

CONGRATULATIONS

To Neil McConchie, on the birth of his first Grandchild, Fraser Rhys, who was born on 12th April.



Congratulations to Mostyn Arnold, of the New Inn depot, and his wife, Lorraine, on their 25th wedding anniversary on 29th August 2012.



Wishing a long and happy retirement to Pete Silvester, who retired in May. Pete joined the Manor Bakeries contract at Rugby as a shunter in 1994 having transferred from Manor Bakeries where he was employed as a warehouse operative. Peter enjoyed early morning starts which enabled him to indulge in his passion for crown green bowling.

Congratulations to Trish Wingfield, at Ashbourne, on becoming a grandma to Felicity Brooke on born on Sunday 6th May 2012 weighing 7lb 12oz.



Congratulations to Chris Bennett, of Dalton depot, on the birth of his 4th grandchild, Charlie James, on 14th June.



Well done to Keith Batey, of Coundon depot, on passing his class 1 at the 1st attempt. Keith has 16 years' service having transferred under TUPE from Davidson's of Coundon and has a regular run collecting Lloyd Fraser most northerly milk collection route around Berwick and the Scottish Borders.

Congratulations to Simon Marston-Revill, Regional Transport Manager in Fashion, on the birth of his son, Harrison Michael, on 25th June, a brother for Leah. He weighed in at 9lbs and was 22 inches top to toe!! (not sure where he gets his height from.....!!)



And Finally...

CLOSING MESSAGE????

1987 2012
25 Years

Chainmail

News from Around the Lloyd Fraser Group

ISSUE 14

The
Lloyd Fraser
Group

JULY - 2012

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25 YEAR ANNIVERSARY MESSAGE

from Neil McConchie
- Managing Director



When I was much younger - probably about 12 - I received a birthday card congratulating me on achieving my 12th birthday. I remember thinking that I hadn't done much to justify receiving congratulations on reaching the age of 12. Today, older and wiser, I realise that survival in any aspect of this modern world, does and should warrant congratulations and recognition. For Lloyd Fraser to achieve their 25 year anniversary, is an incredible achievement which I honestly believe we should all be very proud of. As a Group we have come through periods of growth, stability and indeed disappointment, but we have always been able to be competitive, and a real threat to the margins of some of our bigger competitors.

Lloyd Fraser has always enjoyed the enviable position of being able to generate a unique family type atmosphere, with each separate operating site being able to establish their own style, albeit with some central ground rules - we call it 'freedom within a framework'. People, whether they have been recruited or transferred in, quickly become Lloyd Fraser people and, remain our biggest asset.

The world of business, and particularly Logistics, has changed fundamentally over 25 years as the market has consolidated, with 2 or 3 global companies dominating the UK. An ability to deliver and perform, can suddenly be less important than price and discount. Lloyd Fraser does not dominate the UK market, but importantly it still provides a specialist niche service to many successful customers over many years, in the true spirit of business partnership. I am

proud to confirm, Lloyd Fraser has never lost an operation to a competitor contractor - our contract losses have all gone in house. Perhaps we made the operation look too easy!

There are a number of elements which I believe a successful, long standing business must have.

Trust, in its broadest sense, will always be a fundamental. A detailed contract may spell out in words what is required but it will never compete with the value of total trust between two parties. Back in 1987, facing a struggle to secure sufficient cash and security to fund the "start up", an ex-colleague persuaded his new Canadian employer to invest £150,000, (over £300,000 in today's terms) in an as yet unformed UK logistics company, in exchange for 20% of the new company. Funds were received and Lloyd Fraser was up and running. Two years later, at a time when the agreement had not been yet formulated legally, the colleague was tragically killed in a road accident in Canada. He had relied on our trust and a handshake and the money was repaid with interest. I believe today, our customers trust us operationally and ethically. I also hope that our people, generally believe that we are an employer to be trusted and that we will endeavour to act responsibly for everyone.

Loyalty is also an important characteristic of a company with longevity. Lloyd Fraser has enjoyed long and mutually rewarding relationships with many of our key service providers - our bankers, our financial advisors/auditors, our insurance brokers have all been with us since day one. Loyalty to

and from our people is a key facet of Lloyd Fraser which is demonstrably clear when you consider the length of service we enjoy from our people in all functions and locations. Collectively, this loyalty factor exists.

A company's work ethic and work quality is another key requirement and this is the one unique quality of Lloyd Fraser. It is your ability to deliver, day after day, week after week, which has allowed us to reach the 25 year milestone. We, and I stress "we", have achieved this together and I must take this opportunity, on behalf of the Board and particularly myself, to thank you sincerely for all your hard work, companionship, loyalty and trust. The Company would not be the same without you.

I have often been asked what vision I had in 1987 - well I was taught that 'there is no disgrace in failure, only in not trying'. I will admit to some failings but I hope I have never been guilty of not trying!

Thank you sincerely and I look forward to seeing as many of you as I can at the anniversary visits around the network.

Neil



Me in 1987!!!!!!

1987...

What Else Happened in 1987...?

Other facts

The Christmas single for 1987 was *Always on my Mind* by the Pet Shop Boys

The best album was *Bad* by Michael Jackson

Liberace died

The best film was *Three Men and a Cradle*

January

Terry Waite, the special envoy of the Archbishop of Canterbury in Lebanon, disappears in Beirut while negotiating for the release of hostages.



25 years after the first James Bond film was released, the 14th Bond film is released – with the spy now being played by Timothy Dalton.



February

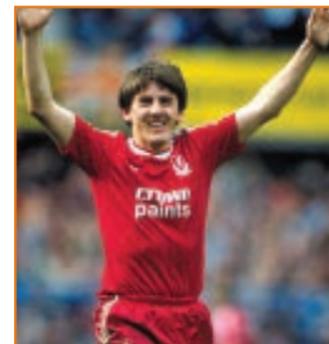
Church of England's General Synod votes to allow the ordination of women.

March

National Health Service prescription charges rise from £2.20 to £2.40.

British ferry MS Herald of Free Enterprise capsizes while leaving the harbour of Zeebrugge, Belgium, killing 193 on board.

Margaret Thatcher secures her third term in office



Peter Beardsley, the 26-year-old England striker, becomes the most expensive player transferred between British clubs when he completes a £1.9 million move from Newcastle United to Liverpool.

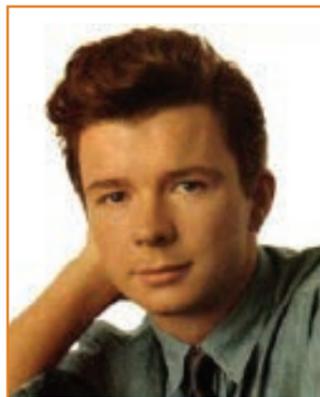


July

British Airways and British Caledonian agree a £237 million merger.



The Channel Tunnel is given the go-ahead after Margaret Thatcher and François Mitterrand ratify the Treaty of Canterbury. It is expected to be open within six years.



Rick Astley's *Never Gonna Give You Up* is released, the first of eight singles to reach the Top 10 in the UK.

... a Good Year

Other facts

The cost of an average house was £40,000

A first class stamp cost 18p

Corporal punishment ended in schools

August

Michael Ryan shoots dead 14 people in the Berkshire town of Hungerford before taking his own life with a rifle. 16 people are killed.

Order of the Garter is opened to women.

30 August – David Owen forms a breakaway SDP.



September

Ford completes its takeover of the luxury sports car company Aston Martin.



Construction work begins on the extension to the M40 motorway between Oxford and Birmingham.



Swedish home product retailer IKEA opens its first British store at Warrington in Cheshire.

Retired English jockey Lester Piggott is jailed for 3 years after being convicted of tax evasion.



October

The great storm in southern England saw 23 people killed.



NEED MORE COPY FOR THIS PAGE IF POSS??

1987 A Good Year - Continued

November

Eleven people are killed by a Provisional Irish Republican Army bomb at a Remembrance Day service at Enniskillen.

The government announces that the Poll tax (community charge) will be introduced in April 1990.

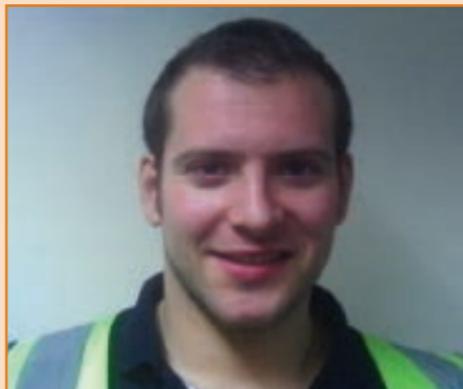
The government announces that free eye tests are to be abolished .

The Kings Cross fire kills 31 people



It is not only Lloyd Fraser who is 25 years old this year...

There are 2 others within the company. They both work in the warehouse at our Logistics depot at Greenford namely, Adam Paloczy and Tommy Smith.



Adam Paloczy



Tommy Smith

HAPPY BIRTHDAY TO YOU BOTH

Paolo Nutini and Joss Stone were also born in 1987.

Change of Faces at Rugby Offices

There have been a few changes to the accounts team at Rugby offices in the last few months and it is always nice to put faces to names!

Matthew Hibbel has moved position from the Milk Division to Fashion.



Maria Morris has moved from Fashion to assist in the Manor accounts team.

Christina McDonald has joined the Milk Division accounts team to work with Violeta and Lisa



SPACE FOR EXTRA ARTICLE OR MORE PICS IF POSS???



Donna and Mary in accounts

Mercury's New Offices

Mercury have had a busy few months moving its offices at both Greenford and the Midlands.

Mercury has been situated at the Terrace in Lutterworth for the past few years but has now moved to new offices in one of the main streets in Rugby. The office is far more easily accessible for everyone and more central to the businesses it provides for.

The Rugby offices are managed by Mario Lombardi and here are some pictures of his team in their new domain.

All timesheets, payroll and invoicing is carried out from our Rugby offices.



Anne, Ian and Debby hard at work covering bookings on Transport, Industrial and Perm requirements

The office can get very busy and Katie ensures that everyone is dealt with in a friendly manner. She also looks after bookings and those interested in attending our CPC courses.

The CPC and general training element of the business is going well and there is now bespoke training rooms at the both the Rugby and Greenford offices to accommodate and promote this.



The interview and training room at Rugby



Katie on the front desk in reception

Congratulations to Debby Clayton who has recently been appointed as Branch Manager for the Rugby office, with Mario Lombardi now becoming Regional Manager covering both Rugby, Greenford and business development.



Mercury's new offices



Wayne Phillips

Amanda Piper manages the new Greenford offices ably assisted by Wayne Phillips who has recently joined the team.



Amanda at her desk



Paul Evans

An addition to the Mercury team is the National Trainer, Paul Evans, who most of you will have already met whilst either completing your assessments or CPC. Paul is responsible for delivering the CPC to internal and external candidates as well as doing driver/FLT assessments and other training around the Group.



Paul in action in the Greenford training room!

Continuing Business for the Milk Division

Llandyrnog

I am pleased to report that, since the last edition of chainmail, the milk team have been working very hard on the recently acquired depot at Llandyrnog Creamery which they took over from S.J Bargh at the beginning of April. Operating on behalf of Milk Link this increases Lloyd Fraser's business with this important customer by a further 20% and don't forget that I reported the introduction of Milborne to our portfolio a couple of issues ago too.

Many of you will already be familiar with the name Llandyrnog to some degree because it is a business we used to have until the demise of Dairy Farmers of Britain in the summer of 2009. In many senses then we felt like we were going back home and certainly there is a friendly sense of familiarity about the place. It is clear, however, that in the three years we have been away much has changed. The site is not the same one we left and it is now much developed. Milk Link themselves bought the business from the receiver of DFoB the same summer we left and it is evident that they have ploughed a lot of time and money into the site because it exudes a sense of quiet industry it probably did not have before. For those of you baffled by the geography of North Wales, Llandyrnog lies about halfway between Ruthin and Denbigh in what is, without doubt, a lovely part of the country.

The farm collection operation is much changed too. We would have to admit that far from just picking up a contract where an outgoing haulier had left off, the milkfield had changed considerably and the volumes yielded in such a relatively small area have come as somewhat of a surprise. Whilst it probably ran Dave McCarthy to distraction for a while, a larger business than we anticipated is a nice problem to have and thanks to Dave, Keith Jones and the rest of the team at Four Crosses who were left to absorb a volume increase of 50%, we can report a seamless transfer of business without service failure. In case there is anyone Dave did not tell yet, with Llandyrnog Wales is now larger than the North Eastern region (not that there is any geographical rivalry of course!)

Welcome back to a few familiar faces too, a quick mention for Brian Davies, Mike Finnigan, Cledwyn Jones. Richie Lewis, Owen Thomas, John Roberts, Eifion Smith, Gwynfor Williams and Sam Evans and I hope we have a long and rewarding association together.

Kraft (ex Cadburys)

I am also pleased to report that Kraft has extended Lloyd Fraser's milk logistics contract for a further 18 months until December 2013. Our Kraft operation, you will recall, is based both in Devizes, where Pete McDonald, Darren Penny and the team collect 100m litres of milk annually, and at the Marlbrook crumb factory in Herefordshire. Well done to you all too for this important extension.

I am pleased to announce two recent appointments to the Milk Division, namely Lee Westgate and Simon Hall. Both joined the Division in the New Year as a result of the retirements of long serving colleagues Barry Speakman and John Hill, both of whom retired in the spring.

Lee, whilst ostensibly taking over from Barry, takes a much widened role as his portfolio of responsibilities which includes Kraft at Devizes and MilkLink in Milborne as well as Barry's responsibilities for the First Milk contract at Ashbourne, Droitwich and New Inn.



Reporting to Lee, Simon has taken over from John Hill as Distribution Manager in Ashbourne, but again his role has other dimensions together with depot management including scheduling, Telematics and database system development.



Both bring a very modern set of skills to the milk business and will be a great help to us in continuing to refresh the business and drive through change on an on-going basis. I am sure you will all join with me in welcoming them to the milk business and wishing them every success in their challenging new positions.

RUNNING FOR CHARITY

Clare Hope, from the Logistics Team at Rugby, will be taking part in three runs this Olympic year, a 5km on 15th July, 10km on 9th September and a half marathon on the 30th September. She has joined a few friends to raise money for a wonderful local charity called RoSA, who provide confidential and free support services for anyone who has been raped, sexually assaulted or abused at any point in their life.

She decided, as this in an Olympic year, to incorporate the team's theme. On all of our runs they will be wearing the Team GB replica running kit, which have been printed with the charity's name on.

Clare has been so pleased with the huge support from Lloyd Fraser staff that she has also had the Lloyd Fraser 25 years logo printed onto our Team GB kit.

A big thank you from Clare, to everyone who has supported her in this venture.



Clare, in the middle, with her friends

Olympic Torch Visits Milborne

The Olympic torch visited near our Milborne depot earlier in July and Pete McDonald, the depot manager, just happened to be waiting outside to join in the celebrations and show off the new 25th Anniversary sign! He also managed to get this picture and a piece on the company's anniversary in the local paper.



10 year Anniversaries in 2012

Congratulations to those who have achieved their 10 years service with the company during the past year.

Matthew Preston on 2nd April 2012 and Arthur Clare-Hay on 19th June 2011





Glyn Davis

Many congratulations Lloyd Fraser on your 25th Anniversary

MEMORIES OF

*from Glyn Davis
retired manager of Droitwich depot*

When I think back to 1994 when the Milk Marketing Board was coming to an end and Milk Marque was in the making, 23 Dairy Products Transport depots that were transferring to Milk Marque were going through a tendering process to decide which haulier would operate these depots, and the word was that these hauliers would be well known "Blue Chip" companies.

Now I know that we people in the milk world had led a sheltered life away from general haulage but we did know a lot of the big names running up and down our motorways and were not surprised when names like Tankfreight, United Transport, Ryders, Wincanton, Gregorys etc were being mentioned but when the tendering process was over and the successful hauliers were announced who were Lloyd Fraser that had been allocated Ashbourne, Rugeley and Leicester depots?

It didn't take long for the name Lloyd Fraser to start buzzing, every Milk

Marque conference Lloyd Fraser were being praised, they were topping league tables that were introduced by Milk Marque and every depots most reliable source of information "the drivers" were returning to Droitwich depot after delivering to dairies around Birmingham meeting with drivers from Rugeley and painting a picture that Lloyd Fraser drivers were happier and more satisfied than they were.

Droitwich depot was operated by Ryders and I met and worked with a lot of very nice people but there was always something about Ryders and milk collection that did not quite gel and I was never really comfortable with the operation. In May 1999 I took a 3 week holiday in Australia and I was seriously thinking of making a career change, but when I returned to work on the 1st June 1999 I was told that Ryders would be losing their milk operations and Lloyd Fraser would take over control of Droitwich depot.

Yes, I was up for giving that a go!

This change took place on 1st November 1999 and from then on I enjoyed every day with Lloyd Fraser until I retired in August 2010. I often used to think when I was at work that we managers in recent years should doff our hats to those people back in 1994, firstly Lloyd Fraser senior management for being successful in their tender and obviously Lewis, John and Barry the managers of these first 3 sites along with Graham Rutterford, then their Area Manager later replaced by Keith after his retirement, for the sterling effort that they and their staff put into those early years paving the way to make Lloyd Fraser one of the largest milk hauliers in the UK.



Barry Speakman

LLOYD FRASER

*from Ray Crow
retired Warehouse Manager from our first depot at RDC1, Lutterworth*

I still have clear memories of the time I spent at Lloyd Fraser from when I joined the company in 1988 – where has the time gone?!

Lloyd Fraser had just secured the contract to operate RDC1 and were about to operate a 370,000 square foot warehouse with 5 temperature bands, servicing 35 Asda stores in the Midlands. Food logistics was a complete new experience for me and it was a shock to the system! I soon realised, however, that what I did not understand there were plenty of colleagues who would help me out. This shared information helped us through some difficult times. With the help of all the management and staff,

the depot was soon able to meet the required level to all stores.

I met some wonderful people during my time at Lloyd Fraser and am still in contact with a few to this day. I don't like to admit this but certain aspects of your workplace never leave you. Even after 11 years of retirement I can be having just a normal day and then I hear that there is going to be a heat wave the next day. In that split second, I start wondering whether or not we will have enough capacity to deal with the extra volume for BBQ items on pick by line, or on Thursdays are we ready for the volumes – how silly is that?!

*from Barry Speakman
recently retired Regional Manager, Dairies Division*

One of my best memories was when Lloyd Fraser's first Milk contract was awarded to them in 1994 by Milk Marque, which was the farmers' co-operative that emerged from the old Milk Marketing Board. They wanted to get things right and as such held a lot of training courses for managers and supervisors where I met up with old colleagues I had worked with for the MMB.

When we got together the most prominent question I was asked was "who did you get"; when I replied Lloyd Fraser the others would say, "Who?". Now some 18 years later the name Lloyd Fraser is known to everyone who is anyone in the milk industry which is a tribute to the way the company performs and to the senior management for their dedication in providing an

Some things happen at your place of work that stay with you for the rest of your life and one thing was when I was giving a group of Russian students a tour of the warehouse. As we were about to enter the freezer chamber, I said to one of them that he had better do his top button up as it was minus 28 degrees in there. He replied in very good English, "Mr Crow, I live in a village in Siberia when for four months of the year it is minus 40 degrees!"

That was just one of many wonderful memories of my time at RDC1- thank you Lloyd Fraser, and happy anniversary.

outstanding cost efficient service.

I spent the last 17 years of my working life with Lloyd Fraser and have to say that they were the most enjoyable of my working life. Things didn't always go right but you were never alone with your problems, like any good family there was always someone there to help.

Happy Anniversary!



Ray Crow

Ray retired to his native Kent after retiring from the Asda contract 11 years ago

