



TEMPERATURE  
CONTROLLED  
DELIVERY



BESPOKE  
TRANSPORT  
SOLUTIONS



LOGISTICS  
MANAGEMENT



WAREHOUSING



TRADE DISTRIBUTION



# TRADE DISTRIBUTION

Trade Distribution Ltd (TDL) is a major UK Transport and Distribution Company with a main operating centre in Lancashire and four 'satellite' centres in Scotland, West Midlands, Northern Ireland and Isle of Man.

Established in 2000, the business employs over 100 staff and has a fleet of 75 vehicles, including articulated 44 tonners, rigid 18 tonners (curtain sided and boxed), rigid 18 tonners, temperature controlled, and express delivery vans as well as 120 trailers including temperature controlled, curtain sided, double deck boxes, double deck curtain sided, walking floor, tippers and flatbeds.

TDL has developed bespoke logistic solutions for customers who have experienced major problems in the distribution of their goods through the major parcel and pallet networks. Typically these problems have included damages, lost items and delayed deliveries which has invariably led to strained relationships with their customer and, in many cases, lost business.

The traditional solution to damaged product has, until now, always been "increase the amount of packaging", a costly solution which rarely works. Redelivery, replacement product and goods lost in transit only add yet more un-necessary cost not to mention the cost to the environment for all these extra journeys.

Late delivery, on the other hand, has invariably led to the customer checking the market place for alternative suppliers and, if they are successful in their search, immediate loss of business which is difficult to replace.

The TDL answer to these problems has been to treat each customer as an individual case. There is no "one size fits all" solution to individual problems. Our approach is to look at exactly what each customer's requirements are and, after discussions with the customer, present a cost effective, sustainable solution.

If the points laid out above are something you have experienced or if you are about to launch a new product in the U.K. and don't want to experience such problems please give Hubert Lowry or Alex Lennox a call on the numbers below, alternatively send us an email and we will arrange an obligation-free meeting or conference call to discuss your requirements.

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# CASE STUDY



## THE CUSTOMER

AKW are the UK's leading manufacturer of accessible bathroom, kitchen and daily living products for the elderly, disabled and people with reduced mobility.

## THE ISSUES

Pre January 2013 AKW relied entirely on parcel carriers using the traditional "hub and spoke" system to deliver to their customers throughout the UK.

The problems experienced were;

- Damage and loss in transit were unacceptably high. Damage was occurring due to multiple handling operations – typically goods were handled four times after collection and many of the products were challenging shapes and sizes which was incompatible with the carriers handling systems;
- Slow or late deliveries were a major source of customer complaints. The lack of information regarding delays and the whereabouts of goods out for delivery meant that customer's enquiries could not be accurately answered;
- The resource required to manage customer complaints by not meeting their expectations was growing daily;
- The total cost of getting the goods to the customer was very high given the poor service received from the carriers;
- Although the product was excellent, AKW were running the risk of being labelled "unreliable".

## THE SOLUTION

Trade Distribution looked at the problems experienced, and in consultation with AKW, it was proposed that the only way to satisfy their delivery requirements was to introduce an in-house fleet of delivery vehicles. TDL set this up and within one year we had replaced the requirement for carriers and were operating a nationwide delivery service which satisfied the requirements of both AKW and their customers.

The dedicated fleet removed the need for multiple handling and literally reduced damages to zero, which in turn eliminated the requirement for expensive packaging. Our on line, real time, track and trace facilities meant that customers were given accurate information about where their goods were any time and at what time they could expect delivery.

## THE RESULTS

- Within one year 100% of deliveries were made on the AKW liveried Trade Distribution fleet.
- 50,000 (100%) deliveries were completed "on time in full" and damage free.
- A substantial amount of CO<sub>2</sub> emissions were saved.
- The fleet travelled 1,200,000 miles in the year.
- AKW is saving £800,000 on their total logistics costs every year.

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# CASE STUDY



## THE CUSTOMER

Heron & Brearley which was formed in the 1850s, and its related group of companies, is the largest private employer in the Isle of Man, as well as the leader in the Island's hospitality industry. From managed houses to convenience stores and forecourts they offer an impressive array of services to a diverse range of customers, both on-Island and in the UK.

## THE ISSUES

As a leading Isle of Man business with interests in the brewing industry as well as pubs, convenience stores and garage forecourts, the company has multiple suppliers in the UK.

The problem incurred was that all of these suppliers wanted to deliver their goods into the company's receiving warehouses at different times and days. This was extremely labour intensive and they experienced difficulty in controlling the availability of stock when it was required which led in turn to over-stocking of certain items on occasion.

## THE SOLUTION

Trade Distribution embarked on a programme of contacting the group's suppliers and setting up a UK consolidation centre at our Lancashire warehouse facility. Multiple suppliers could deliver into our depot, at their convenience, and we also offered a service where we collected from the suppliers, if they so wished. The customer's goods were then consolidated into full trailer loads and shipped to their instructions on a daily basis.

## THE RESULTS

- By consolidating the loads the cost of shipping was drastically reduced, by up to 40% in some cases.
- The customer was able to dictate the date and time of delivery to suit.
- Receiving warehouse labour charges were reduced by over 20%.
- Stock levels were more easily controlled.

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# CASE STUDY



## THE CUSTOMER

White Moss Horticulture is one of the largest green waste composting companies in the UK. They manufacture high quality composts and other growing media made from re-cycled green materials. They supply large UK supermarket chains, national retailers, garden centres and landscapers with a comprehensive range of bulk and bagged horticultural products.

## THE ISSUES

The company was experiencing difficulty in sourcing reliable carriers at cost effective rates. The problem was exasperated by the fact that their largest customers, the UK supermarket chains, were demanding day and time specific deliveries and White Moss risked having penalties imposed if the criteria were not met in full. They were also victims of their own success in that their business was growing rapidly which meant that their in house transport department was unable to cope.

## THE SOLUTION

Trade Distribution looked at the customer's transport history and discussed their requirements going forward. A team was set up to manage the requirements with the remit to get the best rates for the best service available and, in effect, became White Moss's transport department. Using our network of associates we were able to source the required sub-contractors and that year, 2010, we moved 600 full trailer loads throughout the UK with an "on time in full" success rate of 98%.

## THE RESULTS

Since 2010 Trade Distribution has managed the entire transport requirements for White Moss Horticulture. The business has expanded year on year and we have delivered 3,100 full loads, more than 80,000 tonnes, in the period from January to September 2014, a 500% increase over the last four years. Our "on time in full" success rate has not dropped below 98% and for the period mentioned stands at 98.8%.

We have reduced White Moss Horticulture's logistics costs by over 20% and in so doing have freed up three of their staff to work in other areas of the business.

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**TRADE DISTRIBUTION**



# TRADE DISTRIBUTION LTD

## SERVICES

Trade Distribution Ltd is a major UK Transport and Distribution Company with a main operating centre in Lancashire and four 'satellite' centres in Scotland, West Midlands, Northern Ireland and Isle of Man. Established in 2000, the business employs over 100 staff and has a turnover of more than £10,000,000 per annum.

## EQUIPMENT

75 vehicles including articulated 44 tonne, rigid 18 tonne (curtain sided and boxed), rigid 18 tonne temperature controlled and express delivery vans.

120 trailers including temperature controlled, curtain sided, double deck boxes, double deck curtain sided, walking floor, tippers and flats.

## LOCATIONS

Lancashire, West Midlands, Scotland, Northern Ireland and Isle of Man.

## SPECIALIST AREAS

- Food and drink;
- Temperature controlled shipping and delivery;
- Wholesale and retail distribution services, including business to business, wholesale warehouses, retail stores, restaurants and public house deliveries;
- Home delivery – across UK and the Isle of Man;
- Business to business;
- Logistics;
- Transport management.

## WAREHOUSING

Trade Distribution Ltd operates 14,000 square metres of warehousing, providing stock control and picking services for a range of products including beers, wines & spirits, white & brown goods, grocery & confectionary.

Our Lancashire warehouse boasts a state of the art 300 pallet cold store where customers using our frozen and chilled service may make use of short term, temperature controlled storage facilities.

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**TRADE DISTRIBUTION**



# TRADE DISTRIBUTION LTD



## ISLE OF MAN SERVICES

Trade Distribution Limited are the leading, Manx owned, transport and logistics company on the Isle of Man. With our Head Office and warehouse, in Kewagie, Douglas, we operate from a central UK hub in Lancashire and satellite depots in Scotland, West Midlands and Northern Ireland from where we ship multiple trailers to and from the island on a daily basis. Amongst the services provided by TDL are:

## FOOD & DRINK

Shipping and delivery, wholesale and retail distribution services, including business to business, wholesale warehouses, retail stores, restaurants and public house deliveries.

## TEMPERATURE CONTROLLED

We operate a fleet of refrigerated vehicles, both articulated and rigid, which cover the UK for collections and deliveries. Our fleet operates daily and we are entrusted with the shipping and distribution of Manx cheeses, butter, milk and of course the famous Isle of Man 'Queenies' and Scallops. We also ship, on a 'same day' daily service, fresh fruit and vegetables from the markets in UK on behalf of the island's largest fresh food wholesaler. Our Skelmersdale warehouse boasts a 'state of the art' 300 pallet cold store and chiller facilities where customers using our frozen and chilled service may make use of short term storage availability.

## HOME DELIVERY

In addition to the food and drink services, TDL operates a home delivery service, for both local and UK companies. Our service includes one and two-man deliveries of white goods and our UK-IoM Parcel Service operates on behalf of both private and business users.

## WAREHOUSING

TDL operates 14,000 square metres of warehousing, providing stock control and picking services for a range of products including beers wines & spirits, white & brown goods, telecommunications equipment, grocery & confectionery, kitchens & bathrooms and refrigeration/air-conditioning parts.

## ENVIRONMENT

As well as operating an environmentally friendly fleet, TDL hold a waste carrying licence and provide various services to the departments of local government and environment.

## SERVICES

Same day, next day, two day, nominated day and time sensitive deliveries and collections are operated daily to the Isle of Man.

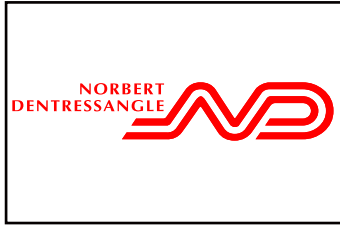
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**TRADE DISTRIBUTION**



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HOME DELIVERY



STOCK CONTROL

