

The WAVE

All of the latest news and views from **Maritime Transport**



A MESSAGE FROM JOHN

Writing the story of our journey through one of the most challenging times for humanity is a humbling and extraordinary story to write. 2020 was like no other, and I am relieved and delighted that it is now drawing to a close with a solution in sight for this dreadful virus that has placed so many aspects of our lives on hold.



Our drivers and staff have all pulled together to ensure our business has continued to perform well.

In January, when the pandemic struck, we realised that there would be massive disruption as a result of factory closures in Asia. The consequence was a lockdown and major disruption to the entire 6,000-mile-long supply chain and on our societies. Under the leadership of our Chief Executive Officer, Simon Smart, we quickly established our COVID Response Team, which took action to protect the health of our workforce and the company. Despite our efforts, we had to furlough around 300 colleagues and park up 125 vehicles, however we were the last to furlough and one of the first to bring everyone back. I am really grateful to our COVID Response Team and everyone on the frontline for keeping everybody safe.

The container sector suffered badly in the first half of the year, and I recall standing in my kitchen with my family following an emergency meeting with the Board of Maritime discussing the potential effects and calculating the standing costs of the company if we had to shut down. What happened in effect is our distribution division thrived as a result of lockdown stockpiling and panic buying at the supermarkets, alongside two significant contract wins. Our decision to diversify in 2011 and not be reliant on one sector of transport proved to be a master stroke.

In the second half of the year, the container sector rebounded as retailers made huge

efforts to make up for lost time. We are still working our way through this container surge and distribution remains very busy, especially due to the increase in online sales.

In parallel to the pandemic, we continued with a number of investments this year.

We acquired a new depot at iPort Doncaster for our container division.

We completed the installation of a great facility at London Gateway, albeit interrupted by lockdown.

We acquired and developed an incredible new depot at Avonmouth, replacing the oldest depot in the Maritime network.

We commenced the £11 million refurbishment of our Euroterminal rail facility at Trafford Park which should complete in the first half of 2021.

We opened our East Midlands Gateway rail terminal on the 28th February, which is now at capacity with five daily train services two years ahead of plan.

We built a new office, recently installed for our fantastic teams at Alconbury and Desborough. A state-of-the-art facility, with the best driver facilities, will commence later in 2021.

We acquired an 8-acre freehold depot in Wakefield, one mile from our rail terminal. Once completed, this will allow us to vacate our current depot in Stourton, which will

represent a significant redevelopment and enable us to establish the best hub and spoke operation in Yorkshire.

Anzani House in Felixstowe was demolished, and works have started to commence on the construction of our loaded container storage depot that will stand in its place.

We continued to invest in our intermodal division with confidence, and have added four more services with DB Cargo UK and a further two with GB Railfreight, creating a rail operation with ten daily services and five inland rail terminals. We will be continuing to invest further in this area to create a sustainable and environmentally-efficient logistics company.

Furthermore, we agreed terms to acquire Wincanton plc's container transport business, Wincanton Container Logistics. Working through the acquisition and despite the effects of the pandemic, we did everything possible to maintain a great service and keep to our high standards. The acquisition itself was an incredible team effort and will make a significant contribution and a great addition to Maritime. We were delighted to welcome our new colleagues in October and look forward to working with them to provide long-term and rewarding careers as part of the country's largest container transport company.

Our drivers have had another brilliant year achieving high levels of safety and very few absences. Their incredible effort enabled us to award them with another exceptional and well-deserved bonus of £1,300,000.

I'd like to thank all of our customers for their ongoing support during a year like no other. Looking forward, we have great confidence in Maritime and the wider industry, but for the moment, we should take this opportunity to reflect on an extraordinary year.

Wishing you all a happy and healthy New Year.

John Williams
Group Executive Chairman

WINCANTON CONTAINER LOGISTICS

In October, we agreed terms with Wincanton plc to acquire its container transport business, Wincanton Container Logistics (WCL), a truly exciting development that we fully anticipate will strengthen our capability in the container transport sector, our role in the wider international supply chain, and support for our customers and suppliers!

Under the agreement, which came into effect on 17th October 2020, we were delighted to welcome 400 new colleagues to the Maritime family across various depot locations, as well as 300 vehicles and an additional 7 depots. Staff within a number of departments worked tirelessly beforehand to ensure a quick and seamless transition alongside the demands of peak, Brexit uncertainties, and the pandemic. The combined business has now increased our road fleet to 2,000 vehicles running in and out of 37 container and transport depots, marking a major step in the evolution of the UK container sector and making Maritime, by some margin, the largest container transport operator in the UK.

In addition to our road-based business, we have also taken on WCL's rail commitments – a daily train from Felixstowe and Southampton, into Hams Hall, Birmingham, increasing our intermodal activity to ten daily rail services in just 20 months – you can find a full list of our rail services on [page 6](#).

Our container division has seen rapid growth and investment in the last decade; WCL represents our third major container transport acquisition to date. In January 2010, we extended our network and service offering significantly with the acquisition of DHL Container Logistics. The widely-reported deal included the entire container transport activities of the DHL subsidiary company, including extensive container lifting, storage, and repair operations at Felixstowe and Trafford Park. Soon after, we acquired Roadways Container Logistics in August 2014, a deal comprising 374 employees, a fleet of 241 vehicles, and sites in Hainault, Felixstowe, Leeds, Manchester, Southampton, and our Birmingham Intermodal Freight Terminal (BIFT) at Birch Coppice in Tamworth.

John Williams, Group Executive Chairman of Maritime:

'We are delighted to have agreed terms with Wincanton to acquire its container transport business, Wincanton Container Logistics. We welcome the staff and drivers and look forward to building our capability in the container transport sector and relationships with its customers.'

James Wroath, Chief Executive Officer of Wincanton:

'This transaction is an important step in our strategy to focus our efforts and resources on the exciting growth opportunities we see in our core markets. I would like to thank all our colleagues in the container business for their professionalism and service to our customers during Wincanton's period of ownership and we wish them well for the future.'

Going forward, we will continue to work closely with Wincanton as a strategic partner supporting a number of its customers' international supply chains.

The purchase of WCL is a milestone for Maritime, and we look forward to seeing the many benefits it will bring to our customers.



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FLUCTUATING VOLUME THE SCOURGE OF THE CONTAINER INDUSTRY

Our Managing Director provides a valuable insight into the world of containers, ongoing inconsistencies and solutions that could make a real difference to the supply chain and our customers.

There are a number of items on my professional wish list, many of which are completely unfeasible including a Lamborghini Murciélago and a private island in the Caribbean, but there are several items that are rational and completely achievable if the key decision makers in the industry were able to provide some real direction to their respective businesses - shipping lines, freight forwarders, cargo owners and hauliers. I am, of course, talking about consistency. The one thing that the container industry regularly falls foul of is the completely inconsistent way of working, which I believe, with some hard work and perhaps a few tears, we could achieve.

So why does the inconsistency occur? I think it is possibly easier to explain where the consistency does occur, but for the sake of clarity, I will explore the different areas that cause this major issue, and are the reason for the long hours and the unprofitable periods.

Of course, the overriding factor is something that is out of our control; consumer behaviour. If we could manage this then our dreams would be answered, but this is not in our power, so instead, let's focus on what is. The first aspect, for me, is the inconsistency of shipping schedules and vessel arrivals. Whilst there are inevitably other forces at play here, such as weather, legislation etc., the integrity of shipping schedules is never maintained.

Throughout the year, depending on which publication you read, there are untold numbers of vessel voids, blank sailings, lay-ups, cut and runs... the list goes on. Whenever a vessel does not arrive in the UK, there is a void of cargo followed by a deluge the following week or whenever the vessel does eventually call. This creates huge peaks and troughs and therefore imbalance in the sector. Containers that would usually be moved by rail are forced to be transported by road, regular booking slots can be delayed and missed, cargo can often stay on the port over a weekend resulting in additional charges and missed outbound transports. The costs associated can be astronomical. From the haulage side, trains run empty, trucks are semi-utilised and drivers, that scarce commodity, sit idle in waiting rooms and driver receptions around the country, all of which brings additional cost and disruption to the supply chain.

The next area to look at is the ports themselves. Like the haulage community, they have to deal with the inconsistent vessel arrivals, and the ever-changing vessel size and fill – so already an uphill battle! When the vessel arrives, a race against time occurs to discharge and refill the ship without delay so that it can go onto its next port of call. As a result, ship side operations take priority, leaving the rail and road users to sit and wait, literally. If a large vessel is particularly full, a ship can remain alongside for three days as all resource is utilised to get it turned around. With the manpower focused on this area of operations, there can often be



delays getting boxes shunted to rail terminals and the time it takes to 'tip and turn' can be excessive. These delays can again cause trains to run with empty slots, warehouse booking slots to be missed and so on. Containers remain on the port and are deposited at inland terminals as the rebooking is then processed, once again causing those additional costs to increase further.

Every container that is moved across the oceans and then by rail, road, or a mixture of both has been processed by various people along the way, all working together to fulfil an order. One of the final elements of that order is to agree and lock-in a booking date and time. This area is one of the most problematic aspects of the container's journey, and arguably creates the most inconsistency, albeit that is due, ironically, to the consistent use of AM bookings slots. Looking at a typical process for an order from a factory in the Far East, then a booking is made with the manufacturer. A lead time is agreed for production, let's say one week. Once built, the cargo is collected by a haulier and transported to a port where it is loaded to a vessel. At this point, we are now two weeks into the life cycle of the booking. The vessel crosses half the globe before it arrives at a UK port, circa six weeks after setting off, and now eight weeks into the life cycle. This is where life fast-forwards, and it isn't inconceivable for the container to be booked in to arrive at a warehouse 36-48 hours after the ship has arrived. This is obviously assuming the vessel has arrived on schedule and before the port has set to work unloading the vessel. Often, the container is still not available to transport 36-48 hours after vessel arrival, and so a re-booking is planned. The train or vehicle that was originally allocated for the booking now has to hope that there is a replacement container already available, or else it will sit idle again. When the container is eventually available and the booking time agreed, normally between 08:00-10:00, the journey can start and delivery made. But if the ship has arrived full and on time, and the port has unloaded everything as per the plan, then how are all the containers able to be delivered if 80% of them are booked for

delivery before midday? There is certainly a driver shortage right now, and the pandemic has seen hauliers significantly reduce fleet sizes and train operators suspend services. But still, I firmly believe there is enough resource out there to deliver all containers within the week they have arrived providing the time available is used properly. There are enough transport hours in a week to complete all bookings on time, but when only 20% of the time available is used, then inevitably, there are failures, and again, re-bookings will occur, causing those additional costs to rise once again.

So how do we solve this issue? Whilst I would love to say 'fill all the ships to the same level, always arrive on time, and always unload the ship within the planned period', that would be extremely naive and a massive disservice to all the fantastic professionals involved in the supply chain. So I will instead come up with some suggestions that are within our power, and that can make a real difference to the supply chain, especially with the ongoing reaction to COVID-19 and the UK's imminent departure from the European Union.

Firstly, we need to look at pre-empting the volume arrival in the UK, and ensuring we are doing all we can to manage the available resources at our disposal. This can be achieved by sharing volume forecasts, as it will give the transport supplier an understanding of the volume to be moved during a period. If all customers were able to do this, then it would allow us to start making provisions and delivery schedules to provide transportation to all. Understandably, some customers are able to be more accurate than others, especially those in control of their own intake, but some information is better than nothing!

Once those forecasts have been made available, the operational teams can start looking at resource and managing it, ensuring the resource is enhanced where possible and deployed in the right areas. For example, during the late August Bank Holiday this year, having seen increased demand, we ran four of our rail services six-days-a-week, helping to evacuate the ports and move containers closer to their final destination. Without prior warning and forecasts, we would not have been able to do this.

The use of rail is extremely important in managing peak periods, and we can offer fixed rail slots to our customers to ensure those VIP deliveries are moved from the port prior to delivery. Once the

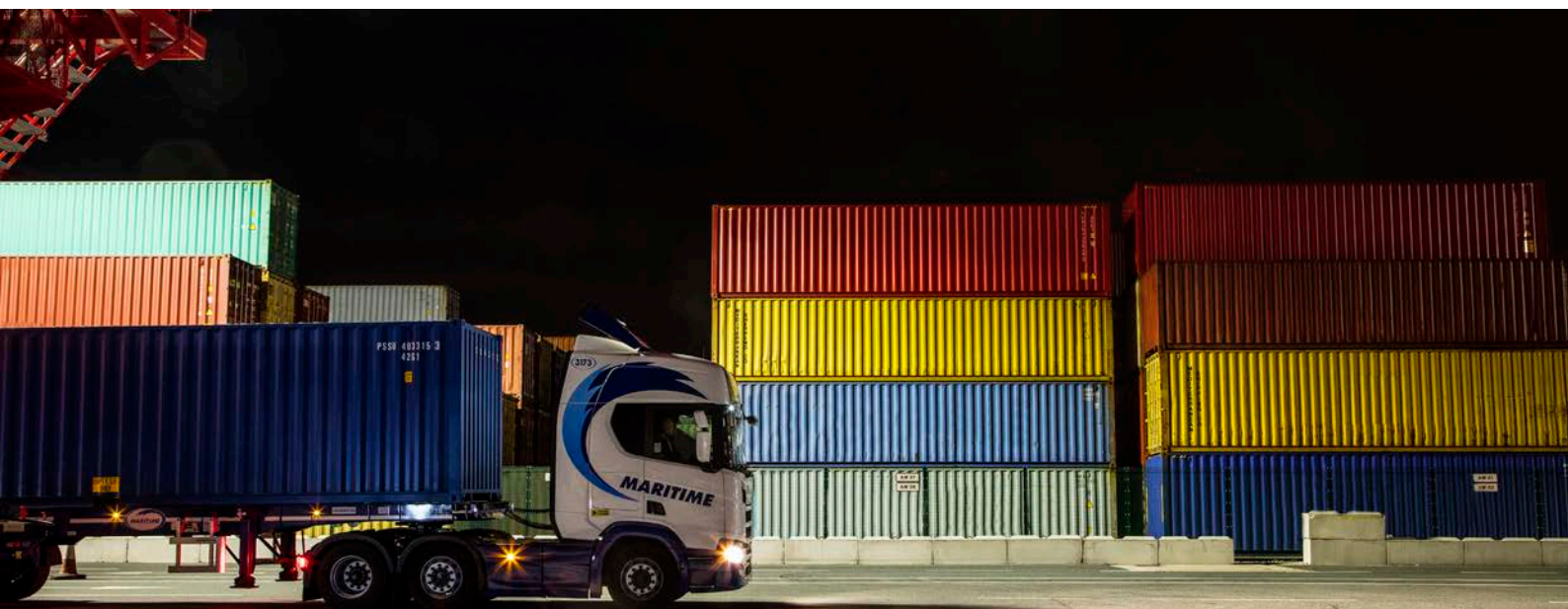
container is in the rail terminal, we can offer enhanced storage terms which will ensure that high service performance is not undermined by escalating costs. Reducing the mileage and journey time for the container to travel by road manages the variables and the risk around late or missed delivery. It also increases the utilisation of the vehicle and the driver, as they are able to complete more work in the same period of time. Simply speaking, to deliver three containers to Birmingham from Felixstowe takes three trucks and three drivers; delivering those three containers from a Birmingham rail terminal only takes one truck and driver, thus freeing up resource to do other work.

As mentioned earlier, a container can take around 8-10 weeks from order to arrive in the UK, and it is common in today's supply chains for delivery to be booked immediately once it arrives. However, if the cargo isn't urgent, then why not utilise the container-free time at the ports, or perhaps extend the time by using a rail terminal? Furthermore, why not schedule the booking for an out-of-hours arrival, outside of the 08:00-10:00 peak? In today's modern Amazon world, we expect all our cargo to be delivered yesterday, but do we really need it that quickly? By managing inbound and outbound flows properly, we can again increase the utilisation and capability of the transport providers.

Those out-of-hour bookings that fall overnight, on weekends, or even during the early hours are imperative to allow volume to flow efficiently. Modern transport businesses should be set up to ensure cargo can be delivered at all hours and without making it punitive to the customer. There are 24 hours in a day and 7 days in a week; we should be looking to use all that time to move containers as it will certainly ensure more availability and better service across the whole industry; it will even help to manage the driver shortage that has been ongoing for a number of years and currently shows no sign of stopping or even slowing down.

A final suggestion to help volume flow and to manage the inconsistencies in the industry is to discuss the operational requirements with your provider. By both parties discussing their needs, there is often an elegant solution to everything that doesn't need to come with an increased cost. But this can only be achieved with a collaborative attitude and an openness to find a solution.

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INTERMODAL GROWTH

A number of key developments have taken place across our network of rail terminals, including new services, new customers, new projects, and new loads!



As our expansion into the intermodal market continues, we announced four major developments at our East Midlands Gateway (EMG) terminal in Castle Donington this year; the recommencement of Freightliner's EMG service from the Port of Felixstowe, and the launch of three new intermodal rail services connecting EMG with DP World London Gateway, the Port of Southampton, and the Port of Liverpool.

Hauled by GB Railfreight, our Southampton to EMG service currently runs five-days-a-week, and marked a milestone as GB Railfreight's first-ever train to enter our East Midlands terminal.

The five-day-a-week Port of Liverpool service, launched by Mediterranean Shipping Company (UK) Ltd. towards the end of November, is also operated by GB Railfreight, and provides the UK's first intermodal route between the Port of Liverpool and the East Midlands region.

Our London Gateway to EMG service commenced on Monday 26th October and again runs five-days-a-week from Monday to Friday, hauled by DB Cargo UK with a weekly capacity of up to 320 containers.

In August, we were delighted to partner with leading food and beverage company, Nestlé UK, to export their products via our services at EMG; this will see around 4,000 loads per year travelling across the globe through the major ports in Southampton, Felixstowe, and London Gateway, and playing a vital role in reducing congestion on UK roads as well as CO2 emissions. As rail becomes more of an integral component to Nestlé's transport strategies, future projects will explore them using our services for imports and domestic flows also, whilst we provide electric vehicles to carry out last mile operations.

We also welcomed COSCO Shipping Lines UK Ltd. and OOCL to EMG for the first time in July, who are now both utilising the above services on a regular basis.

EMG has remained fully operational during the pandemic despite downturn in container traffic, and in under 12 months, now receives five dedicated

services daily. The 17-acre open-access interchange opened officially in March as part of the 700-acre logistics park developed by SEGRO, and is capable of handling up to sixteen 775metre-long freight trains daily with storage capacity for 4,000TEU. The site will eventually host a new 20,000 sq. ft. headquarters for our rail division, Maritime Intermodal, acting as a perfectly-situated hub for customer appointments, training workshops, and day-to-day operations, with state-of-the-art facilities for drivers and office-based staff to make use of.

Altogether, we now operate or have contractual commitment on the following services:

- **Felixstowe to EMG**
- **Felixstowe to Doncaster iPort**
- **Felixstowe to Hams Hall**
- **Felixstowe to Wakefield**
- **Felixstowe to Birmingham Intermodal Freight Terminal BIFT (x2)**
- **Felixstowe to Trafford Park**
- **Liverpool to EMG**
- **London Gateway to Wakefield**
- **London Gateway to Trafford Park**
- **London Gateway to EMG**
- **Southampton to BIFT**
- **Southampton to Hams Hall**
- **Southampton to Wakefield**
- **Southampton to Trafford Park**
- **Southampton to EMG**

Meanwhile, to meet growing demand for trains that provide continuity along the cold chain, we are currently undergoing trials at BIFT for a unique reefer rail solution using a custom-built reefer prototype and the latest technology for integrated onboard gensets.

The reefer itself is connected to a diesel generator wagon which powers its refrigeration system, and maintains the internal temperature at the appropriate level to ensure the produce inside arrives at its destination in excellent condition. Trials commenced

at BIFT in August, and have so far displayed several advantages including eliminating the need to purchase brand new rail wagons, whilst improving the use of our existing 50' wagons that can otherwise have wasted space. Furthermore, due to its design as an ISO container, the reefer can be easily removed and swapped between wagons and intermodal services, meaning it can go where it's needed thus minimising downtime.

We believe this to be the only rail solution for running power refrigerated containers in the UK currently, which, if trials are successful and with additional reefers built, will enable us to boost the transportation of perishable goods across the nation, and make sustainable, reliable, and highly-efficient rail freight transport even more accessible for our customers.

Elsewhere, we have been working closely with Network Rail on one of many enhancement projects to optimise freight performance across the network. We've been focusing on identifying additional opportunities to run more freight trains (including our own), which are longer and heavier. This allows us to maximise carrying capability and flexibility whilst improving freight journey times.

A number of longer services that have been lengthened by up to five additional wagons have seen positive results to date. They have played a crucial part in coping with the growth in demand for moving goods by rail, particularly during the pandemic where a greater emphasis has been placed on the network to ensure deliveries are maintained and goods continue to move across Britain.

Working with Network Rail and the wider rail freight sector, we will continue to highlight the economic benefits of moving goods by rail to the Department for Transport in hopes that other existing trains can be lengthened. Whilst there are still some challenges to overcome, particularly as more passenger trains return to the network as the government looks to boost the economy, the future looks bright for UK logistics if rail plays a significant part.



TRAFFORD PARK EUROTERMINAL

Some big changes are taking place at our terminal in Trafford Park as part of our ongoing commitment to investing in our rail freight infrastructure.

On the 1st April 2019, after reaching an agreement with DB Cargo UK (DB), we launched our rail division, Maritime Intermodal, which immediately saw us acquire four dedicated rail services out of Felixstowe and Southampton. As part of this groundbreaking deal, we took full responsibility for DB's rail freight terminals in Wakefield and Trafford Park, committing to significant investments in equipment, groundworks, operations and facilities at both sites.

Most recently, despite the disruption caused by COVID-19, Trafford Park has undergone some extensive and much-needed refurbishments after years of under-investment, whilst we have made substantial investments in plant and technology on site to provide increased resource, faster turnaround times, and greater operational reliability.

Located just off the A56 and close to the Old Trafford football ground, our 27-acre Trafford Park terminal is a vital connection between the major UK ports and the large consumer and manufacturing conurbation in the North West region and beyond. At present, the terminal has storage capacity for up to 3,000TEU, although we intend to increase this capacity as more services commence. Four daily services currently operate in and out of the terminal, including two Maritime Intermodal services from DP World Southampton and DP World London Gateway hauled by DB, and two GB Railfreight services from the Port of Felixstowe and DP World Southampton, equating to around 1,600 container moves and 3,000 yard movements every week. To date, we have a dedicated team of 11 on site whose roles range from reach stacker and gantry crane operators to administrative staff.

Earlier this year, we confirmed orders for additional plant to satisfy demand, consisting of two Sany reach stackers for Trafford Park supplied by our long-standing partner, Cooper Handling Solutions Ltd., and in our first-ever collaboration with Kalmar Ltd., two ECO reach stackers for our rail terminal in Wakefield.

The Sany reach stackers offer a number of advantages to our customers and have revolutionised our rail freight operation in terms of the speed at which we load and unload trains. Both machines are a 7500mm wheelbase which enable us to lift 31,000kg-boxes from the second rail without the use of ground stabilisers. Therefore, the average time to load and unload an intermodal train can be reduced by 10%.

The ECO machines supplied by Kalmar provide an eco-efficient solution that will inevitably have a positive, financial impact on the company and the future of cargo handling. The machines use up to 40% less fuel than older reach stackers, and 25% less than more recent ones, reducing our fuel costs and lowering our emissions significantly whilst matching the productivity levels of machines with much bigger engines. Reducing the fuel consumption of the equipment also reduces our emissions, enhancing our environmental reputation. This in turn allows us to meet current and future emissions standards.

In total, we now have five reach stackers at Trafford Park.



The two underutilised overhead gantry cranes on site have a huge part to play in the future success of Trafford Park as we pursue our rail ambitions. The cranes were initially installed over 25 years ago, built by Aumund, the German producer for conveying technology. In their current form, the cranes show all the quality and durability you would expect from a German-build, but in order to future-proof the terminal, we have started carrying out a program of modernisation of all electrical components and drives. This will give us an extra dimension for handling high volumes of trains or in simple terms, would give us the potential to handle three trains in the terminal simultaneously.

Elsewhere, works have commenced at the terminal to improve ground surfaces, as well as upgrades to access and queuing systems to boost throughput and further reduce turnaround times. Renovations to buildings at the terminal are also being carried out which will provide drivers and staff with first-class facilities. Several projects are also underway to look at how technology can be better-utilised at Trafford Park, including automation, smart stacking, and connectivity for greater efficiency.

In July, UK Transport Secretary, Grant Shapps, announced works on the Transpennine mainline between Leeds, Huddersfield, and Manchester would be strengthened by a £589million funding package, following years of calls for significant upgrades to the congested transport network in the North. The most congested section of the route will be doubled from two to four tracks, improving journey times and reliability. Full electrification, digital signalling, more multi-tracking and improved freight capacity are also being considered.

The Department for Transport has also confirmed that work is underway to tackle the bottlenecks at either end of the route, without which the potential of the upgrades cannot be fulfilled. For freight, this would primarily mean a solution to the chronic congestion of the Castlefield Corridor in Manchester – a short urban section of twin track in the city centre, which is regarded as the primary pinch point in the entire region.

Increased movements of goods by rail is only good news for our customers and their supply chains. If you would like to know more about Trafford Park or organise a visit to the site, please contact James Tierney, Rail Development Manager, on: **07842 601962**

COVID SECURE

A brief overview of some of the steps we are taking to suppress the transmission of COVID-19 and ensure our network is COVID-secure.

Who would have predicted at the start of 2020, the challenges and additional cost to business the pandemic would cause?

At Maritime, the safety and well-being of our colleagues, customers, and the communities we work in has always been absolutely paramount, and we pride ourselves on our management of the effect the virus has on our expanding network.

Due to the essential nature of our business, we have remained fully operational and our drivers and staff have continued working tirelessly to provide the same high levels of service during these unprecedented times. As such, we have adopted a vast number of measures in line with government guidance and our COVID-19 risk assessments to ensure their safety and well-being as well as our customers and suppliers.

Right from the very start of the pandemic, a COVID-19 Response Team led by our Chief Executive Officer, **Simon Smart**, was formed with various representatives from across the company to continuously review, update, and implement government guidance across the business, whilst enabling communication and joint working with our customers to ensure the highest standards of hygiene and awareness were maintained.

We provided our 2,500+ driver workforce with hygiene kits to store in their vehicles, which include sanitiser bottles, gloves, wipes, and more recently, reusable face masks which our office



staff have also been supplied with. Stock levels of all hygiene and safety items are reviewed and replenished regularly and as a result, the business has already spent over £250k.

Due to the incredible work carried out by our dedicated IT team led by IT Director, **James Andrews**, many of our office-based colleagues transferred to home working. We received lots of positive feedback regarding our service levels during this time, and praise for the efforts of our operational teams in particular.

As mentioned previously, with the return of drivers and office staff to our depots and terminals at the beginning of July, our Risk & Compliance and Property departments carried out thorough risk assessments at each of our sites, assessing capacities for numerous key actions which we continue to implement, some of which include:

- One-way pedestrian systems carefully signposted to avoid congestion and close contact
- As agreed with our customers, allowing drivers to remain in their vehicles when necessary
- Increasing cleaning routines and limiting areas such as canteens and washrooms to small numbers of people
- Awareness campaigns via our internal intranet, iWave, our internal magazine, BREAKTIME, and internal communication display screens at our depots and terminals encouraging drivers and office staff to conform to COVID-19 guidelines at all times
- Using safe door openers to reduce contact points
- Various hygiene stations including hand sanitiser and disinfectant wipes within our depots and terminals and at all building entrance and exit points
- Reconfiguring the workplace to enable back-to-back or side-by-side working so that office staff may maintain a two-metre distance at all times
- Installation of screens or barriers
- Disinfectant wipes and disposable paper towels in all toilet facilities
- Segregation of areas that involve external contact such as deliveries

We will continue to comply with all government guidance and take all possible steps to protect our colleagues whilst ensuring our customers' needs continue to be met. We hope all of our customers, their families, and loved ones are managing to stay safe during this difficult time.

THE FLEET LEGACY CONTINUES

Despite the ongoing economic uncertainty caused by COVID-19 and the challenges that have emerged, our fleet has remained fully operational throughout along with our depots and terminals to support our customers and partners during this difficult time. Additionally, we have made some significant investments in our fleet which, with our incredible drivers and staff, will further enable us to serve our ever-growing customer base and keep Britain moving.

Earlier this year, we ordered a total of 150 curtainsided trailers to meet the booming demand our distribution division has seen and to accommodate our expansion efforts; the single-deck, 13.6 metre trailers supplied by our valued partner, Lawrence David, have been integrated onto our fleet to support a number of major distribution contracts. Comprising a variety of specifications, the tri-axle EN12642XL-compliant curtainsiders include a soft dock feature to mitigate loading bay damage, a load restraint system designed to securely carry both pallets and roll cages, heavy-duty flooring for increased durability, state-of-the-art tracking and a tail lift option.

As well as our curtainsider trailers, we invested in an additional 25 new generation Scania's which we started to take delivery of back in October. Fulfilled by Scania's dealer for East Anglia, TruckEast, the 450-horsepower R 450 6x2/2 mid-lift units have been distributed across our 40+ depots and terminals and utilised on both container and distribution operations, and will provide drivers with the safest and most up to date equipment on the road including Highline cabs and Scania's fully-automated Opticruise gear-selection system.

Within our fleet department itself, it is with regret but very warm wishes that after six years with Maritime and fifty years' service to the industry, we announce the retirement of our Fleet Director, **Stuart Wardlaw**. **Paul Heyhoe**, previously Operations Director at Maritime, has succeed him.

Stuart served in his role from June 2014, where he successfully oversaw our entire fleet operation, implementing the exceptional levels of fleet compliance and processes we have in place today, and establishing our fleet as a dominant force on UK roads. Stuart was also instrumental in the construction and development of Viper, a bespoke Fleet-Management System designed and built in-house which enhances the critical management, maintenance, and compliance of our vehicles, trailers, plant machinery and various other assets across the Maritime network. Viper will give us enhanced control and transparency across our entire asset base allowing us to efficiently maintain and build upon the exceptionally high standards of our fleet.

Prior to Maritime, Stuart worked at Taylor Barnard in Mendlesham for over 40 years, joining the company in April 1970 as an apprentice mechanic and working his way up to the role of Engineering Director. In 2000, the same year Stuart received Motor Transport's Fleet Engineer of the Year award, Taylor Barnard was sold to TNT Logistics. It was here that Stuart continued his role as Engineering Director, running a fleet of 3,500 vehicles and 5,000 trailers at the time, and continued it again when TNT was sold to Apollo Management in 2006 and rebranded as CEVA Logistics.

Similarly, Paul has extensive experience in transport and logistics and a career that spans over 35 years. Joining Kenneth Howley Transport Ltd.



in 1985 as a precocious young driver in his first industry role, Paul, alongside his father and his brother, eventually decided to set up and run their own haulage company in 1990, which saw them carrying out UK and continental work. The next phase of Paul's working life was spent as a planner at Eddie Stobart Logistics who he joined in 1996, and where he spent the next eight years acquiring an invaluable insight into operations. Paul then joined Maritime as an operator at our Tilbury depot in January 2004, and through hard work and sheer determination, quickly rose through the ranks to Depot Manager at Leeds and Manchester, General Manager, and then Operations Director, before he was appointed Fleet Director earlier this year. During this time, Paul played a pivotal part in the opening and rapid growth of several of our northern depots, including Leeds, Teesport, and Immingham.

Paul has worked closely with Stuart and what is considered one of the best fleet teams in the industry to ensure a smooth transition, and through his operational expertise, endeavours to build on the industry-leading foundations and high levels of compliance that Stuart has established, whilst focusing on growth, innovation, and the needs of our drivers and customers.

We all extend our deepest gratitude to Stuart as he enters his very well-deserved retirement, and our best wishes to Paul in his new role.

PANDEMIC PREPARED



Technology has been a driving force in our response to COVID-19. Here, we deliver a brief insight into some of the tasks our IT department has carried out as a result of the outbreak.

Businesses and their employees, even more so within the transport and logistics sector, have shown remarkable adaptability during the pandemic. The massive scale of COVID-19 and its sheer unpredictability has brought with it some extraordinary demands, particularly from an IT perspective and the challenges that have come with the abrupt transition to remote working. On two occasions, tens of thousands of employers were more or less forced into a virtual working model, which saw a vast number of employees working from home whilst juggling significant family commitments, before returning to their workplaces.

At Maritime, our drivers and staff are our greatest asset. We have, and always will, make their health, safety, and security our utmost priority, as well as the safety and well-being of our customers and the communities we work in. When the pandemic struck and prior to both lockdowns, we adapted quickly to new ways of working to avoid disruption to ours and our customers' intensive operations, which, with the dedicated and passionate individuals that make up our IT department, saw us successfully rehome hundreds of office employees at breakneck speed. Flexible in our approach, we were able to provide the various departments that make up Maritime necessary tools and procedures during this time, including remote desktop connections, Virtual Private Networks (VPN's), and all desktop hardware (monitors, printers etc.), along with carefully-designed setup/walkthrough guides.

A critical component of our pre-rehearsed business continuity plan was a seamless transition which we put into full force, ensuring staff working remotely had access to our network, data, relevant applications and other company resources whilst our IT department

maintained the necessary levels of security and control across our infrastructure. To achieve this, one of many tasks carried out was the implementation of new gateways to connect to our systems, with additional VPN's spun up quickly by our IT team allowing users without brokers simple and secure access to our servers. Our IT support desk played a pivotal role this year, acting as a primary point of engagement for remote users experiencing a variety of day-to-day issues so that they could be quickly resolved. Microsoft Teams was also effective in allowing all of our departments to maintain consistent rapport with all staff, and enabled our colleagues to connect with customers and suppliers to continue their solid working relationship.

In line with government guidance and working closely with our Risk & Compliance department, our IT team also carried out various desk relocations for our operational staff that remained in the office to ensure social distancing could be maintained. More recently, they have again worked tirelessly to avoid disruptions as almost all office staff have returned to our network of depots, and have continued to adopt the protective measures Maritime has in place until the government advises otherwise.

We will continue to meet the unique demands of our customers and their supply chains. From an IT point of view, it's business as usual for us, with a constant strive and push to be the best that we can be. We pride ourselves on our ingenuity, flexibility, and capacity to maintain our high levels of service during the pandemic.

For more information on our services and regular company updates, please visit www.maritimetransport.com



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Our Network



DEPOT CONTACT NUMBERS:

ALCONBURY	01480 702 002
AVONMOUTH	01179 829 139
BARDON	01530 229 991
BIFT (TAMWORTH)	
Terminal	01827 264 402
Container Transport	01827 264 406
Distribution	01827 264 420
DESBOROUGH	01536 210 359
DONCASTER	
Doncaster IKEA	01302 835 071
Doncaster iPort	01302 972 560
DS SMITH (MLK*)	01908 336 177
EMG	
Container Transport	01332 982 593
Rail	01332 982 582
Terminal	01332 982 599
FELIXSTOWE	
Container Transport	01394 617 247
IMMINGHAM	01469 573 523
IPSWICH (LDH)	01473 530 740
LEEDS	
Container Transport	01133 857 080
Container Depot	01133 857 081
Distribution	01133 857 060
LIVERPOOL	0151 922 9004
LONDON GATEWAY	
Container Transport	01375 842 522
Genset Vehicles	01375 488 042
Customer Services	01375 656 286
MANCHESTER	
Container Transport	0161 8738 730
Container Depot	0161 7492 654
Distribution	0161 8489 333
MARITIME HEAD OFFICE	01394 617 300
MEDWAY	01634 272 228
NORTHAMPTON	
Container Transport	01604 814 772
Container Depot	01604 660 211
Distribution	01604 660 187
PETERBOROUGH	01733 838 379
READING	07872 460319
SNODLAND	07872 446696
SOUTHAMPTON	02380 665 700
ST. IVES	07583 006394
TEESPORT	01642 231 930
TILBURY	
London Container Terminal (LCT)	01375 857 807
London Distribution Park (LDP)	01375 850 126
Freight Management	07973 880008
Secondhand Trucks	01375 845 823
TRAFFORD PARK	0161 4701 706
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*MLK = MILTON KEYNES

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