



# WINTER Newsline2007

The Storage & Handling Equipment Distributors' Association

## **Striving for excellence**

**A message from the President**

**SHEDA match funds**

**Important Dates**

## **Members' News**

**Continuous Improvement**

**Multipart Invests**

**QMP – as seen on TV**

**Axis Scotland Ltd**

**HiLo-PSS**

**Index Direct**

**In SAFE Hands For Quality**

**Storax Racking Supplies**

**New space-efficient storage solution**

**Troax**

The Storage & Handling Equipment Distributors' Association,  
Heathcote House, 136 Hagley Road, Birmingham, B16 9PN  
Tel: 0121 454 4141 Fax: 0121 454 4949  
Email: [info@heathcote-coleman.co.uk](mailto:info@heathcote-coleman.co.uk)



# Stay agile - stay ahead!

By SHEDA President, Craig Powell

**I believe it has never been so important within the industry to be as fast on your feet as it is today. There is an increased need for racking and shelving companies to be able to adapt their business to take on board wider opportunities to project manage related disciplines. In such a price based environment it is important that all SHEDA members are able to do this as they might not be able to stay profitable on racking and shelving alone.**

Having said this, times are looking good for SHEDA members. At the recent council meeting there was strong evidence that major retailers, logistics companies and energy producers are seeking SHEDA membership as a prerequisite of tender qualification. Indeed three concrete examples of this in the last 12 months came to our attention.

SHEDA is successfully adapting to reflect the needs of the current marketplace. Its criteria for membership stating distributors have to demonstrate £25,000 worth of stock holding has been relaxed. This is no longer necessary in today's fast paced environment, where manufacturers will often deliver the next day.

SHEDA will of course continue to take a rigorous approach when reviewing applications for membership. We want only genuine distributors and not simply agents to wear the SHEDA badge.

Members should be willing to make a direct contribution to the marketplace by reflecting and championing SHEDA values.

*Craig Powell*

## QUALIFICATION FOR FULL MEMBERSHIP

Any bona-fide Storage Equipment Distributor seeking membership must:

Be a formally constituted business more than two years old.

Hold a main distributorship from a recognised storage equipment manufacturer.

Have an adequate level of liability insurance cover.

Be committed to best practice in the design, supply and installation of storage and handling equipment.

Supply new equipment unless agreed in advance with the customer.

Install products to manufacturers' design standards as well as relevant SEMA and SHEDA codes of practice.

Ensure installers are fully trained in the products they are installing.

Adhere to Health and Safety legislation on site.

Never knowingly mislead clients by fact or implication as to the performance of the products or systems being supplied.

Act with the utmost business integrity at all times.



# SHEDA match funds Health and Safety assessments

**Continuing to drive home the Health and Safety message, back at the AGM SHEDA launched, in principle, a scheme to support Health & Safety Assessments which has now been agreed by council. SHEDA will match fund up to a maximum of £375 of the cost of a primary Assessment. Therefore, if a member paid £500 for an audit, he would receive £250.**

SHEDA can put members in touch with a number of safety manufacturing companies or be willing to use someone of a member's own choice. We hope that over the next couple of years all distributor members will follow this route.

Ken Miller of Central Source has piloted the programme with Nottingham company Cope Safety Management, one of a number of

companies who could carry out such an audit. His experience was that members can work towards setting their own criteria on what needs to be assessed rather than a one-fits-all application.

A pre-visit questionnaire was provided by Cope and Ken's requirement concluded that up to 70% of the assessment should focus on warehousing. The assessors visited for the day and produced a 20 page summary and recommendations.

## CONTACT DETAILS

**Sharon Parker**

at the **SHEDA** office on **0121 454 4141**  
or email [enquiries@sheda.org.uk](mailto:enquiries@sheda.org.uk)  
for more information.

# SEIRS wins respect from CSCS

Widespread respect is growing for SEIRS (the Storage Equipment Installer's Registration Scheme) and the CSCS scheme is currently looking at developing this so that anyone wanting a CSCS card in the storage and handling industry would only get one if they had SEIRS registration.

***News of an agreement between SEMA and CSCS will be announced early in the New Year – and members will be provided with emailed updates in due course.***



# Next International Conference is the full Monte!

Don't forget to book your place for the International Conference next year in glamorous **Monte Carlo on Saturday April 26th 2008**, at the Riviera Marriott® Hotel La Porte de Monaco. The previous trip to Florence was a huge success with all 40 participants having a fantastic time. We want even more members to join us this time so make sure you book early to avoid disappointment.

Call **Sharon Parker** at the **SHEDA** office on

**0121 454 4141**

or email [enquiries@sheda.org.uk](mailto:enquiries@sheda.org.uk)

## AGM 2008 Diary Date



All **SHEDA** Members are invited to next year's AGM for which we have a provisional date of Friday **May 16th 2008**. We will confirm the venue and date as soon as possible and hope that you can all join us for what always proves to be a worthwhile and enjoyable day.





# We're Listening - Continuous Improvement

**Just over 12 months ago Davicon hired independent consultants to undertake research with a number of our customers to identify what was important to them and how well we were doing in those areas. Not surprisingly, we were rated highly on product quality, technical knowledge and professionalism amongst other things. But there were areas where we needed to make improvements.**

One of these was communication with customers. Appointing Jim Galloway as Sales Office Manager has helped to turn this around. With the enthusiastic support of a number of Internal Sales Specialists we have now put in place a system to log enquiries, measure quote turnaround and follow up quotes on a systematic basis. As a result there is more dialogue with customers and a faster quote return resulting in better overall customer service and consequently a higher closure rate for Davicon.

We have also worked hard on pricing, specifically on the lower value mezzanine floor where previously we were considered not to be as competitive as other suppliers. Customers might be surprised just how keen our prices are in this £5k to £20k bracket. We know this business is

'bread and butter' for many of our trade customers and we are pleased to have made significant progress in closing the gap.

As part of the improved support for our customers we have launched a programme of training. We are confident that ultimately this will assist our customers in quoting more effectively and winning more deals.

We'll continue to work smart over the coming months to continually improve the way we work for the benefit of the customer. We genuinely always welcome comments and suggestions from customers.



## CONTACT DETAILS

[g.butler@davicon.com](mailto:g.butler@davicon.com)



# Multipart Supply Chain Solutions invests in Hänel vertical lift technology



**SHEDA members Northern Storage in cooperation with Industore Limited have undertaken a major project in introducing a state of the art fast pick small parts storage solution at Multipart Supply Chain Solutions' new 268,000 sq ft, £20 million facility in Chorley, Lancashire.**

It is believed to be the most sophisticated solution of its type in the world. Industore have written bespoke software solutions and middleware to control sophisticated Hänel Automated Lean-Lifts fully integrated with Automated Conveyor systems.

The solution comprises 20 Hänel Lean-Lifts at a height of 12m which are grouped together into six separate activity zones. Each zone is served by a computer controlled conveyor system. Bespoke Industore software is fully integrated with Multipart's ERP system and controls the functions of picking, replenishment and perpetual inventory, passing commands to the conveyor in order to control transactions associated with tote movements in and out of the zones.

The Industore software also organises and coordinates picks into totes within the zones and controls all associated paperwork. Each Lean-Lift is supplied with a label printer to attach labels, which shows details such as customer, route, part description and order number, to picked parts. Upon pick completion, the Industore software automatically notifies Multipart's ERP system to initiate outbound process transactions (despatch paperwork and invoicing).

Multipart Supply Chain Solutions spent a

considerable period of time looking at a variety of suppliers to find the right solution and importantly the right partner to deliver their vision for the critical Small Parts Area of their Distribution Centre.

Such is the success of the initial installation that Multipart have recently ordered six further Lean-Lifts to complement the current operation and to help support its plans for future growth.

Commenting on the recent contract award Mr Keith Dewhurst, Head of Information Services said "We chose Industore after working together with them for almost 12 months. It was clear from the discussions and site visits we made to existing customers of Industore, such as the National Parts Distribution Centre for BMW in Bracknell and Mayflex in Birmingham, that the company had a proven track record for providing fast and reliable, totally integrated parts picking solutions within companies of a similar status and application.

"In addition to the impressive sites we visited, we have been able to work together with the Industore software engineers to provide us with a bespoke software solution that sits well with our existing host system processes and client specific requirements. This adds considerable value to our business i.e. the goods to man principle and accuracies by way of a pick to light system in the small parts segment of our business.

"It was felt by our project team that Industore would make a good partner for us in achieving our long term objectives, which is mainly due to the commitment and support given to us by their project management team and Senior Directors".



# QMP – as seen on TV

**It was a case of “Lights, camera, action!” at QMP when BBC Midlands Today news came to film the production of Smoking Shelters in June.**

It all started when the BBC rang a major QMP distributor to find out where they sourced their smoking shelters. As a result the BBC contacted QMP to ask if they could film a news item about the impact of the smoking ban on Midlands businesses.

QMP was delighted to welcome the BBC as we could report a significant upturn in sales of our smoking shelters. In response, we had put on an extra production shift, recruited additional staff and outsourced part of the manufacturing, simply to keep up with demand. The BBC found this newsworthy as a lot of their recent news reports had been about Midlands companies in difficulty – Jaguar, Land Rover and Cadbury had all hit the headlines in previous weeks, but with bad news for the Midlands economy.

So, one Thursday morning, the BBC arrived at QMP. I'd like to say that the BBC arrived en masse with three pantechnicons packed with hi-tech gadgets, and hordes of media-types milling around calling everyone “luvvy” - but that would not be true. Arriving en masse for the BBC in this age of miniaturisation and digital media means precisely two people - a reporter and a cameraman, and no more equipment that will fit comfortably into the boot of a family car.

Nonetheless, the eagle-eyed BBC reporter quickly spotted that the machines and processes QMP uses to make shelters would look great on camera. Sparks flying from welding tools and angle grinders, epoxy powder-coating being sprayed onto metal beams, and automated computer-driven bench presses punching out metal parts would all add up to a highly visually appealing news item.

One of the significant parts of the day was when the BBC interviewed members of the production team. It was very pleasing to involve these vital



members of our company, as without their hard work and commitment to making shelters, QMP would not have been able to keep pace with the influx of orders. The starring role (which perhaps deserves an Oscar) went to one of our powder-coaters. Too busy to stop work for more than a few seconds, he managed to go on powder-coating during his interview wearing his all-enclosing mask at the same time. It could be mistaken for a scene from Star Wars.

And the result?

Well, you can see for yourself by going to

[www.qmp.uk.com/bbc](http://www.qmp.uk.com/bbc)

Here you will see QMP smoking shelters being manufactured in all their glory, accompanied by a sound-track often associated with a world-famous airline.

**Happy viewing!**



# Axis Scotland Ltd announces new Retail Distribution Warehouse

**A highly successful Axis Scotland announces a new Retail Distribution Warehouse incorporating an 86,000sqft mezzanine floor, making it one of the largest structural steel mezzanine floors built in Scotland.**

A highly successful, privately-owned fashion retailer in the UK, who has been selling quality clothing for more than 50 years and now with 300 stores nationwide, is on the move.

To accommodate a planned increase in garment storage they have invested in a 150,000sqft Storage and Distribution Warehouse and Head Office Complex in Glasgow.

The new warehouse incorporates an 86,000sqft mezzanine floor - easily one of the largest ever built in Scotland - to accommodate a hanging garment racking system. A design requirement was to leave as much free space as possible on the ground floor for storage and packing.

Due to the size of the project the customer invited the UK's leading mezzanine floor manufacturers and distributors to tender, with factories across Europe and beyond quoting for the steel components.

The customer chose Axis Scotland Ltd to supply the structural steel mezzanine floor, mainly because they could meet the tight timescales imposed by the contract whilst at the same time offering a very competitive price. Axis Scotland



Ltd also demonstrated a comprehensive knowledge of the Scottish Building Regulations relating to the installation of mezzanine floors. A full Building Warrant Application package was included in the successful tender submission.

The resultant column grid design of 6.6m x 6m was chosen by the customer as the building had a very adequate slab and was able to cope with long beam spans without having a large obtrusive baseplate. The load requirements called for a storage loading of 4.8 kN/m<sup>2</sup> with an allowance for services to be connected to the underside such as the sprinkler system with galvanized open steel decking. The project started on the 23rd of April and completed on schedule ten weeks later

|                    |   |
|--------------------|---|
| <b>PROJECT</b>     | Clothing Distribution Warehouse   |
| <b>SCALE</b>       | 86,000sqft Mezzanine Floor  |
| <b>KEY FEATURE</b> | 6.6m x 6m span<br>4.8 kN/m <sup>2</sup> UDI<br>Galvanized Steel Decking |

[▲  
BACK](#)

# Investment Pays Dividends for HiLo-PSS

**HiLo-PSS Group's investment in the development of its 4 hectare Rasnov Industrial Park in Brasov, Romania is bearing fruit. The company today announced that it has leased a second factory unit to Picanol SA, one of the world's leading manufacturers of air-jet weaving machines and associated control electronics. With the Rasnov Industrial Park now achieving 85% occupancy, HiLo-PSS is proceeding with the sale of the Park for which several offers in excess of €15 million have been received.**

Commenting, James Delap, Chief Executive of HiLo-PSS Group said: "The sale of our Romanian property will enable us to finance our continuing growth throughout Europe whilst we re-establish our service levels in the UK market. Customers in the UK will now start to benefit from a unique combination of competitively-priced, high quality product sourced from Romania together with more complex or quick turn-around projects through our Swindon facility".

Once the sale of the Rasnov Industrial Park is completed, HiLo-PSS will lease back its 12,000 m<sup>2</sup> factory. Over the past two years it has invested €12 million to turn the facility into one of the most modern in Europe. Now fully functional, it is supplying storage systems to both the UK and South East European markets.

"Establishing our new facility in Romania has stretched our Group in all kinds of ways",

continued James Delap. "However, we are now reaching the point where the quality and service levels achieved by our Romanian factory are able to meet and exceed our customers' high expectations. The sale of our Romanian property portfolio is the final step in this process. It will enable the Group to enter the New Year having repaid all the debt incurred from the acquisition of Planned Storage Systems and investment in Romania."

Centrally located within the fastest growing region of Europe, the Rasnov facility has been purpose built and equipped to provide customers with world-class manufacturing. Comprising Gasparini rolling mills, a slitting and cold rolling facility, paint plants and an accessory production plant, the state-of-the-art facility ensures HiLo-PSS Group's position in the forefront of racking and shelving manufacture in Europe.

"We have experienced some challenging times over the recent months", concluded James Delap. "However thanks to the support of our customers, staff, suppliers, and the Romanian and British banks, we are looking forward to an exciting and prosperous future."

## CONTACT DETAILS

### HiLo-PSS

Distributor Sales: **01793 647147**  
Main Switchboard: **01793 694071**



# Index Direct acquires Corbett Storage Solutions Ltd

**indexDIRECT**  
Equipment for the workplace

**Index Direct Ltd has bought Corbett Storage Solutions Ltd and as from the 1st November 2007 will be trading under the 'Index Direct' banner.**

The business will be transferring from its current base at Edenbridge, Kent to Index Direct Ltd's operation in Hampshire. However for all of Corbett's existing customers, the contact numbers and email addresses will remain unchanged.

Following the deal, Index Direct Ltd's M.D. Roger Young commented. "Our warehouse solutions arm Index Procon Ltd is well established, providing bespoke systems for a wide range of clients from cold stores to carpet distribution. However we have also been planning to develop 'Index Direct', our workplace equipment catalogue business.

"When Corbett Storage Solutions became available it was an obvious fit with our operation. Corbett's were already a key supplier to Index Direct particularly of RiveTier® and Konnect Boltless Shelving, Eden Adjustable Steel Shelving and the RuXXac® - Cart range of light-weight folding trolleys."

"Their catalogue business was also complimentary to our own. In addition to growing the Index Direct catalogue business we plan to expand the distributor network for the RiveTier, Konnect and Eden systems as well as adding new products to the overall range."



## CONTACT DETAILS

**Rodger Young M.D. or Sue Reeve**  
on 01425 655454.

**Existing** 'Corbett' customers should continue to use their usual contact details:  
FREEPHONE: 0800 316 6226  
Tel: 01732 864004  
Fax: 01732 862430  
Email: [info@corbettstorage.co.uk](mailto:info@corbettstorage.co.uk)

**New** customers, please contact **Index Direct Ltd** on  
FREEPHONE: 0800 783 2462  
Tel: 01425 655454  
Fax: 01425 656859  
Email: [sales@indexcat.com](mailto:sales@indexcat.com)



# In SAFE Hands For Quality

**The Redditch Partitions & Storage Co. Limited, including Q B Floors has successfully renewed its SAFEcontractor Accreditation for a range of services including the design, manufacture and installation of mezzanine floors.**

SAFEcontractor is operated by international safety, health and environmental risk management specialists, the National Britannia Group.

The Managing Director of Redditch Partitions, Luke Egan, states that the renewal of this accreditation for a further twelve months, clearly demonstrates the continued commitment to Health & Safety topics within our industry and to the safe working of all of our personnel.

Luke Egan is also pleased to report on the company's continued growth within the mezzanine floor industry, which has seen an

increase in our market share particularly from leading distributor outlets and SHEDA Members. We are continuing with a positive marketing policy and have seen a considerable increase in enquiries nationally which enables us to feed specific enquiries to those supporting distributor outlets.

We are continuing to canvass for further distributors in particular regions and coupled with the freely available literature which is ideal for distributor mezzanine sales, Q B Floors are able to offer the necessary expertise, service and quality, coupled with the all important competitive price.

## CONTACT DETAILS

**David Wilkes**

on 01384 235000

or [sales@qbfloors.com](mailto:sales@qbfloors.com)



SHEDA

# Storax Racking Supplies Wins Business of the Year 2007



**STORAX**  
RACKING SYSTEMS LTD.

Building on previous successes in 2005, the Storax Team was judged 'Business of the Year 2007' in the annual Dacorum Business Awards Dinner on Friday 26th October. In addition to this accolade, the team was also announced Runner-

Up in the category 'Business Building for the Future' and was highly commended in the 'Team of the Year' and 'Community Business' categories.



# New space-efficient storage solution



**Moresecure is launching a new high-density, rotary filing system under the Atlantic brand.**

Today's office environment, with its pressures on space and demands for information security, has generated new storage requirements. The Atlantic rotary cabinet provides the solution.

Compared to four-drawer filing cabinets, the Atlantic rotary cabinet offers a 40% saving in space and a 50% reduction in access times. When not in use the cabinet can be locked providing high-level security. Atlantic cabinets feature double sided shelving bays, which rotate on a central axis to access either picking face.



# Troax's mezzanine safety barriers protect staff at JVC's national distribution facility

**Industrial safety specialist Troax UK Limited has custom-designed a comprehensive series of perimeter, conveyor and stairwell safety barriers to protect staff working on a three storey high series of mezzanine floors at leading consumer electronics manufacturer JVC's national distribution facility in Staples Corner, North London.**

Troax used its Caelum wire mesh partitioning to create the three metre high safety barriers which completely enclose the perimeter of the ground floor and two mezzanine floors above which are used for the storage of electronic components.

The wire mesh barriers provide an effective safety solution to protect staff working on the mezzanine levels which reach a height of nearly nine metres and each cover an area of around 1000 sq metres. This ensures a secure working environment for staff working at this height, while the wire mesh design ensures complete visibility, good ventilation and air circulation and allows light to filter in from outside.

Caelum wire mesh partitioning was also used to create safety barriers around a central staircase leading up through the mezzanine levels as well as a conveyor system which links each of the floors and is used to transport electronic components from one floor to another.

The wire mesh panels are constructed from steel mesh welded to a tubular frame to give optimum strength between wire and tube. Panels also incorporate specially designed horizontal tubes that give additional strength while reinforcing and straightening the mesh, making the barriers exceptionally strong and sturdy.

Troax carried out the project through Western Industrial, the contractor responsible for the installation of the mezzanine floors, partitions and ceilings in the storage area of JVC's new warehouse.



Troax's mezzanine safety barriers protect staff.

Comments Paul Meriam at Western Industrial: "JVC specified a wire mesh safety barrier for this project as it would provide better visibility and light while still ensuring the highest safety standards for personnel. We regularly buy safety barriers and partitions from Troax for this type of project and as usual their service was excellent, they delivered on time and the quality of the product is excellent."

Troax's Musca anti-collapse safety screens were also used in another safety project for JVC; the safety screens were installed in pallet racking to prevent items from falling from overhead racking and possibly injuring personnel working in the aisles below.

