Putting our best foot forward with Shoedazzle

We’re delighted to announce that we’ve secured a new contract with Shoedazzle.
Hello everyone, can you believe that it’s November already? As we get older, it certainly feels like the years are getting shorter! After a rather disappointing end to the last financial year and a relatively slow start to 2011, I am pleased to report that we have really started to accelerate our growth plans with new contract wins and the utilisation of space in our warehouses.

I’m sure you’re aware that Europe is suffering from financial meltdown within eurozone countries, and whilst our exposure to this is relatively small we need to keep an eye on it as the fallout could lead to another recession in the UK.

Whilst talking of Europe, I am really pleased with the performance of our German business and the way it has been progressing. Jürgen and Susanne have done a sterling job in the last 12 months and deserve a special mention. We are about to open our second new site this year and want to now ‘export’ our services to Europe, especially our e-fulfilment capabilities.

We are now fast approaching Christmas, which brings with it extra demands. Retailers are under immense pressure to achieve both sales and profit growth, even though they have severe economic downturns to contend with. How sad it is that the media only concentrate on negatives when there are plenty of positives out there to talk about at the moment; our own business being one of them. Unfortunately, these don’t seem to make it to the news columns.

Ah, Christmas – those of you like me, with young children, will be bracing yourselves for the onslaught about to happen! Presents, cards, parties and of course the all important lunch! Here at Clipper we are fortunate enough to be able to enjoy Christmas, safe in the knowledge that we continue to go from strength to strength. Sadly, lots of people are not in that privileged position.

Thanks for all of your hard work. I know it’s an old cliché but every single one of you deserves the credit that success brings. All we ask is that we keep on doing the things we always do and continue to serve our customers to the best of our ability.

Best regards,
Steve

Our first ever Future Forum

We’re proud to announce that we’ve successfully held our first ever Future Forum; a series of talks and discussions under the premise ‘Death of the High Street?’ focusing on the challenges, risks and opportunities presented by online retailing.

The event was held at the Langham Hotel in London, and leading UK retailers in attendance included Morrisons, Tie Rack, Ann Summers, Alexon, Austin Reed and Jaeger. The afternoon included presentations by retail specialists PwC retail, retailer Harvey Nichols and e-communications solutions provider Venda. Kristal Ireland of Propaganda also shared her insight and expertise in the world of digital and social media.

“Working with many of the leading retail brands, we recognise the growth and opportunities of e-tailing and have evolved our business in line with the recent e-commerce boom. We hope the forum will provide not only a great networking opportunity for our fellow retail professionals, but also generate an afternoon of stimulating debate, which will explore effective strategies for avoiding common pitfalls, whilst at the same time examining ways to ensure that a retailer’s online activity is a winning proposition.” said Tony Mannix, Managing Director of Clipper.

Working with many of the leading retail brands, we recognise the growth and opportunities of e-tailing and have evolved our business in line with the recent e-commerce boom.
This year we sponsored the ‘Warehouse Technology of The Year’ category, which recognises projects where technology has been used to increase the productivity of a distribution site, reduce costs and improve availability and accuracy of deliveries to stores. Other categories include; Third Party Logistics Provider of the Year, Multi-Channel Project of the Year and Distribution Development of the Year.

As a retail logistic specialist, working with a number of industry leading retail brands, Clipper recognise the challenges faced by retailers to drive sales, increase customer satisfaction and improve bottom line performance, and believe that having the right technology and infrastructure in place is key to supply chain success.

We had a fantastic evening and Clipper is delighted to have been named winner of the Multichannel Project of The Year Award at the prestigious Retail Week Supply Chain Awards.

The Multichannel Project of the Year award recognises initiatives to enable different channels to work together to service customer needs and provide the best possible product availability and visibility. This project was praised by the judges for making a success of a particularly challenging type of project, and working very quickly to deliver results for John Lewis. Putting forward their project with John Lewis online fashion for the award was just one of a number of successful projects that Clipper have undertaken in the past year.

Speaking about the achievement, Sean Fahey, Director Clipper said: “Clipper is obviously delighted to accept this prestigious award. It has been a really successful year for Clipper, and this award a great recognition for the whole team that has delivered this success. As a specialist in retail logistics, Clipper understands the challenges and opportunities faced by our retail partners, and we are delighted that our initiatives have been recognised in this way.”

On behalf Clipper Group, I would also like to extend my congratulations to all the award winners.”

The awards took place at the prestigious Grosvenor House Hotel in London on 7th September 2011, to recognise and reward excellence in all aspects of the retail supply chain.

Early in the morning on Saturday 17th September, a group of staff from our Brighouse site piled into a minibus and, fuelled by bacon and sausage sandwiches, set off on a day trip to Alton Towers. Although the main feelings on the bus were of fear and trepidation, especially at the thought of the Nemesis and Oblivion, everyone was also extremely excited.

General Manager Paxton Carroll and Human Resources Manager Wanda Olesinski had made a sensible plan for us to start with gentler rides such as the spinning teacups and progress slowly up to the white-knuckle ones. This seemed like a great plan, however they were speedily overruled within moments of walking through the entrance! Much to their horror, the whole team headed straight towards the Oblivion, which basically does exactly what it says on the tin. Hurting into a black hole from a great height, which felt like hundreds of meters, certainly set the pace for the rest of the day!

With a couple of short breaks for hot drinks and foot-long hot dogs, the group made their way from one long queue to another, sampling the most thrilling rides in the park. To finish off, as there was no time left to queue for one final white-knuckle experience, the General Manager proposed a ride on the log flume. Unfortunately this meant several of the team got completely soaked just before the journey home, and it was a long, wet walk back to the minibus in cold, wet jeans!

The minibus pulled back into Brighouse at around 11pm. Poor Liam, who had managed to get totally soaked, was absolutely freezing in the cold night air. However, it was a very happy bunch that wended their weary ways home that autumn night!
The flexibility and considered approach by DC training led to the successful training plan being completed ahead of schedule, with no disruption to the business or service. The training was tailored across a broad spectrum of abilities, ensuring engagement and motivation throughout the course. The success of the course has encouraged an additional 30 colleagues to sign up to the new modern apprenticeship scheme starting October 2011.

Darlington Training

Clipper Darlington are very pleased to present our first 23 colleagues with their Level 2 NVQs in Plant Operations, along with their Reach and Counterbalance Certification.

A triumphant weekend welcomed Yorkshire racing driver Chris Holmes into the Lotus Sport UK ranks on Saturday 8th October, as he raced to his first Avon Tyres British GT Championship victory. As one of Chris’ sponsors, we were particularly delighted with the result!

When the time came for Chris to step into the cockpit, he was able to maintain first stint driver Phil’s earlier advantage, and achieved a dominant and victorious finish.

“It has been a fantastic weekend,” said Chris. “The car was brilliant throughout and Phil did a great first stint to pull a 30 second lead, but regardless of a 20 second penalty we still won.”

“The team worked extremely well all weekend, they made me feel so welcome and I want to thank Lotus Sport UK for giving me this opportunity along with my personal sponsors: Hanline Associates, Stephenson Group, Clipper Logistics, Nuffield Health, Apeiron and Treasure Studios for their support,” he concluded.

We offer our hearty congratulations to Chris, and the best of luck for the rest of the racing season.
The Selby Team scale Scafell Pike

Very early in the morning on Saturday 9th July the Scafell Pike adventure began, as the team met at the Selby site and set off on the journey to Ambleside in the Lake District, Cumbria.

Everyone was in good spirits and, although the weather forecast was a little on the wet side, everyone in the group was looking on the bright side! The group arrived in Ambleside at around 9am and began their ascent around 30 minutes later, following a hearty breakfast. Experienced hiker Delme thought he would be taking the lead, but he was wrong, as warehouse colleague Monika swiftly charged ahead!

After a long walk the group reached the summit at around 1pm and had a well-deserved rest, regaining their strength and taking in the fantastic views.

It was then time to start the descent, but unfortunately the group chose a much steeper path on the way down, which meant everyone endured plenty of aches and pains on their way back to the hostel!

After a tiring day, the group had just enough time to shower, change and head to the pub for a well-earned beverage and some comfort food. Unsurprisingly, many headed back to the hostel shortly after the meal, feeling tired and happy. Others decided to go on to a nightclub, where they danced until finally falling into bed at 2am.

Colin Holland, however, who had been unable to take part in the climb, took the opportunity to have a haircut, buy some new clothes and watch a local cricket match, after which he shared his lunch with some ducks. He was waiting for the group as they finished their descent, giving them all a congratulatory pat on the back!

I’d like to take this opportunity to say a massive “thank you” for supporting me during my epic bike ride, which took me from Valladolid in Northern Spain to Lagos in the Algarve in Portugal.

We cycled 655 miles in 10 days and quite frankly it was, without doubt, the hardest and most challenging thing I have ever done in my life. Some of the hill climbs through the Northern region were almost impossible, but seeing vultures hovering above with their 3 meter wing spans certainly motivates you to just keep going!

If you get a moment to visit www.flickr.com/epicbikeride you can see some pictorial evidence of our journey.

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Clipper Long Service Award

It gives us great pride and pleasure to keep announcing our Long Service awards, year after year. With employees receiving awards for ten, twenty and even twenty-five years of employment, these accolades are testament to our ongoing growth and the skill and dedication of our workforce. Here’s the list of awards going back to May this year – we look forward to adding to it again very soon.

May
25 Years
Steve Burrows – Rotherham
20 Years
Martin Ogilive – Brighouse
10 Years
Robert Atkinson – Brighouse
Malcolm Milburn – Ollerton

June
25 Years
Rekhaben Bulsara – Brimsdown
15 Years
Carol Wojcik – Milton Keynes
Graham Wanbon – Milton Keynes

July
15 Years
Marie Keates – GR1
10 Years
Michael Arnold – GR1
Joanne Young – Carlton Court
Trevor Ford – Lymedale

August
25 Years
Alistar Campbell – Rotherham
10 Years
Anita Wood – GR1
David Bedford – New Look, Lymedale

September
20 Years
John Savoury – Ollerton
Paul Smith – Ollerton
15 Years
Jerome Lindley – Milton Keynes
Martin Stewart – Milton Keynes
Geoff Barker – Middleton

October
15 Years
Susan Sutton – GR1
Alan Davies – GR1
10 Years
Jane Badger – Ollerton
Shirley Chapman – Ollerton
Lydia Danso – Brimsdown
Steven Ward – GR1
Janice Love – Head Office

November
15 Years
Kay Stafford – Ollerton
Adrian Street – Ollerton
Mark Ward – Ollerton
10 Years
Panicos Sofokli – Brimsdown
Steven Higgs – New Look
Brian Radley – New Look
Graham Wheelhouse – New Look
Anthony Booth – New Look
NeilMcKenna – Worsley
Malcolm Smith – GR1

Shirley Chapman, Jane Badger, Adrian Street, Kay Stafford and Paul Smith

Alistar Campbell

Anita Wood

Geoff Barker

Malcolm Milburn

Rekhaben Bulsara
Unsung Heroes

We rely on our Maintenance Team in times of crisis; usually when machines malfunction. These tradesmen work tirelessly throughout the year, often in the worst weather and during unsociable hours, to keep our sites and equipment in good order.

When they’re not reacting to emergencies such as mechanical breakdowns, electrical failures or the odd blocked toilet, our team can be found working on scheduled maintenance programmes or saving Clipper money on major projects. Just some of their valuable work includes:

- Installing low-energy light fittings at many of our sites
- Preparing the Middleton warehouse for the Liberty online shopping contract
- Refurbishing offices and toilets at Rotherham, alongside a programme to refurbish the dock levellers
- Installing electrical services for eleven John Lewis returns stations
- Repairing roofs and the 33,000 sq ft steel open grid mezzanine flooring (cutting, grinding, welding and levelling floors) at Ollerton
- Helping to ensure the temporary warehouse at Daventry was up and running.

Capable of carrying out a wide variety of tasks, most of our Maintenance Team are trained in a particular skill, which often means we can avoid the expense of calling in specialists. With Lenny Breheney at the helm, the following introduces our team of three electricians, a builder, a decorator and an ‘all-rounder’:

- With his 18 years of service, Lenny uses his engineering experience to project manage our larger ‘works’ and provides technical guidance to the team. He combines his maintenance responsibilities with managing the Health & Safety agenda.
- Manager Steve Platts, Kevin McDonagh and Paul Smith have 40 years maintenance experience on the Ollerton site, providing cover five days a week with a 24/7 call-out service.
- Based at Brighouse, covering the Northern sites, John Bruce and Robert Atkinson have worked for the company for nearly 30 years. Working as a partnership, John’s electrical knowledge and Robert’s trade as a decorator combine with their many other skills when it comes to general building repairs and office refurbishments.
- Barry Caster at Rotherham left us for a brief period, but soon rejoined and now has a combined service of some 20 years. During his time with us, Barry has become an incredibly useful ‘all-rounder’, prepared to muck in and put his experience to good use.

So here’s to the Maintenance team – with our thanks and appreciation.

Putting our best foot forward with Shoedazzle

We’re delighted to announce that we’ve secured a new contract with Shoedazzle.

Shoedazzle, the popular American-based internet retailer, has been serving its US customer base for the last two years. The retailer specialises in offering its online members an extensive selection of fashionable footwear and accessories on a monthly promotion, based on recommendations given by their online stylists.

As part of Shoedazzle’s future growth strategy the retailer has expanded its operations in the UK; a move which aims to capitalise on the growing online retail market. As a result, we have been appointed as the retailer’s sole UK e-fulfilment provider, in a new contract which will see us managing Shoedazzle’s entire e-fulfilment operation. This includes receiving stock from suppliers, providing warehouse and storage solutions and despatching via nominated parcel carriers to domestic customers.

Speaking about the contract, Nigel Hinds, Clipper’s operations director, said: “We are delighted to have secured this contract as Shoedazzle’s sole e-fulfilment provider, and we look forward to working with the retailer as its business continues to expand in the UK.”

Nigel Whiteoak, e-commerce Manager of UK operations Shoedazzle, commented: “Clipper is renowned for its UK e-fulfilment expertise, and with its extensive warehouse distribution network, it was the obvious choice for us, as we set out on our new venture to conquer the UK online retail market.”

We’re delighted to announce that we’ve secured a new contract with Shoedazzle.
The second Clipper Olympics event was held at Bradley Woods on Saturday 16th July. Rain and drizzle added to the challenge, but failed to dampen the spirits of the competitors.

The competition started with local site heats and regional heats which involved shooting and archery competitions on the Nintendo Wii. The regional winners were GR1 (Asda); Northampton (Harvey Nichols); Rugby (Gap); Selby (Tesco) and Worsley (Americana). The directors also entered a team, giving the site teams a welcome opportunity to ‘get one over’ on them!

We made some changes this year, starting the day with an icebreaker: team skiing. Five members of the team are all roped together on a single pair of skis, and with skill, teamwork and co-ordination were expected to race to the finishing line. This event was won by Asda (GR1) and then the proper competition began, which involved:

- **Climbing** (won by Northampton)
- **Shooting** (won by Directors)
- **Archery** (won by Bench, Worsley)
- **Low ropes obstacle course** (won by Northampton)
- **Crate stacking** (joint winners Northampton & Gap, Rugby)

Following sterling efforts from all involved, interspersed with embarrassing moments and some spectacular spills, the Northampton team emerged victorious, narrowly beating last year’s champions Worsley. A massive well-done Tom Banell, Paul Toms, Lawrence Neff, Tomasz Szpala, Michal Anerik and Shabir Mughal who proudly received the Clipper Shield for 2011 in recognition of their victory.

**Individual prizes**

The Top Gun award for shooting went to Thomas from Northampton, who scored 42 points out of 50. The Robin Hood award for archery went to Ryan from Worsley who scored 28 points out of 50. And the Chris Bonnington award for climbing was deservedly won by John from GR1, ASDA. Despite some close competition, a final mention must go to Alex from Tesco Selby for the Most Embarrassing Moment award. In order to spare Alex’s blushes, we will not disclose what happened. The blushes of the directors though will not be spared. Despite the valiant efforts of their aging team, they came a woeful last. Better luck next time!

The event concluded with photographs, prize givings, drinks and a BBQ. Everyone agreed it was a great day and met its aims of providing fun, challenge and competition between the sites within the Clipper family.

We’re looking forward to the sites participating in 2012 already!
Every four years, Scouts from around the world gather together for the Jamboree, which this year was held in Ringkøbing in Sweden from Wednesday 27th July to Sunday 7th August.

64 young people aged 14-18 and 6 Scout leaders attended from the West Yorkshire region, joining around 39,000 other Scouts from 168 countries across the world who also attended the popular 12 day event.

A number of countries also created a Food House to cater for the event’s thousands of visitors. The Food House team was comprised of 66 adult leaders who travelled to Sweden to create culinary delights and give the visitors a flavour of the UK. The theme of the UK Food House was a 100-foot wide, 20-foot high castle wall, a courtyard and a great hall, all manufactured by the team using materials kindly donated by local firms, including Clipper.

We also offered logistical support, helping the team to transport the 22 tonnes of castle and catering equipment across Europe.

Ted Johnson, HR Director at Clipper said: “As a Yorkshire based company we were delighted to be able to support the Yorkshire Scouts on their adventure to Sweden. The Scouts will no doubt be learning and demonstrating many hands-on management skills in the planning and building of the Food Hall, which I am sure will be put to good use by all at the World Jamboree. We wish the Scouts well and are glad that we were able to apply our ability and agility to transport their Food House to Scandinavia.”

“A world scout Jamboree is a once in a lifetime opportunity for the young people who are chosen to attend, giving them an opportunity to make friends from all over the world. The support from Clipper and their transport contacts has been key to the success of our part in this massive project.”

Graham Earnshaw, Head of the UK Food House and District Commissioner of Huddersfield North Scouts.

Clipper’s good deed for the day

We’re delighted to complete our good deed for the day by helping Scouts from West Yorkshire get on their way to the World Scout Jamboree.
Recently John Lewis was so impressed by our level of service that they awarded a £50 voucher to Mark Emmonds, one of our employees who went above the call of duty to help a soon-to-be-married bride!

We were forced to make the emergency plan after we received a call from the John Lewis customer service team, informing us that although we had despatched a particular order, it had not been delivered by the carrier. The carrier was struggling to track the order as the original Metapack label had become damaged.

The call was received on a Saturday morning, informing us that the customer needed the item for a wedding that afternoon, and therefore within the next three hours. In this situation, we had no choice but to ask our staff if any of them would volunteer to deliver the item to the customer in their own car. Mark Emmonds took up the challenge, and managed to deliver the item to the customer in time for the wedding.

John Lewis were so impressed by our, and in particular Mark’s, dedication to our customers that they sent Mark a £50 John Lewis voucher to show their appreciation. We’d also like to thank Mark again – it’s this level of dedication that makes the Clipper family so special!

We’ve had some more amazing achievements with Northampton, Ollerton, Rugby and Darlington joining the 365 RIDDOR-free days list.

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Employee of the Month

Being named as an Employee of the Month is a huge achievement, so congratulations to everyone who's been awarded this prestigious title so far. Here’s the List of Honour going back to May this year, so you can see who's been going above and beyond the call of duty. Congratulations to all our winners and keep up the good work!

**May**
- Tony Booth
- Karen McDonald
- Chris Hodson
- Graca Mikołajczyk
- Louise Idris
- Saleem Ashraf
- Anna Czechowska
- Jon Pash
- Calum Smith
- Liam Murphy
- Ian Donfield
- Malcolm Stanley
- Gareth Wilmhurst
- Paul Mckieerle
- Marc Vachon
- Neil Harrison

**June**
- Adam Shaw
- Stephanie Cleaver
- Scott Thompson
- Isabella Oczachowska
- Monika Jozefow
- Dave Pyott
- Donna McIntyre
- Carl Fowler
- Gavin Coulthard
- Jean Hal

**July**
- Kevin Hall
- Paul Slater
- Christine Wilkinson
- Justin Kentle
- Pauline Cunningham
- Mick Butler
- Dominik Sklho

**August**
- Donna Whiteley
- Lukas Imrich
- Christopher Coggon
- Paul Buckingham
- Bob Unsworth
- John Miller
- Wayne Meakins
- Dave Williams
- John Cahill
- Tracey C Smith
- Alistair Bashir
- Melissa Olenbe

**September**
- Chris Evans
- Alan Antcliffe
- Raïmon Berzin
- Anna Danks
- Debbie Wilson
- Scott Beale
- Philip Sancho
- Ronni Reynolds
- Derek Hewson
- Chris Dolan
- B Szczepeanowski
- Aaron Burns
- Shaun Musgrave

**October**
- Barbara O'Connor
- Carol Heaton
- Annie Lunn
- Paul Thomas
- Darren Birch
- Tony Murphy
- Rafal Kuzawski
- Steven Lees
- Ben Mullan
- Matthew Kent
- Sylwia Miloszewska

**November**
- Ian Drumfield
- Pauline Cunningham
- Karen McDonald
- Alan Antcliffe
- Raimon Berzins
- Karen Mcdonald
- Debbie Wilson
- Scott Beale
- Philip Sancho
- Ronni Reynolds
- Derek Hewson
- Chris Dolan
- B Szczepanowski
- Aaron Burns
- Shaun Musgrave

**December**
- Ian Drumfield
- Pauline Cunningham
- Karen McDonald
- Alan Antcliffe
- Raimon Berzins
- Karen Mcdonald
- Debbie Wilson
- Scott Beale
- Philip Sancho
- Ronni Reynolds
- Derek Hewson
- Chris Dolan
- B Szczepeanowski
- Aaron Burns
- Shaun Musgrave

**Conclusion**
Congratulations to all our winners and keep up the good work!
The heat is on!

The Rugby warehouse team certainly matched up to Clipper’s ethos of ‘Agility matched by Ability’ recently when we helped one of our customers to vacate their own warehouse at short notice.

The customer, Nissin UK, needed short-term storage for 11,200 packs of solar panels when they vacated their Daventry warehouse, before they could be shipped out to Europe and the Far East.

Once the initial inquiry had been received on Tuesday 8th September, we organised for Nissin’s General Manager Steve Rettle to visit the Clipper warehouse in Rugby the following day. Following a supreme effort from every member of staff involved, we achieved and surpassed the customer’s requirements and all pallets were collected and put into the Clipper warehouse by 1pm on Friday 16th September.

A collection and inbound plan was put into place overnight and with help from the Clipper Transport team in Rugby, the first of the 70 loads of solar panels were received into our warehouse at 9am on Friday 9th September. All 70 loads had to be moved from Nissin’s warehouse to Clipper’s by close of play on the 16th September.

Following a supreme effort from every member of staff involved, we achieved and surpassed the customer’s requirements and all pallets were collected and put into the Clipper warehouse by 1pm on Friday 16th September.

The Rugby warehouse team certainly matched up to Clipper’s ethos of ‘Agility matched by Ability’. 

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During an already busy period for the warehouse, we needed to have a system in place that could accommodate the inbound and put away of the 1,120 pallets of solar panels. With each pallet valued at £30k each (circa £33 million pounds in total), the warehouse team was under immense pressure to get things right first time.

Following a supreme effort from every member of staff involved, we achieved and surpassed the customer’s requirements and all pallets were collected and put into the Clipper warehouse by 1pm on Friday 16th September.

Just when we all thought we could breathe a little, the customer brought forward their collection requirements to begin the following Monday and, at 8am, we had the first of 42 loads to pick, marshalled and ready to go.

Again, a supreme team effort throughout the week ensured that anything thrown at us was met head-on, professionally and on time. Over the three week period, 2,240 pallets were moved into and out of the warehouse with NO damages reported, a great team effort indeed.

I would like to make a special mention for Andrea Roberts and Mo Sahib who ensured the entire operation went smoothly from the beginning, and to all the warehouse team in Rugby for their professionalism and dedication throughout the three weeks.

A thank you too for the Rugby Transport team for all their help in moving the pallets into the warehouse. This was a real team effort!

Our Eco Stars Fleet Recognition Scheme receives the highest rating

Recently we were delighted to be awarded ‘5 star status’ membership for our Eco Stars Fleet Recognition Scheme in Mid Devon.

The introduction of these new vehicles resulted in us progressing from ‘4 star rating’ to the highest accreditation, ‘5 star status under the Mid Devon scheme.

Chris Douglas, Manager of the ECO Stars Fleet Recognition Scheme in Mid Devon said: “Clipper has clearly demonstrated its commitment to running more environmentally efficient operations and this has resulted in the company being rewarded. We are particularly pleased to give recognition to Clipper who were pioneers in joining the ECO Stars schemes in both South Yorkshire and Mid Devon and for setting a great example of best practice in fleet operations for other fleets to follow, they fully deserve to be a 5 star operator.”

Clipper’s Managing Director, Tony Mannix said: “Clipper is delighted to have been awarded a 5 star status by the Mid Devon scheme, and is proud to be part of the ECO Stars initiative, which has provided us with a fantastic opportunity to refine our environmental business practices. This reward is further recognition of our ongoing commitment to become a more environmentally aware and efficient operator, and we look forward to many more organisations joining the scheme in the future.”
Darlington’s Open Day took place in September and happily the sun shone on all of us. Employees, family and friends joined us for the ‘It’s a Knockout’ themed event, which we’re pleased to announce was a huge success.

Everyone entered into the spirit of the occasion; especially the site management who came in battered and bruised, but achieved a commendable third place.

As a fundraising event, we raised a whopping £840 on the day for our 2011 adopted charity ‘St Teresa’s Hospice’. This will be added to all the money raised during 2011, making a grand total of £2,100.00. We look forward to presenting these funds to St Teresa’s at the end of the year.
Our new eco-friendly vehicle

Recently we were pleased to introduce the latest addition to our fleet: a brand new eco-friendly electric vehicle.

As an ongoing commitment to the Crown Estate, our electric vehicle operates from our Consolidation Centre in Enfield, and delivers the consolidated goods to the retailers on Regent Street. The many benefits of this innovative vehicle include zero emissions, reduced vehicle noise and energy efficiency, which makes it highly environmentally friendly.

The Consolidation Centre operation:
- Reduces traffic congestion
- Improves air quality
- Allows for deliveries to be made to better suit the retailers
- Offers full pre-retail services to make best use of in-store staff

Deliveries are consolidated with those of other retailers from around Regent Street and released from our warehouse to arrive at the stores at pre-arranged times. The use of an electric vehicle will provide further environmental benefits and many of our existing and potential customers are already making good use of the delivery vehicle.

"Sustainability remains high on our corporate agenda, and the introduction of this latest electric vehicle to our existing fleet brings us another step closer to achieving our environmental targets. The vehicle further demonstrates Clipper’s commitment to working closely with our retail partners to combat congestion and reduce our environmental impact in one of the world’s busiest retail areas," said Tony Mannix, Managing Director at Clipper.

Clipper Goes Platinum

We’re delighted to announce that Clipper has become a platinum member of the Chartered Institute of Logistics and Transport (CILT).

CILT is the leading professional body for organisations and individuals involved directly in transport logistics and supply chain management. Membership carries with it many fantastic benefits, in particular CILT’s range of unique marketing intelligence.

In addition to this, we plan to enhance our commitment to carbon reduction by using Carbon Active, the institute’s pioneering online tool.

"We are delighted to become a corporate member of the CILT. As a professional organisation, it is essential that we continue to invest in our professional development and equip ourselves with the skills and capabilities to deliver against our business objectives. The benefits the CILT will offer will no doubt have a significant impact on our organisation," said Tony Mannix, Clipper’s Managing Director.

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What's the best part of your job and what, if anything, would you change about it?

It’s most definitely the people. Logistics is a team effort and I am lucky to be surrounded by great people who certainly make my job that little bit easier. I have always felt that Clipper is one big family, as for most, we all share the same work ethic.

I am lucky in that my job incorporates a wide range of different aspects and encompasses most of the UK, and I am able to spend a lot of time visiting ‘the family’ at other Clipper sites. With my transport hat on, the one thing that I would like to change is the constant traffic jams on the M62 and M25; still, that is probably the same thing as most people in logistics.

What do you think is an important quality to have in a role like yours and why?

It has to be a positive attitude. When customers throw us curve balls we do not respond with ‘sorry, can’t help!’, we will always say ‘yes’. Finding the right solution, however, is not always easy; it incorporates a wide range of different aspects and encompasses most of the UK, and I am able to spend a lot of time visiting ‘the family’ at other Clipper sites. With my transport hat on, the one thing that I would like to change is the constant traffic jams on the M62 and M25; still, that is probably the same thing as most people in logistics.

What is your role at Clipper and how has it changed over the last 12 years?

On a customer basis I currently look after New Look and H&M contracts, but incorporated into this I also have responsibility for the operations at East Kilbride, Iymedale, Avonmouth and more recently Brimsdown Transport. I joined Clipper back in 1999, working on the Mark One contract out of Leeds. Whilst my role was topu in the right order, but unlike most other customers throw us curve balls, the pieces will always fit together slightly differently. Knowing when you have found the best solution is not always easy, and typically when bacon sandwiches later, the Clipper family you have, the customer requirement has grown massively and throughout this time I have had the opportunity to work with all of the transport operations in the business. This has stood me in good stead as my current responsibilities now include overseeing the group shared user activity.

On the work front, we have extended the New Look contract, opened a new depot at Avonmouth and managed the transition from Blandford without issue, and also signed the long awaited distribution work for H&M and gone live without issue. Personally I have got through moving home, my son’s first day at school and the obligatory family holiday to Butlin's.

I suppose the achievement for me is that I made it through the year with my sanity intact.

If you were stranded on a desert island and could have three people (from the past or the present) with you, who would they be? It would be nice to have my wife and son, who would both probably enjoy spending so much time with me hopefully; but for practical reasons I would suggest three members of the A-Team as they could probably build me a luxury yacht out of a palm tree, a handful of shells and half a coconut!

Describe your perfect day A lie-in! I have a hyperactive and wilful 4-year-old who doesn’t yet understand the phrase ‘it is still the middle of the night!’

Finish the sentence; ‘If I wasn’t working at Clipper I would’ve liked to have been...’

A city Banker…. Cocktails and dining paid for on expenses and a huge bonus even when you’re under preforming!! Who wouldn’t!!

Richard Ball
Job Title here