

# dispatch

50TH ANNIVERSARY EDITION: 1969 - 2019

Russell Group Newsletter



"I have been very fortunate in having the support of conscientious employees and dedicated management."

Chairman, John G Russell

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RUSSELL GROUP DELIVERING YOUR PROMISES



**dispatch**  
what's inside...



Welcome to this year's Special Edition of Dispatch, to celebrate 50 years of the company. In this edition, hear from Chairman John G Russell and some of our longest serving employees across the Group. We also have exciting news and events to share.

If you would like to be included in the next edition, please contact [marketing@johngrussell.co.uk](mailto:marketing@johngrussell.co.uk)



## Message from the CEO

**This is a very important Edition of Dispatch for the very simple reason that the Company is celebrating its 50th Anniversary this year.**

This is a testimony to the founder, John G Russell, the Russell family and all the employees, both past and present, who have all put so much effort and commitment into growing the business into what it has become today. We have tried to capture a flavour of some of "past times" with both images and memories from a number of long serving employees.

More recently, the Company has been successful in achieving its Authorised Economic Operator (AEO) accreditation by HM Revenue & Customs (HMRC). Jim Carberry, who led the Project, and the wider team at Hillington, were all instrumental in the Company attaining this award.

The Company has also been marketing its wide range of capabilities at both Multimodal (NEC) and the Scotch Whisky Association (SWA) Members' Day in Edinburgh.

It would be inappropriate if I did not mention the B word!! 29th March has come and gone and here we are, we have a new "B Day", 31st October 2019. We have been working closely with our customers to accommodate work-flows which are driven by the uncertainty and volatility which surrounds this topical subject. It has placed our operational teams under more pressure to react to situations which have arisen, especially when production plans change at very short notice.

One thing for sure, is that the Company's 50th Anniversary has coincided with exceptional events and circumstances.

Here is to the Company's next 50 years.

**Best Wishes,**

*Alan*



## Russell are AEO Approved

**We are pleased to announce that at the beginning of the year, the company was granted Authorised Economic Operator (AEO) accreditation by HM Revenue & Customs.**

AEO, an internationally recognised quality mark, indicates that a company's role in the supply chain is secure and reliable, and that its customs controls are efficient, compliant and meet EU standards. The AEO accreditation applies to our international trade activity, which is focused at the Russell Group Hillington site, although the audit covered the structure, head office functions and general compliance of the total business entity.

Having AEO status provides quicker access to simplified customs procedures and, in some cases, the right to 'fast-track' shipments with fewer physical and document-based controls.

**"Gaining AEO accreditation strengthens our ability to proactively manage the supply chain, especially in light of Brexit, thus further enabling our customers to focus on their core activities."**

**Jim Carberry, The Group's HMRC Compliance Director**

AEO accreditation also provides us with priority treatment in case of selection for customs control and improves relations with customs and other government authorities.

The positive contributions of the employees involved in compiling data, together with the individuals the HMRC auditor engaged with during the audit, were crucial to the success of the application for accreditation, especially in light of the fact that the audit visits took place during an exceedingly active trading period at the site.



## Lanarkshire Business Excellence Awards Finalists

The Russell Logistics transport team were proud to be shortlisted as finalists for the Lanarkshire Business Excellence Awards 2019, held at Motherwell Concert Hall.

The Russell team went through a two-stage process to make it to the final, including a written submission and a presentation to the LBEA 2019 judging panel.

Up against over 100 companies in Lanarkshire, we were delighted to have been shortlisted to the final three for the Best Business Award and the Customer Service Excellence Award. This achievement reinforces the hard work and determination of every team member at Russell, driving us and our customers forward.

For the Best Business Award, we presented the success of our recent investments across the business, our carbon management plan and our people development initiatives, including how we contribute to developing the young workforce through our apprenticeships and training.

The Customer Service Excellence Award presentation included our customer service delivery and performance, which stems from the training and development of our people, and our tailored systems and solutions.

**A big thank you to Peter McGarry, Susan Dickinson and Kelly Irvine for their excellent presentations to the LBEA judging panel!**







# Another Successful Day at SWA's Annual Event

Corin Gentles and Emily Harper had a successful day exhibiting at the annual SWA Members' Day this May, getting the chance to meet current and potential customers.

This year's conference covered the SWA's 2050 vision for Scotch Whisky, as well as the opportunities and challenges in a changing world. Speeches were given by Derek Mackay MSP, Finance Secretary of Scotland, and Santander, SWA's leading sponsor, discussing the industry's policy priorities. There was also a facilitated panel discussion and themed breakout sessions throughout the day. As a leading transport and logistics provider for the whisky industry, the Carntyne team are proud to support the Scotch Whisky Association at this annual event.

"Every year, this event wouldn't be possible without the support of our sponsors/exhibitors. We're immensely thankful and look forward to working with them in the future". Pamela Peacocke, SWA

# MSP Fulton MacGregor visits Coatbridge



Russell supported Scottish Apprenticeship Week in March this year with a visit from Fulton MacGregor MSP, pictured above with our Skills Development Scotland Representative. Fulton MacGregor is a Member of Scottish Parliament for the constituency of Coatbridge and Chryston. He serves on the Justice and Education & Skills committees.

Mr MacGregor was given a presentation on our business and the Russell Apprenticeship schemes with Training Matters and Skills Development Scotland; eight employees at Coatbridge have recently undertaken an apprenticeship in Management.

Scottish Apprenticeship Week is a nationwide campaign aimed at encouraging more employers to take on apprentices. This year's theme is 'Skills for the Future', recognising the importance of investing in the workforce. Co-ordinated by Skills Development Scotland, Scottish Apprenticeship Week highlights the benefits apprenticeships bring to individuals, businesses and the economy. It also celebrates the achievements of individual apprentices and all those who contribute to their success.

Last year there were over 27,000 Modern Apprenticeship starts across Scotland in a wide range of jobs in sectors including engineering, construction, financial and business services, health and social care.

More than 100 employees have completed apprenticeships with the Russell Group over the years, including SVQs in business, management and administration, driving, warehousing, and engineering.



Eddie accepting our award

# Russell are ECO Stars!

Russell Distribution were presented with an ECO Stars certificate for our efforts to reduce vehicle emissions at East Dunbartonshire Clean Air Day this June.

The day was set up by the Clean Air Day Scheme and the ECO Stars Fleet Recognition Scheme. The Clean Air Day Scheme began in 2017 with the goal of informing citizens and businesses on the dangers of air pollution and the steps to be taken to improve air quality. The ECO Stars Fleet Recognition Scheme aims to help fleet operators improve efficiency, reduce fuel consumption & emissions and make cost savings.

The day included presentations from East Dunbartonshire Councillor Susan Murray, the Council's Executive Officer Evonne Bauer, and Mark Cavers from ECO Stars. Thank you to Eddie Grier, Russell's Driver Resource Manager, who accepted the award on the company's behalf.

As part of our green initiatives at Russell, we have switched from diesel to electric locomotives for 24 rail services per week between Coatbridge and Daventry. We are also trialling an electrolysis unit which is fitted onto the engines of our vehicles to reduce emissions and provide an increase in fuel economy.

Our most recent initiative has been the move from road to rail for one of our LNG customers. By doing this, we have

"Through our Air Quality Action Plans we are working with local people and businesses to clean up the air in our towns and villages. Clean Air Day is an opportunity to recognise businesses who are doing their bit."

Susan Murray, Vice Convener of the Place, Neighbourhood & Corporate Assets Committee

taken approximately 65% of road miles out of the journey per week, improving our carbon footprint significantly.

We make huge savings per year by using rail instead of road. Based on 30 loads per train and 12 trains per week (electric locomotives), the following savings are made:

- 13 million kilos of carbon dioxide
- 36,000 kilos of carbon monoxide
- 4,000 kilos of PM10 particulates
- 164,000 kilos of Nitrogen Oxide

We work closely with our customers towards continuous improvement and sustainability.

# Multimodal 2019

The Russell Group team attended the Multimodal exhibition in June this year. The three-day show is the biggest event in the UK logistics industry calendar and a great platform to discuss industry trends and changes. We got the chance to speak to potential customers regarding our logistics services and solutions and meet with our valued existing customers across the three days.

This year's event focused on current topics such as disruption in the logistics industry, the labour crisis, and opportunities for success in the new digital world. Brexit was of course a big talking point, as well as blockchain technology. The final day of Multimodal was dedicated towards developing the young workforce, something that Russell are very passionate about. Local students were invited along to an interactive seminar to find out about the career opportunities within the transport sector.



# St. Augustine's Primary School Careers Fair

In May this year, Eddie Grier and Peter McGarry attended a careers fair at St. Augustine's Primary School in North Lanarkshire. They took the opportunity to educate children on the importance of logistics and how we get the sweetie bar in their lunch box from the warehouse to the shops! The team also took a truck to the school playground which proved very popular.

The event was for pupils aged 6-10 years old, with a clear focus on developing the young workforce. The pupils visited the stands to help them understand what working is like and what opportunities are available to them in the future. Eddie and Peter created a competition where the pupils were asked to answer some fun logistics related questions: From the winning entries the headteacher drew two winners who were over the moon with their model trucks!

Careers fairs are a great way for Russell to support the local community alongside other businesses and organisations such as the NHS and HMRC. This is now the 3rd year in a row we have attended and we are already very much looking forward to attending next year!





# Abigail & Rachel gain SVQs

Abigail Russell and Rachel McAllister work in the Contract Packing Administration department in Hillington and have both just completed their SVQ in Administration. Hear how they got on below.

**I decided to undertake the SVQ in administration...**  
Rachel: ...as I saw it as an opportunity to expand my knowledge and gain new learning skills, as well as help further my career.

Abigail: ... in order to further my education and understanding of the role of an administrator and also to help me progress in my career.

**The qualification...**  
Abigail: ...was split into units that were completed on the job during working hours. There was a mixture of knowledge questions and practical all based on an administrator's role.

Rachel: ...entailed monthly visits with the GTG worker – Kate, to help her understand what I do within the company and show her everything to do with my role. It mostly involved taking the knowledge from what I do in my role and what I see on a daily basis

**“Big congratulations to Abigail and Rachel, and Marc Smith for securing their development. I am absolutely delighted with Abigail and Rachel’s achievement. I am sure everyone will agree that with the right kind of development and investment into our young employees, this can only aid performance and secure Russell as a company a bright and prosperous future”**  
Linda Strong, Contract Packing Operations Manager

in the office and using it to understand working with others and the barriers that one might need to face when working in a customer dealing environment.

**I think this qualification was beneficial as...**  
Rachel: ... it changed my perspective on things. I’ve learned better ways in communicating with others as well as learning to understand certain circumstances or barriers people may face & how I could contribute to helping others.

Abigail: ... it explored a variety of topics such as diversity, communication and leadership that I did not associate with an administrator’s role.

**The course has helped me in my current role...**  
Abigail: ... as it has expanded my knowledge of an administrator’s responsibilities and how I can have a positive impact on the business as a whole.

Rachel: ... by expanding my knowledge when it comes to working with all groups of people, understanding their circumstances both personal or work related. When you’re in a job like this I feel like that is a very important thing to have a good perspective on.

**I would recommend this course...**  
Rachel: ...to anyone who wanted to build their knowledge. This course was very beneficial to me and I found it very easy as it all relates to your role in the company.

Abigail: to others starting in administration that are interested in broadening their knowledge for a career in this role.



**“The girls have worked hard to achieve their SVQ so congratulations to them both. I think it has helped bring them on within the company. I started to see their progress in action; instead of just doing what there were told, they wanted to know why and that then led to questions. It’s a great start for their overall development.”**  
Marc Smith, Contract Packing Administration Manager

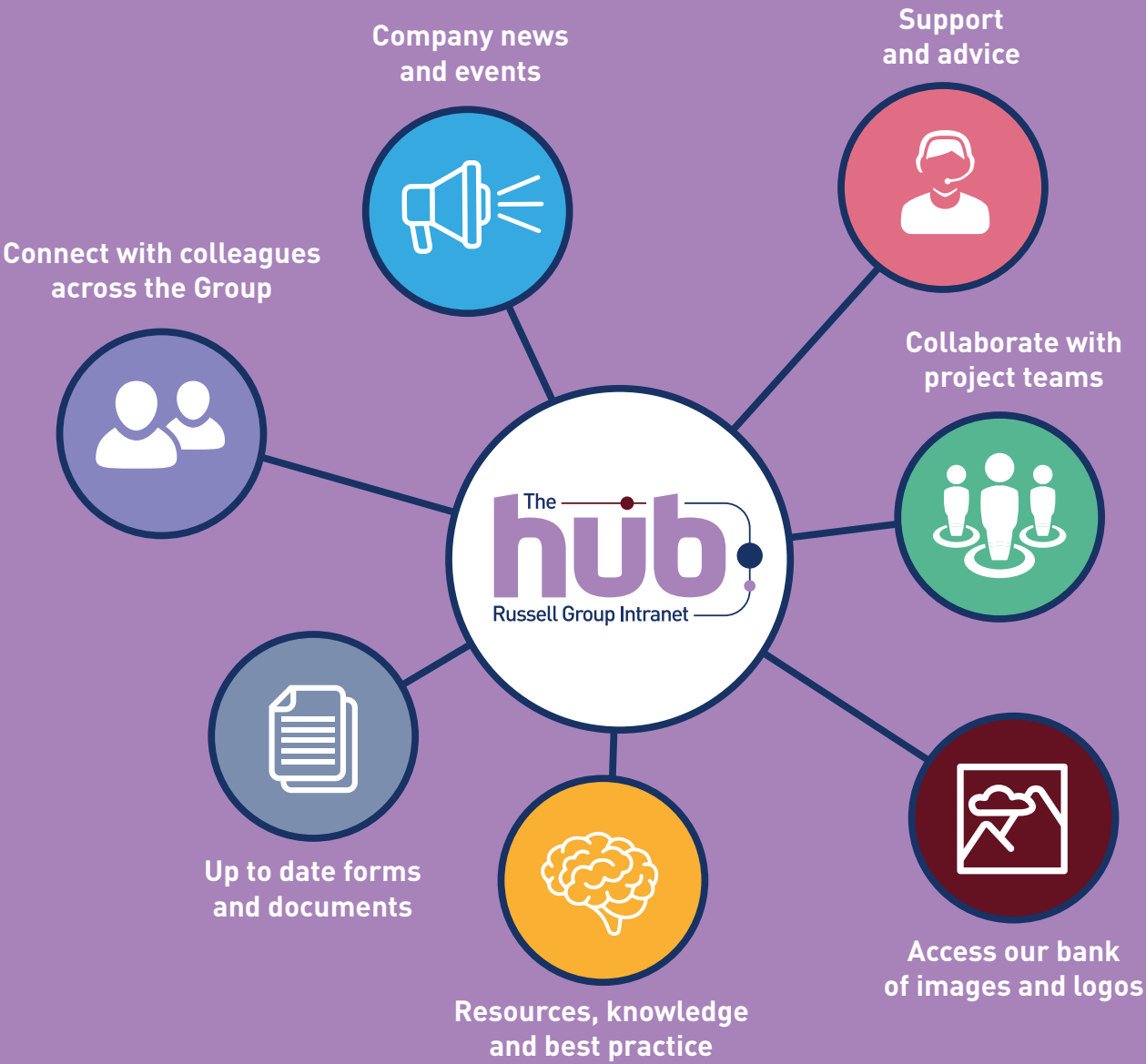
From left to right:  
Abigail, Marc and Rachel

# Have you checked out the hub yet?

The hub has been created as an easy to use, accessible platform for Russell Group employees to connect, collaborate and share resources.

Find documents and images to support you in your daily role, work with colleagues in project teams and keep up-to-date with company news across the Group.

Sound good? Register now to share, learn and develop in the hub.



Register now at [thehub.johngrussell.co.uk](https://thehub.johngrussell.co.uk)

# Business Updates

## CUMBERNAULD

It's business as usual here at Cumbernauld, with the team working hard to meet and exceed customer expectations. We have recently welcomed Sheryl Lyon as a new addition to the Admin team who is fitting in well in her new role. We have invested in the installation of a shrink wrap baler which will help us recycle our plastic, making the site even more environmentally friendly. In August 2019, we gained a new customer, a leading drinks company, which has kept the team busy.

## ENGINEERING

The 2019 MOT program is rapidly approaching completion, which will allow for housekeeping items to be addressed. We started a new Compliance and Training Controller in July, Graham Reid, to support the Business Unit. Find out more about Graham on page 17. The Fabrication bay is preparing to build 11 new pallet walker trailers for Carntyne.

## SELF STORAGE

Remember Russell Self Storage provide discounts to employees and their families. With bases at Hillington and Cumbernauld, we offer various sizes of self storage, as well as packing materials. Please contact Ross Calder, Russell Self Storage Manager for more details.



### Congrats Nat

Natalie Watkins at Daventry recently completed the Wolf Run for the British Lung Foundation. "I just wanted to say thank you to all my colleagues who supported as well as sponsored me. I have raised over £300 so far."

## CUSTOMER PROFILE

**kabloom**  
INSPIRING DESIGN WITH NATURE IN MIND



The Russell Contract Packing team have had a busy summer making up a variety of Seedboms for our customer Kabloom. Russell support Kabloom by receiving the goods, assembling the different products, storing them, then despatching them out to various countries. Dry materials are supplied, along with compost and seeds, which are packaged together in eye catching packaging. There are occasions when these are custom made specifically for an event, for example, birthdays, weddings etc.

We have 3 employees who have been working on this project for the last few years, Anna Dydo, Irena Nowak and Agnieszka Poliszuk (pictured below), who enjoy working alongside Darren, the founder, working on various order sizes from 200 units up to 5000.

Contract Packing work with various customers in different industries, with jobs including packing gift packs, bottles, cartons, new shippers, glasses, leaflets, strip stamps, tax stamps, heatshrinking, along with label removal.

We have now opened an additional production facility that has the capacity to run 3 large production lines, which has allowed us to increase output dramatically in a normal working week.

"During our 4 years working with Russell, we have experienced a high level of service and a dedication to quality production and fulfilment with a quick turnaround. Our products are unique and it has been a learning experience for all of us. Russell have stepped up to any challenge proposed and run with it. As a small growing company, we appreciate the support the ops and management teams have provided and hope it continues for many years to come."

Darren Wilson, Director Kabloom

## About Kabloom

Here at Kabloom we make fun and innovative products with environmental and ethical values. Inspired by our relationship with the urban environment, our products are designed to get you outside, interact with the world around us and have fun doing it!

Seedboms™ are the friendly bombs that grow! 100% compostable Guerrilla Gardening grenades filled with an explosive mix of organic compost & wildflower seeds. Simple Shake it, Soak it, Throw it and Grow it! Seedboms are designed to grow wildflowers for bees, butterflies and other pollinating insects. Seedboms are made from 100% compostable materials that biodegrade into the environment leaving nothing behind but plants and flowers.



This year, we are excited to be celebrating our 50 year anniversary. The company was incorporated in 1939 as John Alexander & Sons. In 1969, our chairman John G Russell acquired the company and changed the name to John G Russell (Transport) Ltd. Having already gained a wealth of experience working for his father's company, John started the business with 12 vehicles and 15 employees. 50 years on, with over 250 vehicles and 650 employees, the company has established itself as a market leader, servicing some of Europe's largest organisations and the world's strongest brands.

READ ON FOR OUR 50TH ANNIVERSARY CONTENT →



To celebrate 50 years of the Company, Chairman John G Russell kindly gives us an insight into where it all began. Read Mr. Russell’s story below which includes the highs and lows and everything in between, as well as some amusing past anecdotes...

Where did it all start?

My career in logistics started in 1954 in my father’s firm Russell of Bathgate as a lorry driver. My main duty was delivering grain from Leith and Glasgow docks to Distilleries in Edinburgh, Alloa and Fife.

Journeys from Edinburgh to Fife were via the ferry from South Queensferry unless the ferry was off due to rough seas, then it was via the Kincardine bridge. Journeys from Glasgow were at times rather difficult late afternoon when darkness came down; the smog would limit visibility to a few feet. Tram stops in the middle of the road made the journey very hazardous to allow passengers to cross from the pavement to board the trams. On nights with bad visibility, the only safe driving method was to follow the tram stopping at each tram stop until the end of the route at Baillieston; on really bad nights the conductor at times walked in front of the tram to guide the tram driver!



Russell of Bathgate

After that job, I gained traffic office experience followed by a long-distance driver job for 12 months in 1958. This usually involved delivering paper or potatoes to London and barley from home counties to Speyside driving a Leyland Octopus then an AEC and drawbar trailer. The maximum speed of the vehicles was 32 MPH. However, this was only achieved on a long straight road or downhill!

Having three brothers and three sisters, I realised it might be better to become independent, so I started my own company John Russell Grangemouth in 1959. I then sold it to Transport Development Group and moved South to their Head Office where



I was responsible for 5 companies in the London area. In 1966, I returned to Scotland to resolve numerous labour disputes. I then made the decision to leave TDG in 1969 agreeing not to compete with the company for 5 years, which somewhat limited customer access.

50 Years of Russell

In October 1969, I started John G Russell (Transport) Ltd through acquisition of John Alexander Coatbridge. We had 12 rather old vehicles and 15 employees. In the first weekend, we found the youngest vehicle sitting in the depot on bricks, all wheels and brand new tyres stolen. We immediately recruited a ferocious Alsatian on a running wire in the yard to combat theft. The problem became 14 terrified employees, only one who could deal with the dog; the young lady in the office, Morag Wigfield!

I have seen continual change in driver activities over the years. When I was a driver, I could expect to be home Friday night, South Saturday morning, London Sunday night, load Home Counties Monday afternoon/ Tuesday morning, home Wednesday night, deliver to Speyside Thursday, reload for South Friday, then South again on Saturday. When I started John G Russell, our main traffic was containers and steel South from British Steel Gartcosh. Our drivers mainly came from the Coatbridge area, but we also had drivers from the Highlands and English/Scottish Borders; some would tramp North and South for a few weeks and go home occasionally for a weekend. Not a desirable life nowadays but back then it was necessary to travel to earn an income.

What makes me most proud in Russell and Carntyne are the numerous employees who have been with us many years, some most of their working lives; 138 employees over 10 years, 46 over 20 years, 17 over 30 years, 8 over 40 years, and 1 over 50 years. I have been very fortunate in having the support of conscientious employees and dedicated management.

I am disappointed when good employees leave. I feel we have failed to assist them in achieving their aspirations. The future of our company depends on enabling our employees to improve and progress. I hope that all who read this will speak their minds if they believe they are capable to offer more than their current role. If we agree, we will offer training to assist! Company success can only be sustained if there is a driving force behind the hard work. The broader the driving force in the company, the stronger we shall be!

Personal satisfaction over the years has been the ability to do most

jobs in the company, dealing with difficult situations whether it be labour relations, customer relations, financial negotiations, generally maintaining a normally happy employee team and satisfied customers. Our largest customer is the same company that I delivered grain to in 1954!

We have faced many challenges over the years. A major challenge has been maintaining balanced traffic flows to achieve the level of operating efficiency so necessary to satisfy customers. This particularly applies on our rail activities.

Manufacturing downturn in Scotland made balanced traffic flows between North and South and vice versa more difficult. It also helped make my worst business decision, which was to buy a freezer manufacturing company in Caithness, thinking we could make it viable to retain south bound traffic to England. No such luck!

My most disappointing business dealing was with Lanarkshire Development Agency when Russell were seeking to build a rail connected logistics terminal in Eurocentral. After 3 years of negotiations, we agreed the price to purchase the site on which we would build 200,000 square feet of rail connected warehousing in 4 phases only to be told at the final date of signing that we had to build the entire development in one phase! The LDA Manager could not understand that warehouses have to be full to be viable. Despite agreeing the purchase price, we had no alternative but to walk away; manufacturers were just moving from holding large stocks to manufacturing just in time to match orders thereby reducing warehouse demand. It was a huge set back to the company!

Our biggest challenge is maintaining the high service standards essential to meet customer expectations and remain competitive; most of our business is tendered every two or three years. It is so easy to lose a customer, much more difficult to gain a replacement customer! Our drivers can be a most influential sales person, it is they that our customers most often see; their appearance, behaviour and performance are vital to good customer relations and has a very effective influence in customer loyalty!

Looking back

A past anecdote I would like to share is when we were unloading a container of wooden staves for whisky casks at Gartcosh, an employee ran into the office to report there was a snake in the container. “How do you know?” he was asked, “it poked it’s head out under the pallet”, “well kill it and get the container emptied” was his instruction. The snake was not found however we did find a cast-off snake skin in the container. The next day, an excellent cartoon appeared on the drivers’ notice board displaying the rear of the container, the snake head poking out, our employees running away and the snake saying “the natives aren’t very friendly”



John G Russell Grangemouth



Truck driven by John Russell in 1958

One of the more difficult decisions I made early in Russell was to employ a troublesome employee who was out of work with a large family. I knew from previous experience he was a good worker, a careful dependable driver but continually involved himself unnecessarily in colleagues’ business. His past practice was widely known in the Industry making him virtually unemployable! On his fifth application for a job, pleading he was desperate for a job to feed his family, I eventually employed him. The driver caused a few problems over the years, but we had a reasonable respect for each other. I have no regrets providing that family an opportunity for an income and we managed to control most of his bad habits!

Probably the biggest risks we have taken have been property purchases and if we could make them viable. Hillington a 45-acre site, one of the largest private sites in Glasgow, Carntyne at Springburn, Coatbridge, the Speyside site at Aberlour, then lastly Cumbernauld! We have to periodically reassess site viability, perhaps due to traffic congestion or simply inadequate business catchment opportunities. We must offer customers efficient and viable logistics services; constantly looking for opportunities to make savings on their behalf. If we look after customers’ interests, there is more likelihood of customer loyalty.

If I was starting out again in business I would repeat the same route, gain a good grounding, understand the basics of the business, identify a sound opportunity and progress through attention to detail, diligent effort, hard work supported by a good and reliable team of management and employees; avoiding the worst corporate bad habit - indecision!!! Better the odd wrong decision than indecision!

The future

I intend we plan the future of the company to be sound, stable, and secure for the benefit of our committed employees. I have seen so many logistic companies in Scotland sold with jobs disappearing within a few years. A sound future requires shrewd, diligent, trustworthy, firm and fair management with the ability to understand customers’ individual needs, plan cost effective logistics methods and find cost saving opportunities to individually suit and satisfy each customer. This requires a team effort right across the company!

Solid customer relationships are invaluable. Close attention is essential from every company member to ensure our cost base is efficient, avoiding waste, dealing with damage, underperformance, and training as well as encouraging our valued employees to progress within the company!

I take this opportunity to thank all of our employees for your service with the company, it has been a great privilege and pleasure to work with you.

With best wishes to you and family.

John G Russell



# Meet some of our longest serving employees

Our employees have been extremely loyal to the company over the years. The Group's success would not have been possible without all your continued hard work and determination. John Russell started the business with just 15 employees and now with over 650 employees across the Group, we have asked some of our long serving employees to reflect on their time with the Company.

## CAN YOU THINK BACK AND GIVE US ONE OF YOUR HIGHLIGHTS?

● "There have been many highlights, but I really enjoyed working with Peter McGarry on the London Olympics and the Glasgow Commonwealth games. These contracts really stretched us a company with almost every member of staff getting involved!"  
**Eddie Grier, Driver Resource Manager, 40 years' service**



Tom Pollock

● "Russell getting one of our biggest customers from road to rail."  
**Tommy Stirling, Coatbridge Warehouse Manager, 30 years' service**

● "One of the biggest and most challenging was when we purchased the van line from Crane Fruehauf and set it up in the Springburn warehouse to enable us to build our own vans."  
**Tom Pollock, Fabrication Manager, 42 years' service**

● "One of my colleagues always caught me out with wind ups. He called me one day and said I had to come to the boardroom as a matter of urgency. I went over to the boardroom, opened the door and there was a major meeting going on, about 10 people sitting around the table. I sat down at the table and everyone was looking at me. Two minutes later Mr. Russell walked in, looked at me and asked me why I was there, this was not one of the highlights!"  
**Gerry Divers, Hillington Site Manager, 36 years' service**

● "Probably the trip to Italy in 2007 when myself and Stuart Graham drove to Bologna to collect 10 pallets of fine and rare Macallan and delivered direct to their site at Craigellachie."  
**Gordon Smith, Weekend Operations, 35 years' service**

● "I have had many highlights during my 30 years, however the key customer projects I have worked on over the years were both challenging and rewarding"  
**Peter Atley, Stock Control Lead, 30 years' service**

● "Getting on with your colleagues is a big contributory factor for me. I enjoy what I do, the diversity, the challenges,

and the old "better the devil you know" saying!"  
**Hazel McGrotty, Finance Manager, 28 years' service**

● "There have been numerous projects and long hours throughout the years. During that time the Company has always had a healthy culture which motivated it's people to work together to achieve the desired objectives. The highlight for me was the satisfaction of involvement to get the sleeves rolled up and the hands dirty while exercising my determined streak".  
**David Wallace, Purchasing Manager and Security Advisor, 45 years' service**

● "In my very first job as Class 1 driver, I was asked to dismantle a machine, take it to Manchester and assemble it. This was very daunting as I had never done it before, but it was very rewarding. I really enjoyed the challenge and it got me interested in that side of the business. Since then, I have worked on many jobs across the country and enjoy getting stuck in. In terms of funny things that happened over the years, I could write a book about the characters who have come and gone over years I have worked here!"  
**John Clare, Fleet Maintenance Manager, 37 years' service**



Paul and Janice

● "I'm one of the longest serving employees and most of that time I have really enjoyed my job and have grown with the business. Gaining my CPC was special to me, moving from Tollcross to a brand new office in Springburn and being a part of a company that has really grown."  
**Allan Baistow, Traffic Planner, 30 years' service**

● "A fun day I remember was in the early nineties. The "girls" in Carntyne; Hazel, Michelle, Anne, Teresa and Fiona and 2 extras (Michelle's friend Elaine and Hazel's sister Elaine) made up a team of 7 to play football (we had never trained or played football in our lives) at Stirling University against Diageo Teams. We did pretty well until Kilmarnock slaughtered us. Several drivers came out to support us and they had tug of war and other games throughout the day" (see the photo below and right)  
**Anne Hajduk, Payroll/ Insurance Handler, 26 years' service**

● "One of the highlights for me was being involved in Brian Harkness's Retirement Dinners (10 years ago) – not that it was a highlight that he was retiring of course! I enjoyed the organising of them and then attending the dinners and meeting the

customers, with plenty of laughter and tears along the way!"  
**Hazel McGrotty, Finance Manager, 28 years' service**

● "I have many fond memories, but I think the funniest was at a Russell golf outing in the 1990's. The outing was at Moffat golf club. Driver Pat Bowman, fellow transport operator Gerry MacKay and myself were having the worst round ever ( We were and still are the worst golfers ever), when Gerry hit 3 tee shots out of bounds at a particular hole, he then announced he was using his last ball for his fourth tee shot. He hit that out of bounds over a wall into a field of sheep! But he was lucky as it hit a sheep right between the eyes and rebounded right into the middle of the fairway !?!?! Pat and myself collapsed with laughter! Brilliant !"

**Paul Harnes, Traffic Planner, with the company 30 years' service**



● "When I started with Carntyne, we only had 3 traffic books, 1 of which is where it all began for me running only a couple of vehicles (fleet was 29 vehicles in total). A milestone for me must be when I moved on to the cask book which I still run with approx. 25 vehicles. I was still very young at this time and I'm not going to lie, I did worry about the challenge. Even after all these years its still a challenge and a lot of pressure to keep everything right, making sure our customers and drivers are happy"  
**Michelle Lappin, Traffic Planner, 27 years' service**

## WHAT DO YOU THINK HAS MADE YOU STAY WITH RUSSELL FOR SO MANY YEARS?

● "I have worked with most of the Russell family throughout my time with the company and I have always been treated fairly and with respect and I feel that I have been appreciated for the service and the commitment I have given back to the company. I also have a very fine team working under me, totally committed to succeed and many of my team are long serving employees."  
**Gerry Divers, Hillington Site Manager, 36 years' service**



Anne and Hazel

● "From the first day I started I was treated as a person, not just a number. As a family business, most mornings John Russell would walk round the workshop and get to know all his staff which gave you a good feeling about the company and the people you worked for."  
**Tom Pollock, Fabrication Manager, 42 years' service**

● "I have had no reason to leave (so far)"  
**Gordon Smith, Weekend Operations, 35 years' service**

● "Not standing still and a desire to try new jobs has kept me here. I don't look back and think of myself as only having one job. I have had many roles including driving, yard foreman, container control manager, transport manager, sales manager, contract manager and more."  
**Eddie Grier, Driver Resource Manager, 40 years' service**

● "I loved the job that I did in traffic working with customers and drivers and it was a sense of achievement to go home at the end of the day having provided a good service. In accounts there are never 2 days the same and we all work together as a good team. (I also live 5 minutes from work which is very handy)"  
**Anne Hajduk, Payroll/Insurance Handler, 26 years' service**



● "It's a combination of factors. The challenges. The opportunities. My colleagues. The Russell Family. The Customers. Loyalty. Stamina. Determination."

**Peter Atley, Stock Control Lead, 30 years' service**

● "Loyalty on both sides"

**Tommy Stirling, Coatbridge Warehouse Manager, 30 years' service**

● I became engrossed in all aspects of the work and over the years having had various roles which all held my attention.

**David Wallace, Purchasing Manager and Security Advisor, 45 years' service**

● "I enjoy the satisfaction of working under pressure in a busy role. It is also very handy for home"

**Michelle Lappin, Traffic Planner, 27 years' service**

● "The variety of different jobs over the years has kept me here. I started as an office junior at Gartcosh and have worked in different departments and depots throughout the years with lots of different challenges. Time has flown by so quickly, so I must be

enjoying myself."

**Janice Harnes, Transport Administrator, 30 years' service**

● "The company has been good to me and I enjoy my job"

**Allan Baistow, Carntyne Traffic Planner, 30 years' service**

● "I started at Russell Gartcosh in 1988 as a trainee traffic planner. In my time at Russell, I have worked in many different locations and departments, doing various roles. I think the sheer variety has kept me here all this time!"

**Paul Harnes, Traffic Planner, 30 years' service**

● "When I started at Gartcosh, I worked with Graham Russell who was one of my very inquisitive apprentices at the time and through the years we have had a good working relationship. In the early years it was a real family business, everyone knew each other and their roles. The versatility of the roles and how well I got on with Mr. Russell and the rest of the Russell family has made me stay. They trust you and let you get on with the job at hand."

**John Clare, Fleet Maintenance Manager, 37 years' service**



Gordon, David and Eddie

**WANT TO SHARE SOME OF YOUR MEMORIES OVER THE YEARS?**

Contact [marketing@johngrussell.co.uk](mailto:marketing@johngrussell.co.uk) to be included in the next issue

**WHAT ADVICE WOULD YOU GIVE SOMEONE STARTING AT RUSSELL?**

● "Advice I would give a new start would be

1-Be yourself

2-Be honest

3-Be reliable"

**Tom Pollock, Fabrication Manager, 42 years' service**

● "Work hard and ask loads of questions, I still find I learn something new every day."

**Anne Hajduk, Payroll/Insurance Handler, 26 years' service**

● "I don't think anyone plans to be in a company for such a long time, especially in this day and age, but when I look around me

and see all the people that I have known for the 36 years I have been here, it's quite astonishing that there are so many people with such long service. If you want to get anywhere you need to be committed and work hard (not just at Russell). As I said earlier, it's a two-way street, you have to earn the right to get somewhere in life."

**Gerry Divers, Hillington Site Manager, 36 years' service**

● "The same advice that I would give anyone who has been here for some time, that is don't get stuck with problems, don't be afraid to ask for help. There is a huge wealth of experience in the company that between them will have the answers."

**Eddie Grier, Driver Resource Manager, 40 years' service**

● "Work hard and listen"

**Tommy Stirling, Coatbridge Warehouse Manager, 30 years' service**

● "Be prepared to be flexible"

**Gordon Smith, Weekend Operations, 35 years' service**

● "In my eyes, if you are starting at the company, your heart needs to be in it. You need to care about the job and have a passion for it. If you work to your full potential, you should see yourself progress further in the company."

**John Clare, Fleet Maintenance Manager, 37 years' service**

● "Work hard and be part of an ever growing company"

**Allan Baistow, Traffic Planner, 30 years' service**

● "I would say to make sure your career progresses, learn as much about everything that goes on so not to be pigeonholed in one role."

**Michelle Lappin, Traffic Planner, 27 years' service**



Allan and Michelle

● "Book some yoga classes because you will need to be flexible. Bring positive energy, fresh ideas and a willingness to work your socks off"


**Peter Atley, Stock Control Lead, 30 years' service**

● "When I first started in 1983 we had one major customer and a few empty warehouses. Today we have many major customers on site and many have been here for a very long time so we must be doing a fairly good job".

**Gerry Divers, Hillington Site Manager, 36 years' service**

● "The best advice I could give would be to see what is in front of you and listen carefully to what you are told before deciding the best course of action."

**David Wallace, Purchasing Manager and Security Advisor, 45 years' service**

 **9th February**

The world's largest aeroplane, The Boeing 747, makes its first-ever commercial flight

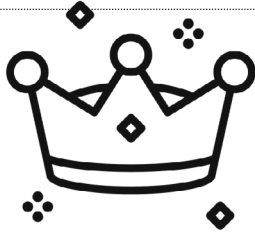
**2nd March**

The maiden flight of Concorde took place

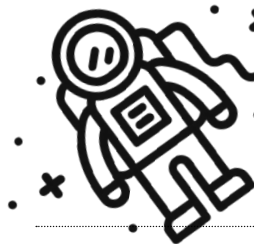
**6th April:** English explorer, Sir Wally Herbert, reaches the North Pole on foot and becomes the first man to cross the frozen surface of the Arctic Ocean.

**1st July**

Prince Charles is invested with the title 'Prince of Wales' at Caernarfon in a televised ceremony.



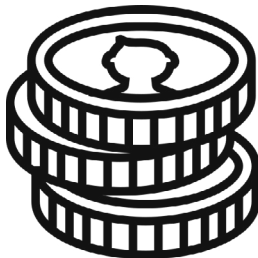
# Key Events in 1969



**20th July**

Neil Armstrong becomes the first man to walk on the Moon.

**31st July:** The halfpenny ceases to be legal tender in the United Kingdom.



**14th October:** The new seven-sided 50p coin was introduced as replacement for the 10-shilling note

**26th September**

The Beatles release their last album "Abbey Road"



**15th November**

Regular colour television broadcasts begin on BBC One and ITV.

**16th December:** In Britain, the House of Lords votes to abolish the death penalty in England, Wales and Scotland, later followed by Northern Ireland on 25th July 1973.





1969  
TRUCKS  
THROUGH THE YEARS  
2019



# Carntyne continues to carry out Dangerous Goods Awareness Training



Carntyne's Health and Safety Manager, Corin Gentles, continues to deliver Dangerous Goods Awareness Training to our customers, supporting them in meeting their legal requirements in relation to ADR compliance.

**Whilst Corin's role within Carntyne Transport is Safety Manager**, he is also appointed and qualified as Dangerous Goods Safety Advisor carrying out the 2.5-hour course at customer sites throughout the year. Corin tells us more about the course below.

### Can you tell us about the course and who it is aimed at?

Carntyne's Dangerous Goods Awareness course is designed to raise awareness for personnel concerned with activities associated with the Carriage of Dangerous Goods by Road as defined within ADR. The content of the course meets with the requirements of ADR and any subsequent Department for Transport Security Plan Auditing. The course includes:

**GENERAL AWARENESS TRAINING:** Ensures individuals are familiar with the general

requirements of the provision for the carriage of dangerous goods both on a domestic and international basis.

**FUNCTION SPECIFIC TRAINING:** Ensures individuals are aware of their specific duties and responsibilities in relation to the carriage of dangerous goods for the purposes of fulfilling their roles as detailed within ADR.

**SAFETY TRAINING:** Ensures individuals are aware of the hazards and dangers presented by the dangerous goods being handled and understand the principles of safe handling and emergency response in the event of a loss of containment. The course content is specific to Class 3 Flammable Liquids. However, additional modules can be added to cater for other dangerous goods.

**SECURITY AWARENESS TRAINING:** Identifies the nature of potential security risks in relation to the organisation and provides guidance to individuals on methods of reducing such risks and actions required to be taken in the event of a security breach.

### What do our customers come away with at the end of the course?

On completion of the awareness course, those who attended are issued a certificate confirming their attendance which is valid for a period of 3 years. This gives their organisation peace of mind that their operators know of and how to apply ADR to their working day when storing, handling and dispatching goods onto the public road. By training staff, organisations also ensure that they are compliant from a training perspective with any department for transport auditing which takes place.



## Meet Graham Reid

Russell Group Engineering Compliance and Training Manager, who started with Russell Group in July this year.

**My career started as an apprentice vehicle mechanic.** After my apprenticeship, I carried on working as a vehicle mechanic on all types of vehicles from motorbikes to trucks for around 15 years. I found myself looking for a new challenge and started working as an Enforcement Officer for the Driver and Vehicle Standards Agency (DVSA) for the next 15 years. One of my roles was to stop and inspect HGV's at the roadside

to ensure they were in a roadworthy condition. Another of my roles was to visit Operator Licence holders at their premises to carry out unannounced maintenance investigations to ensure compliance to regulations, this was how I was introduced to the Russell Group.

**Based on my knowledge from DVSA, the Russell Group is known to be a good operator** with many members of staff having long service. This speaks volumes and I wanted to contribute my knowledge and experience to help the Group move forward. Technology and legislation are always changing; to continue being a front runner we have to keep moving too.

**My role involves** many things including, to reinforce the highly professional image of the Group, to ensure the statutory compliance of all vehicles and trailers, to ensure all group maintenance facilities adhere to current H&S regulations, to manage all areas of engineering compliance, to develop a robust training program for all engineering personnel, and to monitor and develop engineering apprentices, to name just a few. This is an ever evolving role with big changes

coming in the digital future. I am excited and looking forward to being part of that.

### Opportunities and challenges ahead:

Having long serving members of staff is good, but sometimes it proves a challenge to move forward. I enjoy encouraging and explaining to staff members the importance of change and how it will affect the company. As a fresh pair of eyes, coming in from the civil service, I hope that I can see the issues that need attention. It's the little things that add up to the big things.

**I want to make a difference** to improve our systems, improve our staff members' knowledge of our requirements to the Traffic Commissioner, ensure compliance to legislation including Health and Safety regulations and ensure our vehicles are safe and roadworthy

**If I didn't have to work** I would buy a house that needed stripped back to the bare bones and renovate it. All of my working life (and before that) has involved fixing things, just because I didn't have to work I don't think the urge to fix things would leave me.





# Carntyne's Annual Safety Day

Carntyne had another successful Safety Day this June at the Blackgrange site. There were four different safety stations for employees to go round, carried out by the Carntyne Safety Team. These included:

- Annual Overview of Safety Performance and Cask Handling by Health & Safety Manager Corin Gentles and Driver Trainer Donald MacLaurin. Corin discussed Health & Safety performance over the past 12 months, identifying trends, areas of strengths as well as weaknesses where focus is required.
- Health and Wellbeing, carried out by Tommy Rickwood.
- Diageo safety ambassadors delivered safety information and a refresher around SIRC (safety improvement reporting card).
- The Hazard Spotting Station, carried out by Stephen Tripney and David Kaney. This station involved a competition using a staged accident where hazards were to be spotted.

Thanks to the Carntyne Safety Team Gillian Riddock, Richie Noble, Graeme Skinner, Barry Mitchell, Corin Gentles, Tommy Rickwood, Donald MacLaurin, Stephen Tripney, David Kaney, Scott McIntyre, and the wider team for the efforts they put into making the day happen.



“The Safety Day is a vital tool in keeping everyone safe and keeping the focus on Safety. I am already looking forward to the 2020 Safety Day!”

Scott McIntyre Business Unit Head of On-Site Logistics discusses the importance of the safety day:  
“The team at On Site Logistics see our Annual Safety Day as something that is vital to our success in keeping our colleagues safe while at work and also allows us to showcase our Safety Culture to our Customers and the wider Business Units.  
By taking the time out to complete the Safety Day, it allows us to really focus in on the relevant topics in our Business and build the work stations around them to focus the minds of our teams as they go through the sessions.  
While it is a large undertaking for us to arrange the day, it is something that we have tried to build on every year and improve our offering.

## Cask Storage Capacity Increases for Carntyne



Carntyne Transport have recently invested in a cask warehousing site in East Dunbartonshire to further build our cask warehousing offering. This new investment takes the Group's cask warehouse capacity to over 500,000 casks. Cask warehousing has become a key offering of the business in recent years and an area we will continue to invest in. Due to our recent investment, our cask warehousing solution now includes strategic locations across Scotland; Glasgow, Edinburgh, and East Dunbartonshire, offering geographical coverage for our customers, as well as the following features:

- HMRC approved
- Monitored security including intruder, CCTV systems and secured access control
- Integrated warehouse management system
- Client interfacing and management reporting
- Flexible commercial terms
- Dedicated account management team

“There continues to be a demand for high quality, flexible cask storage warehousing. The introduction of this additional capacity enables us to extend our warehouse offering and work with our customers to meet their requirements.”  
David Paterson, Managing Director, Carntyne Transport



meet hannah  
Hannah Davidson has just started at Springburn in the role of Trainee Traffic Operator. “I wanted to join a professional and reputable company which would allow me to expand my transport opportunities within the Russell Group. I have received excellent training which is helping me understand and fit into my new job role.”

## COMPETITION TIME

### Are you up to speed on Health & Safety across the Group?

This competition will test your knowledge. Fill in the blanks below, find the words in the picture and circle them. Then either take a picture and send to marketing@johngrussell.co.uk or pass to your line manager. 2 winners will be chosen from all the correct entries with a Russell and Carntyne Model Truck up for grabs. Good Luck!  
T&Cs: deadline for entry is 31st October 2019.

G	U	E	M	F	M	D	H	A	B	P	T
S	U	F	M	A	T	C	Y	J	R	J	V
A	S	L	O	O	D	H	S	O	V	D	L
F	D	O	R	I	H	K	C	F	Z	X	G
E	R	R	B	D	H	E	R	A	C	T	S
T	A	Z	I	S	E	K	O	M	G	H	T
Y	W	I	L	D	E	Y	N	N	O	C	O
K	O	C	G	F	U	R	I	I	G	S	P
N	T	E	L	D	M	V	V	T	H	J	J
I	R	P	L	S	I	Q	O	E	U	T	H
H	T	B	A	R	Z	Q	R	K	N	W	B
T	W	Y	D	G	X	O	J	P	C	F	K

The Group's overall safety goal is Safety for \_ \_ \_  
Carntyne Health and Safety actions:  
S\_ \_ \_ , T\_ \_ \_ , O\_ \_ \_ , P\_ \_ \_  
Carntyne Health and Safety campaign title:  
D\_ \_ \_ \_ T\_ \_ \_ \_ S\_ \_ \_  
Russell Health and Safety: In order to get h\_ \_ \_ safely,  
you must think and \_ \_ \_ safe.

notes:



# THINK. ACT. HOME. **SAFE**



## THINK SAFE

Safety and Compliance is everyone's job, and everyone should Think Safety First before carrying out any task.

## ACT SAFE

Every action taken in the workplace should be carried out safely, watching out for situations that could cause harm and ensuring everyone's safety is a key priority.

## HOME SAFE

Every employee has the right to go home safe and healthy every day. By thinking safe and acting safe we are making sure that everyone goes home safe.