suffer serious damage if hit by a forklift whose forks are fitted with Sumo Glove technology than a truck whose forks are unprotected.

In fact, when struck by tines fitted with Sumo Glove, neither the wooden or plastic pallets showed signs of any failure up to the point where the testing was terminated. "Quite simply, the tests present clear evidence that Sumo Gloves allow companies to greatly reduce the repair, maintenance and replacement costs that they run up each year by damaging their pallet pool with lift trucks," says Simon Ross, co-founder of SumoSafe Global – the company behind Sumo Glove.

www.sumoglove.com



ERGOLOGIC JOYSTICK

UniCarriers is subjecting the control functions on its counterbalance trucks to an ergonomic redesign. The TX will be the first model available with the time-tested Ergologic joystick from May 2018. This joystick complements the existing control options – fingertip controls, mono lever controls and mechanical levers – to provide a fourth alternative for hydraulic control. Ergologic is designed to the highest Ergonomic standards and will be offered on all vehicles in the Counter Balance portfolio in the future. Drivers can use the joystick to operate all hydraulic functions of the forklift with minimal effort. UniCarriers thus significantly improves ergonomic design in its counterbalance trucks.

The joystick has already been a standard feature on ergonomic reach trucks within the UniCarriers' Tergo series. The forklift manufacturer is now gradually introducing its Ergologic joystick to its counterbalance truck range as part of ergonomic remodelling. The driver of UC counterbalance trucks will now enjoy the same ergonomics standard as in the Tergo reach truck family.

The multifunctional joystick provides the driver with a comfortable control unit featuring all the functions of a conventional operating lever. These include lifting, lowering, tilting and moving the forks sideways. Extra functions are available on levers as tilting horizontal. The movements the user makes with the joystick mirror the

www.unicarriers.europa.com



MOTIVE POWER

Ecobat Battery Technologies

(EBT) has brought the Lucas brand into its comprehensive portfolio with the launch of a range of premium quality motive power 'forklift' batteries for the materials handling and logistics industries.

After researching the on-going needs of the sector and completing rigorous field trials, EBT Industrial, the company's industrial power division, has introduced the Lucas range to fill a gap in the market for a complete battery, on a direct, like-for-like replacement basis, to provide the market with a no hassle 'plug and play' option.

"In a crowded market, simplicity is the key that makes this option particularly attractive as the package is designed to make the identification process quick and straightforward, in order to allow users to correctly specify the most appropriate replacement," explains strategic director, Derek Anderson. "Once selected, the new battery can be ordered for immediate delivery and swapped with the existing battery for minimum fuss and the least possible vehicle downtime."

The motive cell design, manufactured using the latest production equipment and the best of materials, delivers optimum performance, excellent reliability and a long service life. Available in a variety of DIN dimensions and engineered to DIN/EN 60254-2 standards, the Lucas motive range also ensures full compliance and provides complete flexibility.

www.ecobat.tech



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MEET THE JUDGES

This year's independent line-up of judges hold an array of experience and knowledge across the supply chain. They'll be meeting in June to evaluate over 80 entries and choose winners across 13 categories. Join us on **Thursday 20 September** at The Swan, Shakespeare's Globe in London to find out which projects were selected.

WAREHOUSE EFFICIENCY AWARD



GWYNNE RICHARDS – FOUNDER, APPRISE CONSULTING

Gwynne has over thirty-five years' experience in warehouse management and logistics. He began his career with BRS a forerunner of Exel Logistics which later became part of DHL. He founded his own logistics consultancy and training company in 2003. Gwynne works with companies on improving logistics operations, benchmarking performance and deciding whether to outsource or not. His course on Warehouse Management was recently accredited by CILT. He is also lecturer in supply chain at Warwick University. His book on Warehouse Management published by Kogan Page has sold over 10,000 copies worldwide. A book on logistics and supply chain tools was published in July 2016.

How big an impact will robotics and advanced machinery have in the next five years?

I believe it will have a major impact as we see more and more companies adopting advanced technologies in order to meet their customers' demanding requirements and as they strive to achieve the perfect order. Warehouses are becoming more technologically advanced with vision systems, robotic arms, driverless vehicles and autonomous robots further facilitating goods to person strategies. Another challenge will be how to handle redundancy of staff. A certain percentage will be upskilled, however, what happens to the remainder. This moral question will be a significant challenge to HR departments, companies and Governments worldwide as developing nations compete with those who are already established.



TECHNOLOGY INNOVATION (LARGE & SME)



LYNN PARNELL – CONSULTANT, LOGISTICS PARTNERS

Lynn has over 25 years' experience in both technical and operational roles within logistics and supply chain working for a 3PL and several software houses. In 2000 Lynn formed Logistics Partners, a consultancy that focuses on systems and technology. Lynn has a track record of ensuring that supply chain systems and technology are selected, integrated, implemented and operated in the most efficient and cost effective manner. Projects have included grocery wholesale, e-commerce retail, construction logistics, logistics services procurement and end-to-end supply chain visibility. Lynn is a Chartered Fellow of the Chartered Institute of Logistics & Transport - CILT(UK) and an Associate member of the UK Warehousing Association (UKWA). Lynn has been an active supporter of Transaid for many years and in 2015 formalised this to become a Transaid Ambassador.

Which technology areas are the most challenging for logistics operators in 2018? Can you provide examples of how your clients are tackling this?

In 2018 there are several industry demands where technology will provide the solution. Robotics and modular automation, customer focused smartphone apps and Business Intelligence tools are just a few areas that will help with a changing workforce and more demanding customers. All of these examples bring the same challenge that they are additional complementary solutions which need to be integrated to the core business or logistics solutions. Integration is often an area that causes budget overruns, delays in implementation and unexpected issues at go-live. Logistics operators need to involve all interested parties in the project at an early stage and consider the use of Enterprise Application Integration (EAI) tools.



DEADLINE EXTENDED

Please cast your entries for The Logistics Awards by **Friday 18th May**. All entries will be put forward to our independent judging next month. The Logistics Awards is taking place on **20 September 2018** at **The Swan, Shakespeare's Globe, London**. To enter visit www.logisticsawards.co.uk.



GROWTH AWARD



ROB RIDDLESTON – HEAD OF TRANSPORT & LOGISTICS, BARCLAYS CORPORATE BANKING

Rob Riddleston is Head of the Transport & Logistics team at Barclays Corporate. He manages banking relationships with corporate clients in the sector providing banking solutions and ideas. Rob has 30 years corporate banking experience and has specialised in the Transport & Logistics sector for nearly 20 years, heading up the industry team since 2005. He is a Fellow of the Chartered Institute of Logistics and Transport and an ambassador for Transaid.



Across many facets of the logistics market, from 3PLs, technology software through to last mile, there is strong competition. Has the intensity of competition heightened or hindered a company's rate of growth?

Competition can only heighten company's growth rates – at the end of the day the successful companies are those who adapt to customer needs, invest in new processes and staff, and adopt new technology.

NEW FACILITY AWARD



KIRSTEN TISDALE – CONSULTANT, ARICIA

Kirsten's career in logistics has included operations, business development, HO roles and over fifteen years of consulting, since establishing Aricia in 2001. Kirsten started off her logistics life as a graduate management trainee and then contract manager for what was NFC, now part of DHL. She then worked for TNT Contract Services and PE Inbucon before spending 12 years as an internal consultant for M&S working on projects spanning its supply chain operations. Kirsten now works with corporate clients who are planning change in their logistics infrastructure and operations – helping them to develop concepts and put facts and figures around options.



What questions are operators asking themselves before investing in a new or upgraded facility? Are they the right ones? If not, what should the questions and answers be behind such investments?

Last year in answering a question at this stage of the judging process, I looked very much 'inside the box'. So this year, I've taken a look at some wider issues. Planning for change starts with 'what needs to be accommodated by when?' But the opportunity can lie in 'where' and 'who', as much as in 'how' and 'how much': Is the location close enough to market? To deliver on time and reduce fuel for deliveries. Traditionally, property prices (along with land availability) in cities have distorted decisions in favour of out-of-town – this is starting to change. A more urban location may also mean access to a wider pool of potential staff.

THE LOGISTICS AWARDS 2018 JUDGING PANEL

Caroline Barber, Transaid
CORPORATE SOCIAL RESPONSIBILITY

To be Announced
ENVIRONMENT/SUSTAINABILITY

Beverley Bell CBE, Think Logistics
FUTURE SKILLS

Rob Riddleston, Barclays
GROWTH

Neil Ashworth, CollectPlus & Yodel
INNOVATION

Kirsty Adams, SHD Logistics
LOGISTICS 100

John Manners-Bell, Transport Intelligence
OPERATIONS (LARGE)*

To be Announced
OPERATIONS (SME)*

Kirsten Tisdale, Aricia
NEW FACILITY

Alan Craddock, Health and Safety Executive
SAFETY

Lynn Parnell, Logistics Partners
TECHNOLOGY INNOVATION (LARGE & SME)*

Gwynne Richards, Apprise Consulting
WAREHOUSE EFFICIENCY

**Large denotes companies with more than 500 employees. SME denoted as those with less than 500 employees

THE JUDGES

This year we welcome new faces to our esteemed line up of logistics experts. **Beverley Bell** chair of Think Logistics, one of this year's speakers at the SHD Logistics Conference, is set to judge the Future Skills category. Meanwhile, the Health & Safety Executive's **Alan Craddock** will evaluate all of the entries in Safety. **Caroline Barber**, who heads up charity organisation Transaid, will critique submissions for the Corporate Social Responsibility Award.

Members of this year's Logistics 100, Barclays

Corporate Banking's **Rob Riddleston** and CollectPlus and Yodel's **Neil Ashworth**, will judge Growth and Innovation, respectively.

Gwynne Richards (Apprise Consulting – Warehouse Efficiency category), **Lynn Parnell** (Logistics Partners – Technology Innovation Large and SME), **Kirsten Tisdale** (Aricia Limited – New Facility) and **John Manners-Bell** (Transport Intelligence – Operations Large), will cast their eyes on



all of the entries put forward in their respective categories from some of the most reputed logistical operations in the country.

This year's judging panel will congregate on a special judging day in June.

We will also be naming the judges for the Operations (SME) and Environment and

Sustainability Awards in due course. The Logistics Awards will be revealing the Overall Winner, and the Winner of Winners – a special prize given to the best Overall Winner over the last five years – since the award's inception.

Conference generates lively debate



HELD IN CHESTERFIELD, UKWA'S RECENT TWO-DAY CONFERENCE TOOK THE THEME 'ADAPTING FOR SUCCESS IN AN UNPREDICTABLE WORLD', REPORTS THE ASSOCIATION'S CEO, **PETER WARD.**

■ In an attempt to combat the apparent abuse, fulfilment houses will now be required to register with HMRC and carry out due diligence checks on overseas customers. ■



As I enter my fourth year as CEO of UKWA, it is clear that the Association's ability to promote best practice and facilitate the transfer of essential industry knowledge among its members and, indeed, the broader logistics industry, has never been more vital. So, it was extremely pleasing to welcome some 120 delegates from across the logistics spectrum to UKWA's Annual Conference in March. With 25 speakers – all experts in their individual field – the Conference was intense, highly informative and absolutely 'on message'.

Held in Chesterfield, the two-day event took the theme '*Adapting for success in an unpredictable world*' and, given the buzz around the conference hall and the interaction between speakers, delegates and sponsors both during the formal sessions and throughout the times set aside for networking, it was clear that the conference agenda had successfully identified many of the challenges and issues our industry is facing. But, perhaps more importantly, it had also highlighted plenty of ideas, opportunities and potential solutions.

HMRC ON EU EXIT

It was particularly pleasing that the Government was represented at the Conference in the form of HMRC, with personnel from two separate HMRC policy units – EU Exit and Fulfilment House Due Diligence – giving talks which, as might be expected, generated a lively response from the floor. HMRC's Fulfilment House Due Diligence Scheme goes live in April 2019, but the deadlines are much earlier. Any company engaged in fulfilment services for non-EU customers is required to register with HMRC this year and then to comply with the requirements. Failure to register in time will lead to significant penalties. The new regulations have been introduced in an attempt to plug what HMRC estimates is a £1.5bn VAT and Customs duty black hole caused

by non-EU online traders that do not pay the correct VAT and duty on goods held in UK warehouses and sold to UK consumers via websites. In an attempt to combat the apparent abuse, fulfilment houses will now be required to register with HMRC and carry out due diligence checks on overseas customers. And the rules will apply across the board – from the very largest to the smallest warehouse operator.

The fulfilment house must keep records of customer details, VAT information, descriptions of the types and quantities of goods being stored, import entry numbers and other information and if the operator knows or suspects that its customer isn't meeting its VAT/Customs obligations, it is obliged to notify HMRC. Failing to could lead to a £3,000 penalty.

INFLUENCING POLICY

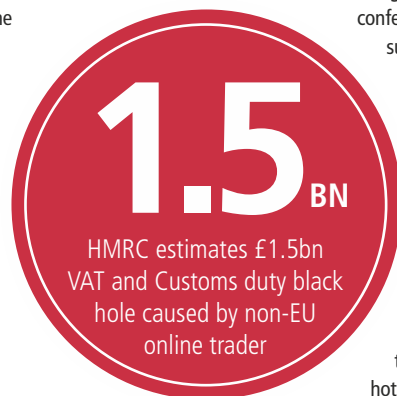
Clearly the new regulations cannot be ignored and UKWA members should contact the Association if they have

any concerns about FHDDS. Maintaining a dialogue between our industry and those influencing the policies that will affect all of our lives for many years to come is a key part of UKWA's remit, and I am grateful to HMRC and, of course, all speakers, delegates and sponsors

for making UKWA's 2018 conference such a success. The good news for anyone that missed UKWA's Conference this year is that you will have the chance to catch up with many of the themes and hot topics discussed in Chesterfield when

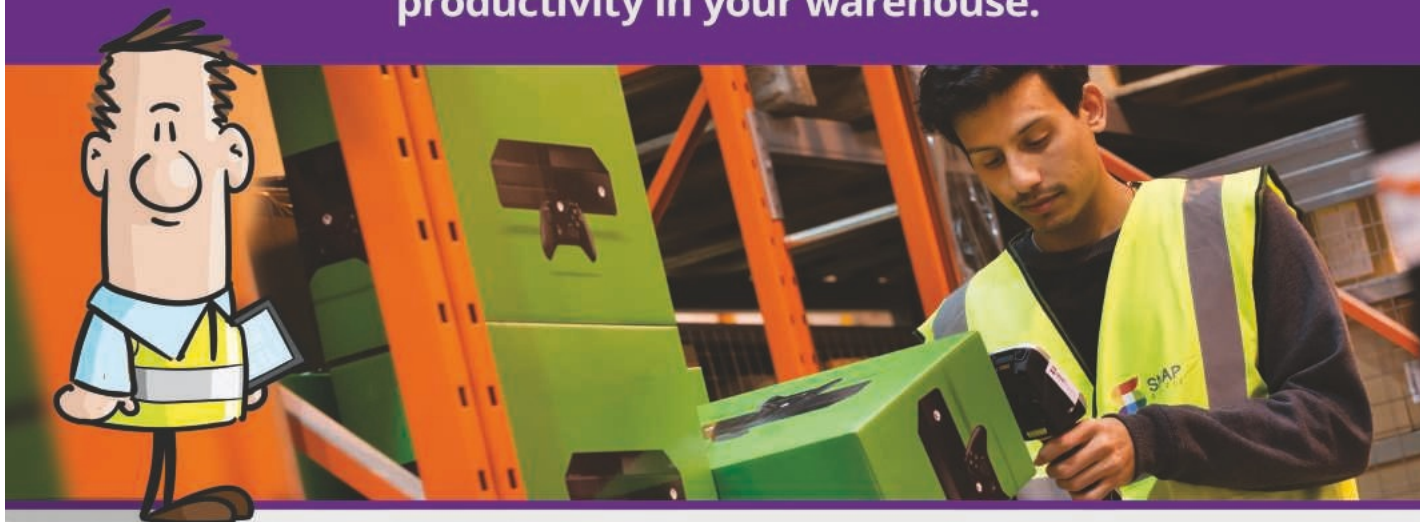
UKWA chairs what promises to be a fascinating seminar on the first day of the forthcoming Multimodal event in May. It is a high profile event for UKWA and, in addition to the UKWA seminar on day one, we will once again be running a Pavilion around which members and associate members will promote the extensive range of services that they provide under the UKWA 'umbrella'. ■

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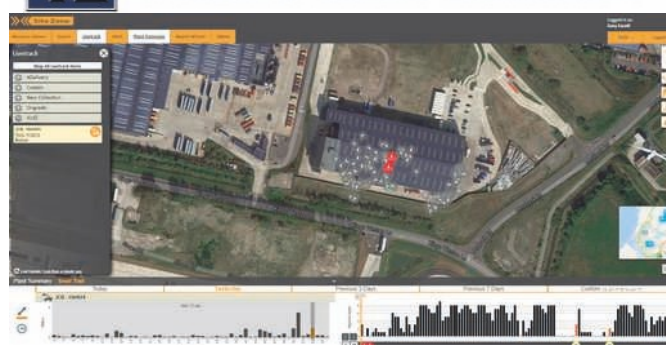
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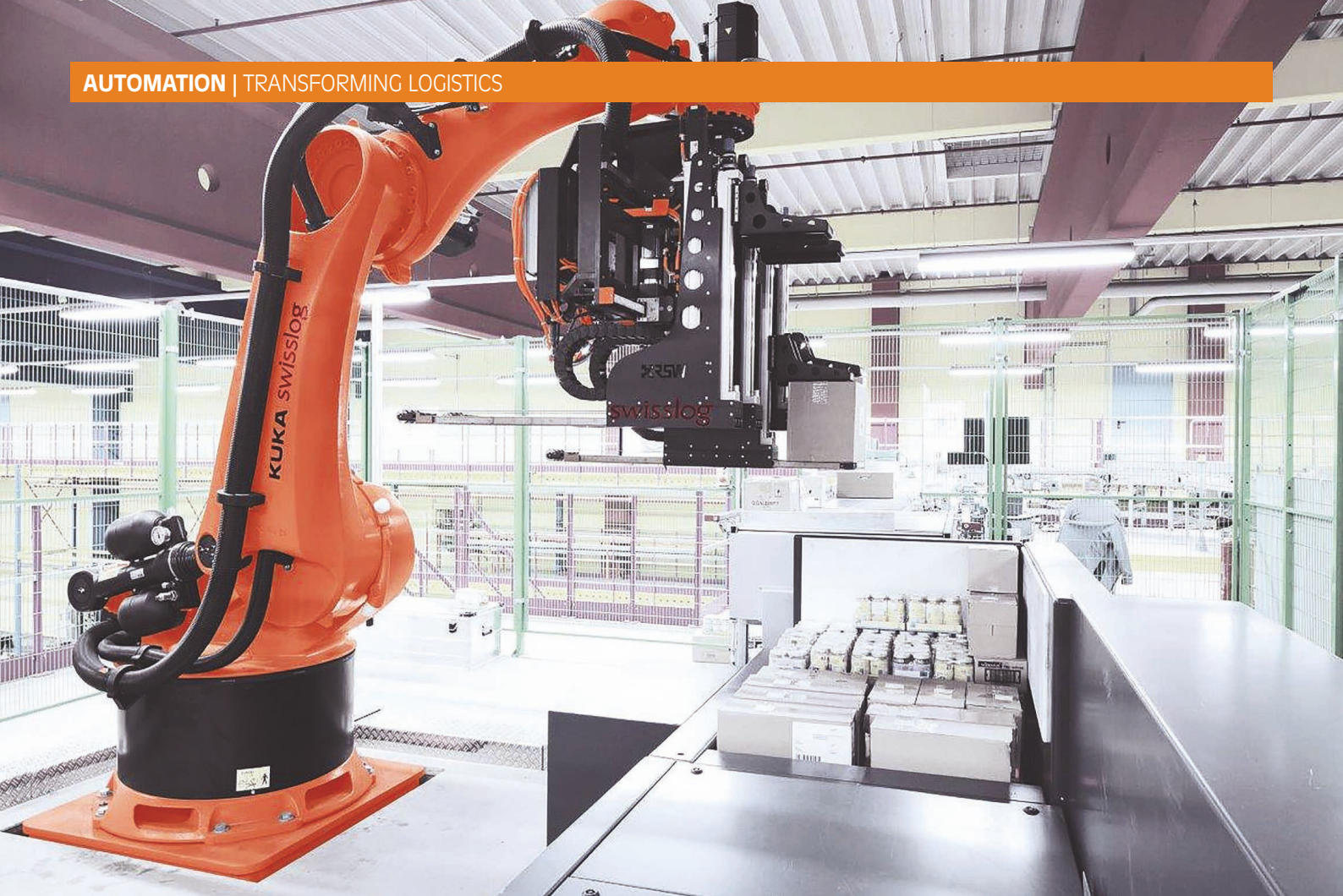


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THE POWER TO PALLETISE

The robot-based ACPaQ solution is the newest milestone in the successful cooperation between **Swisslog** and **KUKA**. This world-class intralogistics innovation is the latest development to emerge from the bundled robotics and intralogistics know-how of the two leading providers.

Retailers are facing many challenges today, due to the growing necessity for them to adapt to their customers' needs. This means offering a comfortable shopping experience and sufficient amounts of a wide selection of products through several channels – all while aiming to reduce costs and the daily workload of employees.

Head of sales at Swisslog UK, Shane Faulkner, explains how in today's competitive world, companies must be able to deliver the right orders to the right customers at the right time. "Errors and delays in order fulfilment can have a lasting negative impact on the brand – but maintaining high stock levels ties up capital and affects flexibility."

He continues: "To address these challenges, Swisslog developed an innovative automated solution that fulfils retailers' daily logistics tasks in an efficient and economical manner."

Swisslog's robot-based ACPaQ solution automates one of the most important areas of

the intralogistics operations of successful retailers: creating customised mixed pallets for individual stores from single-SKU pallets. This innovative palletising system has a highly modular design. With the ability to be used in both ambient temperature and chilled zones, it combines robotics solutions for depalletising and palletising with CycloneCarrier shuttle technology and enables a fully automated process controlled by the SynQ warehouse management software. Compared to traditional methods, the concept doubles or even triples the speed of picking cartons in distribution centres based on store layout, item groups or item classes.

ROWPAQ

At the core of the ACPaQ solution is the RowPaQ cell featuring a state-of-the-art 5-axis jointed-arm KUKA robot. It is equipped with a flexible gripper with adjustable forks which allows it to pick up as many as four cartons at a time even if they don't

have the same size or weight.

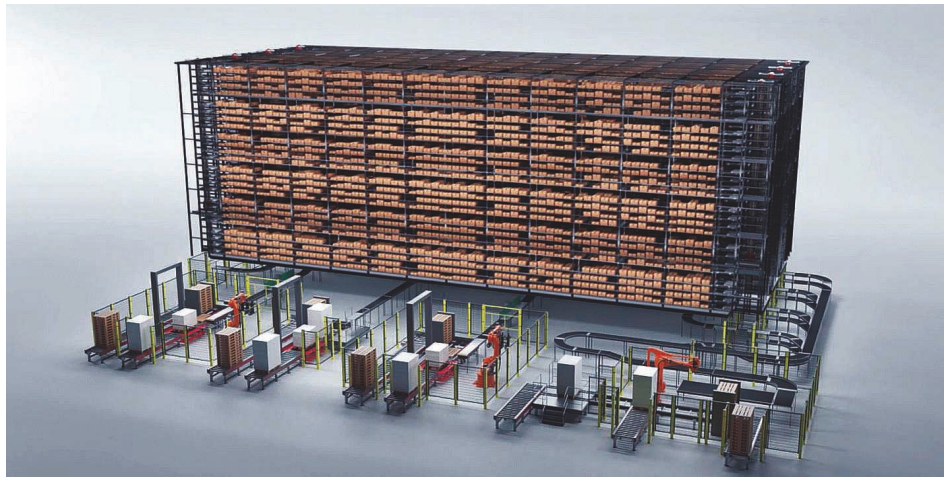
The gripper is a unique 4 fork row gripper that can handle multiple cases. It consists of a frame to which gripper forks are mounted. For maintenance or in case of repair each fork can be exchanged individually. Not only single SKUs but also units of different dimensions can be processed simultaneously. This unique gripper type allows for gentle handling of multiple products and various package types such as cartons, crates, trays or shrink-wrapped products.

A RowPaQ cell is capable of setting down up to 1,000 cartons per hour in the exact location predefined by the palletising software. The solution is completely scalable and additional RowPaQ cells can be added to the system to increase throughput as required.

INTELLIGENTLY CONNECTED SUBSYSTEMS

The high-speed shuttle CycloneCarrier serves as case buffer and storage system. The shuttle

■ With ACPaQ, a distribution centre could do 3 million cases or items per week. A peak day would be 17% of this, which amounts to around 500,000 cases or items per day. ■



releases the cases in the correct sequence once an order is assigned.

The entire ACPaQ system is managed by Swisslog's intelligent warehouse management software SynQ. It selects the cases required for order fulfillment and creates retrieval orders and activates and controls all movements within the system. The entire storage system, its components and software are perfectly integrated to ensure a reliable and transparent operation.

Shane explains: "With ACPaQ, a distribution centre could do 3 million cases or items per week. A peak day would be 17% of this, which amounts to around 500,000 cases or items per day."

NETWORKING NEW AND PROVEN TECHNOLOGIES

Robot-based palletising builds on an intelligently organised process. Before cartons can be palletised in sequence, they are first separated, loaded into trays and stored temporarily in the highly dynamic CycloneCarrier shuttle system. Even before the warehouse management system issues the palletising order, Swisslog's software autonomously performs a complex calculation process based on product parameters to determine the best way to load the pallet. The cartons are then transported in the exact sequence from storage to the RowPaQ cell. After palletising is complete, it is shrink-wrapped and transported via conveyor directly to the right shipping station.

"Order picking by robots improves picking quality and quantity," says Shane. "Thanks to the compact solution design and best-in-class robotic performance, our customers can benefit from optimised return on investment and reduced labour costs. The modular design allows small, medium, large and growing companies to increase their capacity and efficiently handle peak demands."

DM-DROGERIE MARKT LOGISTICS CENTRE

Recent contract wins with major retailers are testament to the capabilities of Swisslog's ACPaQ solution. Last year, the automation specialist was selected by Europe's top-earning drugstore chain dm-drogerie markt to build a new logistics centre from the ground up. At the heart of the project, which marks Swisslog's third major contract with the company, will be the ACPaQ technology.

Dr. Christian Baur, CEO of Swisslog Warehouse and Distribution Solutions and COO of the Swisslog Group, is convinced by the concept. "This project is the perfect marriage of KUKA and Swisslog expertise in one solution and demonstrates that we are the leading supplier of robotics solutions in intralogistics. We are extremely proud that dm-drogerie markt has again entrusted us with tackling this project."

As a full-service provider of automated intralogistics systems, Swisslog delivers everything companies need to optimise logistics from planning through to implementation. The order fulfilment and inventory solutions that make up Swisslog's product portfolio enable companies to achieve the highest throughput at the lowest cost, efficiently handle large catalogues of SKUs, and accurately meet delivery demands and requirements. ■

www.swisslog.com

COCA-COLA AMATIL PICKS ACPAQ

Coca-Cola Amatil New Zealand has announced a major expansion planned for its Auckland Distribution Centre. The robot-based ACPaQ solution is a world-class innovation and is the latest development to emerge from the bundled robotics and intralogistics know-how of Swisslog and KUKA.

Swisslog has been commissioned to employ its robotic based order picking system, ACPaQ, which combines robotics solutions for depalletising and palletising, combined with the CycloneCarrier shuttle technology and enables a fully automated process, bringing high throughput and reliable picking of customers' orders.

Amatil has been using a fully automated pallet storage system since 2007 and the expansion into robotic picking allows the company to meet rising customer demand while reducing costs and improving quality, efficiency and predictability in its operations.

John Truscott, general manager Supply Chain for Coca-Cola Amatil NZ, says the new system will enable the business to keep pace with increased demand along with rising expectations on the quality of customer deliveries.

"We are excited by this technology and the advantages that the fully automated case picking system provides us. This will certainly strengthen our capabilities heading into the 2018 pre-

Christmas period," Truscott said.

"The whole picking system will be fully integrated using Swisslog SynQ software, which also controls automated delayering of single product pallets into individual cases."

The heart of the new system will be three RowPaQ robot cells, which can each handle up to four cases simultaneously and stack up to 1,000 cases per hour into multi-product pallet loads ready for customer delivery. This is a far higher throughput than existing mixed case robotic palletisers. These robots also have unique grippers designed for fast, gentle and accurate handling of almost any carton, shrink wrapped or foiled package. The solution is completely scalable and additional RowPaQ cells can be added to the system to increase throughput as required.

The new solution also includes Swisslog's multilevel shuttle storage system (CycloneCarrier) that quickly delivers sequenced cases to the robots, all linked with pallet and case conveyors.

The ACPaQ system will be installed this year and replace a manual, voice directed picking system but will link with the existing automated pallet store to create a seamless operation.

Swisslog's Sean Ryan said: "Coca-Cola Amatil are leading the way in applying new technology to support their long-term business requirements and we are excited to be working with them. The modular design of ACPaQ has been specifically developed so extra capacity can be added with increasing demand."



KNAPP's proven OSR Shuttle™ can process orders with over 99.9% accuracy

TAKEOFF TAKEOVER

Boston-area start-up, Takeoff Technologies, has a vision to transform the US grocery industry through the development of 'micro' fulfilment centres that feature logistics automation from **KNAPP**.

Instead of forming its own supermarket chain, Takeoff is selling its end-to-end technology platform to existing retailers as a value-added service and a new way to reach customers. KNAPP is providing automated fulfilment technology to Takeoff, with an exclusive agreement to develop the immediate in-store eGrocery channel.

The concept uses handling automation to assemble and deliver customer orders in micro fulfilment centres that are co-located at the supermarket level for immediate grocery pick-up. After the consumer places their order online, the order is prepared semi-automatically using KNAPP technology including an OSR Shuttle store that serves goods-to-person picking stations. The consumer then either picks up their groceries via a drive-through operation at the fulfilment centre or it is delivered to their home, all in less than two hours. Alternatively, Takeoff can provide automated lockers at locations that are more convenient for customers – such as convenience stores, drugstores or fast food restaurants.

90% SMALLER FOOTPRINT

By storing the range of a traditional supermarket vertically and removing the aisles, a 90% smaller footprint can be achieved, which drives down real estate costs dramatically. Energy and payroll costs are also reduced. The modular technology from KNAPP takes less space and yet offers high-speed access to all articles in order to prepare customer orders quickly.

At the heart of the fulfilment solution is KNAPP's OSR Shuttle, a proven automated storage and picking system that can process orders with over 99.9% accuracy. The shuttle system for Takeoff has 22,000 storage locations within 3,500 square feet. The system can easily accommodate the inventory of a traditional supermarket, which means that Takeoff's retail partners can offer the assortment that customers expect but using only one tenth of the space. Multiple temperature zones allow the handling of different kinds of articles including fresh produce and meat, packaged goods, delicatessen and health & beauty products. In combination with the Pick-

it-Easy workstations, the powerful Streamline conveyor system and KiSoft WCS (KNAPP's warehouse control system), 1,200 order lines per hour can be processed.

PARTNERSHIP

"We believe that KNAPP is definitely the best partner for us," comments José Vicente Aguerrevere, co-founder and CEO of Takeoff Technologies. "They understood right from the beginning the concept of replicability. We need a very reliable solution that we can deploy in every store in the neighbourhoods of America. We need a very simple design with low space requirements. We met with the leadership of KNAPP – here in America and in Austria – and from day one there was great chemistry and trust, which is very important for us in developing this new market. We have a very strong partnership for developing the immediate in-store grocery fulfilment channel." ■

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BUILDING OPERATIONAL RESILIENCY

Building capacity, productivity and throughput is the key emphasis for **Ocado's** advanced automation practices in its UK warehouses. Its work as co-ordinator of key research groups will only serve to help achieve these objectives in building an efficient, scalable and resilient warehouse system. David Tran writes.

This year's SHD Logistics Conference introduced many themes. These ranged from Amazon Warrington Fulfilment Centre general manager Prajvin Prakash's afternoon keynote presentation illustrating the retailer's adoption of common logistics products and systems, to an uplifting presentation from Sainsbury's senior strategy manager James Osborn who took blockchain back to basics and explained how supply chain leaders can leverage it today with immediate benefits to profitability and customers.

Nick Eades from Wincanton discussed how the company has collaborated with start-ups through its W² Labs initiative. Swisslog UK, Pharmacy2U, and Beverley Bell, chair of Think Logistics, also provided strong audience engagement with their respective sessions. This year's conference sessions were mainly operations focused, with themes of resiliency and efficiency emphasised in front of delegates at a packed-out auditorium at London's British Museum.

THROUGHPUT

These messages were best emphasised in Ocado's presentation segment. The food retailer ships 250,000 orders a week, leveraging on the expertise of 1,200 engineers and computer scientists, software optimisation and, of course, its robotics products. All of its advanced warehouse operations have been intricately designed to incorporate its robotics tools in a seamless manner, advancing up and down aisles transporting various customer items in order to maximise throughput –

Its internal automation centric operation acts as a blueprint for its technology outsourcing business, working with food retailers worldwide including Morrisons and Groupe Casino. The Ocado Smart Platform service is effectively a pay-as-you-go business model, where food retailer customers give Ocado a warehouse facility to install the hardware and software tools at its own capital cost, integrating and managing them on a day-to-day basis for the retailer so that the service is completely hassle-free.

"We build pretty much all the systems in-house – from web shop, order management systems, supply chain systems, high level warehouse management systems, time attendance, through to low level motion control, delivery systems, routing," Ocado Technology's head of Robotics and Autonomous Systems Alex Harvey told (Pictured right middle) SHD Logistics Conference delegates.

He told the audience what Ocado wanted to achieve with its warehouse practices. "We wanted

to build a scalable and resilient warehouse system, creating the stepping stones and insights for this."

SCALABLE AND RESILIENT

So how does the world's only online supermarket manage to achieve this? Its software tools have the capacity to mimic third-party hardware components such as zone picking and miniload crane systems, before stitching these activities together in one warehouse supply chain operation.

"Ocado had to revolutionise what it had to do in the warehouse," Alex addressed. "There were many reasons, with the main reason that it needed linear, scalable automation where it could install small amounts of automation and then grow that automation as demand grew. If performance grew, then we could install large amounts of automation quickly.

"Building these types of systems is fine – however there are challenges when building these sorts of warehouses. Because of the sequential nature of the automation, one has to build an end-game at the beginning as well as building all the resiliency, and can run for 15 years. So it has to be long term," he continued.

Alex showcased all these futuristic-looking simulations, such as a visualisation tool from its first-generation warehouse, which is able to locate crates of every customer order across 30km of conveyor. All these advanced technological practices show how Ocado has evolved – whilst it is a retail business, its model is now focusing on supplying e-commerce grocery logistics as a service for other retailers.

RESEARCH ARMS

Ocado is staying one step ahead of the game, co-ordinating research groups such as Horizon 2020, an EU research programme, and a technical specific research arm called Second Hands. "We have a lot of automation, but the challenge is to maintain that automation, in effect robots maintaining robots, and going to go on a journey to consolidate that learning," Alex said of the Second Hands project.

Alex's presentation provided the audience food for thought on how companies can approach automating their warehouse operations. His company adopts five key values: Learn Fast, Trust, Collaboration, Craftsmanship and Autonomy – essentially seeking to create harmonious relationships between the workforce and machinery.



"It's the interconnection of these values that make them work. It's a really nice environment and a really nice way to work as it means everyone feels empowered, as we look to extract the incremental optimisations that we need in order to keep adding the resiliency, efficiency, the capacity and throughput to our sites," he concluded. ■



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Raising standards



BITA HAS TEAMED UP WITH TRAINING PROVIDER RTITB TO DELIVER A SAFETY AGENDA WITH REDUCED TRAINING COSTS AND INCREASED EFFECTIVENESS. SECRETARY GENERAL **JAMES CLARK** EXPLAINS THE IMPORTANCE OF THE PARTNERSHIP.

Our intention is to reduce training costs and increase effectiveness.



As you may already be aware, BITA has recently agreed to work formally with leading training standards body RTITB to unify and ultimately raise standards of fork lift truck operators. We have taken this initiative to address an issue we have jointly recognised, namely the existing standards for operator training are in our opinion not suitable for the variety of sophisticated materials handling equipment found in today's warehouses.

In the UK, there are four accrediting bodies operating under the banner of the Accrediting Bodies Association for Workplace Transport (ABA). Under the auspices of that body, its members ensure that all training offered attains the minimum standards laid down by law. These organisations train individuals to operate fork lift trucks safely, and trainees will all come out with a recognised qualification at the end.

Our issue is that output standards are all somewhat different, depending on who you train with. BITA has been 'friendly' with the training industry since its formation over 75 years ago, and more recently – or, at least since I've been secretary-general – we have felt that RTITB has a lot to say that is relevant to our industry and the workers therein.

JOINT AMBITION

We have signed a formal agreement with RTITB with the intention of addressing this issue and others as we go forward. We feel we can help RTITB with our leverage in certain quarters and our joint ambition is to achieve uniform outputs, something we, RTITB and other certain parts of the industry would welcome. Our agreement with RTITB will, we believe, help bring that a step closer. Our strapline is 'raising industry standards', and everything we do will always have that ambition at its core. By teaming up with RTITB,

we are most definitely staying true to our word.

BITA shares a vision with RTITB that the minimum standards of training are not, in our opinion, always good enough. Unfortunately, HSE is becoming increasingly under-resourced and has a lot on its plate. Therefore, it has become more of a reactive organisation than it has previously been. We feel, therefore, that the industry needs people who can lead from the front and not just look for the minimum. Primarily, we need to take into account all the innovative design features that are coming out in lift trucks.

As BITA members, the manufacturers of many of these features will have designed-in safety at the heart of everything they do, but if the operators are not trained to us, understand or appreciate them, and are working off training materials that belong to a bygone age, they could be actually more of a hindrance.

Sadly, we are still seeing workplace fatalities and serious injuries, no matter how inherently safe the trucks have become, and we believe it is time to do something about this more openly.

Together, RTITB and BITA are best-placed to address that training need. We say that if you really want an exceptionally safe workplace and want to train your operators to be the best, the most efficient, and the safest they can be, then these are the standards you should be working to.

Part of that is to make the role of a fork lift truck operator more appealing to younger people; by sticking them in a classroom for up to five days, are we really managing to achieve this? Do they need five days off the job, or are there other ways to train them? Are they work-ready to operate today's sophisticated equipment? With so much new technology at our disposal, particularly in the realms of Virtual Reality (VR), we would be missing a trick by not exploring

fully the opportunities this presents.

INHERENT SAFETY

We believe that we can work together with both RTITB and other accrediting bodies to create a training standard that will both reduce cost to employers and ensure their operators are attaining a higher level of training.

It's also important to point out that our agreement with RTITB is not commercial – we have come together in this way after many years of mutual support to create ways in which our industry remains safe, attractive and relevant, both to those already in it and to those looking to take the first steps on their career path. Our intention is to reduce training costs and increase effectiveness.

Through our joint ventures with the FLTA – F-TEC and CFTS – we believe we, with our partners, are already usefully addressing the issue of engineering training and apprenticeships, and of consistency and excellence of vehicle inspections. Although by no means are we complacent that all that can be done in those areas is being done – and, let's not forget, Rome wasn't built in a day – we recognise that this latest joint initiative with RTITB addresses an issue over which we as an industry body have hitherto had only a minor influence.

I make no excuses to remind you how lethal a forklift can be should it fall into the wrong – or untrained – hands. Whilst our members, who represent the makers and distributors of 90% of the forklifts sold in the UK, continue to strive to ensure the inherent safety of the equipment bearing their names, our move towards a higher standard of operator training helps close the loop – the goal being to create a situation where we have fundamentally safe equipment being operated in a fundamentally safe way in a fundamentally safe environment. ■

THE FULFILMENT HOUSE DUE DILIGENCE SCHEME: WHAT'S IN YOUR WAREHOUSE?

The Fulfilment House Due Diligence Scheme kicks in on 1st April 2019. What impact will this have on non-EU companies and UK businesses storing imported non-EU goods as regulators clamp down on duty and VAT evasion? Gotelee's Howard Catherall writes.

UK businesses that store goods imported from outside of the European Union should start preparing to comply with a wave of new tough regulations aimed at combatting evasion of duty and VAT by non-EU online traders.

The new Fulfilment House Due Diligence Scheme (FHDDS) puts heavy responsibilities on those involved – and there are substantial penalties for those who don't comply. The scheme opened for registration on 1 April.

WHY THE NEED FOR TOUGH REGULATION?

The aim is to clamp down on abuse by some overseas businesses selling goods to UK customers through online marketplaces, which HMRC estimates has been costing the Exchequer up to £1.5bn a year.

The growth in online e-commerce has benefitted the wider UK economy but has also left it open to abuse.

Overseas businesses who sell goods to UK consumers, mainly via online marketplaces, are not always paying the correct VAT and duty to HMRC. This means that businesses trading in the UK are being unfairly undercut, the trust of UK consumers is being abused and the Government is deprived of significant revenue.

IS YOUR BUSINESS AFFECTED?

You will need to be registered if your business stores any goods where all of the following apply:

- the goods were imported from a country outside the EU
- the goods are owned by, or stored on behalf of, someone established outside the EU
- the goods are being offered for sale and haven't been sold in the UK before.

From 1 April 2019, providing this service whilst unregistered will be a serious criminal offence.

WHAT DOES YOUR BUSINESS NEED TO DO?

The scheme officially goes 'live' on 1 April 2019, however, any company engaged in this type of fulfilment service as of 31 March 2018 is required to apply to register with HMRC by 30 June this year. Those failing to do so in time will incur a £500 fine for every month that they are late, up to a maximum of £3,000.

To comply with the FHDDS, HMRC states "you must carry out checks on your overseas customers and the goods you store."

Each registered Fulfilment House operator will have to keep details of exactly who each customer is. If the operator knows or has reasonable grounds to suspect that a business or individual isn't meeting VAT/Customs

Any company engaged in this type of fulfilment service as of 31 March 2018 is required to apply to register with HMRC by 30 June this year.



obligations, there is a requirement to notify HMRC and not do any more business with that party. Any breach of that would lead to a £3,000 penalty. Non-compliance could lead to removal from the register, which would mean an operator going out of business entirely.

The Fulfilment House will be required to keep records of customer details, VAT information, descriptions of the types and quantities of goods being stored, import entry numbers and other information. This must all be retained for a period of six years and made freely available should HMRC wish to inspect it.

ARE THERE ANY OTHER IMPLICATIONS?

Operators will, according to HMRC, "be required to perform proper due diligence on the goods they fulfil". With operators having to carry out checks on the goods they store, this will mark a complete change of culture for those providing this type of fulfilment service. Anyone registering as a Fulfilment House should, therefore, inform customers that they will be routinely examining shipments of goods to check that the type and quantity match the paperwork, much as HMRC are entitled to do. This may well require changes to contractual terms and conditions.

Trading Standards will have access to HMRC's new list of Fulfilment Houses and will be coming to visit. Trading Standards' interest will be focused on product safety compliance. In the knowledge that registered Fulfilment Houses will have to carry out checks on the goods they store, Trading Standards will want to know what steps are being taken to ensure that unsafe goods don't leave the warehouse.

HELP IS AT HAND

Gotelee Solicitors has developed a unique app which takes those involved in e-commerce distribution through a simple series of defined steps to check the safety of the goods they are handling.

The app is a vital tool in assisting Fulfilment Houses and warehouse operators to comply with product safety rules, helping you to:

- Create an automatic audit trail
- Show that you have taken reasonable steps to ensure that only safe products leave the warehouse
- Reduce risk to the business

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www.gotelee.co.uk

WI-FI FIRST

Improving efficiency, reducing costs and offering customers innovative supply chain solutions is inevitably leading to more technology in warehouse environments, most of which depend on having a fast, reliable and secure wireless network. But how do you get the coverage, performance and security that you need? **Oxspring Network Solutions** shares some insight.

Reliable wireless (Wi-Fi) connectivity has long been a necessity in the warehousing and logistics sector, but it's becoming even more important with the introduction of new technologies, such as Autonomous Guided Vehicles (AGVs), robotics, RFID and body-worn tech.

A good wi-fi network should give you full coverage, reliable performance, and security. You should be able to roam freely within the premises without experiencing dead spots, application lock-outs, and interference from other wireless sources. The network should also be able to cope as varying stocking levels and different types of stock alter the wireless characteristics of the site.

Wi-Fi coverage is provided by Wireless Access Points (APs). Getting the density of APs right is one of the keys to success. What you're aiming for is a series of overlapping cells, so, as you move around the premises, your client device can switch seamlessly from one AP to another. Too few APs, and the devices can't always find a connection, which is when you experience dead spots and application lock-outs. Too many access points cause excessive co-channel interference, so devices may roam between access points too frequently and unreliably, resulting in connectivity dropouts and poor performance.

Your Wi-Fi provider should have survey tools which will take most of the guesswork out of this, but the survey will reflect the stocking levels and Wi-Fi activity on the day, so there's no point arranging a survey for a 'quiet' day.

WI-FI FIRST

If it's a new warehouse, you may well be designing the wi-fi network before the racking, conveyers and stock have gone in. In this scenario a survey is of limited use as wi-fi coverage is excellent in an empty shed! An off-plan survey is possible, so long as the designer has enough experience to anticipate the wireless characteristics of the shelving.

Placement of APs in warehouse environments is, in any case, often compromised by the practicalities of running cabling and mounting the access points. Make the extra effort to get the APs in the ideal location, even if the cabling effort and cost is somewhat higher.

Most of the large wi-fi manufacturers have moved away from autonomous APs (ones that have to be programmed individually) to ones that are managed centrally by a controller. In addition to handling channel allocation and improving roaming, the

controller is able to dynamically adjust the power output of the APs, which is primarily what allows it to adjust to different stocking levels. The controller itself can be on-premise or hosted somewhere 'in the cloud'.

5GHZ SPECTRUM

Some years ago wi-fi networks used to operate in the 2.4Ghz spectrum, but more recently the 5Ghz spectrum is recommended. If you've purchased devices in the last five years, they should be capable of running at 5Ghz. The equipment itself is backwards compatible, that is, it can operate in either, but there is a network overhead in running the 2.4Ghz and 5Ghz spectrums side-by-side. If you are maintaining the 2.4Ghz spectrum for the benefit of a remaining few legacy devices, it makes sense to retire them, and turn off the 2.4Ghz spectrum.

Prevention of unauthorised access, damage to systems, and the resulting interruption to operations has to be top of mind when deploying a wireless network. The latest security standard for Wi-Fi is 'WPA2 Enterprise'. Other protocols such as WEP and WPA1 are still widely in use, however WEP in particular is no longer considered safe and you should look to retire any devices that use it as soon as practicable. If you need to provide Internet access for guests, ensure the wireless network is configured to place them in a separate guest network where they cannot access internal resources.

The network infrastructure required for wi-fi is the same as that required for connected PCs and printers, IP surveillance cameras, IP telephony, network-based building control systems, and there's no reason why you shouldn't design the network to run all of these. In fact, it makes sense to do so, especially in a greenfield scenario.

If you're operating 24x7 the network infrastructure should be designed accordingly, with resilient fibre links, redundant power supplies, and no single points of failure.

The key takeaway is that it is possible to have a secure, reliable, high-performance wireless network that can support the advanced technologies needed in the modern hi-tech warehouse.

If you're embarking on a new wi-fi project choose a supplier with manufacturer wi-fi accreditations and experience of similar warehousing operations and environments. If you have concerns about your current wireless infrastructure, arrange for an independent survey from a specialist. ■



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TECH TALK

These days, the only thing in a warehouse untouched by IT is... [answer unknown]. Here are some of the **products** which have grabbed our attention this month.

HOW CAN AI HELP SUPERMARKETS TO KEEP FOOD FRESH?



From a sudden heatwave to a major television cookery show featuring a certain recipe, there are thousands of factors that can shape when and why people buy certain products. And with the limited shelf-life in fresh food, this sector can present the biggest opportunity for winning or losing the margin contest. Blue Yonder Replenishment Optimisation is a machine learning solution that allows automated store replenishment to efficiently reduce waste.

www.blue-yonder.com

MOBILE DRIVER ASSISTANCE SYSTEM



Elokon's mobile driver assistance system ELOshield provided the safe solution for a large shoe retailer, P&P Schuhvertrieb GmbH, in Germany.

Many safety systems give acoustic and optical warnings to alert personnel to hazardous situations, but for employee Sybille Großer, who is deaf, this would not have been sufficient. This system automatically detects the presence of personnel in a forklift's danger zone and offers additional warning in the form of vibration on a personal module.

www.elokon.com

POWERBAR AND DYMATIZE ONLINE USE PIXI

Munich-based Active Nutrition International GmbH has launched ecommerce channels in Germany and Austria using the Descartes pixi* warehouse management solution (WMS) to support order fulfillment for its PowerBar and Dymatize sports nutrition brands via two new online marketplaces, www.powerbar.eu and www.dymatize-athletic-nutrition.com. As consumers place orders online, Descartes pixi* WMS communicates seamlessly with existing enterprise resource planning (ERP) and financial systems to control the entire supply chain without any manual intervention, from order receipt through to shipment processing and returns management.

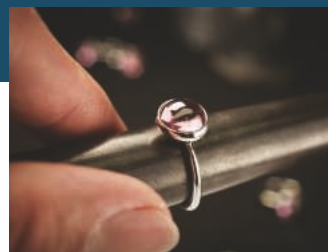


www.descartes.com

PANDORA EXPANDS

Quintiq software will be used to support Pandora's capacity expansion programme. Pandora, the world's largest jewelry manufacturer by production volume, aims to have doubled its production capacity from 2015 level to end of 2019 to meet rising consumer demand from 7,800 points of sale in more than 100 countries where its products are sold. Pandora will implement Quintiq for tactical and operational production planning in its three crafting facilities in Thailand, where over 95% of their jewelry was produced in 2017.

www.quintiq.com



RELAY SEES SMARTPHONE BENEFITS

Improved communications between haulage and logistics operators and their drivers is being provided by an easy-to-use app from transport management technology specialists, Mandata. The Manifest app is a digital solution, which enables the driver to receive work instructions and see at a glance, via a smartphone device, the sequence of jobs and manifest details, which are updated with changes throughout the day. Stuart Berry, Relay's internal process manager, says the app is a real boon, enabling his business to update progress on all delivery and collections in real-time.



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HEADS COUNT

Labour shortages will drive more automation and robots in warehouses but people will remain important, says **Jon Sleeman**, Director – Research at JLL.



**Jon
Sleeman**

Labour and automation are two of the biggest issues confronting companies operating in UK warehousing and logistics at present, and they are clearly connected. The labour issue is, more specifically, a labour shortage to which investment in warehouse automation and the use of robots represent one potential response.

New research by JLL based on warehouse visits and case studies, an analysis of UK labour statistics and projections, and a review of existing studies on automation and robots provide a few pointers as to how warehouse operations could change.

1) The current UK labour shortage is likely to get worse not better

The UK labour market appears close to capacity. In the period November 2017 to January 2018, the employment rate (75.3%) stood at its joint highest since comparable records began in 1971, the unemployment rate (4.3%) was the joint lowest since 1975, and the rate of economic inactivity (21.6%) was the joint lowest since comparable records started in 1971. The number of vacancies stood at 816,000 in the

period December 2017 to February 2018, the second highest figure since comparable records dating back to 2001.

Workforce projections by Mercer, which take account of both demographic change and net migration, show that while the UK workforce will increase in the period to 2025 it will grow more slowly than the population overall, and there will be a significant ageing of the workforce. The number of people over 50 in the workforce will increase by over 1 million, but the under 50-workforce will fall by 200,000, including a reduction of 300,000 in the under 30s. The likelihood, therefore, is that current labour shortages will worsen.

2) The demand for warehouse labour will continue to grow

Over the past five years JLL's data shows that around 6.5 million sq m of warehouse space was taken up and occupied by companies in large newly built facilities of 10,000 sq m and over across the UK. If we assume an average 'employment density' of one worker per 70 sq m, this would imply more than 92,000 new warehouse jobs. With ongoing demand for new



■ The number of people over 50 in the workforce will increase by over 1 million, but the under 50-workforce will fall by 200,000, including a reduction of 300,000 in the under 30s. ■

warehouse facilities, the demand for warehouse labour will continue. Moreover, our warehouse visits suggest that e-commerce facilities are generally more labour intensive than other types of warehouses because they often operate 24/7, and involve item picking and packing or labour-intensive return processing. Therefore, based on current operations and the growth in e-commerce, the demand for warehouse labour will rise.

3) Companies will look to introduce more automation as a response to labour shortages and to secure wider benefits.

To date levels of automation in UK warehousing are relatively modest, with most warehouses being entirely manually operated. For example, automated or semi-automated facilities among the leading grocery retailers, which include many of the country's largest warehouse occupiers, are few and far between, except for their dotcom (online) fulfilment centres.

However, we believe that labour shortages will encourage more automation in warehouses, and this is supported by other research which highlights that the transport and storage sector is one where the potential for automation is high, due to the routine, predictable and manual nature of many of its jobs.

Automation generally reduces labour requirements and costs while improving efficiency and lowering costs overall. With more automation the nature of certain warehouse jobs will change with some demand for higher skilled workers required to oversee, operate, maintain and repair the automated systems. However, this shift should not be exaggerated; our warehouse visits suggest that the number of people required for these roles is relatively small compared with the number of standard warehouse jobs – perhaps around 10% of all warehouse jobs on average.

4) The use of robots in warehouse operations will increase from a very low current base and human robotic interaction will become more important

A robot is 'a machine that senses, thinks, and act. Thus, a robot must have sensors, processing ability that emulates some aspects of cognition, and actuators.' As robots become more common in warehouses this will increase requirements for people to work with robots and hence human-robotic interaction (HRI) will become more important. Last year, for example, Asda opened a new automated distribution centre in Warrington in which some 600 staff work alongside robotic technology to process around 4 million cases to week to service 140 Asda stores across northern England and beyond.

5) The greater use of automation and robots will shift warehouse requirements

Where companies are investing in automation we are already seeing increasing demand for power. In addition, the specifications of buildings could change in certain ways, for example with automated storage systems enabling higher buildings, and reducing the footprint required for storage and the overall land requirement. By reducing the overall labour requirement, semi and highly automated facilities can also be more densely developed with smaller external areas. However, whilst more automation and robots will reduce labour compared with wholly manual operations, even highly automated facilities often employ a high number of workers. Therefore, people will still be important, and being able to source the right labour will remain a critical factor in warehouse decision-making. ■

www.jll.co.uk/united-kingdom/en-gb/research

FUTURE SKILLS

In the last two years The Logistics Awards has celebrated the programmes developing skills in logistics. Investment by DP World on an education scheme for its local community won it a Future Skills trophy in 2017 and employer-led Think Logistics scooped the Award in 2016.

Do you have an education programme to be proud of? Enter the Future Skills category in 2018. Deadline extended to 18 May www.logisticsawards.co.uk

PICTURE PERFECT



German photo service specialist CEWE Stiftung & Co.KGaA processes between 1,700 and 2,500 photo book packages per hour following the installation of its denisort line from **Denipro AG**.

The denisort line that Swiss company Denipro AG implemented in Munich, for CEWE Stiftung & Co. KGaA (CEWE), Europe's leading photo service provider, is installed in a building with very limited space. This operation is, according to Denipro, the first one in the field to fully exploit the 3D capability of the denisort system. Its trays can tilt to either side for emptying, and then turn upside down for the return stretch – four metres up on the ceiling – before reverting to normal orientation as it approaches the starting point. In addition to the conveyor's compactness, the denisort technology's quiet operation was crucial for this Denipro customer. The denisort line processes between 1,700 and 2,500 CEWE photo book packages per hour.

ON THE UP SIDE

"Best in Print" is the CEWE motto. The photo service specialist's credo applies not only to production of the CEWE photo books and calendars, but also to its delivery. Denipro in its role as system provider had to meet high demands from the outset when optimising processes in the goods dispatch area at CEWE. Denipro's proposed solution with a space-saving denisort conveyor met the customer's approval. In addition to Swiss precision in technical implementation, the deciding factor was a commitment to complete the project within a tight five-month schedule. The line had to go into operation in October so that CEWE would be ready for the Christmas peak period, which sees strong demand for the popular CEWE photo advent calendars.

The compact layout of the denisort system, which pre-sorts packages by destination, was another important factor behind the customer's decision. With a chain length of only 57 metres, the denisort line could be perfectly integrated into the existing wing of CEWE's building in the industrial area of the Munich suburb of Germering. The return stretch, with tight radii rotating it through 90° on both sides, runs four metres above on the hall ceiling, with the empty tilting trays flipped upside down. This solution was possible because in Germering the denisort line is not used as a buffer, unlike at Finnish book wholesaler Kirjaväily Oy, where Denipro is currently installing a similar system.

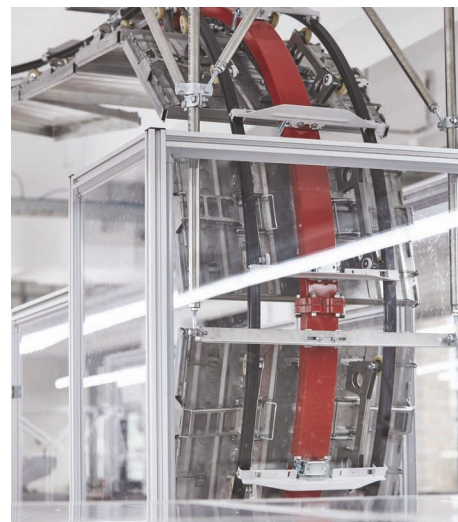
Throughput on the denisort conveyor at CEWE varies between 1,700 and 2,500 units per hour, depending on capacity utilisation and the product being processed. Manual loading means that the conveyor chain runs relatively slowly: its speed ranges between 0.3 and 0.5 metres per second. But



theoretically, the denisort technology could achieve peak performance of 1.3 metres per second. The 650 x 450 mm trays have small attachment points, so they are especially well stiffened in all four directions to provide the necessary stability. They represent the maxi version within the standard denisort tray range. A photo book package loaded onto a tray by a CEWE employee has its barcode scanned. There is permanent digital tracking of the conveyed and sorted goods, because the denisort system is connected via an Ethernet gateway to CEWE's master Warehouse Management System (WMS).

Said interface also integrates the communication interface to the sorter controller, so the WMS can send a message to the appropriate destination chute prompting it to release the conveyed goods: the tray tilts to either side as required before opening. The line has a total of 60 sortation stations where conveyed goods are read by barcode, and two more that process products without data acquisition. Packages slide gently into mobile plastic containers standing ready and waiting, via chutes designed to avoid damaging conveyed goods in the process.

The denisort technology derives from the proven deniway conveyor and like all other Denipro systems gets by with just a few drives. Not only is it particularly smooth-running, it is also extremely energy-efficient in operation thanks to Denipro's "rolling, not sliding" principle. CEWE thus benefits



from lower energy consumption and CO2 emissions as well as minimal running costs. But that's not all: the running rollers are barely audible and in no way disturb CEWE employees at work right next to the conveyor. The new Denipro technology quickly met with strong approval by employees in Germering. Three months into operation, they have come to appreciate the conveyor's friction-free running. ■

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DELIVERING DISRUPTION



TechXLR8 takes place from 12 to 14 June at London's ExCel. The event celebrates change makers working within some of the largest industries and businesses in the world. Its organisers share some thoughts and results following its technology Insights survey.

Technological innovation and digital transformation are impacting the global hubs of London, Silicon Valley and Singapore like never before. From the rise of AI and AR to Cloud and Industrial IoT, technology has become a major force for change – across business, lives and society.

In many cases, the most innovative individuals working within the global tech scene aren't based in startups or co-working spaces, they are implementing digital disruption at some of the largest companies in the world (see sidepanel).

CAPITAL FOR COMMERCE

London, in particular, is home to the world's leading financial centre, many of the world's largest telecoms providers and is globally recognised as a capital for commerce and fashion. These are industries looking to technology to make things faster, cheaper and easier and they have the billion-dollar budgets to turn ideas into reality.

The largest tech investments of 2017 weren't consumer-facing apps, they were technologies with the potential to radically transform global industries. \$31bn for ARM's mobile chips, \$338m for Truphone's SIM cards and \$66m for Revolut's challenger banking service – the real money is going towards London's pioneers of digital disruption.

Even beyond the headline-grabbing investments, London has a critical mass of entrepreneurs who are reimagining the very businesses that established the city's reputation as an international business hub. Spaceship Technologies has introduced robots to the streets of London to deliver Just Eat meals; retail tech startup Metail is creating avatars for shoppers to try on clothes, totally bypassing the retail size guides that have dominated fashion for decades; BT is turning public telephone boxes into public Wi-Fi hotspots through its service InLinkUK. The way Londoners live, work and play is being changed faster than ever before.

TechXLR8, the flagship event within London Tech Week, celebrates the change makers working within some of the largest industries and businesses in the world. Eight different strands showcase the individuals at the forefront of digital disruption in diverse sectors such as IoT, AR and VR, CX, Cloud and DevOps, smart transportation and mobility and blockchain.

LAB TO MARKET

Whether it is the impact voice recognition is having upon the Internet of Things, emerging use cases for blockchain in finance or government incentives

Spaceship Technologies has introduced robots to the streets of London to deliver Just Eat meals; retail tech startup Metail is creating avatars for shoppers to try on clothes.

for driverless cars – there is a renewed sense of optimism and ambition in 2018 for software and hardware innovations moving from the lab and into the market place.

In a survey conducted by London Tech Week, respondents cited obstacles such as regulatory changes around GDPR, Mifid II and PSD2, cybersecurity threats and an increasing demand for innovations to be led by a strong business case as issues that technologists in every sector will have to overcome.

There was also solid recognition that the future belongs to those who can code, create and master it and the skills debate rages on. A combination of Brexit-induced uncertainty over the rights of EU citizens, unfilled apprenticeship schemes, and challenges facing technology businesses looking to build diverse teams has created a very real threat to London's reputation as the natural choice for change-making entrepreneurs and businesses.

Global talent has to be reassured that London is still the best place in the world to start, join and lead a technology business. Despite overwhelming opposition to Brexit – as high as 90% according to a 2016 TLA survey – the technology community is seeing opportunities amidst the adversity. One survey respondent commented: "I feel Brexit may actually help the UK tech scene, as the skills gap created as people start to leave may lead to the introduction of more domestic training schemes and opportunities for people to get into technology." ■

www.techx365.com

TROUBLE MAKERS



At the recent SHD Logistics Conference, Wincanton's chief marketing officer Nick Eades celebrated the disruption he and his team are implementing at 90-year old Wincanton by collaborating with startups, including delivery company Sorted, as part of its W2 Partner Network.

The W2 programme is an extension to Wincanton's W2 Labs programme, where selected startups pitch their products and services to Wincanton, going on to develop their business proposition inside the company's extensive supply chain network.

"W2 Partner Network is an ecosystem of credible, agile, companies which means that we can move quickly across a broad landscape to digitise the supply chain in a way that our customers are demanding," Nick tells SHD Logistics.

<http://go.wincanton.co.uk/W2-Partner-Network>



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DIGITAL HUMANS

PolyU intelligent 3D human modelling technology projecting body shape and size accurately within 10 seconds.

Shopping well-fitting clothes online or making bespoke garments can be done more easily with the intelligent 3D human modelling technology developed by The Hong Kong Polytechnic University (PolyU), which digitally reconstructs the shape and size of a person accurately from two full body photographs within 5-10 seconds. With online shopping gaining popularity, this PolyU innovation, developed by Dr Tracy P.Y. Mok, Associate Professor from the Institute of Textiles and Clothing at PolyU, and Dr Zhu Shuaiyin, PhD graduate of the same institute, can solve the ill-fitting problem and enhance the online shopping experience.

Existing methods to achieve automatic shape modeling and dynamic poses deformation, including scan-based, image-based and example-based have known limitations. They involve expensive and bulky scanners and too much approximation, and therefore are of questionable accuracy.

BENEFITING THE FASHION INDUSTRY

The digital reconstruction of human subjects can

provide competitive advantages for the fashion industry. "With an accurate projection of the size and shape of the human body, these customised models will enhance online shopping experience, and stimulate growth in fashion online shopping," said Dr Mok.

"The output models can also enable customers to visualise try-on effects before purchases in online stores. This frees us from the limitations imposed by taking body measurements physically, helping customers to select the right size in online clothing purchases," added Dr Zhu.

COMMERCIALISATION OF THE TECHNOLOGY

With the support from Shanghai Technology Entrepreneurship Foundation-PolyU China Entrepreneurship Fund, Dr Zhu has set up the start-up, TOZI, in Shenzhen in 2017 to commercialise and further develop the 3D human modelling technology, echoing PolyU's commitment to foster culture that boosts entrepreneurship and inspires entrepreneurs.

Based on the intelligent 3D human modelling technology, TOZI has collaborated with "Industry



4.0" factories to launch a brand-new customer-to-manufacturer (C2M) service for customers. It brings unmatched online shopping experience to end users by empowering them to order tailor-made clothing within just three minutes anywhere anytime. By a few clicks on smartphones, customers can measure their own shape and size, and order tailored made shirts, with a range of fabrics, collars, pockets, cuffs, front plackets to choose from. ■

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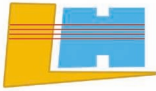
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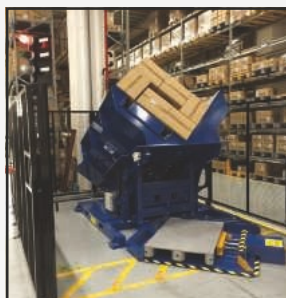
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FAST FASHION



With ASOS' core mantra being 'better, faster, cheaper', the strength of its business model falls on its logistics practices. Supply chain director **Mark Holland** talks to SHD on how the fashion retailer maximises its relationship with its partners.

SHD Logistics (SHD). Can you tell me how you feel online retail logistics has transformed in recent years?

Mark Holland (MH): *Businesses are alive to the importance of supply chain and logistics functions now, more so than ever before. In a pure-play operation such as ours, logistics plays a vital role as they're the last function to handle the product before a customer gets it and our success or failure can have a significant impact on a business's profitability and reputation.*

SHD: How long have you worked in the logistics sector, and what are the most satisfying aspects of the job that you do?

MH: *Don't tell anyone but I've spent over 30 years in the sector. I've worked with some great people and, after all these years, I still enjoy the excitement in the fulfilment centres; that's where things really happen. I like the fast pace and direct feedback.*

SHD: What are the opportunities and challenges you see in the supply chain sector, and as a retailer, how do you go about maximising the relationships you have with your suppliers i.e. from warehouse logistics, to the last mile?

MH: *The truth is we simply couldn't do what we do without our suppliers (or partners as we call them at ASOS). What I really appreciate is a partner who can run at the same pace as us, or even faster, and those who can challenge our thinking and don't just execute an instruction. From my point of view, the opportunities in a high growth business such as ours are endless; efficiencies are to be had, emerging markets are still to be tapped.*

SHD: As supply chain director of ASOS, what are the goals you would like to fulfil in your role?

MH: *Our service mantra is "better, faster, cheaper". The thinking here is that if we can continue to supply fantastic product with an ever-innovating service, then our customers*

needn't go anywhere else. By doing so, we will fulfil our mission of being the world's number one destination for fashion-loving twentysomethings.

SHD: Arguably ASOS has changed the face of fashion retailing in the UK. Shoppers are very savvy – how have buying traits shifted the way you look at reverse logistics?

MH: *It is a big focus, clearly, but ASOS doesn't view returns negatively – we just want to make the service as friction free as possible for our customers.*

SHD: Its growth must put pressure on the logistics operations. How have you seen ASOS' supply chain operations evolve?

MH: *Just a bit.... when I arrived, we had the one facility at Barnsley, no automation, not even a parcel sorter. Barnsley has now doubled in size, is heavily automated and is now one of the best facilities in the UK. We opened a site in Berlin in March 2017 that will be comparable in size to Barnsley when phase two lands next year, and we have a 10 million-unit stockholding facility going live in Atlanta, US this coming July. In addition, we have returns processing capability in the UK, Poland, Czech Republic, Australia and the US.*

SHD: Have we reached a bubble with online fashion retailing, or do you feel this industry can grow even bigger? What impact will this have?

MH: *We're still operating in "Day 1" as customer needs are continuing to change at pace. One thing's for sure, things will be very different in 10-15 years' time. Impacts will be the sustainable and ethical challenges that we are addressing right now, and the ever-tightening Service KPIs that great service demands. As the old saying goes – it's very easy to lose a customer, much more difficult to gain one.*

SHD: It's a busy job working in logistics – what do you enjoy doing during your

What I really appreciate is a partner who can run at the same pace as us, or even faster, and those who can challenge our thinking and don't just execute an instruction.

downtime? Is it important for you to have that strong work/life balance?

MH: *I've got a very short attention span so I like a lot going on all at the same time. I particularly love sport and am a life-long Liverpool FC fan (for my sins).*

SHD: There is a skills shortage in the logistics sector, with a need to attract young talent. What advice would you give to those with aspirations to work in this industry?

MH: *It's a fantastic industry in which to have a career. If you are people, numbers or process-focused, there are a wide range of opportunities available with remuneration now comparable with other business functions. I've travelled all over the world in my different roles and had an awful lot of fun. One other piece of advice would be that being resilient is a key requirement.* ■

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