



# **MESSAGE FROM JOHN** We look forward to seeing you at Multimodal

elcome to the Multimodal issue of The Wave and the first publication of the year. We hope to see as many of our friends and customers for a very warm welcome at the exhibition.

It is impossible to avoid the great debate surrounding the UK's decision to exit the European Union and the potential consequences both optimistic and pessimistic depending on your viewpoint. What we know is that it will change the UK landscape for all of us and it's how we react and position ourselves that will make the difference.

If we are to make a success of Brexit, and failure is not an option, then trade, imports and especially exports, will be the main driver for the economy. This should lead to a rebalancing of our trading partners with the rest of the world and should lead to increased container volumes. Whichever direction these events lead us, at Maritime we are ready to face the challenge and the opportunities.

We have continued to invest significant time and money in our people throughout the organisation. With 1,800 lorry drivers, and no agency personnel, performing 15,000 loads per week and 120million miles per year on our congested road network, Very best wishes, John. or drivers are crucial to the success of the Company. We have stepped up the training of our drivers and have incentivize them for safety and with effect from this year, all our drivers will be qualified first aiders, capable of administrating potentially life saving actions if called upon to do so. Our drivers have responded with enormous enthusiasm to this initiative.

We have continued to invest in new vehicles (and trailers) with 300 of the latest Scania's, Volvo's and Mercedes Benz for delivery this year. These vehicles are fitted with Automatic Emergency Braking Systems which will eliminate rear end shunts.

We have strengthened the management structure and in doing so have promoted Stuart Wardlaw - Fleet Director, and Derek Keeble - IT and HR Director, to full members of the Board. We have rewarded John Bailey, Paul Heyhoe and Tom Williams with Directorships and Darren Heyhoe, Nathan Southey, Adam Lyons and Mike Alcock are now General Managers.

We believe our network of 30 depots/locations is unrivalled in our industry, especially the container sector. However, we continue to look for opportunities to expand our network to provide our customers with an even more comprehensive service and enables us to recruit in different locations. The acquisition of Alconbury last year was a great success as it provides us with the most strategically located changeover point, linking the North West and the North East with Felixstowe, London Gateway and Tilbury.

Thank you for all your support and we look forward to sharing our plans with you over the months to come or at Multimodal.

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# **UPGRADES FOR OUR** WAREHOUSE: UNIT ONE Further investments for our prime London location facility

deally situated close to London and the M25, on the doorstep of a bale clamp, suitable for handling oversized bales and of the Port of Tilbury and London Gateway, is our bustling cartons, a paper reel clamp, a push/pull slip sheet attachment, a double keg clamp, a carpet boom and a double drum clamp, warehouse operation supporting a wide range of customers, high street brands and blue chip companies. all supplied by Bolonzi via Briggs Equipment.

Supported by loaded off-dock container storage, six All of the new equipment has provided the ten warehouse crossdocks and over 4,000 racked pallet positions, the staff, all multidiscipline trained, with better driver comfort, a 100,000 sq. ft. facility expects to see further growth over the better driver performance and a reduction in fuel burn as we coming months and as we continue to invest, we're committed continue to ensure we're able to handle anything from the to ensuring the warehouse is fully utilised and therefore benefits smallest carton to the heavier, specialist items we also move on both our operation, and that of our customers. a daily basis.

"Over the last 12 months Unit One has secured some fantastic Regularly handling 30 tonne steel coils, the rail-connected facility also has a range of heavy lifting equipment, including new business," said Tom Glenn, Operations Manager. "We've invested over £300,000 replacing warehouse two 16,000kgs capacity Kone Kranes SMV forklift trucks, a 32,000kgs Kone Kranes SMV forklift truck and coil booms and equipment in order to expand our specialised services as we continue to be able to handle any cargo, safely." clamps with a capacity of up to 30,000kgs.

Briggs, our preferred supplier for warehouse equipment, have "To further optimise our warehouse operation we have also supplied us with two Hyster R1.6HD narrow isle reach trucks, recently invested in a new Warehouse Management System," five Hyster H2.5FT 2,500KGS capacity container spec fork lifts, said Tom Glenn. "The new system has been introduced to both two Hyster H3.5 3,500kgs capacity container spec fork lifts and warehouse and office staff and will allow better accuracy of a Hyster H5.0FT 5,000kgs capacity container spec fork lift. stock records, optimise warehouse space by helping with the "We continue to work closely with Maritime to help ensure planning of cargo storage locations whilst also producing a number of KPI and productivity reports to ensure total visibility of the warehouses operation."

Unit One has the best equipment to increase productivity and support some of their customer's very unique requirements," said Sally Quantrill, Key Account Manager - Briggs Equipment. "We're confident the new equipment will benefit their busy warehouse operation and we're delighted to be working with Maritime and building upon our fantastic relationship as we both continue to see growth and success throughout the country."

The new equipment has been further supported by the addition

If you're interested in a warehouse based solution, close to London, contact Tom Glenn to see how we can help.

E: t.glenn@maritimetransport.com



# ADDITIONAL VEHICLES AND TRAILERS TO CARRY THE LOAD

New vehicles and trailers to support our customers growth

e are pleased to have recently placed several substantial orders for new vehicles to help support our ever-growing customer base.

Due to several new contract wins and our continued business development, we have ordered a total of 230 new vehicles to be integrated onto our fleet, starting this month.

"We're taking further advantage of the new technologies that continue to become available" said **Stuart Wardlaw**, Fleet Director. "The new vehicles are a mixture of Volvo's, Scania's and Mercedes and each marque has different benefits for the varied work we continue to complete as a business."

All of the new vehicles are Euro 6 and are therefore in keeping with our promise to provide low emission transport to our customers. A proportion of the new Scania's are from their recently released collection of new generation vehicles and will be a fantastic addition to our fleet.

"We continue to have fantastic relationships with Volvo, Scania and Mercedes" said **Mark Bloom**, Regional Engineer – Vehicles. "The new vehicles, arriving over the next few months, will be integrated onto our fleet to several of our depot locations throughout the UK."

As we continue to expand we're able to invest in new and up to date equipment for our drivers. Our recent investment in vehicles has been followed by a significant order for over 200 new trailers to further support expected business growth.

"We experienced phenomenal demand throughout the Christmas peak," said **Dave Boomer**, Managing Director – Distribution. "We were really pleased with our performance for our customers throughout their peaks and as always we're delighted to be able to support them as they continue to grow."

In February, we placed an order for a further 200 new Curtainsider trailers to be integrated onto our fleet over the coming months. The trailers will be supplied by our preferred supplier for Curtainsiders, Lawrence David, and will be a combination of 4 and 4.5 metre trailers.

"Maritime continue to see fantastic growth throughout their business," said Andy Dodge, Managing Director - Lawrence David. "We're delighted to have been selected to fulfil another significant order for them as we continue to build upon our already fantastic relationship."

This latest order comes after we took delivery of 140 Curtainsiders, also from Lawrence David, in 2016 to support our expected volume increases and once delivery is complete we will have increased our Curtainsider fleet by a further 55%, already this year.

The new trailers will be used at several of our depots, supporting a number of our distribution contracts as we continue to support our current customers whilst winning new business and expanding our distribution network.

# SILVER FROM THE MINISTRY OF DEFENCE Ministry of Defence recognise our support for the

Ministry of Defence recogni Armed Forces

W e have always been keen to share our support for service and ex-service personnel and in recent years we've taken several steps to ensure that support is reaching the right people at the right time. In 2015 we launched our Professional Driver Scheme. A

In 2015 we launched our Professional Driver Scheme. A scheme aimed at drivers with little or no commercial experience, helping them to gain confidence out on the road with both a dedicated trainer and mentor. Following the success of the new scheme, particularly with Service leavers, in 2016 we became signatories of the Corporate Covenant – further strengthening our support for the armed forces community.

As enthusiastic partners of the Career Transition Partnership (CTP) we've attended several forces recruitment fairs, met with interested leavers at both their barracks and at our own depots, and regularly advertise vacancies online and in the CTP newsletters. We are also proud to boast about the progression that some of our CTP and Professional Driver Scheme candidates are making as they move into office based roles within the company, further strengthening and diversifying our pool of talent.

In recognition of all of the above, along with our support of The Royal British Legion for the past two years, the Ministry of Defence awarded us with the Silver Award as part of their

## **MANCHESTER GETS A LIFT** We've ordered a new container handler for our Manchester Operation

"We were really pleased with the benefits the SANY Double Empty Container Handler gave our operation in Leeds" said **Paul Heyhoe**, Operations Director. "As we continue to see growth in the North, particularly in Manchester, we felt the new SANY would benefit our operation significantly."

SANY would benefit our operation significantly." The SANY SDCY100K6 will be supplied by our preferred supplier in lifting equipment, Cooper Specialised Handling, and will be arriving to our depot in early July. This order comes as the latest in a series of equipment investments made already this year as we continue to ensure our staff have the latest technology and tools to support our customers in the most efficient and cost effective ways we can.

Chris Barnes, General Manager at Cooper Specialised Handling, said "We're really pleased Maritime have already seen the benefit from Sany's Container Handler in Leeds. As they continue to see growth across the business, it's great that we're able to support their Manchester Container Depot with

Employer Recognition Scheme.

"Supporting our Service leavers has always been something we've been passionate about" said **Gary Austin**, Transport Manager. "Collecting the award on behalf of the company was an honour. It's fantastic to be recognised in such a public way for the work we continue to put into ensuring our Service leavers gain experience and long and happy careers with us as a business."

Those that demonstrate or advocate support to defence and the armed forces community, as well as aligning their values with the Armed Forces Covenant are awarded as part of the scheme. The award proudly welcomes visitors to our head office and conveys our commitment to all.

"Maritime continue to show their commitment to the forces community and are an employer we enjoy working with" said James Moore, Career Transition Partnership. "We've helped several Service leavers join the company now with the majority taking part in either their work experience programs or the Professional Driver Scheme. The feedback we have is fantastic and we'll continue to support Maritime and their efforts to ensure many more serving men and women find the role their looking for as they leave the forces."

the addition of the single container handler."

"With storage for over 2,500 empty teu in Manchester, the new lifter will support our busy operation," said **Steve Witter**, Area Manager. "Our volume of lifts is increasing all the time so by adding a third lifter we're able to create a faster turnaround for our customers, ensuring we can continue to operate two lifters on the base, even whilst one is being serviced or maintained."

Ust a few months after we took delivery of a Double Empty Container Handler in Leeds, we have placed an order for a new SANY Single Lifting Empty Container Handler for our Manchester Depot.

For more information on our container handling service in Manchester, contact Steve Witter today.

E: s.witter@maritimetransport.com

# **INVESTING IN SAFETY**

### The steps we're taking to keep our drivers, other road users and the public safe

ith HGV vehicles travelling an estimated 17.1 billion miles on UK roads in 2016, the transport industry have a major responsibility to ensure the safety of ensuring all road users are safe.

Already in 2017 we have invested in new technologies to help contribute to the safety of our drivers, customers, road users and the public and we'll continue to ensure safety is at the forefront of our minds as we operate over 1,000 trucks throughout the UK.

#### **Inward Facing Cameras**

Following the decision several years ago to fit all of our vehicles with Forward Facing Camera's, we are now ensuring our vehicles are also fitted with Inward Facing Cameras. We will be introducing a retrofit programme for our existing fleet and all new vehicles will be fitted with an Inward Facing Camera.

"Our Forward Facing Cameras have benefitted the business tremendously, helping us to identify false third party claims," said **Roy Simpson**, Insurance Claims Handler."The Inward Facing Cameras will differ to our Forward Facing Cameras slightly as they will be set to only record whilst the engine is running, giving our drivers privacy when they need it."

#### **Autonomous Braking**

Truck technologies are quickly becoming more and more advanced and the introduction of autonomous braking by vehicle manufacturers has intrigued everyone within the industry.

"A number of the vehicles already on our fleet incorporate the autonomous braking system," said Stuart Wardlaw, Fleet Director. "As part of our ongoing commitment to ensuring we introduce the highest levels of safety, combined with our fleet renewal timescales, we expect to have all vehicles within our fleet using this autonomous technology within the next few years."

For those of you that are unfamiliar with the technology behind autonomous braking, it is a system which uses both radar and cameras to continually monitor the view in front of a vehicle, taking action to prevent rear end collisions, should it



We expect to have all vehicles within our fleet using this autonomous technology within the next few years.

Stuart Wardlaw, Fleet Director

be required.

The system makes calculations based on the distance and speed between itself and the vehicle, or object, in front. If the vehicle with autonomous braking should get increasingly closer to the vehicle, or object, in front, alarms and warnings are triggered, alerting the driver of our vehicle and encouraging them to take action by braking. Should no braking occur the autonomous system is able to take control and start braking, reducing the vehicles speed dramatically in a matter of seconds.

#### **Camera on Board**

As part of our Company ethos we encourage all staff and drivers to share any new initiative's or ideas with our senior management team and often their shared thoughts result in new or improved policies.

Earlier this year one of our drivers sent a message through to our senior management team with regards to our Forward Facing Cameras. The suggestion was made that our vehicles are fitted with stickers to make third party vehicles aware of the technology on board, recording the view in front of our trucks. Following the suggestion a plan has been implemented which will see all of our trucks and trailers fitted with the decal which should help to influence third party driver behaviour and therefore see a reduction in the dangerous driving occurring around our vehicles.





Each of these initiatives will be introduced over the coming months and are part of our ongoing investment and commitment to our drivers, all road users and the public, as we continue to take advantage of the latest technologies to aid us in the pursuit of the highest levels of safety.



# **STORAGE?**

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# DRIVER TRAINING PROGRAMME SUCCESS

Education is when you read the fine print, experience is what you get if you don't

Training; the very word conjures up a variety of different responses depending on the person it is directed at and in whatever industry they work in. For the transport Industry, so much was written and said about the DCPC, (Driver Certificate of Professional Competence); the majority of it is unfortunately negative. Whatever ones perception of it is, the qualification is here and will remain for the time being.

Within the transport industry, in respect of drivers, training was primarily defined by how many years experience the individual had doing the job. Apart from specialist training for equipment, to gain an ADR licence, (for the carriage of dangerous or hazardous cargo), or manufacturer training on a new vehicle, educating and training drivers was pretty much a 'you'll figure it out' approach by the vast majority of hauliers. Maritime however, was a company that took a very different approach to training, and this has seen the training element develop and become a core par of our business that we have been very proud of over the last 15 years.

As a training positive company that looks for solutions to our own needs, we ploughed our own furrow with the DCPC and incorporated that within our existing training programme.

We looked at what others were doing and what was on offer in the training market place and quickly realised that generic 'cover all' courses would not work for us. We needed something that met the changing needs of our business and would increase the skills our drivers required and will need in the future.

Between September 2015 and September 2016 we carried out a complete review of our training programmes, our trainers, training resources, the needs of the drivers and of the business and soon built a bespoke training programme with significant investment being made in our trainers, their resources and enhancing the quality and professionalism of our training.

Launching the programme last September, the ethos behind it was to deliver a high quality and relevant product that would meet our needs, but also to be able to provide the additional benefit of meeting DCPC criteria while delivering new and useable skills to our workforce.

#### So how does the new programme fit into the business?

Split into two types of training – proactive and reactive - every aspect of the new programme is designed to benefit the business whilst also giving our drivers new and invaluable skills.

The role of driver trainer was introduced to Maritime many years ago. We've worked hard to adapt and grow the position, which is now essential and well respected within our driver community. Prior to rolling the new training out to the business, each of our driver trainers received specialist training, as well as Education and Teaching qualifications, to help them to deliver the programme more effectively.

Each of our trainers was heavily involved in the production of

each module. This not only drew upon their vast experience, but also helped build the team that continues to go from strength to strength, with regular catch up meetings, exchanges of ideas and improvements and a support structure that is instrumental in the schemes success.

The proactive side of the training reintroduces DCPC with seven courses written by us, for us, to deliver exactly what we need. Each driver sees their dedicated trainer once a year for training on an enhanced Drive to Survive course. This consists of one to one training - with the driver and vehicle taken off line for a whole shift - core skills are worked upon, new techniques and skills are taught and there is a full review of the previous 12 months, along with an appraisal of their overall performance and suggestions for areas to work on moving forward.

The reactive training is targeted to a driver's specific needs and can be anything from 30 minutes to a whole day, depending on what is required at the time. This could be post incident training, drivers' hours' rules or fuel-efficient driving, amongst many things.

In addition to the proactive and reactive training, we also offer ADR and first aid training, both of which have been extremely well received by our drivers, and the industry.

All training is recorded, including any over the phone coaching, and after each training session a professional report is produced which includes any observations or recommendations of the areas covered.

#### But just how has the course benefitted us, and our drivers, in the short time since its launch?

The feedback from our drivers has so far been fantastic. The addition of first aid training is without doubt a high for the new programme - several of our drivers have already used these new skills, at home, or on the road.

The focus on driver training, in particular fuel-efficient driving, has meant our drivers have seen an increase in their yearend bonuses and, despite being early in the year, 2017 is expected to see a further increase in the amounts paid out to our drivers.

Since the introduction of the new training we've seen a reduction in the number of incidents, professionalism amongst our drivers has increased, and each of them also have a better understanding of their responsibilities whilst on the road, and on our customers sites.

As we continue to see success with the new programme we will review and evolve the courses as the needs of our business and our customer's businesses change. Staff development has always been a focus and this new scheme ensures all of our drivers are well equipped for the job in hand.

Training may have been a long time coming to the transport industry, and some may say it is long overdue, but it is vital and will improve the skill levels within the industry.

# UPDATING OUR INFRASTRUCTURE The benefits our improved infrastructure has offered us

t is often thought that IT is the lifeblood of any good business and Maritime is no exception. To ensure the company has healthy veins and blood to serve the other parts of the "body" we are continually looking at how we can improve our systems for our business and our customers.

Over the last six months we've made several substantial investments in our IT systems and infrastructure which have given us a more stable and reliable network ensuring maximum output from our systems, supporting the day to day operation at all 27 of our sites.

Our most significant IT investment came at the end of 2016 and saw us replace our infrastructure and servers - a  $\pounds400,000$  upgrade stripping out old hardware and technology and replacing it with a leading edge solution.

"With such a high number of employees, and customers, relying on the stability of our network, we made the decision in early 2016 to update our infrastructure," said **Derek Keeble**, IT Director. "We spent over six months planning our upgrade with our IT support Corbel, and network providers BT, to ensure the new system would benefit our operations and support any expected growth."

expected growth." Prior to the upgrade, our network was split across two sites and therefore if one of them was compromised it would cause temporary issues for users online and could take up to three weeks for any affected data to be recovered. With our new infrastructure, we've kept the two sites however our data centre is now split over both of them, with updates occurring in real time being fed from a split secure line to add resilience. "We're delighted with the improvements we've seen in the six months since we upgraded our network," said Derek Keeble, IT Director. "We now have a more stable and reliable system, with a more streamline and effective backup, resulting in less downtime and faster running of applications such as TOPs." "We continue to work closely with Maritime to ensure their data and systems run efficiently and effectively," said Peter Tickner, Director - Corbel. "Their latest investment in their

infrastructure, we've kept the two sites however our data centre is now split over both of them, with updates occurring in real time being fed from a split secure line to add resilience. "The split secure line allows two feeds of data," said **Michael Mixer**, Senior Systems Administrator. "If one of our sites loses power the business will see minimum disruption if any at all, as the other site will still have a live feed of data." "We continue to work closely with Maritime to ensure their data and systems run efficiently and effectively," said Peter Tickner, Director - Corbel. "Their latest investment in their infrastructure will ensure they are protected against power outages, network errors, and other downtime issues which affect the majority of other business who are unable to make such significant changes and upgrades."

This new infrastructure has already benefitted the business and supported our operations as in December alone, one of the busiest periods for us and our customers, one of our data centres experienced three power outages; fortunately, due to the upgrades we'd made, our network was unaffected on all









# STRENGTHENING OUR MANAGEMENT TEAM

Our management structure has been strengthened to help support future growth

industry.

General Managers.

n order to support our business as we continue to develop and expand, we're delighted to have appointed several new Directors and General Managers.

"As we continue to experience significant growth from across the business we're delighted to be promoting and strengthening our management team" said **John Williams**, Group Managing Director. "Stuart Wardlaw, our Fleet Engineer, has recently been promoted to Fleet Director, and Derek Keeble is now our IT & HR Director. Both Stuart and Derek are also members of our board and therefore continue to contribute to the long-term development of the Company."

Previously General Managers, Tom Williams has now been appointed as Commercial Director whilst John Bailey and Paul Heyhoe have been appointed as Operations Directors.

"Tom, John and Paul have all been with the business for many years" said **Simon Smart**, Managing Director – Containers. "Their progression and appointment as Directors of the Company is testament to the wealth of knowledge and



#### STUART WARDLAW

With over 45 years' experience in the logistics industry, Stuart started as an apprentice mechanic with Taylor Barnard. Over the next 20 years he rose through the ranks to become Engineering Director, a role he continued when the business was sold to TNT Logistics in

2001 and subsequently to CEVA Logistics in 2006. Stuart joined Maritime in 2014.



as our Non-Executive Chairman.

in accounting, Derek brings a wealth of experience to the Company specialising in Business Intelligence, which allows us to explore new ways of using the data available to us and push our operations further. Derek joined Maritime in March 2016.

experience they each have of both Maritime, and the transport

In addition to the appointment of five new Directors, four

of the businesses Area Managers; Darren Heyhoe, Nathan

Southey, Mike Alcock and Adam Lyons have been promoted to

over recent years, has enabled us to offer our customers a

more complete solution to their logistical needs" said Dave

Boomer, Managing Director - Distribution. "In order to further

build upon the already great relationships we have with new

and existing customers we felt it was appropriate to promote

several of our experienced managers as they each continue to

Having grown substantially over the years this latest investment

in our staff, improving and strengthening our management

structure, comes just one year after appointing Graham Roberts

progress both personally and with the business."

"Our successful expansion into new markets, particularly



#### TOM WILLIAMS Commercial Director

Tom joined Maritime in 2011, fresh from an 18 month stint abroad. Starting from the bottom and working his way up, Tom has gained various experiences across several roles. After developing his knowledge of the business he was appointed a member of

the Board in March 2016 and has recently been appointed as Maritime's youngest Director. The newly formed role of Commercial Director will enable Tom to assist in the long term development of the Company.

#### JOHN BAILEY Operations Director



Joining the business in 2001 from Securicor, John has a wealth of experience within the transport industry. After being appointed Depot Manager to Southampton in 2002, he was promoted to General Manager in 2008 and has since added Bristol, Birmingham, Doncaster

and Immingham to his portfolio. Our acquisition of Roadways in 2011 meant John was made General Manager of BIFT, and then Alconbury as we acquired the site in 2016. In 2017 he was appointed Operations Director and continues to support business growth and expansion.

As we continue to experience significant growth from across the business we're delighted to be promoting and strengthening our management team.

John Williams, Group Managing Director



PAUL HEYHOE Operations Director

Paul has worked within the logistics industry for his entire working career, starting as a driver before taking up a planning position. Joining the business in 2004, Paul has experience with several of our Northern Depots, opening our Leeds depot as Depot Manager

in 2005 and incorporating Manchester in 2006. Paul was also promoted to General Manager in 2006 and has recently been appointed as Operations Director to further support the business in it's next phase of development.



#### DARREN HEYHOE General Manager

As with the majority of our management team, Darren started with the business as Traffic Operator in 2005 and has since progressed through Supervisor, Depot Manager, Area Manager and now General Manager. Darren continues to expand his knowledge and

experience as he opens and develops depots and staff whilst remaining heavily involved with project management.



#### ADAM LYONS General Manager – Distribution

Having been with Maritime for ten years, Adam joined as Trainee Traffic Operator for our Tilbury Operation. Starting at just 19, Adam has worked his way up through the business, moving from Tilbury to Northampton, to become Area

Manager and in December 2016 he was promoted to General Manager for our Distribution arm.



#### MICHAEL ALCOCK General Manager – Distribution

Starting out as Trainee Traffic Operator, Mike has seen fantastic progression throughout the business in his nine years service. After four years in Northampton, reaching Operations Manager, Mike transferred to, and opened, our

distribution depot in Manchester. He was soon appointed Area Manager and in 2016 he was promoted to General Manager for Distribution and is now responsible for Manchester, Leeds, Bardon and Tamworth whilst overseeing some of our key customers' accounts.



#### NATHAN SOUTHEY General Manager – Distribution

With over 20 years experience within the industry, Nathan joined Maritime in 2006 and has been instrumental in opening several of our depots, whilst also securing, and managing, a number of our customers. Moving over to

support the growth of our Distribution sector, he is now heavily involved in Thamesport, Reading, Milton Keynes, Felixstowe and Leighton Buzzard and following his promotion to Area Manager in 2015, he has recently been appointed General Manager.



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