

# WAVE

EDITION 8 : 2018

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IF YOU'D LIKE TO GET IN TOUCH ABOUT ANY OF THE STORIES FEATURED IN WAVE, PLEASE CONTACT THE PR & COMMUNICATIONS DEPARTMENT.

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# WELCOME TO THE LATEST EDITION OF WAVE.



Over the past couple of months, my attention has been on looking into mental health. I received an email from one of our employees recently who wanted to highlight the stigma of mental health issues to me, his own journey and his road to recovery with the help of his family and friends. In particular, he wanted to make a difference for those people around us that are either directly affected by mental health or are finding it difficult to find a way forward.

There is, unjustifiably, a real stigma around mental health which makes it hidden, uncomfortable to be spoken about and all too often ignored. And yet, the statistics tell us it is far more of a common issue than most of us will recognise.

I've been speaking to employees across the business about mental health and shared with them my own experience with my family and friends. Since I brought this issue to the forefront I have been approached by a number of people in our workforce who shared their own experiences and who wanted to speak about their own journey, which I thought was an incredible thing to do.

With approximately 1,200 colleagues within PD Ports, it is important for us all to begin speaking about our mental health and the issues that we face. At present a number of mental health first aiders are being trained across the business to help support and guide people to find help with any issues they face. Our Harbour Police have also taken steps to tackle the stigma around mental health working with nationwide charity, Mind, on the Blue Light programme which supports all emergency services across the UK, which you can read more about on page 10.

Now more than ever, it's important that we engage with our friends, family and colleagues to talk about our mental

health and it's my hope that as a large employer within the UK, we can start the conversation about mental health and help raise awareness of the issues currently being faced.

With health and safety high on our agenda, we were this year awarded gold status in the RoSPA awards. It's a credit to all our employees that we've achieved this outstanding recognition and I'm confident our standards will continue to improve as we work together to highlight issues and implement innovative solutions. Read more about our front cover story on page 7.

Within this issue of Wave, we look at one of our bulk logistics operations for global manufacturer, Venator. Our team at Hartlepool work closely with Venator to provide a bespoke solution that fits the customers' requirements and is exceeding the customers' expectations. There's more about this on page 9.

Finally, our people are our most important asset and ensuring they have challenge and purpose in their career is something we are passionate about. On pages 11 and 12, General Manager – Engineering, Maurice Brooksbank discusses his approach to succession planning and how the department takes a methodical approach to making sure the business is future-proof.

Frans Calje  
CEO, PD Ports



# NEWS IN BRIEF



## GIVING YOUNG PEOPLE AN INSIGHT INTO THE WORLD OF WORK

PD Ports has a long-standing history of supporting young people throughout our sites in the UK with work experience. Providing the opportunity for students to come into the business and get a real flavour of what work is like and what careers are available is really important for inspiring the next generation.

According to a study completed by Organisation for Economic Cooperation and Development, on average, for each career talk with someone from outside of the school experienced at age 14-15, young people benefit from a 0.8% wage premium when they are older.

This summer, we hosted four work experience students from St Lawrence Academy in Scunthorpe, who were based at Groveport for two weeks. They had the opportunity to visit our other Humber sites, gaining insight into what we do, and even travelled up to Teesport for a short trip out on the River Tees (pictured above).

## AWARDING NORTH EAST'S TOP MARKETERS

Kirsten Donkin, PD Ports' Head of PR, Marketing and Communications, recently was invited to sit on the judging panel for the North East Marketing Awards. Following a day of meeting finalists with fellow judge, Consultant, Russ Morrow, Kirsten commented: "I have been blown away with the immense marketing talent and endless passion for the profession here in the region." The winners of these awards will be revealed at a dinner on Thursday 18th October.

## ROARING TWENTIES RAISES FUNDS FOR HIGH TIDE

The High Tide Foundation held a 'Roaring Twenties' themed evening in May this year to raise funds to allow the charity to continue providing its unique work experience and industry-led skills programmes.

Hosting circa 100 guests from across Teesside, the Foundation raised a fantastic £4,000 at the event at Rockliffe Hall, which has chosen the High Tide as its charity of choice.

The night saw many of the guests donning fancy dress to fit the theme, whilst dancing along to local singer, Simon Carter. If you're interested in attending any of High Tide's future events, make sure to keep an eye on its website – [www.hightidefoundation.co.uk](http://www.hightidefoundation.co.uk).

## NEWS IN TWEETS



Claire Cook  
[@clairecook9999](https://twitter.com/clairecook9999)

What an amazing site visit to PD Ports today for our [@TeessideUni](https://twitter.com/TeessideUni) Leading Growth programme! Kirsten Donkin & Mike King were so knowledgeable & the passion they have for the port & the Tees Valley was evident! Thank you! [@PDPorts](https://twitter.com/PDPorts) [@pdportskirsten](https://twitter.com/pdportskirsten) [@theforgeTU](https://twitter.com/theforgeTU)



Phil Spencer  
[@philspencer1316](https://twitter.com/philspencer1316)

Day 5 of [@OurBlueLight](https://twitter.com/OurBlueLight) torch relay in the [@ClevelandPolice](https://twitter.com/ClevelandPolice) area and have been with our colleagues from [#harbourpolice](https://twitter.com/harbourpolice) [@PDPorts](https://twitter.com/PDPorts). Really important to involve this organisation along with [@CoastguardNE](https://twitter.com/CoastguardNE) [@ClevelandMRT](https://twitter.com/ClevelandMRT) [@RedcarRNLI](https://twitter.com/RedcarRNLI) to expand our collaboration [@mindbluelight](https://twitter.com/mindbluelight) [@randcmind](https://twitter.com/randcmind)



Richard Swart  
[@richswart](https://twitter.com/richswart)

Superb introductory meeting between Tees Valley UK Mayor [@BenHouchen](https://twitter.com/BenHouchen), [@pdports](https://twitter.com/pdports) COO Jerry Hopkinson & SAfrica's [@MayorDurban](https://twitter.com/MayorDurban), [@kzngov](https://twitter.com/kzngov) Finance Minister [@MECBelindaScott](https://twitter.com/MECBelindaScott) & biz leader. Clear common ground. Ports, automotive, free port discussion et al & solid follow-ups planned



Louise Gibey  
[@louise\\_ep](https://twitter.com/louise_ep)

Thanks for the invite [@DaisyChainHolly](https://twitter.com/DaisyChainHolly) to your friends of Daisy Chain event, it was a great morning listening to Frans Calje of [@PDPorts](https://twitter.com/PDPorts) on the effect of Brexit - a really interesting and engaging talk. Thanks again and well done on all the amazing volunteering work!



MtS-Humber  
[@MtSHumber](https://twitter.com/MtSHumber)

One of our volunteers had a busy day visiting ships along the River Trent. Lots of Seafarers seen and lots of gangways climbed! [#portchaplancy](https://twitter.com/portchaplancy) [@PDPorts](https://twitter.com/PDPorts) [@FlyingAngelNews](https://twitter.com/FlyingAngelNews)

# NEWS ROUND UP

## KICK-START FOR FOOD STORAGE AT FELIXSTOWE

PD Ports' 450,000 sq.ft. warehousing operation at Felixstowe has now been officially endorsed to allow it to handle and store food products. One of only 550 warehouses in the whole of the UK accredited with BRC Global Standard for storage and distribution, and the only warehouse in PD Ports' portfolio, the site can now offer portcentric logistics to a new market.

The objective of the BRC Global Standard is to ensure that the integrity of the product is upheld during the storage and distribution, and that customer confidence is maintained through audit and certification.

Three adjoining warehouses at Felixstowe provide circa 30,000 pallet positions in an ideal location near the Port. Currently handling products for one of the world's largest bicycle brands and a leading supplier of gifts and interior accessories, amongst other customers, the warehouse now has the stamp of approval to work with customers in the food sector.

**“** Mark Oakley, General Manager at Felixstowe, commented: “The team here have put in a lot of time and effort to enable us to achieve this accreditation. Now that we're working to BRC standard, we can attract a whole new customer profile to our well-situated and efficient warehousing operation.

“Our portcentric logistics solutions have been proven to save customers time, money and carbon emissions, so I'm looking forward to seeing what we can achieve for customers within this new market.” **W**

## SHORTSEA NETWORK OPENS UP THE UK AND EU VIA TEESPORT



PD Ports is now able to offer a viable alternative to using the increasingly congested European and UK hub ports with the launch of the Unifeeder new short-sea services that will offer direct routes from Antwerp and Dunkerque into Teesport.

This new service connecting Teesport with Dunkerque will open up road cargo across mainland Europe with shorter times and distances in and out of the UK.

Unifeeder is offering the new service from 15 August 2018 to complement its services linking Rotterdam with the ports of Felixstowe, Immingham and South Shields. Kim Catterick,

PD Ports' General Manager Key Accounts & Customer Development, sees this new service as a real boost to business in the North East of England looking for fully intermodal door-to-door solutions.

**“** “Short-sea services are the lifeblood of our ports and this partnership with Unifeeder offers more routes in and out of Europe and into the UK. We have invested heavily into the region and more and more of our customers are searching for routes that offer direct access to their markets. Using Teesport with its excellent road and rail connections and in particular its well established

daily Scottish rail service, opens up the north of England and Scotland; providing cross-channel services linking the Netherlands, Belgium, France and into Germany using road transport.

“We understand that customers want direct access and guaranteed schedules. There has been an increasing demand to move away from the congestion at some of the major European and UK ports and using Teesport, along with our other locations means we can partner with companies offering solutions that work for both the UK and mainland European customers.” **W**



### DID YOU KNOW?

One in four containers arriving via sea through UK ports is carried inland by rail and each freight train takes around 60 HGVs off the road. (Source: Rail Freight Group)



# STRENGTHENING LONG-SERVING SUPPORT FOR FORMER MILITARY WORKERS

PD Ports has been a strong advocate of the value that employing former military workers brings to the business, with around 8% of its 1,200 workforce being service veterans and reservists.

This year, we've signed a pledge to support ex-members of the armed forces find local jobs and enhance their employability skills once they leave military life.

**“** Russ McCallion, PD Ports' HR Director, commented: "The wealth of transferable skills and attitude that ex-service men and women bring to our business is exceptional. They are disciplined, decisive and determined individuals with a true team spirit, which adds real value to our business

and the wider supply chain. I would encourage any business operating in the logistics sector to consider the potential of employing former military personnel.

"With Europe's largest Garrison at Catterick, only 30 miles away from our main operations at Teesport, we aim to help provide stable employment opportunities for veterans as they start to build a new life.

"Having a diverse and inclusive workforce is a key part of our corporate social responsibility framework and signing the Armed Forces Covenant further strengthens our commitment to providing the richly deserved support to former military workers."

The Armed Forces Covenant is a pledge from businesses, local authorities and the third sector that those who serve or have served in the Armed Forces and their families are treated fairly. We are proud to join a growing number that have already signed their pledges to recognise the value of our Armed Forces' community.

The Covenant was signed at PD Ports' headquarters in Middlesbrough by Russ McCallion, PD Ports' HR Director with Commander Ian Berry, HMS Calliope on behalf of the Ministry of Defence. **w**



# LAUNCHING STRATEGIC PARTNERSHIPS TO SERVE UK IMPORTERS

Collaboration is key for us at PD Ports as we continue to work with our customers and suppliers to create bespoke solutions that provide value.

Recently we formed a partnership with Seacon (SG), a UK port-based terminal operator, freight forwarder and one of the UK's largest independent suppliers to paper and pulp importers in the forest products industry, to establish a point of entry into the North of the UK for its customers.

Already operating from the South at the Port of Tilbury, Seacon (SG), part of the Seacon Group of Companies, will now use Teesport as its Northern logistics hub.

The Port's unrivalled connections to the Scandinavian market through shipping

line, Containerships, its proximity to an excellent transport network and PD Ports' skilled and experienced logistics team were instrumental in Seacon (SG)'s decision to choose Teesport.

The addition of Teesport allows Seacon (SG) to provide operational coverage from the North and South of the UK with the support of our skilled and experienced logistics team.

With one company able to offer a variety of services, working with PD Ports allows companies to benefit from flexibility, control and visibility of their supply chain. Within this operation, we have been able to provide a portcentric logistics solution integrating various services, all managed by one team, from shunting containers,

unloading to the warehouse, storing the cargo and transporting it to its final destination using its dedicated road haulage fleet.

The relationship between PD Ports and Seacon (SG) allows expertise and knowledge to be shared providing the best and most efficient service.

**“** Martin Phillips, Commercial Manager at Seacon (SG), commented: “Working with PD Ports has allowed us to have an entry point into the UK through the North for our customers. The service received so far has been excellent and it has enabled us to increase efficiencies in our customers' supply chain and provide further flexibility in the operation as and when needed. Customers have already re-signed to extend contracts

since the formation of this partnership; which we believe is illustration of the initial success of this project.”

**“** Ian Johnson, PD Ports' Director Portcentric Logistics, said: “Fostering relationships with market leaders like Seacon (SG) allows us to learn and share our expertise to work to create more tailored solutions for customers using our port facilities.

“Welcoming Seacon (SG) to Teesport is another vote of confidence not only for Teesport, but for the wider Tees Valley. We're positioning Teesport as the UK's northern gateway for global shippers serving Northern markets, and this move for Seacon (SG) further cements our vision of providing importers with bespoke portcentric solutions.” **W**

# M6TOLL'S HERGV WINNER KICK-STARTS HER CAREER WITH PD PORTS



In an effort to address the haulage industry's driver shortage and the proportion of women within HGV driving roles, M6toll created the HerGV initiative which has reached a milestone point in the campaign as they announce that their competition winner has been offered a full time job opportunity by PD Ports.

M6toll's HerGV competition was run in conjunction with the Road Haulage Association (RHA) and Pertemps Driver Training, and aimed to encourage more women to seek a career within the HGV industry.

**“** Emma Walker, the winner of the HerGV campaign said:

“Becoming a HGV driver was a dream of mine since I was a little girl and with the help of M6toll, RHA & Pertemps Driver Training, that dream is now a reality. Before I embarked on this journey I didn't quite realise how much I would have to do to get my licence. I am so proud of what I have achieved for myself as well as my family, and I am very much looking forward to hitting the road, thanks to PD Ports, who will be instrumental in my career, moving forwards.”

**“** Jim French, PD Ports' Portcentric Logistics Director, said: “We're very pleased to welcome Emma to our transport team at Teesport and delighted to be her employer of choice in what is an incredibly competitive industry.”

Emma Walker's HerGV prize package was worth over £3,000 and included HGV training from industry leaders, Pertemps Driver Training as well as

guidance from some of the most influential women within the HGV industry. Emma Walker has also become a She's RHA ambassador, with the hope that she will encourage other women to join the haulage industry.

**“** Maxine Estevez, Press Officer at M6toll concluded: “We're so pleased that Emma has now been given the opportunity to fulfil her dream of becoming a HGV driver. She was a worthy winner of our HerGV campaign, and continues to take steps towards making a positive change within the industry. We hope that she continues to push forwards, and prove that, with a positive attitude and a powerful message, change is possible.” **W**



# USING RAIL TO SUPPORT YOUR SUPPLY CHAIN

**W**ith road transport being the most common way to move cargo within the UK, you may question why you would need to consider any other method. Providing flexibility and door-to-door service, road is a great solution. However, using only road excludes one of the most reliable and environmentally-friendly ways to move freight.

As the challenges facing road transport increase, it's becoming ever more important to diversify and use other transport methods. With the build-up of congestion on the motorways and a shortage of 45,000 HGV drivers, that is set to increase, of which the impact will be felt further in the coming years, it's vital that supply chains build resilience by using rail as a viable alternative.

Rail freight has been popular since its introduction in the 1800s and in recent years has become more widely adopted by shipping companies, container operators, retailers and some of the UK's top brands.

The benefits it provides allow users to create efficiencies in their supply chain whilst increasing resilience. This has been seen by those taking advantage of the rail connections at Teesport, a deep-sea port located in the North East of the UK. With regular rail services to Scotland and Felixstowe on a daily basis, port customers are expanding their supply chain to support further growth.

Teesport has 26 vessel calls a week, from Europe to further afield, providing a gateway into the North. Many of the world's largest shipping lines visit the Port, connecting it to major ports including Rotterdam, St. Petersburg, Japan and Gdynia.

This connectivity, coupled with an onsite intermodal terminal, has seen Teesport become recognised by those importing and exporting from Scotland as a hub into the UK. Using rail to move their cargo to and from Scotland allows these cargo owners to benefit from cost-savings, reliable services and a reduction in carbon emissions.

As supply chains get squeezed to reduce costs, rail offers the opportunity to make savings without compromising on quality.

RAIL FREIGHT IS A CHEAPER WAY TO MOVE CARGO AROUND THE UK WITH A CONTAINER BEING TRANSPORTED BY RAIL UP TO SCOTLAND FROM TEESPORT COSTING 40% LESS THAN THE SAME JOURNEY BY ROAD.

As well as being more cost effective, rail provides structure and reliability. With a strict timetable to keep, customers know exactly when their cargo will be collected in one port and arrive at the other, allowing for the growing use of rail for time sensitive deliveries.

In using rail freight, cargo owners reduce their impact on the environment with a reduction of 76% CO<sup>2</sup> emissions compared to road. The increased use of rail is better for communities with less visual and noise pollution and the reduction of congestion on the roads resulting in 1.6 billion fewer HGV kilometres every year.

With rail's popularity on the rise, we're continuing to increase our services to meet customer demand. Operating amongst a busy container operation, seeing 490k TEU (Twenty-foot Equivalent Unit) a year, the rail terminal is set to add a second train service to Scotland in late 2018 and a further connection to Manchester in early 2019, with additional services being considered in line with market demand.

Using road and rail together within your supply chain could offer the best of both worlds. Rail provides reliability and cost-savings over long distances whilst road delivers flexibility for the last mile. Introducing rail could provide a number of potential benefits and as the challenges within road transport become further exacerbated, now is the time to see what rail could do for you. **W**

# GOLD STANDARD IN SAFETY

Health and safety is PD Ports' top priority, ensuring employees and visitors are safe in the working environment and remain at peak health. For the second year in a row, we've entered the internationally-renowned RoSPA awards, the longest-running industry awards scheme in the UK.

After achieving silver in 2017 in the awards, led by the Royal Society for the Prevention of Accidents (RoSPA), this year we have been recognised with gold status.

“David Jones, PD Ports' Group Health, Safety and Environmental Manager, commented: “Health and safety is our number one core value at PD Ports. It informs every decision we make and every action we take. It's vital to us that everyone who comes in contact with our business walks away in the same state of health in which they arrived.”

“We're extremely proud that our commitment to ensuring a safe work environment has been awarded with Gold status. Our employees work tirelessly to correct issues, identify new processes and innovate our current practices to improve health and safety.”

Of those who collected the award at a prestigious ceremony in July, were

a number of representatives from the 'safety champions'. The safety champions initiative was a major focus within our application due to the considerable impact they've had on the business, not only with health and safety but also efficiencies. There are 14 safety champion groups, made up of 80 employees acting as safety champions across the business, collectively spending over 510 hours annually identifying issues and improvements to develop our health and safety.

Introduced following the behavioural safety training in 2015, the safety champions are just one of the initiatives that helped PD Ports to not only improve the standard of health and safety, but to help grow and evolve the culture of the business. Stops for safety, safety concerns and suggestions were also introduced to encourage further employee engagement.

Involving our employees in their health and safety is vital at PD Ports, as these are the people undertaking the job on a daily basis. They have the knowledge of the activity and see the operation every day. If there is an issue to be addressed or something that could be improved it's essential our employees are consulted to ensure the right solution is being implemented. **w**



Representatives from the health and safety team with a number of safety champions collected the award at the official ceremony in July.





# SETTING GLOBAL BENCHMARKS FOR OUR CUSTOMERS



**I**n the North East, PD Ports operates a warehousing operation on behalf of Venator, a specialised global business with a high value portfolio of innovative pigment and additive products.

Our logistics team work as an extension of the customer to provide storage, warehouse management and support the onward distribution of its finished product. Within the operation, we have 20 employees working on the contract from forklift drivers to office staff, all ensuring the best possible service for Venator.

Sitting only 1.5 miles away from the production plant, PD Ports' warehouse at Hartlepool is a dedicated operation. Product is shunted from the plant to the warehouse by PD Ports seven-days-a-week, collecting circa 20 loads a day.

The varying grades of stock, all delivered in the similar packaging, need to be carefully managed to

ensure the correct product is received by the customer. This involves fulfilled orders being checked at least three times. The storage of these goods is so specialised that qualified forklift drivers have to undertake a further three weeks of training to stack pallets correctly and safely within the warehouse.

The 117,115 sq.ft. warehouse sees a quick turnover of cargo with three shifts working daily to manage the movement and loading of the product. Around 18 to 24 vehicles are loaded daily for orders to be delivered across the world.

The hard work and dedication of the team is not going unnoticed by the customer, Venator, who regularly praises the operation. Those working in the warehouse are actively engaged in continuous improvement interacting with management to suggest ways to further enhance the processes.

The most recent success seen at the warehouse was the efficiency of truck loading. The team utilise

labour effectively to load trailers and containers in an hour allowing more orders to be completed and sent to Venator's customers in a day. Within the customer's worldwide supply chain for this product type, this is one of the quickest loading times and PD Ports is used as a benchmark for others globally.

As well as storage and warehouse management, for onward distribution of the cargo within the UK, the customer uses PD Ports' transport

fleet. We have also supported the customer with an increase of storage space when required.

This solution provides the customers with an efficient and fluid method of storing and sending orders out by utilising our expertise in logistics. This operation is just one example of how we can integrate into a customers' supply chain providing the expertise and experience to support their business. **W**



# TACKLING MENTAL HEALTH STIGMA IN THE WORKPLACE



PD Ports' HR Director, Russ McCallion (front) signs the pledge with Harbour Police Inspector Jim Bone (left), Inspector Phil Spencer - Blue Light Programme Coordinator for Cleveland Police (centre back) and Harbour Police Sergeant Mick Robinson (right).

**E**nsuring everyone has good mental health is important at PD Ports. With over 1,200 employees, it is our duty as an employer to provide the best environment to ensure people are happy and healthy at work. Mental health is very much like physical health in that everyone has it and we need to take care of it.

Talking about our mental health is something that in today's society is frowned upon as people often don't have someone to speak to, or they are told to simply 'man up'. With approximately one in four people in the UK each year experiencing a mental health problem, at PD Ports we want to become a support mechanism for our employees.

Statistics show that male suicide rates remain consistently higher than female suicide rates across the UK, around three times that of female. With a predominantly male workforce, we

want to give employees an easy and accessible way to seek help for their mental health. This has led to the introduction of mental health first aiders across the business.

Mental health first aiders gain a deep understanding of what mental health is and what factors can affect someone's wellbeing. Through a two-day course, employees that put themselves forward for this role will learn practical skills to spot the signs of mental illness and gain confidence to step in and support people who need assistance.

There are currently 32 mental health first aiders across the business but over the next twelve months, the aim is to have at least one person in this role on every site/operation across the Group.

As well as introducing this initiative, we also see the importance of educating managers and supervisors as to how mental health can affect their employees. We're running a course which all managers will be expected

to attend that will look to address and reduce mental health issues at work.

The Managing Mental Health course will provide a deeper understanding of mental health, specifically in the workplace, the various types of illnesses and how to recognise the signs and symptoms.

Offering this course, and also introducing mental health first aiders, is part of a wellbeing programme being rolled out across the business to not only help raise awareness of mental health issues but also look to remove some of the stigma previously associated with such issues.

Although we want to ensure that all our employees are in good mental health, there are divisions within the company that may need extra support. PD Ports has its own police force which operates to the same standards and operational procedures as the normal police force but focuses solely on the ports of Teesport and Hartlepool.

Earlier this year, we signed a pledge on behalf of Teesport's Harbour Police to challenge the stigma of mental health within the workplace and promote positive wellbeing.

Part of a nationwide Blue Light programme, led by charity Mind, the initiative was established after research showed members of the emergency services were more at risk of experiencing mental health issues than the general population but were less likely to seek support.

The Harbour Police became involved with the programme through close connections with Cleveland Police and have since created an action plan to tackle mental health stigma and offer support. The action plan includes a poster campaign to raise awareness about mental health, demonstrating an open door policy for Harbour Police staff, establishing Blue Light Champions and launching wellness action plans.

Russ McCallion, PD Ports' HR Director and Harbour Police Inspector Jim Bone signed the Blue Light Time to Change pledge to further highlight the Harbour Police's commitment to its officers' wellbeing.

**“**Mr McCallion said: “As we have our own Police force at Teesport, it's important for us to recognise the specialist needs these employees present and put in place the right framework to support these individuals.

“Being part of the Mind Blue Light programme allows us to join together with emergency services around the country to continue to tackle mental health stigma.”

Within the force, Harbour Police Sergeant Mick Robinson is leading on this programme with Harbour Police Constable Holly Fielding as a Blue Light Champion.

By increasing what we know about mental health and how to support employees that are suffering, we can hopefully start to get people to open up and request help where needed to ensure everyone is happy and healthy at work. **W**

# CREATING THE NEXT GENERATION OF ENGINEERS



L-R Thomas Dawson, Emily Clark, Greg O'Neil, Anthony Paxton, Daniel Dobson, Sarah Dover, Luke Jackson, Martin Walker, Lewis Walton and Kevin Lloyd - Some of the 99 employees working with engineering.



## WITH A RECENT WAVE OF PROMOTIONS AND NEW APPOINTMENTS WITHIN THE ENGINEERING TEAM AT TEESPORT, THEY HAVE A PROVEN RECIPE FOR SUCCESS WITH A REALM OF SKILLED AND DRIVEN PEOPLE AT THE REINS AS PD PORTS' GENERAL MANAGER ENGINEERING, MAURICE BROOKSBANK EXPLAINS.

**T**o get to this point and ensure the team is continually prepared for the future takes a lot of effort behind the scenes. It's all about using the direction and strategy of the business to identify its needs and requirements from personnel.

Knowing what the business wants to achieve in 5-10 years' time is incredibly important for us as we want to ensure we can support this vision. As well as this, we have to monitor our current workforce to be able to adapt to the organisational objectives of the business. To get the right people in place with the skills and knowledge needed can take time.

Employing engineers to work within a port environment can be challenging with many potential recruits unfamiliar with the environment and equipment on site. Another hurdle to overcome when employing new people into the business is our geographical situation. Teesport is distanced from many other port facilities, which reduces the availability of skilled personnel in the area.

Due to this, the department takes a 'home-grown' approach, which centres around apprenticeships. Of the current engineering workforce at Teesport, 52% started their career with the business as an apprentice.

When understanding staff resources we will need in the future, it's important to see where the business is heading and also what technological advances will effect how we work as a department. We carefully map out

these requirements with the aspirations of our employees providing pathways for progression. On an annual basis, appraisals are carried out with all 99 members of staff understanding the future vision for the department and for themselves as an individual. The department promotes continuous improvement across all areas and throughout the appraisal process we provide a framework for employees to reach their full potential.

Within the engineering department, we provide a transparent environment whereby individuals feel they can progress. Their aspirations are always considered alongside the business plan, and there are no barriers to individuals looking to develop their underpinning knowledge and achieve Chartered status. This approach has enabled us to retain employees into higher management positions, that would be difficult to attract otherwise.

Two employees, who started as apprentices and are now departmental managers reflect the success of this method. Anthony Paxton, 32, and Martin Walker, 30, both started at Teesport after leaving school working with NETA Training to gain the relevant qualifications. Both were recognised by management as possessing an excellent work ethic, academic ability and enthusiasm to further their careers.

Through appraisals and mentoring, development plans were created for the engineers, which set them on the path of gaining further qualifications in their chosen trades. As the business progressed and people moved on, management positions that had been in Anthony and Martin's sights opened

up. This allowed them the opportunity to use their skills and experience to take on this new challenge. Anthony is now Group Engineering Manager; Mechanical and Martin holds the position of Group Engineering Manager; Electrical as of April this year.

As well as using succession planning to identify gaps in the team; as the business changes and evolves with market changes and technological advances, gaps in knowledge and skills appear. Sarah Dover, 29, started with PD Ports as an Administrator, but as new systems were implemented, new opportunities arose. Pressure to increase planning and performance levels for port operations allowed Sarah to use her organisational skills in a brand new role.

As Sarah built the organisational framework and improved communications with operations, she began to excel in her role. Although previously she hadn't considered her career plan, the new position allowed her to envisage a future and progression path within the Company. Working through her development plan, Sarah has recently been promoted to Superintendent Engineering Support Services.

The flat management style that we adopt in engineering has brought the team together, promoting a sense of community, in which we support each other and empowers employees to make decisions. Although there may be changes and challenges ahead, our team are continuously evolving to ensure the business is supported for the future. 



## DIRECTOR RECOGNISED IN QUEEN'S BIRTHDAY HONOURS LIST

**J**im French, PD Ports' Director Portcentric Logistics and former RHA (Road Haulage Association) Chairman, has been awarded an MBE in the Queen's Birthday Honours List for services to young people in the transport industry.

Jim started his career as a traffic office trainee before moving into management with BRS (British Road Services), then to Exel Logistics and subsequently NYK Logistics in 1998. Five years later Jim joined Teesside-based PD Ports where he has worked as a director of logistics for more than 13 years.

Now semi-retired, for the last four years Jim has dedicated his time at PD Ports in consistently advancing the cause of young people in the logistics industry, culminating in the launch and continued successful operation of the Tees Valley Logistics Academy run with our colleagues at Stockton Riverside College and supported by national charity Career Ready and Think Logistics.

Jim was awarded 'Volunteer of the Year' by Career Ready in 2016 for his contribution to the successful formation of the Tees Valley Logistics Academy with his work being described as 'inspirational'.

**“**Frans Calje, PD Ports' CEO, commented: "The need to encourage young people into this industry sector, which has some major skills shortage issues, is one that has long been a cause to which Jim has committed himself. With local schools and employers he has created opportunities for young people to better understand the industry and the prospects it can hold for a young person's future career path. Recognition of his contribution is very well deserved and we are incredibly proud to have Jim as part of our team here at PD Ports."**”**

Alongside his commitment to enthusing young people about a career in logistics, Jim played a key role in the formation of the RHA's Road to Logistics – a charitable organisation launched to offer a route into logistics for diverse groups including veterans, reformed offenders, women, the disabled and young people leaving care.

Jim stepped down from his role as RHA Chairman in 2018 but remains an active member of the Board of Directors. **W**



### DID YOU KNOW?

If well-maintained, a container has a lifespan of around 30 years, possibly more. 40-foot containers usually last longer than 20-foot containers as they are not usually packed to its weight limit, unlike the 20-foot containers. (Source: Port Technology)



# IN THE COMMUNITY

AS A BUSINESS, WE UNDERSTAND THE IMPORTANCE OF BEING ACTIVE WITHIN THE LOCAL COMMUNITY AND WE ENJOY BEING ABLE TO GIVE BACK.

Since 2005, we've supported our employees and their families by contributing to organisations, clubs or activities they're involved with through our employee engagement scheme, Find it Fund it. This scheme has helped over 230 projects from across the UK and this number grows every month. Here are some of the great causes that the Find it Fund it scheme has benefited recently.

## BUZZING TO RECEIVE FUNDS TO SUPPORT PLAY GROUP

In January this year, Ady Lindley, Operations Manager at Howden, received £250 for the Busy Bees Playgroup in Goole.

Ady's wife is the playgroup leader and is hoping to extend their learning environment to the outside play area. The group is looking to purchase a wooden mud kitchen which will help to expand the Busy Bees' imaginative play.

## DAFT AS A BRUSH

Daft as a Brush, a charity run by volunteers, transports cancer patients to and from appointments within the North East. The charity relies fully on donations.

Jackie Sexton applied for funding in February this year to help the charity purchase dash cameras to protect the drivers from scurrilous accident claims and as general evidence of safe driving.

Jackie is directly involved with the charity and is qualified to drive the ambulances for transporting patients. She was awarded £500 to help with the purchase of these much needed cameras.

## KESTRELS FLYING HIGH

Paula Naunton, Central Admin Team Leader at Felixstowe, was given £250 for Kirton Kestrels Football Team in which her son plays for.

This small village football team needed assistance with funds towards the hiring of sports centres during the winter months and also help towards the purchase of new equipment.



Kirton Kestrels celebrate the donation to their club.

### THE PURPOSE OF



- Supports our sense of duty to be socially responsible and 'give back' to local communities where we operate.
- Adds value to our business and drives positive change in society.
- Demonstrates and encourages a caring and valued culture for employees, customers and contractors.
- Drives our 'desirable employer' agenda.

## IMPROVING STANDARDS FOR LOCAL TEAMS

In February, Chris Leonard, Contract Manager for Taylors of Harrogate, was awarded £1,000 for Hetton Juniors Milan Under 7's. The newly established football team, which Chris' son plays for, requested funds towards the purchase of sportswear.

Using this donation, they've acquired a full range of clothing that is fit for purpose, helping to improve standards. The awarding of these funds will aid the young people's development in the sport as they start to play in the Russell Foster Youth League. 



The Hetton Juniors Milan Under 7's sport their new football kit.

# IN YOUR SHOES

WE'D LOVE FOR YOU TO GET TO KNOW OUR PEOPLE HERE AT PD PORTS; GAIN INSIGHT INTO WHAT THEIR DAY-TO-DAY ENTAILS AND WHAT MAKES THEM TICK OUTSIDE OF WORKING HOURS.



**MIKE KING**  
UNITISED  
OPERATIONS  
MANAGER

In the sixth of our Q&A features, we find out what it's really like to be in the shoes of Mike King, Unitised Operations Manager at Teesport.

**Q TELL US ABOUT YOUR ROLE:**

**A** As Unitised Operations Manager, I'm responsible for the day-to-day running of Teesport's container, ferry and intermodal rail operations. Essentially, my role is to ensure that we safely and efficiently deliver a first-class service to our customers.

**Q HOW BIG IS YOUR TEAM?**

**A** I have a team of nine directly reporting to me, but overall across the terminals we have 270 members of staff which is steadily increasing.

**Q WHAT ARE THE KEY CHALLENGES OF YOUR ROLE?**

**A** We're a growing business, which is challenging in its own right.

Ensuring we not only maintain, but improve our performance whilst planning and preparing for increasing traffic is a challenge and the requirements of our customers can change quickly which can make planning challenging.

**Q SO HOW DOES THE TEAM WORK TOGETHER TO ADDRESS THESE CHALLENGES?**

**A** Strategic planning is key. Our overall plan is reviewed weekly and our tactical planning is reviewed at key points every day and updated or revised entirely if necessary. When it doesn't go to plan, fortunately we have very experienced, competent and dedicated staff that will pull up trees if needed.

**Q WHAT ASPECT OF YOUR ROLE DO YOU LIKE BEST?**

**A** There is always something going on at Teesport, so getting out and about in the terminals I would say.

**Q HOW LONG HAVE YOU BEEN WORKING AT PD PORTS?**

**A** 10 years - I started in Unitised as a Ferry Securer.

**Q WHAT IS YOUR EARLIEST MEMORY?**

**A** My mam chasing me around the living room trying to get me into a pair of red cord dungarees and I was having none of it! My mam disputes this and says they were green...

**Q WHICH LIVING PERSON DO YOU MOST ADMIRE AND WHY?**

**A** I'm not sure admire is the right term, but I think Thomas Piketty, the French economist is brilliant. His progressive thinking on responsible and ethical capitalism is refreshing.

**Q WHAT IS YOUR GREATEST ACHIEVEMENT?**

**A** Achieving a distinction in my Master's degree.



**DID YOU KNOW?**

The logistics and transport sector is the UK's fifth largest employer. (Source: RHA)

