

# NEWS FRONT

SUTTONS GROUP  
NEWSLETTER  
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**SUTTONS**  
DELIVERING GLOBAL LOGISTICS

The constant flow of economic bad news, with the euro zone debt crisis and sluggish or non-existent growth in some markets, make it hard to be positive about the business outlook for 2012.

Suttons Group's sales grew by 26% in the year to April 2011, mainly due to growth in the International business. However, the continuing recession has significantly slowed that rate of growth. In simple terms, if people are not buying products, then production levels are cut back and our customers don't sell the raw materials which we would move for them. In these tough times, we therefore have to continue to work hard to win new business based on our reputation for safe operation and cost effective, quality services.

In the UK, the start-up of the new Air Liquide contract has been successfully managed by Paul Gillbanks and his team and we are delighted this customer is now part of the Suttons portfolio.

Whilst business activity has slowed, particularly in the UK and Europe, I recently travelled to Singapore

## TOUGH TIMES



by Andrew Palmer  
Suttons Group  
Managing Director

and Saudi Arabia to look at new business opportunities in these markets. In Singapore, where Suttons has recently moved to a larger office, Nicholes Christian and his team have continued to build new business and achieved one of their best months results in October.

My visit to the Eastern Province of Saudi Arabia provided a valuable insight into the business

opportunities available from the massive investment in new chemical plants. Suttons is currently finalising a joint venture agreement with a Saudi partner and we are planning to start up our first operations, using road tankers and tank containers, in Al Jubail on the east coast, in May 2012.

So, in a tough, challenging and competitive market there are opportunities but we have to seek them out across the globe.

Finally, as we approach the end of 2011, I would like to thank all Suttons people for their support this year and wish everyone a happy Christmas and a healthy, successful year in 2012.

## Suttons wins major Air Liquide UK contract

Suttons has been awarded a major contract by Air Liquide UK, part of Air Liquide Group, a world leader in the supply of gases for industrial, health and environmental users.

The contract is for the provision of bulk gas logistics from Air Liquide's key sites to UK customers and confirms Suttons as a leading provider of bulk gas logistics services.

Andrew Palmer, Group Managing Director of Suttons, said: "This is a significant contract win for Suttons and proves we are further enhancing our reputation for providing a safe and effective service. The economic environment remains challenging yet we are continuing to secure new contracts both here and further



afield. We look forward to working closely with Air Liquide UK to ensure service levels meet with their customer's expectations and contractual agreements. Through the provision of our logistics service we will support Air Liquide UK with their ongoing and continual

development programme for enhanced customer service and satisfaction levels." Tony Bonnett, UK Operations Manager for Air Liquide UK said: "We are delighted to be working with Suttons after an extremely tough selection process. Air Liquide UK has stringent contract specification requirements and criteria which have to be met without exception, to ensure we offer safe distribution for all our bulk gases combined with service levels second to none for our customers. Suttons has a proven record and extensive experience of bulk gases logistics to a wide spectrum of industrial operations and having met our contract criteria in full, were successfully awarded this important contract.



Suttons shares our ethos of not only understanding the importance of delivering a consistent and reliable service to its customer base but also being flexible where necessary. In addition, Suttons also recognises that during all aspects of bulk gases logistics, safety is paramount and must always come first."



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**Demonstration tank continues its world tour**

The Suttons demonstration tank was again in great demand this quarter. Firstly our regular demo tank expert, International driver Andy Yarnell, took the tank over to a large customer in Leverkusen, Germany. The tank was used as part of a comprehensive training day to show our customer the technical aspects of a typical tank.

Andy then took the tank to Duisburg to one of our operators for another training day. These events were hugely appreciated by both our customer and operator and were attended by over 200 people.

Next, closer to home. The tank was involved in an open day at one of our large customers in Huddersfield, UK. Suttons International Engineering Manager Mick Derbyshire and UK Commercial Coordinator Rachael Donelon joined Andy to represent Suttons at this important event. Again the tank drew great attention and really set us apart from the competitors in attendance at the open day.

It doesn't stop there for the demo tank; we are already planning many more events for 2012. The value the tank is providing to our customers and their staff has been significant and we look forward to many more customer visits next year.



From L to R Julie Griffin – Syngenta Huddersfield HSE Safety Manager, Michael Smith – Syngenta Huddersfield HSEQ Change Officer, Mick Derbyshire – Suttons International Technical Manager, Teresa Harris - Syngenta EAME Logistics Operations Controller



**Suttons takes delivery of new trailers for International Division**

Suttons International has taken delivery of 35 new Dennison slope frame skeletal trailers for transporting ISO tank containers around the UK, to and from ports and railheads and making customer deliveries.

The new trailers are part of Suttons' ongoing investment in new fleet equipment and assets to ensure we continue to provide the safest most reliable and dependable service possible.

The trailers are the latest state of the art units which feature a host of safety features. In addition to these, Suttons has consulted with our own staff and our customers to develop additional key features for the trailers. These include full width platforms with perforated catwalk grip, an innovative detachable handrail system which fully encloses the rear of the trailer reducing the risk of a fall, lockable front VOR box, twist lock anti vibration pins and many more.



**Coughs and sneezes...**

Winter is well and truly upon us and, predictably, many of us will catch a cold, or worse, flu. Colds and flu are caused by viruses and there are over 200 different types of cold and flu viruses with many variations, so they're hard to avoid.

Cold and flu viruses are extremely contagious and are spread through microscopic droplets that are coughed or sneezed by an infected person, or by touching a surface where droplets have landed.

If you have a cold or flu and you come to work, it's likely you will pass on the virus to colleagues. So we would ask you to use your common sense when deciding whether or not to come to work if

you are suffering from a cold or flu. Colds and flu are viral infections and antibiotics do not work on them. Seasonal flu vaccinations are available to everyone at a small cost from pharmacies and retailers such as Boots. Over the counter remedies are available at pharmacies to relieve cold and flu symptoms, but always check the label as some of these can cause drowsiness and make you unfit to drive.

If you do get a cold or flu, medical advice is to get plenty of rest, stay warm, drink plenty of fluids and eat healthily.

But remember coughs and sneezes spread diseases so...

**CATCH IT**  
Germs spread easily. Always carry tissues and use them to catch your cough or sneeze.

**BIN IT**  
Germs can live for several hours on tissues. Dispose of your tissue as soon as possible.

**KILL IT**  
Hands can transfer germs to every surface you touch. Clean your hands as soon as you can.

**NEWS  
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## Suttons Wins Freight Transport Association's Roadworthiness Award for the 3rd Time

Suttons has been presented with the Freight Transport Association's Roadworthiness Award. It's the third time the company has received the award and follows the double success at this year's Motor Transport Awards. It further recognises the excellent standards of vehicle safety at Suttons main site in Widnes and follows independent roadworthiness and maintenance inspections over the last 12 months. Tony Leighton, Suttons Managing Director, UK Road Tanker Division said:

"This is further recognition of our commitment to all aspects of safety. It builds on the reputation we have within the industry for ensuring safety is the top priority. Everyone at Suttons deserves credit as we strive to improve our record even further." Theo de Pencier, Chief Executive of the Freight Transport Association said: "Suttons is a deserving winner and has once again achieved very high standards that are well above industry sector and national standards."



Theo de Pencier Chief Executive of the FTA presenting to Tony Leighton Managing Director of Suttons Tankers.

## Suttons opens new office in Singapore

Suttons continuing success in Asia has prompted the company to move to larger offices in Singapore. The new offices are perfectly suited as Suttons continues to grow in the region and expand our range of products and services. The new Singapore offices will be Suttons Regional Headquarters from which Graeme Rooney, Suttons Director Asia and Middle East, will manage his team, which includes 6 offices in China, as well as offices in Japan and Malaysia.

Graeme said: "The new office will have the capability to successfully manage the increased demand for Suttons specialist services. We are continuously expanding the products and services we offer and are strengthening our International business to enhance our customers' competitiveness. The new Singapore offices are further proof of our dedication and commitment to the region." The offices are located in Bukit Batok close to the petrochemical hub of Singapore, Jurong Island.



## Suttons Group charitable support 2011

During 2011, Suttons Group made a number of donations to charities, totalling £8,500. Of this total, the major donations were as follows.

### The Princes Trust - £6,400

The Princes Trust helps over 50,000 young people every year with practical and financial support, developing key workplace skills such as confidence and motivation. More than three in four young people helped last year moved into work, education or training.

### Help for Heroes - £1,000

Help for Heroes provides practical, direct support for our current wounded servicemen and servicewomen. Help for Heroes buys much needed services to aid their recovery.

### Walton Neuroscience Fund - £500

Instead of sending corporate Christmas cards, Suttons supports the work of the Walton Centre in Liverpool research into neurosurgery and neurooncology. The Walton Centre is the UK's only dedicated centre for neurology and neurosurgery treating patients with conditions such as epilepsy, multiple sclerosis, Parkinson's disease, strokes, head injuries and brain tumours.



## Suttons sponsors ECTA Responsible Care conference

Suttons recently sponsored the annual European Chemical Transportation Association (ECTA) conference, which was held aboard the SS Rotterdam, a magnificently restored Dutch cruise ship which first set sail in 1959. The annual ECTA conference is a very important logistics event and is attended by most companies operating in our sector and many customers. This year the event was a huge success with presentations from global logistics providers and petrochemical organisations. The conference was a very worthwhile event for all attendees with many constructive and forward thinking discussions taking place. The event provides a forum for all ECTA members to see how others are implementing Responsible Care in to their businesses, to discuss best practice and their experiences of Responsible Care. This sharing of ideas and best practice allows Responsible Care to quickly grow and evolve, contributing to a safer environment for us all to work in. Due to the high calibre of both attendees and speakers, it was an important event for Suttons to sponsor, demonstrating both our commitment to Responsible Care and raising Suttons profile significantly amongst key decision makers in our sector.



## Drivers continue Suttons winning streak at customer's driver day

Suttons recently participated in a driver day held by our customer Brenntag at Yara's Head Office site in Grimsby. In attendance were all hauliers that move Brenntag/Yara's Air 1 product. The day consisted of training sessions looking at health and safety, environmental performance and updates on the AIR 1 market. Following the training sessions, all of the drivers were taken to compete in a company bowling competition. Each haulier made up their own team and Newsfront is very pleased to announce that despite fierce

competition, Suttons won the tournament. Brenntag then took the drivers for dinner, during which, Suttons were presented with their winner's trophy. Representing Suttons at the event was Paul Blakeston, Hull Depot Manager, Andy Miller, Driver Trainer and drivers Steve Whittlam, Paul McNamara, Allan Carrick and John Fawcett. Brenntag and Yara have confirmed that due to the success of the day, it will now become an annual event complete with the highly competitive bowling competition!



Paul McNamara, John Fawcett, Paul Blakeston, Steve Whittlam, Andy Miller and Allan Carrick.

# Employee News & New Appointments

## International

Suttons has announced the appointment of Jochen Krapp as Regional Vice President – Business Development Asia and Middle East operations.

Jochen takes up this new position after 13 years with Suttons, most recently as European Commercial Manager. Jochen's considerable experience of the global tank container business will be a major benefit as Suttons expands and develops its Asian bulk logistics services.

Suttons Group International Managing Director, John Sutton commented:

"Jochen's experience in the market and his skills in supporting our customers will add considerable strength to our management group in Asia."



As Suttons continues to grow, to ensure we continue to provide the best possible service to our customers, we have recruited a number of new operational staff throughout the International division.

In the USA we welcome Amanda Bracero, Export Operator and Veronica Mockoviak, Assistant Operator. Amanda and Veronica will both report in to Lee Edwards, Operations Manager, Suttons North America.

At our Antwerp office in the Netherlands Anneke Geers joins us as a Customer Services Representative, Anneke will report to Suttons European General Manager Rob Van Dijk.

## Tanker Division

Martin Herd has joined Suttons to take up the role of Depot Manager at our Thornaby depot. Martin has worked in transport and distribution for many years including senior roles at TDG and Boots. Martin will report in to Steve Hassall, Suttons Tankers Operations Director.

Also joining the Tankers team is Rebecca Guest as a Transport Administrator on the Air Liquide contract. Rebecca will report in to Paul Gilbanks, Air Liquide Contract Manager.



## Arthur English's 33 years of service to British Sugar

These two photographs show Suttons' British Sugar driver Arthur English as he climbs aboard his British Sugar Tanker. The photo above was taken in 1981 with Arthur proudly getting in to his new British Leyland Buffalo mk2. The photo below was taken in October 2011 and shows Arthur and his brand new DAF CF.

Both units do the same job but Arthur's new truck is fitted with many modern features keeping emissions low and making this truck one of the most efficient on the road. It produces 460 horsepower compared to the Leyland's 280 and Arthur is also a lot more comfortable these days as he has an automatic gearbox while the Leyland had 10 gears!

Congratulations to Arthur for his long and dedicated service.



## International

Suttons is pleased to announce the appointment of James Frick as our new Business Development Manager in North America.

James has a wealth of experience in the tank container sector earned over many years working in liquid bulk logistics and supply chain.

Suttons Group International Managing Director, John Sutton said: "James will be a huge asset for Suttons in the USA and confirms our commitment to continuously invest in our International teams as the business grows".

James will be based in Houston Texas and report in to Dave Brown, Vice President Operations, Suttons International North America.



## Finance

In the UK, our Sales Ledger team has been strengthened by the appointment of Leah Carson and Paula Clegg, Leah and Paula are both Sales Ledger Administrators and will report to Alanna O'Grady interim Sales Ledger Manager. Alanna has taken responsibility of Sales Ledger from Eve Adams who is seconded as a Management Accountant within Suttons Tankers.



Suttons Group Managing Director Andrew Palmer congratulates Peter and Tony on their 40 years of service.

## 40 Years service at Suttons

Peter Reid and Tony Shawcross both recently celebrated 40 years of service for Suttons. Peter and Tony both started on the same day, 25th October 1971.

Tony's father Bob Shawcross also worked for Suttons and was part of the team that built the Suttons' former headquarters and depot in St Helens which opened its doors in 1961 as well as many other Suttons premises up and down the country. Tony started work at St Helens in 1971 and moved on to Whitley in 1975. From there he moved to our Padgate office in 1981. Tony then moved back to St Helens in 1989 and then on to Widnes in 1995 where he still works today.

Peter joined Suttons at the age of 15 as an apprentice fitter. In 1994 Peter was transferred to the International team at Lea Green depot and started working on ISO tank containers, Peter retrained and specialised on gas tank repairs and testing. In recent years Peter has travelled to many different countries to assist some of Suttons largest customers.

## Andrew Dance successfully completes New York marathon

Widnes based tanker driver and former Royal Marine Commando Andrew Dance, has successfully completed the New York Marathon in an impressive time of 3 hours 22 minutes and 31 seconds. Of the 47,438 starters, Andrew finished 3,837th, the top 8%.

Andrew was running the marathon to raise money for the charity Get Kids Going. The charity gives disabled children and young children the opportunity to participate in sport and supports young athletes in the build up to the London 2012 Paralympic games and beyond.

Suttons Group Managing Director Andrew Palmer said of Andrew's achievement "Suttons was delighted to support Andrew in this challenging event. His competitive time shows that he is very capable of running many more marathons and Suttons is happy to support him and his worthy cause."



# Employee of the month

## August

Donna Stomber, Assistant Operator based in Edison, New Jersey, US has been commended by one of our customers for assisting in a pro-active and helpful manner when dealing with difficult customer bookings. Donna has played a significant part within the team of export operators in delivering excellent customer service. Donna is a great example to her colleagues and a fantastic representative for Suttons.



## September

Our Employee of the Month award for September goes to Rachael Donelon, Commercial Coordinator based at Widnes. Rachael has been commended for the excellent level of support and commitment that she has shown over recent months when she has been responsible for running the UK Sales department. Rachael maintained excellent levels of service to both the operations and our customers and our thanks go to Rachael for her efforts.



## October

Alan Golding, Operations Support Manager based at St Helens. Alan has continued to offer the Suttons drumming operations at St Helens an excellent level of support and commitment; often out of normal working hours or even whilst being on annual leave and at extremely short notice. Our thanks go to Alan for his continuing efforts enabling us to run our drumming facilities efficiently and safely.



To nominate someone for employee of the month please email their name and reasons why to [sue\\_ogrady@suttons-group.co.uk](mailto:sue_ogrady@suttons-group.co.uk)



If you have a story for Newsfront, please email [michael\\_fox@suttons-group.co.uk](mailto:michael_fox@suttons-group.co.uk)

# Suttons donates trailer to Manchester College



L to R - Fred Thelwall - Suttons (workshop manager) David Spedding - TMC (curriculum lead manager) Steve Lonsdale - Suttons (business development manager) David Patterson - TMC (vice principal) Arthur Baldwin - Suttons (engineering manager) Alan Garvey - TMC (divisional lead manager)

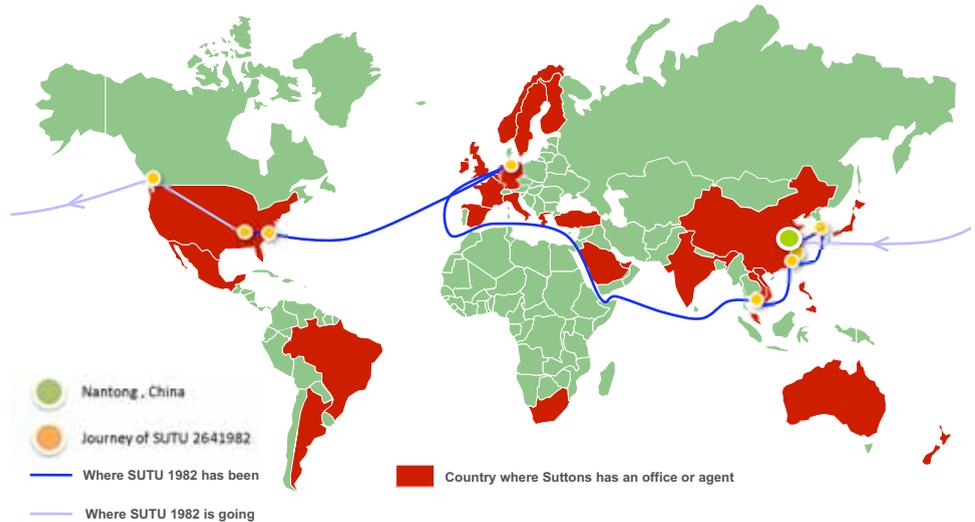
Inset photo: Fred Thelwall - Suttons workshop manager and Suttons apprentice Luke Edwards

Suttons has donated a trailer to Manchester College's automotive department which will benefit engineers of the future.

The refurbished equipment is to help students hoping to complete the new Heavy Trailer Maintenance and Repair Apprenticeship framework. It was the idea of Luke Edwards, a Suttons' apprentice who is currently training at the College one day a week.

John Sutton, Suttons International Managing Director said: "It made good sense for us to make this investment as it will serve to benefit our own employees who study at the college. We have been very impressed with the progression of Luke and are sure he will be the first of many of our employees who complete their training at the Openshaw campus."

## Tag a Tank – SUTU 1982 on course to complete first global round trip



SUTU 1982 completed its first Atlantic crossing and made its way by rail to Chicago. From Chicago the tank delivered its load nearby in St Louis, Missouri. SUTU 1982 then returned to the Chicago rail ramp where it has begun a 2,200 mile journey to Vancouver Canada.

While on route to the pier in Vancouver, our tank will travel through the states of Illinois, Wisconsin, Iowa, South Dakota and Montana, passing over the Wasatch Mountain Range in to Idaho and finally Washington before crossing the border in to Canada. From Canada the tank will be loaded on to a Ship bound for Shanghai, China and complete its first round the world journey in its first year.

## Competition

Congratulation to Suttons Tankers Management Accountant Eve Adams for correctly telling us that the company to win the first ever Motor Transport Fleet truck of the year was Leyland Trucks. Eve wins £25 Marks and Spencer vouchers.



In this edition due to popular demand, we will be giving away a limited edition Suttons model tanker. The response was fantastic last time we offered this as a prize, so if you'd like to be in with a chance of winning one of these highly exclusive models please tell us what is the motto written under the Suttons Clock Tower at our original headquarters in St Helens?

Please send your answers to Michael Fox at the Widnes office or email them to [michael\\_fox@suttons-group.co.uk](mailto:michael_fox@suttons-group.co.uk).