



# 24seven

THE MALCOLM GROUP magazine | issue two

## Reaching a Milestone

Walter Malcolm receives 25 year service award.

### In this issue:

**Malcolm's Babies** PAGE 3

**40th Annual Dinner Dance** PAGE 5

**The Donald Malcolm Heritage Centre** PAGES 6 & 7

**Awards for The Malcolm Group** PAGE 9



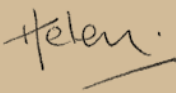
## Welcome

**Welcome to the second edition of 24/7.**

Thank you to everyone who made contributions to this edition. Please keep the stories coming.

We have some interesting stories for you in this edition including a Q & A session with Walter Malcolm and the launch of The Donald Malcolm Heritage Centre.

I hope you enjoy 24/7. Remember it is your newsletter, so if you have any ideas for future articles please send them in to me.



Helen Ryan, Marketing Manager

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## From the CEO

**This year has been one of the most challenging years we have seen within our organisation.**

Our foundations are strong, our workforce is committed and in the usual Malcolm style we will treat every challenge as an opportunity. As a company we will come out stronger in 2010.

On behalf of the Directors of WH Malcolm Ltd I would like to take this opportunity to thank all of you for all your hard work, support and understanding through this difficult time.

Andrew Malcolm,  
Chief Executive Officer

## Fundacion Totai

Trinidad Beni is a very poor region of Bolivia and sadly most people cannot afford medical care.

A health centre has been set up and is headed by Diego Santana who volunteers his services, as an ear, nose and throat surgeon, along with his wife Jo.

There is a high level of deafness in the region as a consequence of poverty but Diego says that 50% of all hearing problems can be cured if treated in childhood. It is a poor region where the cost of living has risen as a consequence of the economic climate.

The Fundacion has obtained some financial support from one or two charitable organisations to help build an operating theatre but again the credit crunch has impacted on the program.

The UK Branch of the charity is seeking additional support to develop the project. Most help comes from individuals in the UK who have committed financially on a regular basis.

Alastair Fergusson of Malcolm Construction is a Director of the UK branch and if you would like more information on how to donate please contact the treasurer Douglas Fergus on [dfer26@aol.com](mailto:dfer26@aol.com)

## £2,500 raised for charity... £1 at a time

The Prince and Princess of Wales Hospice is situated on the River Clyde in Glasgow and provides free specialist care to terminally ill patients as well as giving help and support to their family and carers. Running costs for the hospice go into the millions and it must be paid for solely by fundraising and donations. The Malcolm Group are proud sponsors of the Hospice and make donations on an annual basis.

John Barron, Contracts Manager for Malcolm Construction has this charity close to his heart. He felt that he wanted to give something back and so decided to start a collection on the Riverside Museum Site. Donations of £1 per week were given from more than 50 co-workers, from both Malcolm Construction and BAM Construction and in the end they raised more than £2,500.

Morag Cunningham, the Hospice's Director of Fundraising and Marketing said, "Every year we start from zero and have to hit that target, which is why we're delighted to have people like John offering his time and support."



**Helen Ryan, Marketing Manager, visits Sandy Deans who retired after 48 years with The Malcolm Group:**

When I arrive at Sandy's house, he is sitting contentedly in his conservatory, his two dogs Clyde and Lassie padding around him. We start by talking about his 48 years with The Malcolm Group. He smiles. "You know," he says, "one of the best things about working for Malcolm's was that the Malcolm family would never ask you to do something that they wouldn't do themselves." He recalls incidents where he would get a call in the middle of the night to go to a breakdown and at the end of the call Andrew Malcolm and Donald before him, would say, "I'm coming with you."

"It's always been a real family business," says the man who made his way from Apprentice Mechanic, joining when he was just 16 years old, to Group Purchasing Manager. He has lots of recollections about Donald Malcolm, like the time when he fell asleep in Sandy's house when he'd come over to visit with his wife Wilma. He also remembers a colleague, Jimmy Wallace, who used to leave a used tyre at the door of the workshops, because he knew that Donald always wanted to point out one thing that was out of place before heading off to visit the other depots.

Sandy started with The Malcolm Group on the 10th November 1960.



He became Foreman Mechanic and was Andrew Malcolm's foreman when he came into the business. As the company expanded Sandy travelled the length and breadth of the country in charge of making sure some of the depots were being developed properly.

I asked him whether he ever thought of leaving the company. He laughed and said, "I did leave. My wife was ill and I wanted a week off but the call came from Donald Malcolm that I couldn't have the holiday. It was a Friday and I told my boss that I'd have to resign with immediate effect. I left that afternoon.

On the Sunday, Donald came round to my house and talked me into coming back, gave me the week off and even gave me his car so I could get around. I never thought about leaving again."

Sandy can't believe how busy he has been since retirement. He shows me proudly round his workshop where he creates superb wooden candleholders. He also makes pens, plays golf, curls, helps his wife Sheila in the garden and walks his two dogs. Then there are the grandchildren – four of them. "There are not enough hours in the day," he says. "I suppose that's what I picked up from Donald – a real work ethic. There's so much you can do with your time if you put your mind to it."

I left Sandy in his garden as he took a call from the Head Office – someone wanting a piece of advice. "I still get calls" he says, "and I'm happy to help when I can."

From all of us at The Malcolm Group we wish Sandy a very happy and long retirement.

## New Arrivals



**Jacqueline and Peter Jones** (Construction) are proud parents to Daniel William Jones, who is now a year old.

**Amanda Ferguson** (Construction) gave birth to Lacey in September.

**Teresa McIntyre** (Construction) gave birth to Maria in September.

**Neil Gardner** (Construction) is proud dad to Drew.

**Lori Taylor** (Logistics) gave birth to Lyle.

## Congratulations

Jackie Miller of Head Office married Ryan Semple of Malcolm Construction.

Laura McAdam of Anne Street married James Smith of Malcolm Maintenance.

## Announcements

Do you have any special news to share with your colleagues?

Email your details and photos for the next edition.

[ryanh@whm.co.uk](mailto:ryanh@whm.co.uk)



# Q & A with Walter Malcolm

Our newsletters will always feature a Question & Answer session with a company employee. This issue we speak with Walter Malcolm.

## What would you say are the biggest changes in our industry that you have seen over the years?

"The increase in regulation and taxation in all areas of business. It has become increasingly difficult over the years just to do your job due to the onerous conditions all of us have to operate under."

## What do you think is unique about our organisation & its approach?

"The 'One Stop Shop' approach on both sides of the business."

## What or who has been the main influence in your career?

"Dad. It is only with the benefit of hindsight that you realise what a remarkable man he was. Like all remarkable men he was not perfect, a fact he revelled in. You didn't realise at the time the training he was giving you. He would never say 'yes' straight away to any idea or proposal, he would make you work to convince him and ultimately yourself that it was a good idea. He also taught me how to swear, he was very good at that!"

## How would you describe our businesses objectives?

"To be the best we can be, not the biggest, the best. "Turnover is vanity, Profit is sanity," was a favourite of Dad's sayings."

## What are the main challenges for the business in the near future?

"Undoubtedly the state of the economy and having to compete with companies who are willing to take on work at any rate, just to survive."

## What frustrates you most about the current environment?

"In the Construction Sector, having to compete with desperate companies who don't have the same commitment to complying with the various legislation and regulation we talked about earlier."

## In terms of growth, where do you see the UK placed over the next few years?

"Due to the size of our Public Sector and our dependence on the financial sector, I think growth will be sluggish at best over the next few years."

## How do you tackle environmental issues with running a large construction company?

"We recognised the importance of environmental issues long before they became sexy. We have our own environmental department which manages these issues on all of our own sites as well as our customers. We are also one of the largest recyclers of construction waste in the country."

## Looking back, what are your greatest successes?

"Working in the same office as Dad for nearly 20 years without getting sacked!"

Seriously, I think working with Martin Kiely to transform the old, traditional Tipper & Plant Division into the Construction Services Division as changes in taxation such as Landfill Tax and Aggregates Levy and other changes in legislation such as the Landfill Directive made it increasingly difficult to be simply a hirer of plant & tippers to the construction market."

## Do you have any other ambitions you would like to achieve?

"To steer the company through the current recession and to be in the best possible shape to take advantage of the upturn when it comes."

## What is it that you think differentiates entrepreneurs from those who aren't?

"I'm not fond of the word 'entrepreneur'. It makes me think of that crowd on Dragon's Den. Dad was one but would never have called himself one. He was simply a very hardworking, clever businessman with vision, who knew his business inside out. These types of people are born, not made."

## Given the chance, would you do anything differently?

"There are plenty of things I wish I had done differently but I can't change the past so I don't dwell on it. I just try not to make the same mistakes again."

## Do you have any hobbies or interests that you enjoy in your spare time?

"I used to play a lot of rugby then when I got too old to play I coached. Now I enjoy watching my children play sport. I have had a lot of enjoyment over the years watching all of them playing hockey and rugby for their school, district and country. Yvonne and I love to spend time over in Arran with the family. We have two black Labradors, who we love to walk along the beaches and over the hills there."



# The Big Four 0

The 40th Malcolm Annual Dinner Dance took place at the Glynhill Hotel in Renfrew and it was a fantastic occasion. Andrew and Walter Malcolm's speeches were the highlight of the evening.

Andrew Malcolm treated the audience to stories about all the employees who were receiving their 25 year service awards. He also stated, "After we went private nearly 4 years ago and with 3 strong trading years behind us, it has allowed us to manoeuvre the company into a position of strength and to take on board what will be one of the most challenging years we have seen. Our foundations are strong, our workforce is loyal and committed and in the usual Donald Malcolm style we will treat every challenge as an opportunity and as a company we will come out stronger in 2010."

## 25 YEAR SERVICE AWARDS:

These were given to:

- Alan Cooksey
- Brian Andrew
- Sandy Deans
- Walter Malcolm
- Gordon McEwan
- Ian McFarlane
- Steve Sugden
- Alan Barlow

(back row from left with partners)

## Truck for Apprentices

Motor vehicle students at Stevenson College in Edinburgh have been given an excellent opportunity to gain practical experience in Heavy Vehicle Service and Repair.

Malcolm Logistics have given the college an eight-ton MAN diesel roadworthy truck to help the apprentices in their training. As most mechanics work on cars the service and repair of heavy vehicles is seen as a specialist field. Many of the apprentices working for Malcolm Maintenance have gone to the college to gain their qualifications.

Head of Motor at the college, Les Dyer said, "We are grateful to The Malcolm Group for gifting our students this vehicle. We pride ourselves in providing practical experience and this will enhance the students' training."

## RETIREMENT SPECIAL AWARD



Above with wife Shelia and back row, third left of main picture.

Sandy Deans received a special award on the announcement of his retirement after 48 years with the company (see separate story on page 3).

# The Donald Malcolm Heritage Centre

**The Donald Malcolm Heritage Centre was built by Andrew Malcolm in memory of his father, Donald, known and respected as one of the greatest characters and most enigmatic businessmen ever seen in the Scottish Road Transport industry.**

Named after the company founder, the Donald Malcolm Heritage Centre was officially opened during a Volvo visit by Andrew Malcolm, CEO of The Malcolm Group and VIP guest Claes Nilsson, Volvo Trucks President Europe Division.

Other guests included Volvo Trucks UK and Ireland Managing Director, Göran Nyberg and Volvo Truck and Bus Centre North & Scotland Regional Managing Director, Martin Merrick.

The smart new building houses a unique display of 15 fully operational trucks from the last 50 years of the company's road transport history and is designed to celebrate the heritage of The Malcolm Group and promote the company brand. Most of the trucks are taken on to the road to various truck events all over the country.

The Malcolm Group was one of Volvo's first customers in Scotland, operating F86 tractor units in the late 60's. The Malcolm Group companies now operate 311 Volvo trucks out of a total fleet of around 500 vehicles and 1200 trailers.

In memory of the occasion, Claes Nilsson presented Andrew Malcolm with a framed photograph depicting four of the first Volvo trucks to be operated by The Malcolm Group.

Andrew Malcolm stated, "The opening of The Donald Malcolm Heritage Centre is a fantastic tribute to my father. He was passionate about our business. The Centre leaves a real legacy and I am delighted to announce its opening."

Although the Donald Malcolm Heritage Centre will not be open to the public, enquiries from interested parties to use the centre for meetings will be welcomed.

Please contact Nicola Malcolm at [malcolmn@whm.co.uk](mailto:malcolmn@whm.co.uk) for further details.



At the opening of the Donald Malcolm Heritage Centre in Linwood, Paisley, Volvo Trucks President Europe Division Claes Nilsson (centre) and Volvo Trucks UK and Ireland Managing Director Göran Nyberg (left) present Malcolm Group Chief Executive Officer Andrew Malcolm with a framed photograph of some of the first Volvo trucks operated by The Malcolm Group.







## Standing on top of the world

Malcolm Logistics Rail Development Manager, John Holwell, successfully accomplished the climb of Mount Kilimanjaro in Tanzania.

John said, "A few years ago, I saw an interesting article on how it was possible to ascend Mount Kilimanjaro. Recently, my sons Daniel and Jonathan and I set off for Tanzania to join a group climbing to 'Kili'.

I found the first day quite easy but by the second I didn't feel like eating much, due to the altitude, which was 12,000'. The third day wasn't quite as bad but by the time we reached Kibo Huts, the base camp at about 15,000', nobody wanted to smell food let alone eat it. Nonetheless, we all rested and got up at 11pm for a drink (of water only at that altitude!) and set off at 10 past midnight on the fifth day for the last 4000' of the ascent.

It was as good as dark, as the gradient got steeper and steeper and more difficult. To our great surprise we arrived at the official summit at 4:50am and then walked to the highest point arriving around 6:30 in the morning.

Undoubtedly, it was equal to the most difficult task I have ever attempted and I salute anyone who even attempts the climb. Perhaps WHM should open an African Depot!"

## Sweet soul music

Fiona Wallace, PA to Walter Malcolm and Martin Kiely, is a member, in her spare time, of the Brass Monkeys – an 18 piece big band with a difference, specialising in the best soul, funk, jazz, latin and swing music there is.

So if a night of fantastic live music sounds appealing... make sure you get along to see The Brass Monkeys!

Have a look at their website: [www.brassmonkeys.ik.com](http://www.brassmonkeys.ik.com)



## Malcolm Marchers

Fancy a team endurance challenge for those who like their challenges to be tough, rugged and a little painful?

Well the Malcolm Marchers did!

The team included Brian McLaughlin, Willie McNish, David Street, David Denton, Andy Rycroft and Jim McAlister.

The staunch six started the 50km circular route at midnight, walking through the night and most of the next day, showing great teamwork, strategy and mental toughness to complete the challenge.

The Malcolm Marchers finished third and raised in excess of £4,500 for Action Medical Research and The TVMRT, winning a prize for the most cash raised.

Big congratulations go to the Malcolm Marchers for their commitment, time and effort to raise money for such a worthy cause. Also thanks to all of The Malcolm Group staff who sponsored the marchers.



## Accordion Champion

James Caldwell of Malcolm Construction won two highly prestigious awards at the West of Scotland Accordion Championships, held in Paisley.

Winning these awards saw him go through as a regional winner to the UK championships held in Blackpool, where he once again tasted success, winning the UK title for his grade.

James also entered as a member of The Graham Laurie Paisley Accordion Orchestra and went on to win both of their sections to take the UK titles. Well done James.

## ON YOUR BIKE

Sharon Farmer from The Malcolm Group's Head Office is currently in training to undertake the Rajasthan Tiger Challenge in November 2010.

The cycle challenge will cover 480km starting in Delhi, moving onto Agra – home of the Taj Mahal and finally ending in Rajasthan's capital Jaipur. All funds raised will be donated to Yorkhill Childrens Foundation.

If anyone would like to make a donation you can do so by going to [www.justgiving.com](http://www.justgiving.com) and then entering 'Sharon Farmer' into the search engine, following the prompts from there.

We'd like to wish Sharon the best of luck with her training and look forward to hearing how she gets on.





# 'Truly Remarkable'



Andrew Malcolm, CEO, The Malcolm Group receiving the Outstanding Performing Business Award.



Malcolm Logistics MD Jim Clark (left), and Malcolm Logistics Rail Development Manager John Holwell (right) receiving the Rail Freight Excellence of the Year Award.



Scotland's Top Training Operator 2009 award received by Allan Linklater, Training Manager, The Malcolm Group

The Malcolm Group has won a number of awards in the months since the last

24 seven

## Outstanding Performing Business

### Renfrewshire Chamber of Commerce

In November 2009, The Malcolm Group were awarded an Outstanding Performance Award from the Renfrewshire Chamber of Commerce.

## Marketing Initiative

### Rail Freight Group

The comment for this award was, "for demonstrating a successful branding initiative in support of its marketing and sales strategy."

## Business of the Year

### Rail Freight Group

Tony Berkeley, Chairman of the RFG, said, "The high quality and number of entries received demonstrated the success, the

customer service and innovation of many parts of the industry."

## Rail Freight Excellence of the Year Award

### HSBC Rail Business

In a winning project for a Westmoreland customer led by John Holwell, Judge Bert Blisset's comments included, "... very deserving of first place... most impressive... a very creditable achievement... truly remarkable."

## Individual Contribution of the Year

### Rail Freight Group

John Holwell, Rail Development Manager for Malcolm Logistics was successful at another Rail Freight Group awards event, receiving the Individual

Contribution of the Year award, for all of his achievements throughout his career in the rail industry.

## Scotland's Top Training Operator 2009

### Skills for Logistics / Sector Skills Council

Chris Campbell, SfL's Manager for Scotland comments, "The Malcolm Group have demonstrated a real commitment to the workforce by developing their skills, which in turn has led to customers benefiting from an exceptional service provided by a highly effective and committed workforce."

**Congratulations to everyone involved.**

# MULTIMODAL 2009



**Building on the success of 2008's show, Multimodal 2009 took place at Birmingham's NEC.**

3154 visitors attended this year's exhibition - a 66% increase on last year's numbers - providing exhibitors with a great opportunity for networking and meeting new customers. The focus of the event was on supply chain efficiencies and the increasing importance of reducing transportation costs in the current economic climate.

Malcolm Logistics had an even bigger presence at this year's show with an impressive stand and the display of; a lorry with newly liveried back doors, an F88 vintage cab and also the new, one-off curtainsider specially created for the show, illustrating the intermodal solutions we provide.

## Malcolm Staff Catch the Recycling Bug



**Since the start of the office initiative of recycling paper and cardboard, offices and workshops have collected over 20 tonnes of it, which is enough to fill an artic!**

As part of our recycling campaign, we have also tackled waste that is more difficult to recycle, such as scrap tyres from trucks in both Logistics and Construction. These have been sent for shredding and granulation into rubber crumb, which our Sports Surfaces division then uses to install synthetic running tracks that can be used by our kids and the sporting heroes of the future.

In an era of Reduce, Reuse, Recycle many people are finding even more creative ways to get maximum use of an item and glass in particular is one of these items. Many people take advantage of the opportunity to sell back their old glass 'ginger' bottles, making 20p per bottle. However, the boys at Malcolm Construction's Recycling Centre had a better idea. They collected all of their empty glass bottles over a period of a few months and then donated them to Yorkhill Childrens Foundation, raising almost £400.

## Autostore

**Logistics has selected Autostore to manage its Malcolm Rail intermodal distribution hubs with terminals at DIRFT, Grangemouth, Linwood and Newhouse.**

This will be phase one of a significant technology upgrade for the company.

Jim Beveridge, Business Development/IT Director said, "Autostore is a proven intermodal supply chain management solution with an exceptionally good track record. It will give us superior operational grip across our intermodal sites while providing the strategic control and visibility that will deliver greater efficiency, profitability and competitive edge to the business."

## ISO9001:2008 Accreditation

**The Malcolm Group is pleased to announce that Pirie Contracts and Loanhead Quarry have achieved ISO 9001:2008.**

Achieving accredited registration to ISO9001:2008 will not only improve the efficiency of our business but will open up further opportunities with potential customers who recognise registration as an indicator of our companies ability to efficiently and professionally fulfill or exceed their requirements.

Gaining accreditation is indicative of a conscientious, efficient and well run organisation that takes the issue of quality seriously at all levels of operation both internally and externally.



## First Mondo Track

**Charles Lawrence Surfaces Ltd have just completed their first 400m 'Mondo' surfaced athletics track.**

The choice of surface was greatly influenced by the success of the team GB Paralympics squad in Beijing.

The installation at Kirkby Community Learning Centre is part of the Knowsley BSF scheme and sits alongside a synthetic pitch, cricket wickets and multi use game areas at the same site, all constructed by Charles Lawrence.

Contract Manager Wayne Sexton says, "The track demanded very high levels of accuracy of the base works which were all achieved by Woodholme Construction Services, our in house civil engineering division."

Charles Lawrence Director, Andrew MacAllister said, "We are really very pleased with the facility and are delighted to have formed an excellent working relationship with Mondo. Together with our existing insitu track systems this 'top end' surface means that we are now able to offer a complete range to the athletics market."

## Group Induction Process

**Over the last 12 months a project team has been working on improving The Group's induction process for all new and existing employees.**

Initially starting with the Warehousing section of the business, the new induction packs are designed to create a consistently high standard of awareness of Health & Safety, company procedures and operations across all the various locations.

This investment in our people is designed to help each individual maximise their potential,

providing them with what they require to carry out their jobs as expertly and safely as possible, ensuring the best possible service is delivered to our customers.

The packs are currently being rolled out across all Warehousing locations and so far have been very successful. A similar process is being undertaken for transport and once completed it will be repeated for all areas of The Group.

Thanks to everyone involved in the project for all of their hard work.

## Health & Safety

**With all companies now, Health & Safety is of paramount importance.**

We at The Malcolm Group feel no differently and in the past 12 months have completed an overhaul of our entire Health &

Safety framework. As a result of the Group's major review on this, there has been a marked improvement on accident statistics across all divisions.

Well done to everyone and keep up the good work.

## Drugs & Alcohol Policy

**The Malcolm Group is committed to providing and maintaining a safe and healthy workplace for all employees and to fulfilling our responsibility to the health and safety of other people who may be affected by our activities.**

It is widely accepted that the use of alcohol or illegal substances or the misuse or inappropriate use of prescribed medications results in an impediment of crucial functions such as perception, concentration, and judgement and therefore represents a serious threat to the safety, health and welfare of employees and others. It is not acceptable therefore for any employee to report for duty when impaired, putting their own, their colleagues' and anyone else's safety at risk. The company seeks your co-operation with this Policy.

We have now launched a Drugs and Alcohol policy throughout all divisions designed to strike an appropriate balance between a major Health & Safety issue whilst respecting legitimate interests in terms of personal privacy.

The policy clearly defines acceptable limits of alcohol and a zero-tolerance approach in terms of illicit or misused prescription drugs together with suitable testing arrangements. Two types of testing will take place; 'with cause' and 'minimal random testing.' Certain sectors of employees i.e. those working trackside at railports, will be subject to special additional terms and these will be explained to those who are affected.

**Paul Hobday, Group HR Manager**

## Worldclass Kickboxers now have A Worldclass Kit



Thanks to The Malcolm Group, the kickboxers at Alf's Blackbelt Academy in Rossendale, Lancashire have brand new fighting kits.

The club's members compete in tournaments throughout the UK and have attended World Championship events in Spain, Germany, Italy, Ireland, Switzerland, Canada and America, taking the Malcolm brand around the world.

The club has produced many World Champions and medal winners at events over the years and one of these is Nigel Fagg from Haydock's own daughter Charlotte, pictured on her way to winning silver.

## Beith Juniors



Beith Juniors enjoyed a very successful season, culminating in them winning the West of Scotland Cup in May when they defeated the current Scottish Cup holders Auchinleck Talbot 2-1 in front of a big crowd at Newlandsfield Pollok.

They were also in contention for the league championship right up until the last three weeks of the season when the hectic game schedule and injuries to some key players ultimately proved too great a hurdle. Beith eventually finished in 3rd place.

## Lenzie Colts



The Lenzie Colts were back in action in the Scandinavian football tournament in Sweden, where they built on their previous success of reaching the semi-final, this time making it to the final, narrowly losing out by a late goal, to lose 1-0.

This year, the Colts are competing in a competitive league across Dunbartonshire, where so far they are doing very well.



## Scally Rally

Steve Sugden, Clive Dingle, Dave Bunting & Tom Clayton certainly went about raising money for charity with a difference! They entered the Scally Rally which is a banger Rally and driving challenge... with a catch! To enter their car had to cost £100 (or less).

Starting in Northern France, the rally made its way through France into Switzerland, eventually finishing at Rimini in Italy. The team raised an impressive £5,500 and donated it to the following charities; St. Catherine's Hospice and Macmillan Cancer Support UK.

Steve, Fleet Engineer for Malcolm Logistics said, "I was amazed that given we are from a transport company, how lost we got and how many times we broke down!" A huge thanks to all of the suppliers and colleagues who sponsored the team.