



Bye-bye Stuartweg,
hello Dijkleger

After 24 great years we're saying goodbye to our premises on Stuartweg. And as of September all our services are accommodated under one roof on Dijkleger, in a spacious, modern and sustainable building!

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Keeping pace



Alex Koopman, Networkmanager Night-time Distribution & Same Day Express

Parts Express tracks developments in the transport sector as well as general trends that affect the industry. What stands out to Alex Koopman and why?

Working to achieve a fair transport sector in the Netherlands

"Recently a transport company was prosecuted because they paid drivers from abroad through a sister company in that country, even though the drivers are entitled to a Dutch Collective Labour Agreement wage. At Parts Express we do all we can to help achieve a fair transport sector in the Netherlands. That's why we work with reputable transport companies which we screen before signing a transport contract with them. They need to hold a NIWO permit that shows they are competent, creditworthy and reliable. Moreover, by acquiring a NIWO permit they undertake to pay wages in line with the Dutch Collective Labour Agreement. And what's more, every six months we ask for a copy of their insurance policies and a payroll tax declaration from the tax authorities. So do transport companies meet all these requirements, and do they continue doing this? If so, they can count on a long-lasting relationship with us. We've been working with many of these companies ever since we started doing business."

3 questions for

Frits van Duuren, accountmanager and taking retirement on 1 October

What was your most special moment over the past 40 years at Parts Express?

"That was in October 2011, when Daytime Distribution and the Warehouse relocated to Dijkleger on De Gaasperwaard industrial estate in Vianen. Now, exactly 10 years later, we're seeing another great milestone: Night-time Distribution and Same Day Express are moving to Dijkleger as well. This means we can offer all our services under one roof, which will benefit quality and efficiency."

What will you miss most about Parts Express?

"The great atmosphere that's typical of this family business. With our long-standing ISO certification, everyone feels responsible for working in line with the current procedures, instructions and forms. On the other hand, we're certainly not rigid. Our people have a flexible attitude and moreover they're good colleagues for each other. Does a customer need that little extra something? They'll arrange it. And even though we have different locations, we all work together as one team. Our employees and customers aren't numbers: we all know each other really well."

A final thought you'd pass on to your business relations and colleagues?

"Our customers are loyal and faithful – many of them have been working with us for decades. By choosing us they show us trust, and so I'd like to express my special thanks to them. I'd also like to thank my colleagues for their commitment and for the great collaboration. After all, they always make a 100% effort for our customers. And if a problem crops up now and then, we go the extra mile together – so that in the end we still deliver to "the customers of our customers" on time, complete and without damage."



Frits van Duuren, accountmanager



NEW BUILDING FOR PARTS EXPRESS With an eye to the future

Once every five years Parts Express commissions a sustainability study in order to increase the environmental friendliness of its business operations. Many sustainability recommendations have already been put into practice, and the most recent of these is the roof full of solar panels on the new building on Dijkleger.

Parts Express gives high priority to sustainability and where possible it invests in solutions that

support this goal. To give a few examples, we only purchase green electricity, we run all our own lorries on Euro 6 and we use LHVs to reduce the number of transport movements.

LED lighting has been installed at all our locations, together with movement sensors so that LED lights only switch on when necessary.

And as part of the energy covenant of Vijf-heerenlanden Municipality, in recent years Parts Express has made efforts together with other regional parties to reduce the region's

carbon footprint by 10%. In fact, this goal has been clearly surpassed.

A roof full of solar panels

The 'crowning glory' to our sustainability efforts is the roof full of solar panels which was recently installed on our new building on Dijkleger. The 900 solar panels on the 4,000 m² roof structure ensure that our new logistics centre operates 100% carbon neutral. Helping to make Parts Express future-proof.

Fulfilling customer wishes better with new WMS

Parts Express is switching to a new warehouse management system (WMS): ICS Scansuite Warehouse from Vertex. The warehouse system is getting a little old and can no longer keep up with evolving customer requirements. Customers are expecting ever more service in the warehouse area. The new system enables us to further digitise our services and better tailor them to client needs. If a customer requires an extra service, such as relabelling products or combining several products in one package, then the

new WMS can handle this automatically. The new system runs on Windows – previously this was on AS400 – which means customers can get real-time insight into stocks through the internet. All actions in the new system work on a paper-free basis via scanning. To give just one example, taking and attaching photos if a product is damaged. New customers whom we welcome this year will be immediately connected to the new WMS, while we expect to switch existing customers to the new system within a year.

The facts

Performance Parts Express through 2nd quarter 2021

- 99,20%** Correct deliveries, Daytime Distribution
- 99,25%** Correct deliveries, Night-time Distribution
- 99,35%** Correct deliveries, Same Day Express
- 98,40%** Scan performance of Daytime Distribution
- 98,95%** Scan performance of Night-time Distribution
- 94,10%** Delivery performance before 3.00 pm

The Daytime Distribution and Night-time Distribution percentages are based on the total number of packages sent and the number of mis-sortings and irregularities. The Same Day Express percentage is based on the number of shipments delivered before 3.00 pm.

A VISIT TO

Van Walraven

Van Walraven is a wholesaler for infrastructure and installation materials. In addition to its distribution centre and head office in Mijdrecht, the company has 13 branches all over the Netherlands. About five years ago Van Walraven engaged the services of Parts Express for Night-Time Distribution. Martin van Ginkel, Head of Logistics at Van Walraven, talks about the collaboration between the companies.

'We supply just about everything a customer needs to build a house. This includes things like drainage systems, ventilation, sanitaryware and central heating. We supply to business customers such as plumbers, installation companies and road constructors. All our branches have a shop where customers can buy or order the things they need. Our product range continues to grow, and our company is going from strength to strength as well: in the 53 years of our existence, we have grown every year. I've been working here nine years. In this time we've expanded from 127 to 350 employees. And we're still creating new jobs.'

Night-time deliveries

Around five years ago Van Walraven engaged the services of Parts Express, in particular for Night-time Distribution. Martin van Ginkel continues the story: 'To begin with we did everything ourselves. But it was difficult for us to offer good national coverage from our base in



Martin van Ginkel
Head of Logistics Van Walraven

Mijdrecht. Places like Maastricht, Groningen and Zeeland, for instance, are too far from our branches. So now Parts Express handles the Night-time Distribution for our branch in Heerlen, for a number of key customers and soon for our latest branch in Zwolle, too. One major advantage of Parts Express is that they're flexible and good at handling non-standard consignments. To give one example, we supply lots of steel or PVC pipes about 6 metres in length. They've got the right facilities to deal with that.'

All pulling together

'We can't do everything ourselves, certainly not at night. And so we're happy that Parts Express takes this off our hands. If we acquire a new customer for Night-time Distribution, we supply the details to Parts Express and they include the customer in the schedule. Then they pick up the goods in Mijdrecht and, by way of Vianen, move them further on through the Parts Express distribution network. It's a smooth-running collaboration. We have nice contacts with the people at the company and we all pull together. Just like us, Parts Express is never really satisfied either. I mean that in the positive sense. They're always aiming to improve, be this a question of communication, quality of supply or delivery times.'



Daytime Distribution

Quick and guaranteed delivery



Night-time Distribution

Order today, arrival tonight



Sameday

Order before 12.00 pm = delivery before 03.30 pm



Warehousing

Your stock organised under one roof



Tyre Hotel

Your tyres in good hands



International

Cross-border service