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OUTSTANDING SERVICE AND COST CONTROL FOR ULTRAFRAME EARNS EARLY CONTRACT EXTENSION FOR BIBBY DISTRIBUTION

Conservatory and extension supplier Ultraframe has again renewed its contract with Bibby Distribution, thanks to the 3PL's expertise in continuously improving service quality while reducing overall operating costs.

Ultraframe chose to renew the contract 18 months earlier than scheduled as Bibby Distribution will play a crucial role in realising its growth plans, which include expanding its fleet.

Paul Greaves, Logistics Manager, Ultraframe, says: "We value Bibby Distribution as a partner, rather than just as a supplier. The company shares our ethos in that it believes in doing the right thing for people – whether it's focusing on customer satisfaction, or ensuring that staff are well-treated and well trained.

"We've had a fruitful relationship over the last 12 years, which has resulted in savings and service improvements such as sharing resources flexibly across Bibby Distribution's wider national network. That would have been impossible with an in-house fleet, or with other fleet providers. In fact, in real terms, our costs have reduced year-on-year since 2010, while service has got even better.

"As a result, we felt it appropriate to make an early contract extension to underpin our ambitious plans that will mean expanding the fleet, and to show our future commitment."

Since Bibby Distribution began operations for Ultraframe in 2005, it has introduced a variety of efficiency-boosting innovations, including the deployment of dual-fuel vehicles and longer semi-trailers which have together reduced diesel use by 20 per cent and cut carbon emissions by 10 per cent. The long-term relationship also means that the Bibby Distribution team has become fully integrated with Ultraframe's operational practices, based on a firm understanding of its customer's needs.

Bibby Distribution also uses its national shared-user distribution service for Ultraframe's transport where possible, further improving the cost-effectiveness of operations. Additionally, the company collects raw material for Ultraframe's products from suppliers, minimising empty running and further increasing efficiency on the contract.

Ultraframe specialises in conservatories, glazed extensions and orangeries, and has installed more than one million conservatory roofs across the UK since 1983.

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Notes to editors:

As one of the top ten logistics providers in the UK, Bibby Distribution exists to enable other companies to drive value from their supply chain activities. The company specialises in providing contract logistics, warehousing, distribution, systems integration and added value services to a wide range of customers.

Bibby Distribution operates from 90 locations across the UK, employs 2,000 people and manages 2million ft² of warehousing space.

The majority of Bibby Distribution's business is based on long-term partnerships. Its diverse capability also means it can share best practice across the various industry sectors it operates in, from Automotive to FMCG.

Bibby Distribution is part of Bibby Line Group, a diverse and forward-looking family business delivering personal, responsive and flexible customer solutions for over 200 years.

Bibby Line Group is a £1.4 billion business, operating in more than 20 countries, employing over 4,500 people in industries including retail, offshore, financial services, distribution, shipping, marine based businesses, plant hire and woodland burials.

To find out more about Bibby Line Group, visit www.bibbylinegroup.co.uk.

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