



BUILDING BETTER. TOGETHER

Supplier Manual

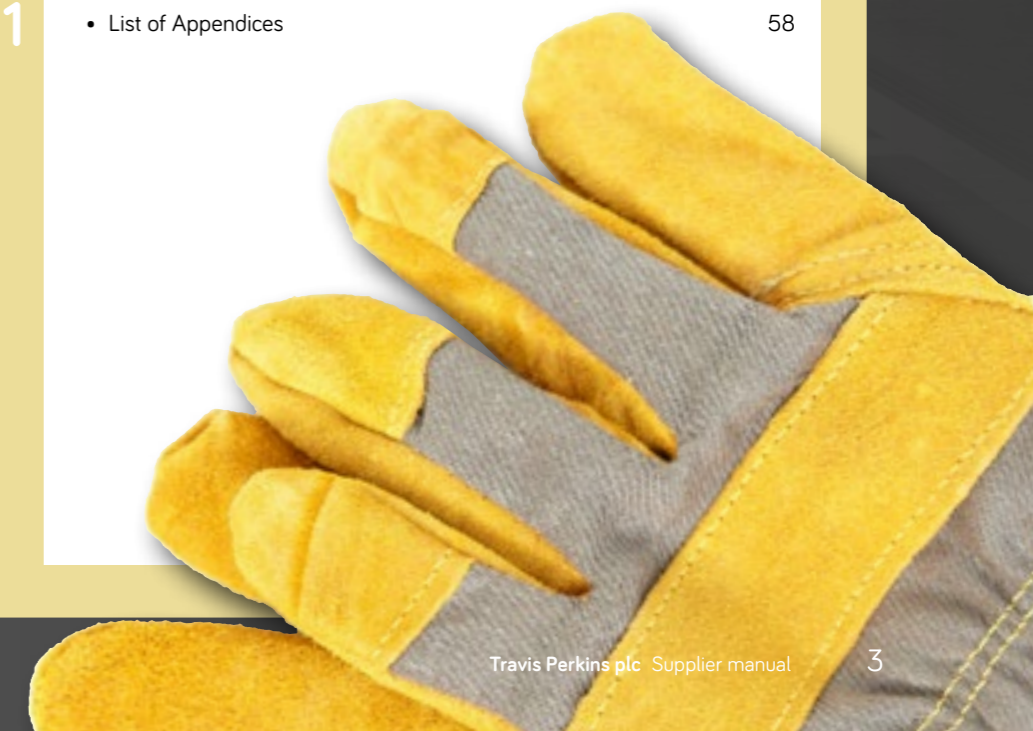
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Contents

→ Introduction	1	<ul style="list-style-type: none"> • Foreword 5 • About Travis Perkins plc 6 • How to use our Supplier Manual 7 • Supplier Checklist 8
→ Quality	2	<ul style="list-style-type: none"> • What does quality mean to the Travis Perkins Group? 10 • How can you achieve our quality requirements? 10 • How should you work with our Quality Team? 11 • How can you contact our Quality Team? 11
→ Suppliers	3	<ul style="list-style-type: none"> • What do we expect from our suppliers? 12 • How do we assess new suppliers? 13 • How do we do business with our suppliers? 14 • How do we evaluate our existing suppliers? 15
→ Products	4	<ul style="list-style-type: none"> • What are our product requirements? 16 • How can you achieve our product requirements? 17-19 • How do we evaluate new products? 20 • What happens if there's a problem with your product? 21
→ Order Management	5	<ul style="list-style-type: none"> • What is the role of our Product Supply team? 22 • How can you obtain a Product Forecast? 23 • How does our Product Supply team raise Purchase Orders? 23 • What are our Purchase Order requirements? 24 • How do our Branches raise Purchase Orders? 24 • What are our requirements for Direct Imports? 25
→ Supplier Deliveries General Information	6	<ul style="list-style-type: none"> • What are our Health and Safety Expectations of Suppliers for deliveries? 26 • What are our Product Data Requirements for deliveries? 26 • What should you do if you receive a Non Conformance report? 27 • What is our Returns policy? 27
→ Delivering to our Distribution Centres	7	<ul style="list-style-type: none"> • What do we expect from our New Suppliers? 28 • How do you book in a delivery? 29 • What should you do if your delivery is delayed? 29 • When do we accept small deliveries? 30 • What do we expect from your Drivers? 31 • What are our requirements for your Vehicles and Trailers? 32 • What Delivery Documentation do we require? 32 • What are our requirements for container deliveries? 33 • What are our requirements for Cross Docking? 33 • What are our requirements for Stock Presentation? 34-35 • What happens if there are Discrepancies? 36 • How do we measure your Delivery Performance? 36 • When will we refuse your delivery? 37 • How do you arrange Backhauls? 38 • How can you contact our Distribution Centres 38

→ Delivering to our Branches	8	<ul style="list-style-type: none"> • What do we expect from our New Suppliers? 40 • How do you book in a delivery? 41 • What should you do if your delivery is delayed? 41 • What do we expect from your Drivers? 42 • What are our requirements for your Vehicles and Trailers? 43 • What Delivery Documentation do we require? 43 • What are our requirements for Stock Presentation? 44-45 • What happens if there are Discrepancies? 46 • How do we measure your Delivery Performance? 46 • When will we refuse your delivery? 47 • How do you arrange Backhauls? 48 • How can you contact our Branches? 49
→ Delivering to our Customers	9	<ul style="list-style-type: none"> • Who are our Customers? 50 • What do we expect from our Suppliers? 51 • How do you arrange a delivery? 51 • How do you care for our Customers? 52 • What do we expect from your Drivers? 52 • What are our requirements for your Vehicles? 53 • What Delivery Documentation do we require? 54 • What happens if there are Discrepancies? 54 • How do we measure your Delivery Performance? 55 • What happens if the Customer has a problem with your product? 55 • Who do you contact about Customer Deliveries? 55
→ Finance	10	<ul style="list-style-type: none"> • What are our invoicing requirements? 56 • What kind of issues can delay payments to suppliers? 57 • When will discounts be deducted? 57 • Who can you contact with rebate enquiries? 57
→ Appendices	11	<ul style="list-style-type: none"> • List of Appendices 58



Introduction



Nick Roberts
 Chief Executive Officer

Introducing the Travis Perkins Group Supplier Manual

This document is a comprehensive guide to working with the Travis Perkins Group and covers all businesses. It is complemented by business-specific manuals for Tool Hire and Toolstation.

The aims of our new Supplier Manual

As our customers become more demanding of us and interact with us through new and existing channels, it is important that we maintain high standards throughout our supply chain both in terms of safety and efficiency. We can only deliver these challenges by working together and strengthening our supplier partnerships.

One way we can improve our working relationship is for both of us to gain a clearer understanding of our respective obligations and responsibilities. In this manual, we have clearly defined the guidelines that you (and we) need to follow to make sure all our requirements are met.

Please help us maintain a safe and efficient supply chain by asking everyone in your company (including third parties working on your behalf) that deals with the Travis Perkins Group to read, understand and comply with all the relevant sections in this Supplier Manual.

Achieving success, together

By doing this, you'll help us to keep people safe and provide the best possible service to our customers. In turn, this will enable us to keep growing our sales volumes and market share, to our mutual benefit.

We look forward to developing an even more effective and prosperous partnership with you.

→ About Travis Perkins plc

Travis Perkins plc is the leading company in the builders' merchant and home improvement markets and the largest supplier to the UK's building and construction market. Born out of the 1988 merger between Travis & Arnold and Sandell Perkins, we're a British company that has been helping to build Britain for over 200 years.

We have a number of large, well known businesses in the Group, selling and distributing building materials in many different forms. We have the best people and our team of 17,000 colleagues operates from more than 1,400 branches and sites around the UK. They are experts in their area and dedicated to delivering a fantastic service to their customers.

We're building better, together

It's our mission to supply the highest quality building, construction and home improvement materials in the UK. Our business revolves around supporting our customers and exceeding their expectations, from providing first class service to sourcing our products and materials as sustainably as possible.

Like all winning businesses, much of what we've achieved is down to the quality of our people – and that includes our suppliers. As a Travis Perkins Group supplier, you're a valued partner with our business and we're keen to make the most of our working relationship so we can share continued success with you in the future.

Find out more

If you'd like to know more about Travis Perkins plc, please visit our Group website

www.travisperkinsplc.co.uk



→ How to use our supplier manual

We've designed the Travis Perkins Group Supplier Manual to be quick and simple to use. It's stored and updated online so you can easily find and view the most up to date information on-screen, without the need to print.

Getting started with the Supplier Manual

1. Simply go to the contents page and click on the section of the Supplier Manual that you'd like to read. This will take you straight to the page you require. To return to the Contents page, click on the back button.
2. You'll notice links to supporting documents, such as our Health and Safety Expectations of Suppliers Guide, throughout the Supplier Manual. Links are indicated by blue text. When you click on a link, the relevant supporting document will open as a PDF file which you can read on-screen, or download and save to your computer (see 5 opposite). When you've finished with the supporting document, simply click on back to contents and you'll be returned to the Contents page.
3. We'd especially like to draw your attention to the Supply and Distribution levies supporting document, which is indicated by the following link reference in the text: **click here**. This document explains the levies that we'll charge your company if you don't meet all our supplier requirements. We want you to avoid these levies, so please make sure that all relevant colleagues within your organisation (including third parties and contractors) read and understand all the sections of this manual that apply to them.
4. All the supporting documents included in this manual are listed in the Appendices section at the end of the Supplier Manual, so you can find a particular document quickly if you need to.
5. You're welcome to print out any of the sections or supporting documents within our Supplier Manual. However, please bear in mind that these will be updated frequently to reflect changes in our policies and procedures. So it's a good idea to refer to the online version of the Supplier Manual where possible, to make sure you're accessing the very latest information.

Need any help?

It is important that you notify us of any material changes that affect the supply of your product into the Travis Perkins Group with reference to this manual.

If you have any questions about our Supplier Manual and how to use it, please speak to your commercial contact in the first instance.

We welcome your comments

We want our Supplier Manual to be as clear and helpful as possible. If you have any suggestions for changes or improvements that we could make to the manual or the supporting documents, please tell your commercial contact so they can pass on your feedback.



→ Supplier checklist

Our Supplier Checklist brings together all the key actions that we need our new suppliers to complete, to help establish successful trading relationships with our Travis Perkins Group businesses. Following our Checklist will also help you and your commercial contacts get your products to our customers as quickly, safely and cost-effectively as possible.

Here's a summary of what we ask you to do. Each action is explained clearly and in detail within the relevant section of this Supplier Manual.

The safety of our colleagues, customers and suppliers is at the forefront of what we do.

1. Make sure your products are safe, fit for purpose and meet all relevant legal requirements.
2. Contact your commercial contact if you can't meet all the requirements outlined in our Health and Safety Expectations of Suppliers Guide. They'll liaise with our HSE Support Team to try to find a solution that will enable you to deliver your goods safely to our sites.
3. Tell your third party distributors and couriers about the various delivery and Health and Safety Expectations of Suppliers demanded by our distribution centres, branches and our customers.
4. Get in touch with the commercial contact who's responsible for your product category.
5. Liaise with your commercial contact to better understand how we can help you to successfully do business with the Travis Perkins Group.
6. Complete the Online Risk Assessment form as part of our Supplier Commitments document requirements.
7. Cooperate fully with any assessments of your manufacturing sites that our Quality Team need to carry out. This applies to all factories that you're planning to use to produce own brand products for the Travis Perkins Group.
8. Achieve Approved Supplier status with the Travis Perkins Group.
9. Read our Product Returns policy and agree a process for returning products with your commercial contact.
10. Agree and sign our annual Trading Agreement and Supplier Contract with your commercial contact.
11. Discuss with your commercial contact how to obtain access to the Travis Perkins Extranet, where you'll find our Key Results Areas (KRA) system*.
12. Arrange with our KRA Helpdesk for your colleagues to be trained on using the KRA system*.
13. Contact our central Product Supply Team to identify your designated Supply Chain Analyst.
14. Provide complete and accurate information about your products to our Group Quality Data team and your commercial contact, so we can make them available for sale to our customers as soon as possible.
15. Maintain up to date technical files for each product you supply to us.

* Due to differences in systems, some of our businesses don't currently have access to the KRA system. If you have any queries, please speak to your commercial contact.
16. Forward product specification data and certification details to our Quality Team for any Travis Perkins Group own brand products that you supply to us.
17. Understand our requirements for Purchase Orders, invoicing procedures and Supply and Distribution levies [click here](#).
18. Ideally visit your designated distribution centre(s) with your commercial contact and Supply Chain Analyst to make sure you fully understand our delivery requirements before making your first delivery.
19. Obtain product approval from our Quality Team for all own brand products before delivering these goods to our sites.
20. Attend the first delivery of your products to our distribution centre, along with a member of our Quality Team.
21. Contact our branches before making your first deliveries to them, so you can ascertain any parking or access restrictions that might affect your deliveries.
22. Understand our Customer Care requirements for deliveries that you make directly to our customers.
23. Understand our Supplier Delivery Performance reports and targets.

Quality

→ What does quality mean to the Travis Perkins Group?

In supply chain terms, 'quality' simply means getting the right products to our and your customers on time, safely and efficiently. By delivering exceptional quality, we can:

- Maximise sales of your products.
- Minimise both our costs.
- Meet our Stay Safe, legal, social and environmental responsibilities.

So it's in everyone's interests that we work together to meet our quality requirements.

→ How can you achieve our quality requirements?

Please help us achieve our quality requirements by:

- Complying with our Supplier Commitments, in section 3 of this manual.
- Adopting appropriate Business Management Systems that comply with the Travis Perkins Group Supplier Assessment Programme Management System Guidelines. These are also in section 3.
- Providing our Data Management Team with complete and accurate information about your products. You'll find full details in section 4
- Producing products that are safe to handle and use, legally compliant and fit for purpose. Full details are in section 4.
- Meeting all our order management requirements, as set out in section 5.
- Delivering the right quantities of products to our distribution centres, branches or customers on time and in line with our safety and stock presentation standards. Please see sections 6, 7, 8 and 9 for more information.
- Working closely with our people to create and develop excellent working relationships.
- Ensuring everything you do for us is carried out to the agreed Travis Perkins Group specification.
- Let us carry out site assessments as required by our Quality Team.

→ How should you work with our Quality Team?

Our Quality Team will work alongside you to help make sure our quality requirements are met at all times. Both parties have several key responsibilities that will help keep quality standards as high as possible.

Please note that you may be issued with a Supply and Distribution levies [click here](#) if you don't meet the expected requirements, so it's in your interests to work with us to stay compliant at all times. We encourage all our suppliers to continually work on improving their management systems and processes.

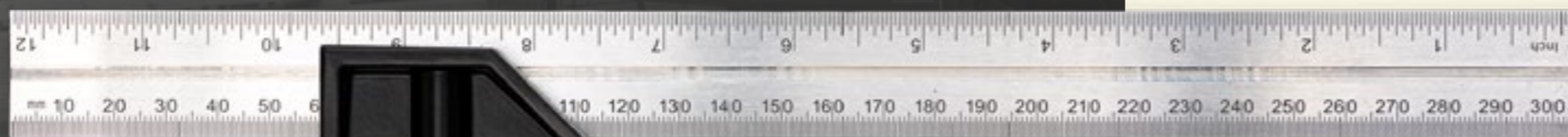
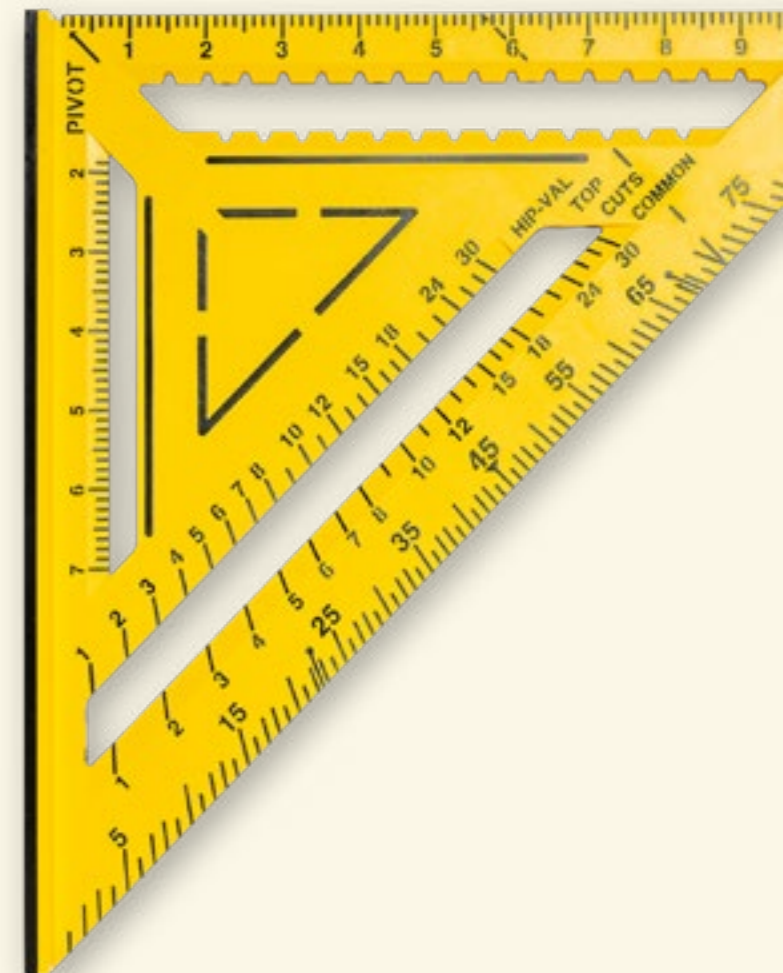
We will work with you on:

- Manufacturing site visits and assessments as necessary, to support and promote activities for our mutual benefit.
- Analysing the performance of all new products that enter our supply chain and work with you to develop improvement plans for products with unsatisfactory returns rates.
- Arranging goods-inwards inspection checks. Please note that we'll raise paperwork for all deliveries that don't satisfy our requirements. Please read our document on Non-Conforming Products for further details.
- Communicating all product recalls and safety notices to the Group's Trading Standards Primary Authority.
- Maintaining ongoing communications with you, so we can identify and implement the right solution as soon as possible.

At the Travis Perkins Group, we understand the importance of keeping the lines of communication with you open at all times.

→ How can you contact our Quality Team?

If you have any questions about quality, please email the Category Technical Manager responsible for your product range directly, or if not known, our relevant commercial contact.



Suppliers

→ What do we expect from our suppliers?

The Travis Perkins Group is committed to meeting our corporate social responsibilities across all areas of our buying, selling and operating activities. To help us achieve this, we need you to show that you can comply with our Supplier Commitments document by completing our Online Risk Assessment (ORA) to demonstrate support for Travis Perkins Group Responsible Sourcing requirements.

It's important for you to satisfy our Responsible Sourcing policies, to protect both your own reputation and the reputation of the Travis Perkins Group businesses that sell your products. Our Online Risk Assessment must be completed by a senior Director with the required authority.

Please note that we must receive satisfactory information to support your response to the Online Risk Assessment before we can appoint you as an approved supplier.



→ How do we assess new suppliers?

Once your company has been identified as a potential supplier to the Travis Perkins Group, we'll ask you to sign up to our Supplier Commitments by completing our Online Risk Assessment to provide us with essential Quality, Environmental and Social Responsibility information about your business.

Our expert third party, Verisio, will analyse the data generated by the questionnaire (following the scoring guidance we have provided to them) and will create a bespoke risk assessment for your company.

Based on the results, they or we may contact you to request further documentary evidence or undertake additional tasks to demonstrate compliance or mitigate risk.

If you're supplying branded products to us, we'll only need to carry out more checks if your Online Risk Assessment highlights any issues that we consider have the potential to impact our business. However, if you're supplying us with Travis Perkins Group own brand products, then we'll also require further information before approving your company as a Group supplier.

Validation of Group own brand sites

It's essential that you work closely with us during the validation process, to make sure we can approve the site within the required timescales for the Group to start selling your products.

Site Assessments

Either our Quality Team or an approved third party will undertake two Site Assessments at all the manufacturing sites that you're planning to use to produce our own brand products, one technical assessment and one ethical assessment.

Please note that:

- Travis Perkins Group own brand products can only be manufactured by factories that have been approved by our Quality Team.
- We need at least 6 weeks notice to schedule a Site Assessment.
- You'll be charged a fee for each Site Assessment [click here](#).
- You'll be charged for an audit if you haven't updated us with the full and correct site details which you may be using.
- After we've completed a Site Assessment, your site will be awarded an Audit score. We will not source goods from a factory that fails a Site Assessment.
- You must update relevant quality contact prior to any changes to either where they are made or product range
- Our Quality Team will impose Supply and Distribution levies [click here](#) on your company if you don't use approved manufacturing sites to produce our own brand products.

Assessment of your processes

As part of the product introduction process for Travis Perkins Group own brands, or as a result of a quality concern, it may be necessary for the relevant Category Technical Manager to visit your manufacturing site to witness your product testing procedures and process controls.

Please note that you'll be charged for any visits that relate to a quality concern [click here](#).

→ How do we do business with our suppliers?

If you'd like to become a supplier to the Travis Perkins Group, please get in touch with the relevant commercial contact for the Group business you're interested in supplying. You can obtain their name and contact details by contacting Group Head Office using the following details.

Group Head Office contact details

Tel: +44 (0)1604 752424

Fax: +44 (0)1604 758718

Address: Travis Perkins plc
Lodge Way House
Lodge Way
Harlestone Road
Northampton NN5 7UG

Web: www.travisperkinsplc.co.uk

You'll need to sign up to our annual Trading Agreement and our Supplier Contract before you can do business with us. Your commercial contact will work with you to agree on the commercial terms to be included in these documents and then provide you with copies.

Please note that you and your commercial contact will need to discuss a process for us to return damaged or faulty goods that you've supplied to our sites. Once you've agreed on the returns process with your commercial contact, a Returns Agreement should be set out to accompany your Trading Agreement/Supplier Contract. All supplied products will require a Returns Agreement.

In the unlikely event of a dispute, please contact your commercial contact as soon as possible so they can try to resolve the issue. If this isn't possible, you can escalate the issue to the Commercial Director of the Group business you're supplying. Your commercial contact can put you in touch with them.

Important information about consignment stock and co-managed inventory (CMI)

Please note that a number of our businesses deal with suppliers on a 'consignment stock' or "CMI" basis. Separate processes and procedures govern these arrangements and you'll be expected to agree to these where you supply us on this basis.

→ How do we evaluate our existing suppliers?

Our KRA system*

For the majority of companies that are approved as Travis Perkins Group suppliers, we'll evaluate your performance on an ongoing basis across four Key Result Areas (KRA). These are:

- Availability
- Stock and Finance
- Quality Assurance
- Administration

The KRAs are based on scores relating to specific elements of day to day trading, such as On Time and In Full (OTIF), dead stock holdings, invoice accuracy and so on. We'll add up the individual scores for each element to give your company an overall score, along with a Red, Amber or Green supplier status.

The KRA system allows the Travis Perkins Quality Team to alter your Quality Assurance rating, based on any changes in your performance within the following areas:

- Quality Assurance Management Systems
- Supply Chain
- Product
- Social Responsibility/Environmental

Our Extranet

The Travis Perkins Extranet is an online portal that gives our colleagues and suppliers access to shared information about their stock and sales out with the Group. This includes the information generated by our KRA evaluation system.

The aim of the Extranet is to facilitate data sharing between the Group and our suppliers, so we can gain a better understanding of our shared processes and improve performance. We'll provide training and support to help you use the Extranet as effectively as possible.

When you become an approved Travis Perkins Group supplier, please ask your commercial contact about our terms for accessing this and setting up an Extranet account for your company. You can then access the Extranet at www.tpextranet.co.uk.

Help and support with KRA and the Extranet

Please contact our KRA Helpdesk for information and support about our KRA system and the Travis Perkins Extranet. The Helpdesk is open between 8:45am and 5:00pm, Monday to Friday. You can contact them by phone or email.

Tel: +44 (0)330 101 0199

Email: supplierexcel@travisperkins.co.uk

* Due to differences in systems, some of our businesses don't currently have access to the KRA system. If you have any queries, please speak to your commercial contact.

Products

→ What are our product requirements?

In summary, we require all our products to be safe, fit for purpose and compliant with all relevant UK, EU and international legislation. All products supplied to us must also comply with our own Group policies.

You can find more information about these by following the links below:

- [Environmental, Social and Quality Requirements](#)
- [Product Safety & Certification Policies](#)
- [Product Responsibilities & Traceability](#)

It's important for you to satisfy our Group product policies, to protect both your own reputation and the reputation of the Travis Perkins Group businesses that sell your products.



→ How can you achieve our product requirements?

We've outlined each of our key product requirements below, along with the actions you'll need to take.

Product safety

You must:

- Make sure all the relevant Product Safety Assessments have been carried out before you offer a product to the Travis Perkins Group. Our Quality Team can offer advice on the necessary safety assessments, if required.
- Manufacture your products to meet all the relevant UK, European and international safety standards.
- Notify us of pending changes to any of the UK, European and international safety standards relevant to your products
- Tell our Quality Team immediately about any newly-discovered risks posed by products already in our supply chain. You must also take all reasonable steps to make sure these products don't cause any risk to our staff or customers. Please note that your company will be held responsible for all costs and expenses associated with these risks.
- Ensuring everything you do for us is carried out to the agreed Travis Perkins Group specification.

Product quality

Please carry out thorough quality and technical reviews before approaching the Travis Perkins Group with a new product.

Product data

You must provide us with complete and accurate product data in line with the specified timescales and the Travis Perkins Group Data Quality Standards. This will help avoid delays that could lead to lost product sales for your company.

All products must be processed through the correct channel with the complete and accurate product data. Please refer to the commercial process with the individual business unit when agreeing any terms. For example, any price increases/decreases must be agreed before implementation.

Our Data Management Team will produce a monthly report flagging up suppliers with active products that are missing mandatory data. If any of your products are listed on the report, you must provide us with the missing data before we issue the next monthly Data Quality report.

Please note that providing us with incomplete or inaccurate product data will lead to Supply and Distribution levies [click here](#) being raised against your company.

For more information about our product data requirements, please contact the Travis Perkins Data Management Team by emailing productdateam@travisperkins.co.uk.

Hazardous products

You must:

- Tell the Quality Team about any own brand products that could be harmful to staff or customer health.
- Tell your commercial contact about any hazardous contents in your branded products prior to product set up and introduction into our business.
- Provide a Safety Data Sheet (SDS) for all hazardous products you supply to us.
- Make sure that all relevant warnings are clearly displayed on the products and their packaging is in line with Classification, Labelling and Packaging regulations (CLP). The product packaging must be able to stop harmful chemicals from leaking.

Restricted Sales

You must also tell us if your products are deemed for restricted sales, such as:

- A poison or explosives precursor
- Knives and other sharps that cannot be sold to minors
- Solvents and spray paints

Date sensitive products

You must:

- Flag up any date sensitive products when you give us your product data during the product set up process
- Make sure the expiry date is clearly marked on each product and the outer packaging. Your products must have at least 80% of their shelf life remaining when they're delivered to us unless other wise agreed with commercial and QA.

→ How can you achieve our product requirements? (continued)

Timber products

You'll need to sign up to the [Travis Perkins Group's Timber Declaration](#) before you can be approved as eligible to supply any of the Group businesses with timber products.

Products for hire

Any new products that are to be hired by our customers will be assessed by our Tool Hire Team, before they can be introduced into our business.

You must make sure that:

- All your manufacturing sites meet the requirements set out in the Travis Perkins Group Supplier Commitments document.
- Your products for hire are supplied with clear user operating instructions, including full details of all safety and PPE requirements.

Locally sourced products

Where individual Branch Managers choose to buy stock locally, please note that local suppliers are still expected to meet the Travis Perkins Group's supplier requirements at all times.

If you require any new supplier account support, please contact your local business unit team, unless you're supplying our BSS Industrial business who provide their new supplier account process specifically through their Commercial department.

Technical support

You must:

- Provide us with a Technical Support helpline so our branches or our Customer Services department can contact you if a customer has a question about your products. This Helpline should be open between 9am and 5pm, Monday to Friday.



- If required, provide us with further support if any quality or safety concerns arise with your products. This might involve a representative from your company visiting the branch, or possibly the customer, and then providing a technical report to the Branch Manager, Product Manager/Buyer and our Quality Team.
- If required, carry out any internal investigations within your company that might be necessary further to a customer complaint or insurance claim involving your products.
- Maintain up to date technical files on all products you supply to us.

Packaging

You must make sure that:

- The packaging you use meets the requirements outlined in the Travis Perkins Group Product Packaging Guidelines. All requests for data or declaration of evidence requested by either the Travis Perkins Group or its Compliance Partner are supplied within requested time frames (see Appendix 10).
- The artwork designs on Travis Perkins Group own brand products meet the requirements set out in the Marketing Guidelines supplied by the relevant Group business. Your commercial contact will help you obtain a copy of the Guidelines.
- The packaging you use meets the requirements outlined in the Travis Perkins Group Product Packaging Guidelines
- Before your first product delivery takes place, you've agreed packaging solutions with the relevant delivery site to ensure the safe unloading, storage, picking, packing and loading of your products.

Also, please note that we want to remove all metal strapping from our products. Please propose alternative solutions if this affects any of the items you're planning to supply to us.

Labelling

You must:

- Label all own brand products in line with the requirements set out in the Marketing Guidelines for the specific Travis Perkins business.
- Make sure all your product labelling is in line with all relevant UK, EU and international regulations.
- Label all products with their total weight and include a warning on those weighing more than 15kg. To ascertain the correct labelling procedure, please refer to the specific requirements of the business you're supplying.
- Labels must be large enough to allow scanning during stock counts performed in the warehouse (when barcodes are used).

Instructions

You must make sure that the instructions for using your products meet the requirements set out in our Product Instructions Guidelines. Otherwise, we can't approve your products for sale.

Barcoding

You must comply with the barcoding requirements of the specific Travis Perkins Group business that you're dealing with.

Before your products are delivered, you'll need to send your barcode labels to the Goods Inwards team at the relevant delivery site to make sure they can scan them.

If you're supplying us with branded products, the GS1 website (www.gs1uk.org) will help you understand how to successfully apply barcodes to these products.

Please note that if we receive any products with barcode issues, such as an incorrect or illegible barcode, a Non Conformance Report will be raised (see section 6 of this manual). Your products will either be rejected or re-worked at your company's expense. [click here](#)

Changes to your products or packaging

If you're planning to make any changes to the physical dimensions of any product or its packaging, please check with your commercial contact before going ahead. This is because the changes may affect the capacities and/or capabilities of our diverse fleet of vehicles when delivering the products to our branches.

→ How do we evaluate new products?

Your commercial contact will agree the specifications of the new product with you, including its packaging and instructions for use.

Own brand products

We carry out a much more in-depth evaluation process on Travis Perkins Group own brand products than on other products. All own brand products must be approved by our Quality Team before we can accept any deliveries, and before any changes are made to the technical or product details once the product is in our supply chain.

If you're planning to supply us with own brand products, you'll need to provide samples for evaluation and approval by the relevant Technical Category Manager. They'll assess your product by following our Product Approval.

Please note that own brand products can't be substituted without prior approval from the Quality Team.

The product approval process

Category Technical Managers will advise you on the required level of product specifications to be held on file by Travis Perkins based on risk. For own brand and high risk products, you'll need to send us copies of all relevant test reports and certificates. For standard branded products, you shall hold the test reports and certificates internally, and provide the Travis Perkins Group with copies on request.

CE/UKCA marking

All own brand products that need CE/UKCA Marking should quote the relevant Travis Perkins Group business as the manufacturer's name and address, unless agreed otherwise.

For late branding opportunities, where the same products could be supplied to two or more Group businesses, please quote Travis Perkins plc and the Group Head Office address in Northampton.

For Travis Perkins Group own brand products in scope for the Construction Products Regulations (CPR), you'll be required to submit a Travis Perkins Groupw Declaration of Performance (DoP) for approval and signing by our Quality Team. Your commercial contact will advise you on our specific requirements as part of the product approval process.

Timber certification markings

We require full chain of custody on all timber and joinery products that need 'Responsible Sourced' markings by using either licence numbers of the organisation that applied the primary packaging. This organisation, usually the manufacturer, is responsible for obtaining approval for using the logo from the relevant certification body:



Firstly, FSC®, which is an international network designed to promote responsible management of the world's forests.



Secondly, PEFC™, which is a framework for recognition of forest certification schemes meeting international recognised requirements for sustainable forest management.

Detailed Quality Control (QC) inspection

We'll always carry out a detailed QC inspection on our own brand products when the first delivery has arrived at our central warehouse, to make sure the products meet our specifications. We'll also carry out random inspections of branded products.

If the new product fails our QC inspection, our Quality Team will raise a Non Conformance Report (see section 6 of this manual). Your products will either be rejected or re-worked at your company's expense.

→ What happens if there's a problem with your product?

If a quality or safety issue arises with your product, we may follow one of these processes:

Withdrawal from Sale

This means we must remove your products from our entire supply chain. The stock must be removed by you from our distribution centres within seven days of the Withdrawal from Sale notice being issued. You must pay all costs associated with withdrawing your products from sale. [click here](#)

Product Recall

Where a Product Recall is required, you'll need to inform Trading Standards and work with your commercial contact on a recall plan. The Product Recall notice warns the public about the risks of buying or using the product, and asks customers who've already bought it to return the product for a refund or replacement. Please note that all costs and expenses associated with Product Recalls will be reclaimed from the supplier. [click here](#)

Public Safety Notice

Sometimes, it's more practical to give customers a replacement product or offer special advice rather than recalling the item. If this is the case, we'll issue a Public Safety Notice. Please note that all costs and expenses associated with issuing Public Safety Notices will be reclaimed from the supplier.

Customer complaints

If a customer complains directly to your company about any product purchased from the Travis Perkins Group, please inform the relevant Travis Perkins Group business straightaway.

In the event of a complaint, we'll require partnership support from your company across all our relevant businesses to resolve the complaint as quickly as possible.

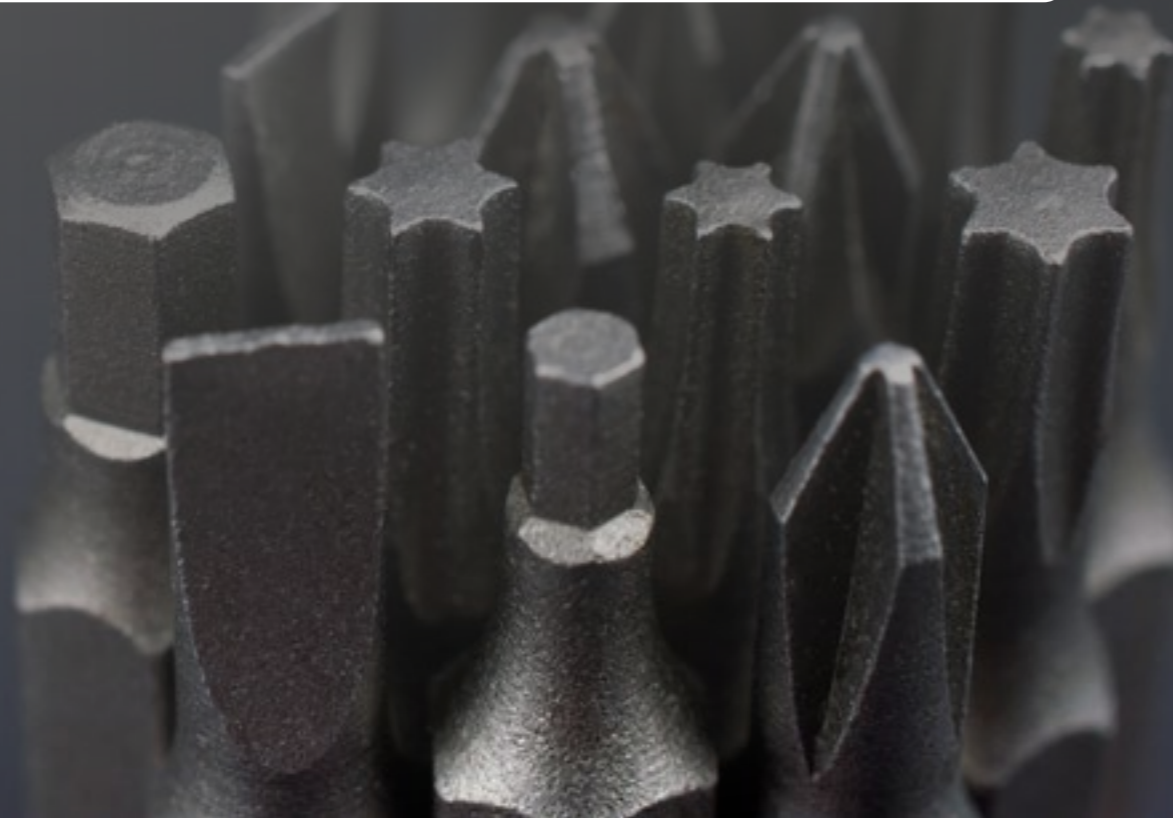
Order Management

→ What is the role of our Product Supply Team?

Our Product Supply team work in partnership with our suppliers to make sure we deliver the right products to our customers at the right time and in the right quantities.

These teams have responsibilities across the Travis Perkins Group for:

- Order management
- Product forecasting
- Stock management
- Customer service



→ How can you obtain a product forecast?

You can request a purchase plan for the products you supply to us from your Supply Chain Analyst.

If you have any questions or concerns about the accuracy of your product forecasts, please discuss this with your Supply Chain Analyst. Please note that we give our forecasts in good faith, but without any liability or obligation on the part of the Travis Perkins Group or any of our businesses.

Contact our Product Supply teams

Our Product Supply teams are based in a number of locations. Contact details are as follows:

Group Head Office:

Please contact your individual product supply chain colleague directly, or call our main switchboard on +44 (0)1604 752424 who'll direct you to the right person.

BSS Industrial Product Supply:
+44 (0)1455 551059

Sektor Distribution CCF Stock Team
+44 (0)115 973 9545

Merchant Primary Distribution Centre (Gowerton)
+44 (1604) 685733

→ How do our Product Supply teams raise Purchase Orders?

Before we raise an order for either a new or existing product line, our Supply Chain Analyst may contact you to check on stock availability. The Purchase Order (PO) will then be raised by either EDI or fax. You'll also be sent a PDF version on email. All POs raised using EDI will comply with a fixed format that meets our Purchase Invoice Standards.

You can contact our Service Desk if you have any queries about POs raised on EDI (Merchant only):

Tel: +44 (0)1604 759988

Fax: +44 (0)1604 591081

Email: servicedesk@travisperkins.co.uk

Important note regarding BSS Industrial businesses

Please note that, on occasion, POs for our BSS Industrial business may need more detailed information than POs for other Travis Perkins Group businesses. You can obtain more information from the Specific Requirements for BSS Industrial document.

→ What are our Purchase Order requirements?

When dealing with our Purchase Orders, you must:

- Only accept orders that are placed on an official PO
- Contact your Supply Chain Analyst if an order arrives late
- Confirm receipt of the PO by emailing your Supply Chain Analyst within 24 hours of receiving the order by fax or EDI
- Include the following information in your acknowledgement email:
 - PO number.
 - Confirmation that the order will be delivered On Time and In Full (OTIF) on the due delivery date.
- Also include the following information in your email if there's a stock availability issue:
 - The affected SKU.
 - The quantity ordered.
 - The reason for the delay.
 - When the stock will be available for delivery.
- Arrange a booking slot for the delivery with our warehouse as soon as you receive the PO. Where possible, please give our warehouse 24 hours' notice before making your delivery. Any deliveries that haven't been booked in will be refused
- Deliver the order On Time and In Full in line with the details set out in the PO, unless we've agreed otherwise with you.

→ What are our requirements for Direct Imports?

Direct Imports are products imported into the EU for which the Travis Perkins Group will pay the transportation charges (Free On Board, or FOB imports).

In our definition of FOB, the exporter – in this case the Travis Perkins Group – will clear the goods for export and is then responsible for the costs and risks of delivering the goods past the ship's rail.

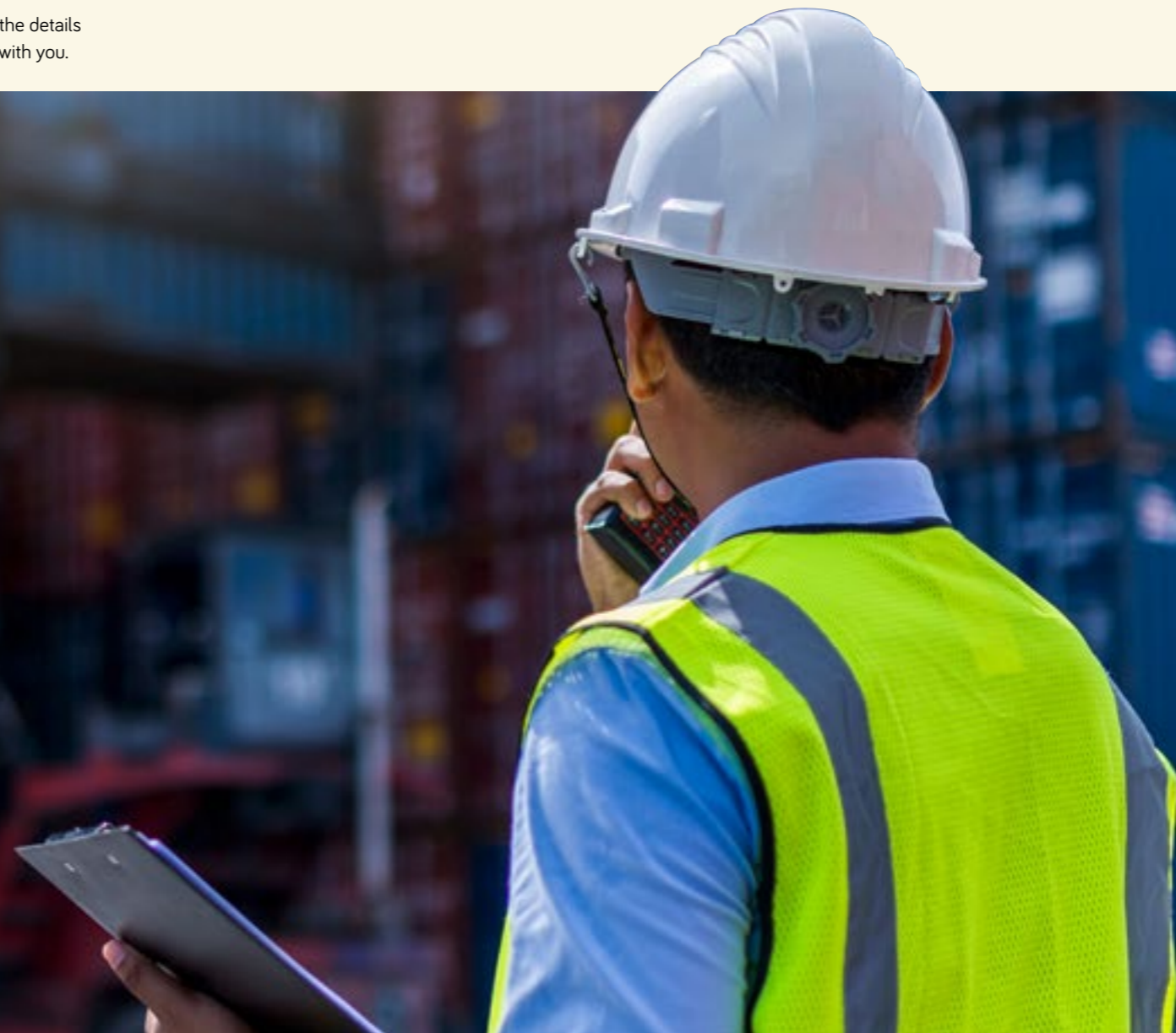
At the named port of shipment. Please note that we only use the term Free on Board in relation to transportation by ocean or inland waterway.

If you're planning to supply us with products that are classed as Direct Imports, please speak to your commercial contact directly to discuss our requirements.

The Travis Perkins Group is developing separate supplier guidelines for Direct Imports. You can obtain these from your commercial contact.

→ How do our branches raise Purchase Orders?

- Our branches raise POs through our central Product Supply team at Group Head Office or by raising official POs in-branch. Our branches have the same PO requirements as those set out above for our Product Supply team.



Supplier Deliveries

(General information)

→ What are our Safety expectations for deliveries?

Keeping people safe is central to everything we do at the Travis Perkins Group. Our vision is that everybody goes home safe and well every single day.

All our suppliers and their third party contractors, including couriers, must comply with the Travis Perkins Group Health and Safety Expectations of Suppliers when delivering products to our warehouses, branches and customers. You and your third party contractors, including couriers, must also comply with all relevant Health & Safety legislation.

Our Health and [Safety Expectations of Suppliers Guide](#) has been designed to set out minimum operating standards to help ensure the safety of everyone who's involved with unloading and loading your goods. Please note that we'll always reject noticeably unsafe loads to help keep your driver, our colleagues and our customers safe.

We also ask you to follow some additional safety requirements when you're making direct deliveries to our branches or customers. Please make sure that:

- Your delivery vehicle is parked in a safe position and doesn't cause an obstruction on a public highway
- Our customers are never allowed to help unload products during direct deliveries to their homes
- Your drivers always make suitable arrangements for mechanical handling equipment or extra labour to be available when delivering heavy or awkward items to our customers' sites or homes

Potential safety issues

If you feel that it's not realistic for you or your third party contractor to achieve a specific Health and Safety Expectations of Suppliers control measure, please speak to your commercial contact straightaway. They'll liaise with the HSE Support Team to discuss the issue.

→ What are our Product Data requirements for deliveries?

We ask you to provide us with all the necessary data about your products, so that they can be moved into our business efficiently and reach our customers as soon as possible. For each product, please confirm:

- Dimensions – Product Packaging & Volumetric Data
- Weight
- Units per carton
- Minimum order quantities
- Lead times
- Values
- Supplier names and full addresses
- Contact names and phone numbers

If you're planning to make any changes to the physical dimensions of your products or pack sizes, please check with your commercial contact before going ahead. This is because the changes may affect the capacities and/or capabilities of our diverse fleet of vehicles when delivering the products to our branches.

Your commercial contact will liaise with the relevant Supply Chain representative to discuss the implications of the proposed product size changes on our deliveries.

Please also tell our Data Quality team (or, if specific to BSS Industrial, their Commercial team) about any agreed changes to product attribute data.

Please note that if you don't comply with these requirements, your products could be withdrawn from sale at our branches.

→ What should you do if you receive a Non Conformance Report?

Our Quality or QC Team will raise a Non Conformance Report if we identify any issues with your products or deliveries at any stage within our Supply Chain. We'll send you the report by email so you can address the issues. Please note that it's your responsibility to make sure that the communication flows to your correct commercial contact using their up to date email address.

Your non compliant stock will either be quarantined or left on the delivery vehicle. Our Quality or QC Team will get in touch with you to arrange to either rework the product or load at your own expense **click here**, to prevent it being rejected. You must respond within 24 hours to avoid any unnecessary costs being incurred and recharged to you.

Our Quality Team will work with you to help you 'Get it Right First Time' and avoid any non conformance issues. However, if you do receive a Non Conformance Report, you must:

- Investigate the problem identified in the report
- Carry out Root Cause Analysis (RCA)
- Set out preventative measures with timescales
- Complete and return the relevant section of the Non Conformance Report
- Provide physical evidence to our Quality or QC Team that the issue has been permanently resolved

Our Quality or QC Team will then carry out checks to make sure the problem's been fixed. We'll include the results of these checks in your next Supplier Performance Review.

Any questions?

If you have any questions about our Non Conformance Report or our quality processes in general, please contact our Quality or QC Team by phone or email.

→ What is our returns policy?

We've set out our policy for product returns below:

- Our standard policy is that in most cases defective products will be centralised.
- We ask you to arrange for your returned goods to be collected. Please note that you'll need to collect the products within seven days of our branch or central warehouse telling you about the returns. After this time, storage charges will start to accrue.
- Please note that if your products have been sourced locally, you'll still need to arrange to collect your products from our branch. This is the case even if the goods were initially backhauled using our own transport
- If your goods aren't collected within 30 days of us notifying you about the returns, we'll dispose of them ourselves. Please note that you'll be charged for any storage and/or disposal costs that we incur.

- The timescale within which returned goods should be paid for by suppliers following collection must be in line with the terms set out in your Returns Agreement, which you'll have agreed with your commercial contact. In the absence of a Returns Agreement, we will raise the appropriate credit

Discrepancies on returns

Please tell us about any discrepancies in your returned stock within seven days of collecting it. You'll need to send us a formal communication about the discrepancies to your commercial contact. The communication must include details of the relevant SKU number, product description, returns quantity advised, quantity received and the value of the variance.

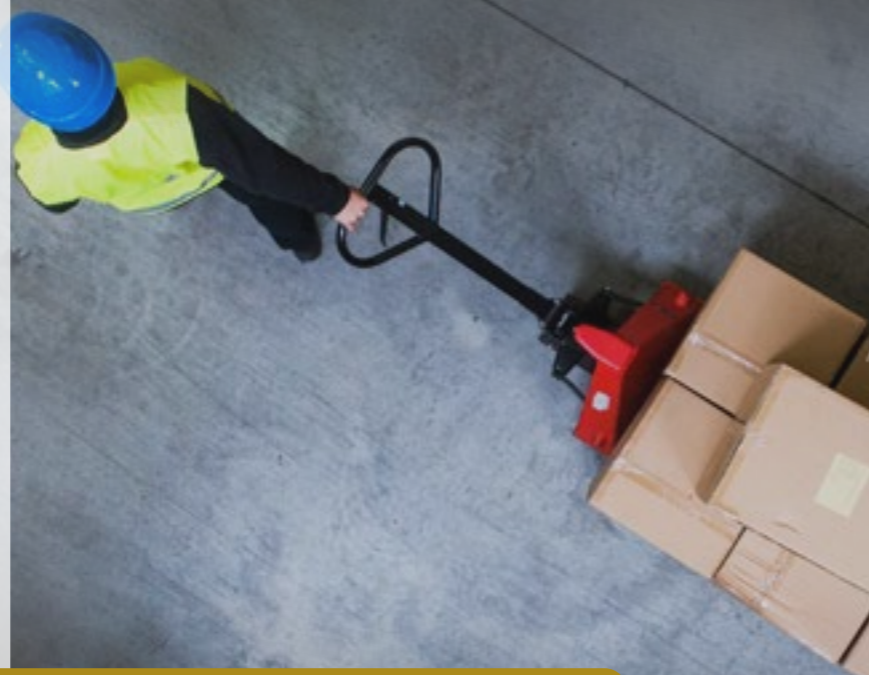
Delivering to our Distribution Centres

→ What do we expect from our new suppliers?

Before you make your first product delivery to us, please get in touch with your commercial contact to arrange a visit to the central warehouse(s) where you'll be delivering your products. This visit will help you better understand our requirements before you start delivering to us. Your commercial contact, Supply Chain Analyst and a warehouse manager will join you during the visit.

A representative of your company must attend your first delivery into our warehouse, along with a member of our Quality or QC Team. This is to make sure there are no issues with your products, delivery or presentation of stock and that it meets our Health and Safety Expectations of Suppliers.

Before you make your first product delivery to us, please get in touch with your commercial contact to arrange a visit to the central warehouse(s) where you'll be delivering your products.



→ How do you book in a delivery?

When you receive our Purchase Order (PO), please contact our Goods In team at the receiving warehouse to book a delivery time slot. Please note that we can't accept any deliveries that haven't been booked in.

You must give us the following information when booking in your delivery:

- Supplier name.
- Supplier number.
- Your contact details (name, address, phone number and email address).
- Requested delivery date and time.
- PO number.
- PO delivery date.
- Name of haulier.
- Delivery vehicle type (e.g. curtain-sided, rear unload, container, courier etc).
- Name and address of the receiving warehouse.
- Whether or not the delivery is a backhaul.
- Total quantity ordered (i.e. number of pallets/ cartons).
- Total financial value of delivery in GBP Please note that:
 - We reserve the right to rearrange your delivery booking with at least 24 hours' notice
 - If you cancel a delivery to us with less than 24 hours' notice, you may incur a Supply and Distribution levies [click here](#)

Important note for deliveries to BSS Industrial

There's a specific process for booking in deliveries to our BSS Industrial. This is set out in the Specific Requirements for BSS Industrial document.

There are specific guidelines for our Primary distribution hubs. This is set out in PDH supplier manual document.

→ What should you do if your delivery is delayed?

If your delivery is going to be late, please contact the Goods In team at the receiving warehouse straightaway. Some sites need you to contact them by phone rather than email, so please make sure you know the best contact method for the warehouse in question.

The Goods In team will then ask a senior warehouse manager for advice on whether the load can be accepted or if it needs to be rescheduled.

Please note that we can't accept any costs that you might incur for waiting time or where a delivery has to be rescheduled.

→ When do we accept small deliveries?

A 'small delivery' is defined as less than a single pallet of stock.

Small deliveries can arrive un-palletised, as long as each carton:

- Can be handled by a single operative.
- Is labelled with the information required by the business to which you're delivering (please ask your commercial contact for details if you're not sure).
- Contains separately bagged or boxed and labelled products for each different SKU.
- (For mixed SKU cartons) contains a list of contents displaying the product code, product description and quantity.

Some of our businesses have designated times for small deliveries, so please make sure your delivery arrives between these times. Your commercial contact can provide you with the specific requirements of the Travis Perkins Group business to which you're delivering.



→ What do we expect from your drivers?

Safety

You must ensure that you meet our Health and Safety Expectations of Suppliers.

Standards

We encourage you and your third party contractors to use drivers who've achieved the Fleet Operator Recognition Scheme (FORS) Gold Standard to make deliveries to our sites and to our customers' premises where possible. You can find more information about FORS on their website: www.fors-online.org.uk.

Legal requirements

It's your responsibility, (and those of your third party contractor) to make sure your drivers comply with all relevant legal requirements. In particular, where the regulations require, only ADR qualified drivers can deliver dangerous goods to our sites. Any drivers delivering hazardous goods must remain with their vehicles at all times. They must also have access to spill kits (including powder extinguishers) and be trained to use them.

Please see the below website address for the government's guide to the international regulations on the transportation of dangerous goods by air, sea, road, rail or inland waterway.

<https://www.gov.uk/guidance/moving-dangerous-goods>

Behaviour

We won't tolerate your delivery drivers making personal, racial, sexual or discriminatory remarks about another person, under any circumstances. Please note that your drivers will be banned from our sites if they exhibit any poor behaviour towards our colleagues.

Non English speaking drivers

We welcome drivers of all nationalities to our sites. However, we do ask that drivers have at least a basic understanding of English.

If you're planning to use drivers who only have basic English skills, please provide us with contact details of a fluent English speaker within your company. This person(s) must be available to communicate our more detailed requirements to any such driver.

Other points to note

- Smoking is strictly prohibited on all Travis Perkins Group sites
- Your drivers can only enter our sites under supervision by our authorised staff and they must comply with our security procedures at all times
- Your drivers can't bring any item sold by the Travis Perkins Group onto our sites, either on their person or in their vehicle, unless they have the purchase receipt or delivery paperwork to hand
- Your drivers must not use their mobile phones whilst in motion on our property; this includes the use of hands-free units

Please note that if your drivers don't meet all the above requirements, they'll be banned from our sites.

→ What are our requirements for your vehicles and trailers?

You must ensure that all your delivery vehicles and trailers are:

- Licensed, taxed, tested and fully compliant with all current road traffic and EU emissions regulations.
- Fit for purpose.
- Fitted with reversing sounders.
- Fitted with lights, indicators, lenses and mirrors that are in a good state of repair.

In addition, your trailers must:

- Be sound, dry, and free from grease, oil and tripping hazards.
- Have enough anchorage points of adequate strength to which the restraining equipment can be attached, to secure the load.

- Have sheets and covers that are free from holes.
- Have the required pins, goal posts and stanchions, according to the type of load.

Please note, our Distribution Centres are set up to primarily receive supplier stock on vehicles that can be off-loaded from both sides.

Containers and other vehicle types with rear door access only, can be accommodated, but should be specifically referred to when making your booking.

If you have any questions on whether a specific vehicle type can be accepted, you must clarify this when requesting a booking slot.

→ What are our requirements for container deliveries?

Please note that we can't accept container deliveries that require handballing, unless we've agreed otherwise with you.

Your products must be secured by safety nets or straps, or a removable airbag to keep the load away from the container doors.

This helps to avoid any safety risk when the doors are opened. All container deliveries must comply with import regulations and any security seals must be intact and checked by the receiving distribution depot.

→ What are our requirements for cross-docking?

We ask you to comply with the BSS Cross-Docking Requirements, as set out in the Specific Requirements for BSS Industrial document, for all cross-docking deliveries to BSS.

→ What delivery documentation do we require?

Delivery Notes

We require a Delivery Note for all our deliveries. This must be written in English and include the following information:

- Booking reference number.
- Supplier name and contact details.
- Haulier name and address.
- Warehouse delivery address.
- Your Travis Perkins Group PO number.
- Delivery date as shown on the PO.
- Travis Perkins Group product codes/SKUs.
- Supplier product codes.
- Full product descriptions.
- Licensed, taxed, tested and fully compliant with all current road traffic and EU emissions regulations.
- Quantity ordered for each SKU (unit type must be the same as shown on the PO).
- Quantity delivered for each SKU (unit type must be the same as shown on the PO).
- Total quantity of pallets and cartons delivered. Please note that you need to declare the total number of individual pallets and not the 'stack' quantity.

- EAN13 barcode or retail code for each SKU.
- The date when the balance of any partially- fulfilled order will be delivered. This only applies to businesses that allow part orders, so please check with your commercial contact if you're not sure.

When timber or joinery product(s) are supplied, your Delivery Note must identify these clearly and also include full and correct details of your FSC® or PEFC™ certification claims for each item.

Please email a copy of your Delivery Note to the receiving warehouse at least 24 hours before your vehicle arrives, in case your paperwork gets lost during transit.

Materials data sheets

Please provide these for all substances you're delivering that are harmful to health.

Test Certificates

For products that need a Test Certificate, please send the original certificates to the warehouse either with the delivery, before it arrives or make them available electronically.



→ What are our requirements for stock presentation?

Pallets

Specification

You must only use pallets that meet the specifications of the Travis Perkins Group business to which you're delivering, unless you've agreed in advance with the receiving warehouse to use alternative pallets. Our general pallet specifications are:

- Grade B, full perimeter base.
- 1200mm x 1000mm.
- 1 tonne+ lift.
- Please see our Pallet Height & Weight Requirements for further details of pallet height and weight limits for our various warehouses.

For any pallets that are not 1200mm x 1000mm, these must have a full perimeter base.

The Travis Perkins Group has entered into a relationship with CHEP to use their pallet pooling system in our network. This means that we've made the decision to implement a pallet quality standard throughout our operations, and that a CHEP pallet (or equivalent) represents our required quality specification.

The pooled pallet system has several important advantages over our previous system. The pallets are produced to a much higher standard so they can support better load integrity, offer better product protection and, most importantly, are safer to use in our Supply Chain. They're also environmentally friendly, which helps improve our carbon footprint.

Finally, and most significantly, the new system is typically more economical for the supplier as the cost of a single trip pallet is generally higher than the cost of using pooled pallets.

Your Product Manager can give details on how to contact Chep directly, so you can find out more about the pooled pallet system and how it works.

Requirements for further details of pallet height and weight limits for our various warehouses.

Your pallets must be signed off by the receiving branch or warehouse in advance of any delivery. If your product requires a different standard of pallet, please ask your commercial contact to give you the pallet specifications for the particular business you're working with. Specifically for the Primary Distribution Hubs at Gowerton Road and Omega North contact the Operations Manager for support.

Condition

Your pallets must be undamaged and dry.

Stacking

Your pallets must be securely shrink wrapped or stretch wrapped and stable, with no products overhanging the base of the pallet. Please note that you'll be charged for any re-stacking rework that our staff have to carry out on your delivery.

Your pallets can be double stacked during transit, provided the stack is completely safe and the products don't get damaged.

Height and weight

The height and weight of the palletised products (including the pallet itself) mustn't exceed the maximum tolerance for the receiving warehouse. Our warehouses have different restrictions due to differences in the racking type, so please check the Pallet Height & Weight Requirements for each warehouse you're delivering to.

Ti-Hi

The number of cartons per layer and the number of layers per pallet must match the product attribute data sent to our Data Quality team. The number of layers mustn't breach the height restrictions of the receiving warehouse.

Full pallet quantities

Please deliver full pallets whenever possible.

Mixed SKU pallets

Please try to avoid delivering mixed SKU pallets. Where it's necessary to supply mixed pallets (e.g. small items or to complete the balance of a part order etc), please make sure that each product outer or carton is clearly labelled and that each product type is divided by cardboard or pallets. A label must also be applied to the pallet stating that it's a 'Mixed Pallet'. Cartons containing the same SKU must also be kept together on the same pallet(s).

Packing list

Please make sure there's a full packing list for each pallet, either with the driver or attached to the first pallet. It's a huge help to us if the information shown on your packing list runs in the same sequence as the PO that we raised with you. Please highlight on your paperwork where a 'part order' has been delivered.

Pallet labels. Each pallet should be labelled on the sides and top. To make sure all labels are correctly positioned, please give some thought to how we'll receive, store and pick your products.

- Supplier name.
- PO number.
- A working barcode.
- Adequate warnings where required, e.g. for heavy, fragile, chemical, goods etc.

- Delivery Note number.
- Product code.
- Product description.
- Quantity of each product on the pallet.
- Our company name if your vehicle load isn't intended solely for us.
- If applicable, a label stating that the pallet is a 'Mixed Pallet'
- Expiry date (or production date and shelf life).
- Labelling must contain relevant classifications or certification information, e.g. FSC® or PEFC™, where applicable.
- Pallet weight.

Pallet returns policy

Please speak to your commercial contact about this.

Stillages

If you deliver to us using stillages, these must be undamaged and fit for purpose (solid construction). Your products should be stable, neatly stacked, securely held on the stillage and not overhanging it. Please add clearly visible labels to the sides and top of each stillage.

Cartons

Please follow these rules for carton deliveries.

- Your products must be undamaged and securely protected within the cartons.
- Please add clearly visible labels to all sides and top of each carton showing the SKU number, product description and unit quantity.
- We can't accept cartons containing mixed products. These will always be rejected.
- Please add a suitable warning label to any cartons weighing more than 15kg.

Non-palletised products

(e.g. bricks, aggregate blocks, timber etc)

These must be:

- Undamaged.
- Stable and securely banded.
- Packed in standard pack sizes/quantities.

Linear products (tubes and pipes)

Please deliver tubes using delivery equipment (e.g. pallets, stillages etc.) that will allow the stock to be unloaded using the appropriate manual handling equipment. Your delivery equipment must be approved in advance by the receiving warehouse and our Central Stay Safe Support Team.

Please note that tubes can only be unloaded manually when a permit to work has been issued.

Our BSS Industrial business also asks suppliers to comply with their requirements for linear / tube deliveries as set out in the Specific Requirements for BSS Industrial document, unless we've agreed otherwise with you beforehand.

Oversize products

Oversize products are defined as those that are too large or too long to fit onto a standard UK pallet (1,200mm x 1,000mm).

Before making your first delivery of oversize products to us, you'll need to obtain approval for your intended delivery equipment (e.g. large pallets) from our Supply Chain Analyst. Our warehouse will need to evaluate your equipment before we can give approval. Oversize products should only be delivered on pallets which have sufficient dimensions to prevent any product overhang and that have a full perimeter base.

Label information

Please include the following information when labelling your stock:

- Your supplier name.
- The SKU or product code.
- Product description.
- PO number.
- Number of items per pallet, carton etc.
- Pallet weight.
- EAN13 barcode or retail code.
- Hazardous goods labelling (if applicable).
- FSC® or PEFC™ labelling (if applicable).
- Expiry date (or production date and shelf life).

Re-working

Please note that you'll be recharged for the cost of any rework that we have to carry out on your deliveries.

→ What happens if there are discrepancies?

A discrepancy occurs when the type or quantity of products that you deliver to us doesn't match the details on your PO. Our Goods In team will check for and notify any discrepancies during the receiving check. This could take place at any time after your delivery has arrived.

It's in your interests to avoid discrepancies as these can cause your payment to be delayed. This is because we can't authorise your payment until your invoice shows an exact match with the type and quantity of products that you've delivered to us. Please see section 10 of this manual for more details.

If you know in advance that there'll be discrepancies in your delivery, please discuss these with your Supply Chain Analyst and agree on a course of action before delivery takes place.

Please note that deliveries containing unknown discrepancies may be refused.

Shortages and overs

Any shortages identified by us will be reflected in any payment made to you.

If you deliver more products that we ordered, we'll record and return any excess stock that's over the quantities ordered. You must collect the excess products if so requested.

→ How do we measure your delivery performance?

We measure your delivery performance for each SKU by applying the percentage of the total number of order lines received at the correct delivery address that are delivered:

- In a single delivery on the date that the order is due,
- In the full order line quantity, and
- Meeting all the required presentation and quality standards

It's important to note that we require the full quantity ordered to be delivered on the due date as stated on the PO. We also need you to adhere to the timed booking slots that are allocated by our branches. Your delivery performance will be recorded and we'll share this information with you so you can make any necessary improvements. Please note that your company will incur Supply and Distribution levies [click here](#) if you don't meet our delivery requirements.

Please note that our definitions and formulas for the measures used in our KRA Extranet system are as follows:

- On Time = The number of on time ordered lines / total number of ordered lines for the month x 100. (The expected due date is generated from our agreed lead times held in POS).
- In Full = The number of completed order lines / total number of order lines for the month x 100.

Our KRA system will calculate a monthly delivery performance score for your business as well as a backup report showing all the POs that we've raised from you that month. Please contact the KRA Extranet team if you have any queries about this information.

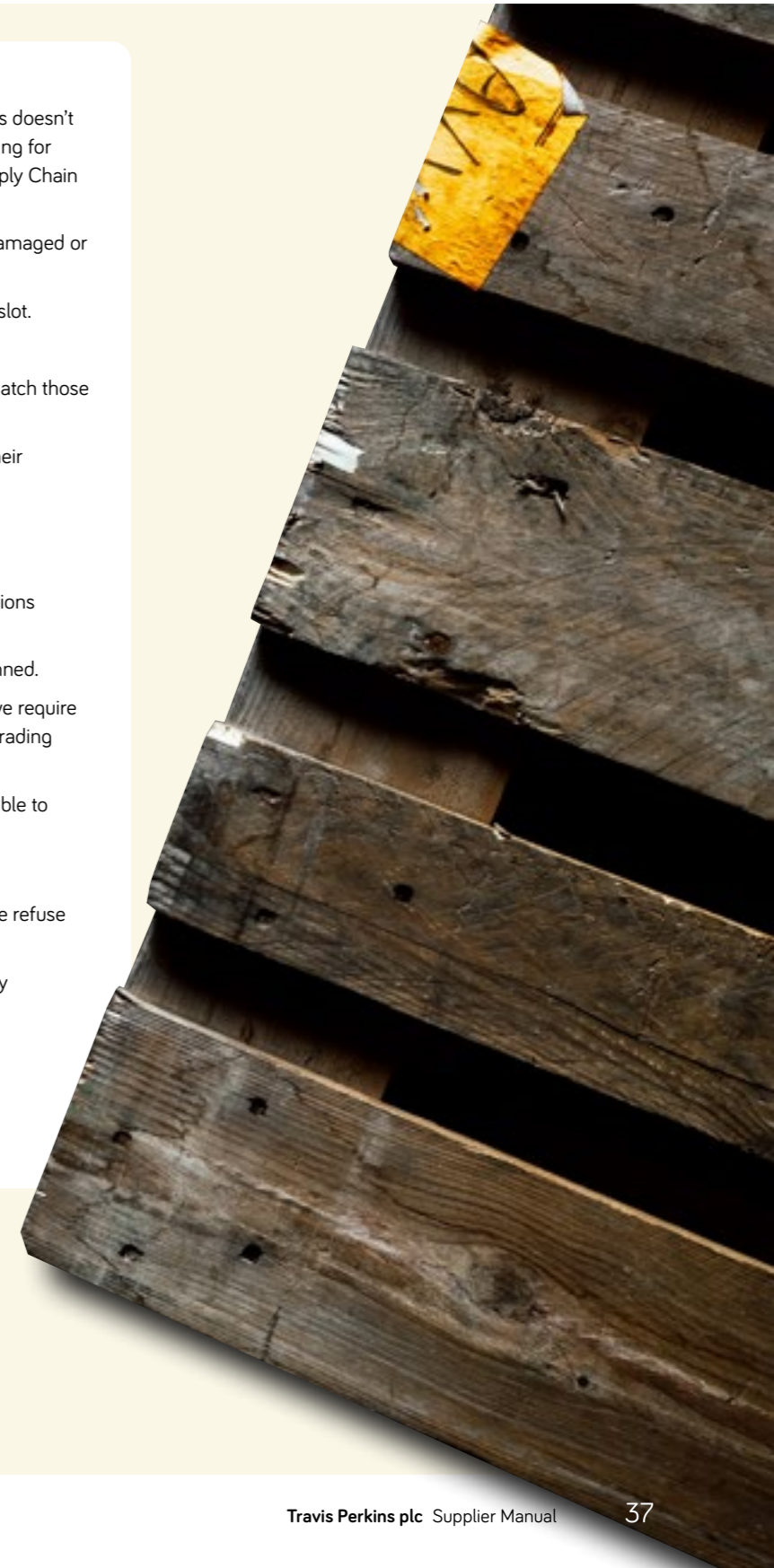
→ When will we refuse your delivery?

We may refuse your delivery if:

- The quantity of pallets, totes or cartons delivered to us doesn't match the quantity stated on the Delivery Note (allowing for known discrepancies that you've agreed with our Supply Chain Analyst).
- It's clear before unloading starts that the goods are damaged or wet.
- The delivery arrives outside the agreed delivery time slot.
- Your vehicle is considered unsafe to unload.
- The PO numbers on your delivery paperwork don't match those that we were expecting.
- Any date-sensitive products have less than 80% of their shelf-life remaining.
- Your driver is in breach of our site rules.
- The delivery documentation is missing or incorrect.
- The products or packaging don't match the specifications approved by our Quality Team.
- The labels are incorrect or the barcodes can't be scanned.
- Your stock presentation doesn't meet the standards we require as set out above, or is different to that set out in our Trading Agreement/Supplier Contract.
- A banksman and/or qualified forklift driver isn't available to unload the vehicle, where this is required.

Please also note the following:

- We can't accept any charges from your company if we refuse your delivery.
- If we refuse your products at the point of delivery, they must go back on the same vehicle.
- It's your responsibility to re-book refused deliveries within 48 hours of the original delivery slot.
- We'll raise a Supply and Distribution levies if we have to refuse your delivery.



→ How do you arrange backhauls?

You may be able to use the Travis Perkins Group transport fleet to collect your goods instead of delivering them yourself or through a third party distributor. This is known as a backhaul.

To book in a backhaul, please speak to your commercial contact, who'll make the necessary arrangements with our Transport department.

When collecting from you, please note that:

- Our drivers can't take stock that's damaged, badly stacked or packed onto damaged pallets.
- Your delivery documentation must be correct and accurate at the time of collection.
- Your stock must be ready for collection at the agreed time.
- The vehicle must be loaded to our driver's satisfaction.
- We'll need you to assist in strapping the load.

All backhaul requests will be looked at on an individual basis in accordance with any Travis Perkins group agreements to find the best solution for parties concerned.

→ How can you contact our Distribution Centres?

You'll find our Warehouse Contact Details in the relevant appendix to this manual.



Delivering to our Branches

→ What do we expect from our new suppliers?

Please ask your commercial contact for information about vehicle accessibility and risk assessments at each of the branches where you'll be delivering. We'll provide a file summarising the safe approach to each branch, but if any of the sites have access issues, you'll need to visit these locations before making your first delivery.

If you use third party distributors and/or couriers, please make sure that they're aware of our delivery requirements as outlined in this manual, as we'll expect them to meet these requirements. Please note that you're still responsible for deliveries to our branches even if you use a third party distributor.



→ How do you book in a delivery?

You, or your third party distributor, must contact the branch to which you're delivering before making your first delivery. This is to make sure you or your distributor fully understand the local parking and delivery restrictions and the branch opening hours, and to ascertain whether any specialist handling equipment is needed to receive your delivery.

You or your third party distributor must also give your contact details to the branch in advance, so that you can be contacted about any delivery issues.

Please note that it's essential for all deliveries to our large contract businesses, and all deliveries with lorries or bulk loads, to be booked in advance, to make sure a banksman and appropriate manual handling equipment are available at the time of delivery. Please book in these deliveries as soon as possible after receiving our Purchase Order (PO).

We reserve the right not to accept vehicles without booking slots where a banksman or qualified forklift truck driver isn't available.

Please give us the following information when booking in your delivery:

- Supplier name.
- Supplier number.
- Contact details (name, address, phone number and email address).
- Requested delivery date and time.
- PO number.
- PO delivery date.
- Name of haulier.
- Delivery vehicle type (e.g. curtain-sided, rear unload van, container, courier etc).
- Name and address of the receiving branch.
- Total quantity ordered.
- Delivery equipment type (pallets, cartons, banded products and bulk).
- Details of any missing items and when they'll be delivered.

Please note that we reserve the right to rearrange your delivery booking with at least 24 hours' notice.

→ What should you do if your delivery is delayed?

If your delivery is going to be late, please contact the branch in question. The branch manager will decide whether the load can be accepted or if it needs to be rescheduled. Please note that we can't accept any costs that you might incur for waiting time or where a delivery has to be rescheduled.

→ What do we expect from your drivers?

Safety

We require that you comply with our Health and Safety Expectations of Suppliers. This includes wearing the required PPE.

Standards

We encourage you and your third party contractors to use drivers who've achieved the Fleet Operator Recognition Scheme (FORS) Gold Standard to make deliveries to our sites and to our customers' premises where possible. You can find more information about FORS on their website: www.fors-online.org.uk.

Legal requirements

It's your responsibility, (and those of your third party contractor) to make sure your drivers comply with all relevant legal requirements. In particular, where the regulations require, only ADR qualified drivers can deliver dangerous goods to our sites. Any drivers delivering hazardous goods must remain with their vehicles at all times. They must also have access to spill kits (including powder extinguishers) and be trained to use them.

Please see the below website address for the government's guide to the international regulations on the transportation of dangerous goods by air, sea, road, rail or inland waterway.

<https://www.gov.uk/guidance/moving-dangerous-goods>

Behaviour

We won't tolerate your delivery drivers making personal, racial, sexual or discriminatory remarks about another person, under any circumstances. Please note that your drivers will be banned from our sites if they exhibit any poor behaviour towards our colleagues.

Non English speaking drivers

We welcome drivers of all nationalities to our sites. However, we do ask that drivers have at least a basic understanding of English.

If you're planning to use drivers who only have basic English skills, please provide us with contact details of a fluent English speaker within your company. This person(s) must be available to communicate our more detailed requirements to any such driver.

Other points to note

- Smoking is strictly prohibited on all Travis Perkins Group sites.
- Your drivers can only enter our sites under supervision by our authorised staff and they must comply with our security procedures at all times.
- Your drivers can't bring any item sold by the Travis Perkins Group onto our sites, either on their person or in their vehicle, unless they have the purchase receipt or delivery paperwork to hand.
- Your drivers must not use their mobile phones whilst driving on our property.

Please note that if your drivers don't meet all the above requirements, they'll be banned from our sites.

→ What are our requirements for your vehicles and trailers?

All your delivery vehicles and trailers must be:

- Licensed, taxed, tested and fully compliant with all current road traffic and EU emissions regulations.
- Fit for purpose.
- Able to access the unloading area of the branch where you're delivering.

Please note that container deliveries can only be accepted at the branches of some of our businesses. So please check with your commercial contact about the specific requirements of the Travis Perkins Group business(es) you're dealing with in advance.

→ What delivery documentation do we require?

Delivery Notes

We require a Delivery Note for all our deliveries. This must be written in English and include the following information:

- Booking reference number.
- Supplier name and contact details.
- Haulier name and address.
- Branch delivery address.
- Branch code (this is essential as some towns/cities have multiple branches).
- Your Travis Perkins Group PO number.
- Delivery date as shown on the PO.
- Travis Perkins Group product codes/SKUs.
- Supplier product codes.
- Full product descriptions.

- Quantity ordered for each SKU (unit type must be the same as shown on the PO).
- Quantity delivered for each SKU (unit type must be the same as shown on the PO).
- Total quantity of pallets and cartons delivered. Please note that you need to declare the total number of individual pallets and not the 'stack' quantity.
- EAN13 barcode or retail code for each SKU.
- The date when the balance of any partially- fulfilled order will be delivered. This only applies to businesses that allow part orders, so please check with your commercial contact if you're not sure.

When timber or joinery product(s) are supplied, your Delivery Note must identify these clearly and also include full and correct details of your FSC® or PEFC™ certification claims for each item.

Safety Data Sheets (SDS)

Please provide these for all substances you're delivering that are harmful to health.

→ General notes

You must not combine two or more Purchase Orders on a single delivery unless you've agreed otherwise with the Branch Manager.

For safety reasons, you must ensure your stock is accessible from ground level so no one needs to get on the back of the trailer or climb into the vehicle bed.

→ What are our requirements for stock presentation?

Pallets

Specification. You must only use pallets that meet the specifications of the Travis Perkins Group business to which you're delivering, unless you've agreed in advance with the receiving warehouse to use alternative pallets. Our general pallet specifications are:

- Grade B, full perimeter base.
- 1200mm x 1000mm.
- 1 tonne+ lift.

Please see our Pallet Height & Weight Requirements for further details of pallet height and weight limits for our various warehouses

For any pallets that are not 1200mm x 1000mm, these must have a full perimeter base.

Your pallets must be signed off by the receiving branch in advance of any delivery. If your product requires a different standard of pallet, please ask your commercial contact to give you the pallet specifications for the particular business you're working with.

Condition. Your pallets must be undamaged and dry.

Stacking. Your pallets must be securely shrink wrapped and stable, with no products overhanging the base of the pallet. Please note that you'll be charged for any re-stacking rework that our staff have to carry out on your delivery [click here](#).

Your pallets can be double stacked during transit, provided the stack is completely safe and the products don't get damaged.

Height and weight. The height and weight of the palletised products (including the pallet itself) mustn't exceed the maximum tolerance for the receiving branch. Please liaise with your commercial contact to check the individual requirements for each branch you're delivering to, as there will be restrictions and variations in the off-loading equipment that's available.

Ti-Hi. The number of cartons per layer and the number of layers per pallet must match the product attribute data sent to our Data Quality team. The number of layers mustn't breach the height restrictions of the receiving branch.

Full pallet quantities. Please deliver full pallets whenever possible.

Mixed SKU pallets. Please try to avoid delivering mixed SKU pallets. Where it's necessary to supply mixed pallets (e.g. small items or to complete the balance of a part order etc), please make sure that each product outer or carton is clearly labelled and that each product type is divided by cardboard or pallets. A label must also be applied to the pallet stating that it's a 'Mixed Pallet'. Cartons containing the same SKU must also be kept together on the same pallet(s).

Packing list. Please make sure there's a full packing list for each pallet, either with the driver or attached to the first pallet. It's a huge help to us if the information shown on your packing list runs in the same sequence as the PO that we raised with you. Please highlight on your paperwork where a 'part order' has been delivered.

Pallet labels. Each pallet should be labelled on the sides and top. The labels must be clearly visible and include the following information:

- Supplier name.
- PO number.
- A working barcode.
- Adequate warnings where required, e.g. for heavy, fragile, chemical, goods etc.
- Delivery Note number.
- Product code.
- Product description.
- Quantity of each product on the pallet.
- If applicable, a label stating that the pallet is a 'Mixed Pallet'
- Expiry date (or production date and shelf life).
- Labelling must contain relevant classifications or certification information, e.g. FSC® or PEFC™, where applicable.
- Pallet weight.

Pallet returns policy. Please speak to your commercial contact about this.

Stillages

If you deliver to us using stillages, these must be undamaged and fit for purpose (solid construction). Your products should be stable, neatly stacked, securely held on the stillage and not overhanging it. Please add clearly visible labels to the sides and top of each stillage.

Cartons

You must follow these rules for carton deliveries.

- Your products must be undamaged and securely protected within the cartons.
- Please add clearly visible labels to the sides and top of each carton showing the SKU number, product description and unit quantity.
- We can't accept cartons containing mixed products. These will always be rejected.
- Please add a suitable warning label to any cartons weighing more than 15kg.
- Non-palletised products (e.g. bricks, aggregate blocks, timber etc).

These must be:

- Undamaged.
- Stable and securely banded.
- Packed in standard pack sizes/quantities.

Aggregates (Bulk)

You must only use single trip bulk bags that are certified to BS EN ISO 21898 standard, unless we've agreed otherwise with you. Your bags must be sourced from the Travis Perkins Group's preferred suppliers.

If you use other bags, please make sure that these are independently tested against BS EN ISO 21898 at least once a year.

Linear products (tubes and pipes)

Please deliver tubes using delivery equipment (e.g. pallets, stillages etc) that will allow the stock to be unloaded using the appropriate manual handling equipment. Your delivery equipment must be approved in advance by the receiving branch and our Central Stay Safe Support Team.

We also require that:

- All deliveries of linear products are made on flat bed trailers, complete with side pins where volume demands.
- All loads are fully sheeted. Please note that we'll refuse the delivery if your vehicle arrives un-sheeted.

The products are:

- Separated by horizontal and vertical bearers between each layer.

- Externally varnished and colour banded at each end.
- Supplied in lengths as per our PO, but any product longer than a standard pallet length needs to be agreed in advance via your commercial contact to ensure it can be safely handled.
- Tubes are supplied in bundles, to the weight specified in our PO, with a maximum weight of 2 tonnes.

Our BSS Industrial business also requires suppliers to comply with their requirements for linear / tube deliveries, as set out in the Specific Requirements for BSS Industrial document, unless we've agreed otherwise with you beforehand.

Oversize products

Oversize products are defined as those that are too large or too long to fit onto a standard UK pallet (1,200mm x 1,000mm).

Before making your first delivery of oversize products to us, you'll need to obtain approval for your intended delivery equipment (e.g. large pallets) from our Supply Chain Analyst. Our branches will need to evaluate your equipment before we can give approval.

Label information

Please include the following information when labelling your stock:

- Your supplier name.
- The SKU or product code.
- Product description.
- PO number.
- Number of items per pallet, carton etc.
- Pallet weight.
- EAN13 barcode or retail code.
- Hazardous goods labelling (if applicable).
- FSC® or PEFC™ labelling (if applicable).
- Expiry date (or production date and shelf life).

Re-working

Please note that you'll be recharged for the cost of any rework that we have to carry out on your deliveries.

→ What happens if there are discrepancies?

A discrepancy occurs when the type or quantity of products that you deliver to us doesn't match the details on your PO. Our Goods In team will check for and notify any discrepancies during the receiving check. This could take place at any time after your delivery has arrived.

It's in your interests to avoid discrepancies as these can cause your payment to be delayed. This is because we can't authorise your payment until your invoice shows an exact match with the type and quantity of products that you've delivered to us.

Please see section 10 of this manual for more details.

If you know in advance that there'll be discrepancies in your delivery, please discuss these with your Supply Chain Analyst and agree on a course of action before delivery takes place. Please note that deliveries containing unknown discrepancies may be refused.

Shortages and overs

Any shortages identified by us will be reflected in any payment made to you.

If you deliver more products that we ordered, we'll record and return any excess stock that's over the quantities ordered. You must collect the excess products if so requested.

→ How do we measure your delivery performance?

We measure your delivery performance for each SKU by applying the percentage of the total number of order lines received at the correct delivery address that are delivered:

- In a single delivery on the date that the order is due,
- In the full order line quantity, and
- Meeting all the required presentation and quality standards.

It's important to note that we require the full quantity ordered to be delivered on the due date as stated on the PO. We also need you to adhere to the timed booking slots that are allocated by our branches.

Your delivery performance will be recorded and we'll share this information with you so you can make any necessary improvements. Please note that your company will incur Supply and Distribution levies [click here](#) if you don't meet our delivery requirements.

Please note that our definitions and formulas for the measures used in our KRA Extranet system are as follows:

- On Time = $\frac{\text{The number of on time ordered lines}}{\text{total number of ordered lines for the month}} \times 100$. (The expected due date is generated from our agreed lead times held in POS).
- In Full = $\frac{\text{The number of completed order lines}}{\text{total number of order lines for the month}} \times 100$.

Our KRA system will calculate a monthly delivery performance score for your business as well as a backup report showing all the POs that we've raised from you that month. Please contact the KRA Extranet team if you have any queries about this information.

→ When will we refuse your delivery?

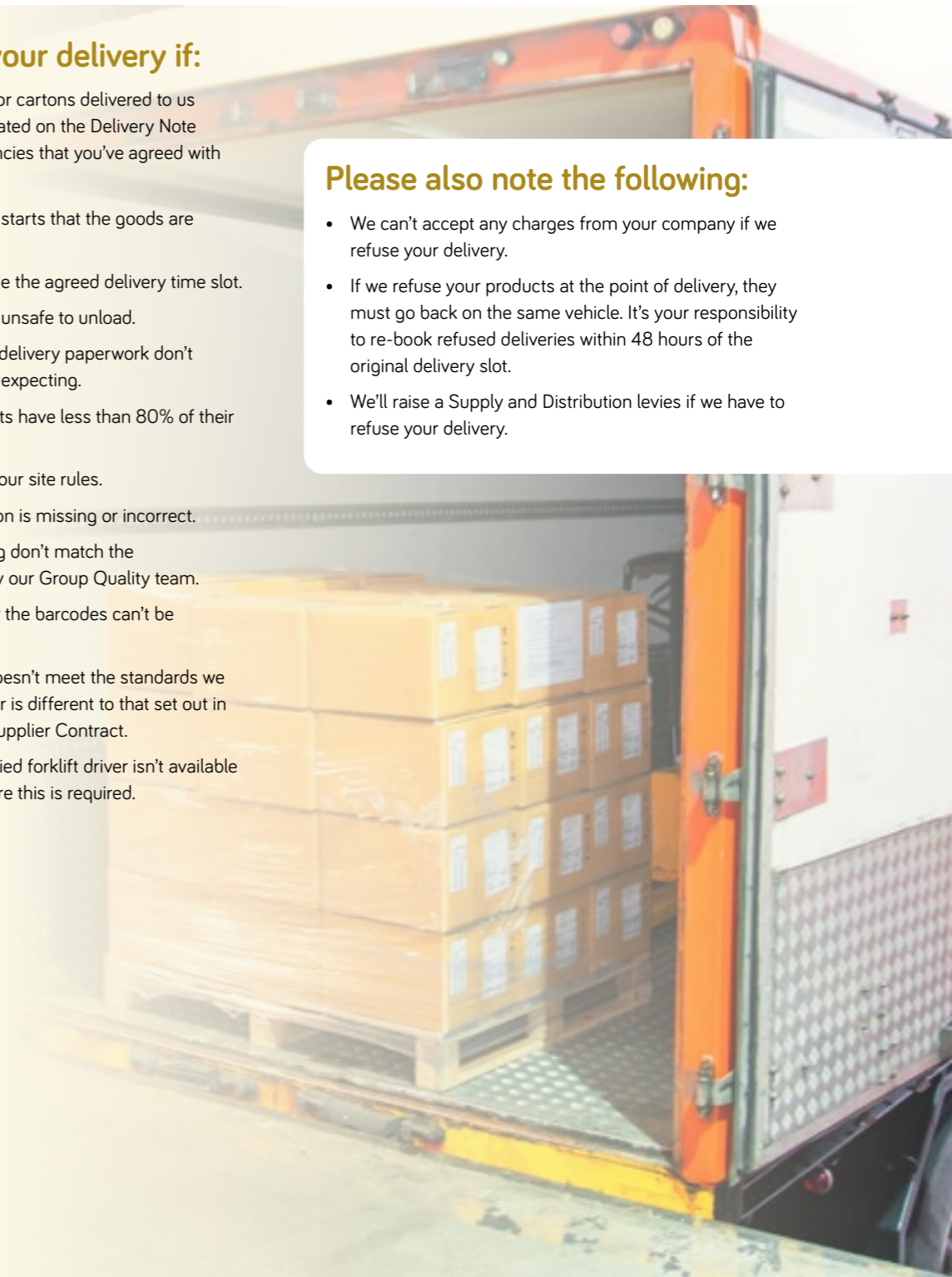
We may refuse your delivery if:

The quantity of pallets, totes or cartons delivered to us doesn't match the quantity stated on the Delivery Note (allowing for known discrepancies that you've agreed with our Supply Chain Analyst).

- It's clear before unloading starts that the goods are damaged or wet.
- The delivery arrives outside the agreed delivery time slot.
- Your vehicle is considered unsafe to unload.
- The PO numbers on your delivery paperwork don't match those that we were expecting.
- Any date-sensitive products have less than 80% of their shelf-life remaining.
- Your driver is in breach of our site rules.
- The delivery documentation is missing or incorrect.
- The products or packaging don't match the specifications approved by our Group Quality team.
- The labels are incorrect or the barcodes can't be scanned.
- Your stock presentation doesn't meet the standards we require as set out above, or is different to that set out in our Trading Agreement/Supplier Contract.
- A banksman and/or qualified forklift driver isn't available to unload the vehicle, where this is required.

Please also note the following:

- We can't accept any charges from your company if we refuse your delivery.
- If we refuse your products at the point of delivery, they must go back on the same vehicle. It's your responsibility to re-book refused deliveries within 48 hours of the original delivery slot.
- We'll raise a Supply and Distribution levies if we have to refuse your delivery.



→ How do you arrange backhauls?

You may be able to use the Travis Perkins Group transport fleet to collect your goods instead of delivering them yourself or through a third party distributor. This is known as a backhaul.

To book in a backhaul, please speak to your commercial contact, who'll make the necessary arrangements with our Transport department.

When collecting from you, please note that:

- Our drivers can't take stock that's damaged, badly stacked or packed onto damaged pallets.
- Your delivery documentation must be correct and accurate at the time of collection.
- Your stock must be ready for collection at the agreed time.
- The vehicle must be loaded to our driver's satisfaction.
- We'll need you to assist in strapping the load All backhaul requests will be looked at on an individual basis in accordance with any Travis Perkins group agreements to find the best solution for parties concerned.



→ How can you contact our branches?

Each of our businesses lists contact details for all its branches on its individual website.

You can also access all these websites through the Travis Perkins Group website, www.travisperkinsplc.co.uk

 www.travisperkins.co.uk	 www.benchmarkkitchens.co.uk	 www.bssindustrial.co.uk
 www.ccftld.co.uk	 www.keyline.co.uk	 www.toolstation.com

Delivering to our customers

→ Who are our customers?

Travis Perkins Group customers fall into 3 categories:

- Individual.
- Consumers.
- Businesses and building companies or contractors.

The customer's category will define the nature of your delivery:

- Delivering to individual consumers means making deliveries to their homes.
- Delivering to businesses means making deliveries to their company premises.
- Delivering to building companies or contractors may involve making deliveries to building sites, where you and your drivers will need to comply with the site rules that are in operation.

→ What do we expect from our suppliers?

When delivering directly to our customers, we ask you to offer the highest standards of service and customer care at all times.

If you use third party distributors and/or couriers, please make sure that they are aware of our delivery requirements and customer service standards as outlined in this manual, as we'll expect them to meet these requirements. Please note that you are still responsible for deliveries to our customers even if you use a third party distributor.

You must have adequate insurance in place to cover any losses arising from damage or injuries caused by your drivers when making deliveries to our customers. Please note that your company will be held responsible for any personal injury or property damage and service failure claims relating to the delivery of your products to our customers.

→ How do you arrange a delivery?

When you're arranging a delivery to our customer you must:

- Agree a service level time frame for the delivery with your commercial contact or ordering branch. You or your third party distributor should then contact the customer to arrange a convenient delivery slot within this time frame.
- Deliver the order within the agreed lead time. You must tell us straightaway if the customer asks for the delivery to be made outside this lead time.
- Give the customer a booking reference number when arranging the delivery. The same number must appear on your Delivery Note.
- Check with the local branch or call centre about any specific parking or delivery restrictions at the customer delivery location and whether the customer needs any specialist manual handling equipment to receive the delivery.
- Check whether the customer has any specific safety requirements over and above those outlined in the Travis Perkins Group Health and Safety Expectations of Suppliers.
- Agree a safe location at the customer's home, company premises or site where the delivery can be left.
- Provide us with your or your third party distributor's contact details so we can let you know about any changes to the delivery time or location.
- Send our ordering branch or call centre a schedule of your deliveries to our customers for the coming week (Monday to Sunday), by 5:30pm on the previous Friday. Any changes, failures or new delivery details must be communicated with good notice.
- Contact our customer to provide a pre-delivery confirmation before making your delivery.
- Please agree the timeframe for the pre-delivery confirmation with your commercial contact or ordering branch before making your first delivery to a customer.

→ How do you care for our customers?

Please follow these guidelines when delivering to our customers:

- If your delivery is going to be late, you must make sure you tell the customer and agree a new delivery time with them. You can either contact them directly or through the ordering branch. If applicable, it's important that our call centres are told in advance about any delivery failures and the reasons for these, and informed of the newly-scheduled delivery date.
- Please note that your drivers mustn't let our customers help unload any deliveries made to a home address. You must also make sure that you have a suitable means of offloading your product at a delivery point at the agreed customer location that doesn't put the customer at risk.
- If our customer or their representative isn't available to receive the delivery at the agreed time and place, your driver should aim to deliver to an alternative address(es) as set out in the customer's instructions on the delivery documentation or contact the ordering branch for further instructions before leaving the location. Your driver must leave a card at the original delivery address to tell the customer what's happened, and also provide a contact phone number so the customer can arrange an alternative delivery date and time if necessary. This redelivery should be actioned in the following 48 hours after the failed delivery.
- It's essential for you to make sure that your delivery on the customer-agreed delivery date is 100% complete and damage-free. Part or short deliveries can only be made at the customer's specific request and if you've told the branch or call centre about this arrangement before the delivery is made.
- Please make sure that our customer is given the opportunity to fully inspect your delivery for quality and completeness before signing for it. If this isn't possible, your driver should ask the customer to sign for the goods as 'unchecked', for future records.

→ What are our requirements for your vehicles?

All your delivery vehicles must be:

- Licensed, taxed, tested and compliant with all current road traffic and EU emissions regulations.
- Fit for the purpose of delivering the goods ordered to the specified location in a safe and undamaged condition.
- Fitted with tail lifts and/or other such unloading aids or equipment, as required by the specific customer and load requirements.
- Compliant with all other reasonable standards and/or requirements, as required by the specific customer and delivery location.

You must make sure that the size of the vehicle being used takes into account any size or access restrictions that apply to the customer's delivery address.

→ What do we expect from your drivers?

Safety

You must ensure that you comply with our Health and Safety Expectations of Suppliers. This includes wearing the required PPE. You must make suitable arrangements to support any drivers delivering heavy items weighing more than 25kg.

Standards

We encourage you and your third party contractors to use drivers who've achieved the Fleet Operator Recognition Scheme (FORS) Gold Standard to make deliveries to our sites and to our customers' premises where possible. You can find more information about FORS on their website: www.fors-online.org.uk.

You must check whether there are any specific requirements for our different delivery locations before you despatch as, in certain instances, there are specific training requirements for drivers delivering to specific locations, such as Airside at airports.

Legal requirements

It's your responsibility, (and those of your third party contractor) to make sure your drivers comply with all relevant legal requirements. In particular, where the regulations require, only ADR qualified drivers can deliver dangerous goods to our sites. Any drivers delivering hazardous goods must remain with their vehicles at all times. They must also have access to spill kits (including powder extinguishers) and be trained to use them.

Please see the below website address for the government's guide to the international regulations on the transportation of dangerous goods by air, sea, road, rail or inland waterway.

www.gov.uk/guidance/moving-dangerous-goods

Appearance

Please make sure that your drivers maintain a smart appearance and carry appropriate identification.

Behaviour

Your drivers must act in a professional manner and treat our customers with courtesy at all times. They should cooperate fully with any reasonable requests made by our customers, as long as these requests don't breach any Stay Safe or legal requirements, or lead to potential property damage.

Any customer complaints or disputes about driver behaviour should be communicated to the relevant branch or call centre at the time of the complaint.

Communication

Your drivers must speak English to a good standard so they can communicate effectively with our customers. Your drivers should have access to a mobile phone so they can receive any new instructions whilst on the road. However, they must never use their mobile phone whilst driving.

We will ask you to stop using any driver that fails to meet any of our requirements when making deliveries to our customers.

→ What delivery documentation do we require?

Delivery Notes

All our deliveries require a Delivery Note that must be written in English and contain the following information:

- Booking reference number.
- Supplier name and contact details.
- Haulier or courier's name and address.
- Customer's name and delivery address.
- Alternative delivery address(es) and instructions.
- Travis Perkins Group Purchase Order (PO) number.
- Delivery date.
- Product code or SKU and description.
- Quantity ordered for each SKU (unit type must be the same as shown on the PO).
- Quantity delivered for each SKU (unit type must be the same as shown on the PO).
- The date when the balance of any partially- fulfilled order will be delivered. Part orders are only accepted if there has been prior agreement from the customer.

When timber or joinery product(s) are supplied, your Delivery Note must identify these clearly and also include full and correct details of your FSC® or PEFC™ certification claims for each item.

For each delivery, our customer or their representative must sign and print their name on the Delivery Note as proof of delivery. Your driver must leave one copy of the Delivery Note with the customer for their records.

Other copies should be sent to relevant departments within our business, as advised by your commercial contact. For example, some businesses may require a signed proof of delivery to be sent to the ordering branch.

→ What happens if there are discrepancies?

A discrepancy occurs when the type, condition or quantity of products that are delivered doesn't match what the customer ordered. Your driver must make sure that any known shortages or damages are recorded on the Delivery Note before leaving the customer's premises, and that this information is communicated to the branch or call centre on the day of delivery.

It's in your interests to avoid discrepancies as these can cause your payment to be delayed. This is because we can't authorise your payment until we have all the necessary paperwork to show exactly what was delivered. Please see section 10 of this manual for more details.

Please tell us about any discrepancies within 48 hours by sending us a Discrepancy Advice and communicating with us verbally as soon as possible, as our customers need this information on the day of the failed delivery.

Post-delivery failure

If our customer notifies you of any damages or shortages, please deal with the situation sensitively. You must immediately notify the branch or call centre to agree appropriate action.

→ How do we measure your delivery and service performance?

We measure your delivery performance by applying the On Time and In Full rule (OTIF). There are two key criteria that we ask you to meet:

- Punctuality. Please make sure your deliveries arrive within 30 minutes (before or after) of your agreed delivery time slot.
- Product quantity. We expect the customer to receive exactly the same amount of stock for each SKU as they ordered.

Your delivery performance will be recorded in OTIF reports which we'll share with you so you can make any necessary improvements.

→ What happens if the customer has a problem with your product?

We aim to address any problems in the first 24 hours and we'll notify you of any customer complaints about your products and/or service experience feedback that we consider to be valid. We expect to work with our suppliers to resolve any customer issues in a quick and timely manner.

If the products have to be returned, you'll be responsible for collecting them from our customer within seven days.

→ Who do you contact about customer deliveries?

Please speak to your commercial contact to agree the relevant business requirements.

Finance



→ What are our invoicing requirements?

Our invoicing requirements are straightforward and industry-standard. Following these simple guidelines will help you avoid any payment issues and make sure your company gets paid on time.

Invoices, credit notes and statements

- Each invoice or credit note must only refer to a single Purchase Order (PO) number.
- Please send us one invoice for each delivery.
- You must include the following information on every invoice you send us:
 - Invoice number and date.
 - Purchase Order (PO) number or four digit Cost Centre number.
 - Delivery Note number.
 - Name and address of the delivery location.
 - Details of the goods.
 - Quantity and agreed unit price.
 - Net cost value.
 - VAT value.
 - Gross invoice total.

Please send us a monthly statement of account summarising all your outstanding invoices and credit notes

Please send all your invoices, credit notes and statements, except those for BSS Industrial, to this address:

Travis Perkins Trading Co. Ltd Purchase Ledger Department
Lodge Way House
Lodge Way Harlestone Road
Northampton NN5 7UG

Please send all your invoices, credit notes and statements for BSS Industrial to this address: BSS Industrial

BSS Industrial
BOSS Court,
7 Barton Close,
Grove Park,
Leicester,
LE19 1SJ

If you have any queries on outstanding invoices or credit notes, please speak to your commercial contact in the first instance.

EDI invoices

If you send us invoices by EDI, please make sure these comply with the required format as outlined in our Purchase Invoice Standards document.

You can contact our Service Desk if you have any queries about EDI invoicing (Merchant only):

Tel: +44 (0)1604 759988
Fax: +44 (0)1604 591081
Email: servicedesk@travisperkins.co.uk

→ What kind of issues can delay payments to suppliers?

There are three main reasons why your payment might be delayed.

1. Wrong or missing information on the invoice.
2. If your invoice doesn't include all the information we need, or includes incorrect details, then payment will be delayed. The invoice will be logged on our Purchase Ledger system, but we can't authorise your payment until we receive all the information we require, as listed above. As soon as you've provided the missing or correct details, your payment will be authorised.
3. Discrepancies.

Your invoice will be put on hold if the details shown aren't an exact match with the products or services that we received from you, in terms of quantity, quality, price and fulfilment. The Travis Perkins Group doesn't operate a debit note system. Instead, a Discrepancy Advice (DA) will be raised and sent to you if there are inconsistencies between your invoice and what was actually delivered.

The DA will explain why the invoice can't be paid and has been put on hold. When you send us a credit note to cover the discrepancy, your payment will be authorised.

Multiple PO numbers on a single invoice

Including more than one PO number on your invoice causes mismatching on our Purchase Ledger system. To avoid this, you must only include one PO number on each invoice you send us.

→ When will discounts be deducted?

We'll deduct any settlement discounts at the time we make payment to you.

→ Who can you contact with rebate enquiries?

For Travis Perkins, please email rebates@travisperkins.co.uk with your enquiry.

For all other areas, please ask your commercial contact to provide contact details for the relevant business.

LIST OF APPENDICES

1. Supply and Distribution levies
2. Supplier Commitments document
3. Health and Safety Expectations of Suppliers
4. Management System Guidelines
5. Non Conforming Products
6. Product Safety & Certification Policies
 - a. Product Safety Policy
 - b. Product Certification Policy
 - c. Product Surveillance Testing
7. Product Responsibilities & Traceability
8. Data Quality Standards
9. Timber Declaration
10. Product Packaging Guidelines
11. Product Instructions guidelines
12. Product Approval
13. Product Specification Data
14. Product Packaging and Volumetric Data
15. Pallet Height & Weight Requirements
16. Specific Requirements for BSS Industrial
 - a. BSS Purchase Order Requirements
 - b. BSS Booking Procedures
 - c. BSS Cross-Docking Requirements
 - d. BSS Pallet Specifications
 - e. BSS Linear / Tube Deliveries
 - f. BSS additional Product Packaging Guidelines
17. Warehouse Contact Details
18. PDH supporting supplier manual

→ Appendix 1 Supply and Distribution levies

What is 'Cost of Quality'?

When the Travis Perkins Group is supplied with poor quality goods or services, we can incur a range of additional costs. This has made it necessary for us to develop a structure so we can reclaim reasonable costs from suppliers who haven't met our expectations and, as a result, need extra attention from our Quality Team, or other parts of our business.

This Supplier Manual is designed to give you a clear understanding of what we expect from our suppliers and to make sure our Cost of Quality process is applied transparently and objectively at all times. If, having read the Manual, you're still not sure about our requirements, please speak to your commercial contact or our Quality Team to clarify the points in question. We want you to fully understand our requirements, so if you're in any doubt, please ask.

When will the Travis Perkins Group raise a Cost of Quality levy or Cost of Supply & Distribution Levy?

If there's an issue with any of the products you supply to us, or you don't meet all our requirements of product presentation, then we're entitled to recover from your company any costs, expenses or losses that we incur as a result. At our discretion, we may raise a levy as set out in the table on the next pages.

Different costs apply to different situations and each levy is a genuine pre-estimate of our costs incurred in each of the listed scenarios.

Avoiding levies where possible

We encourage all our suppliers to continually work on improving your management systems and processes so you can meet our quality requirements, as set out in Section 2 of this Manual. By taking a proactive approach to maintaining quality standards, you should avoid any Cost of Quality levies. Our Quality Team and Distribution teams are here to help, so please contact them if you have a question.

Charges

Whenever we or our nominated 3rd party carry out a supplier visit for either an assessment or a follow up from a quality concern, you'll be charged. Some of these costs are listed below but you will receive confirmation of costs prior to the visit taking place. This charge will be sent directly to you by our chosen third party auditor or, if the assessment is conducted by our own QA team members, it will be deducted from your account with us after the visit has taken place.



➔ Appendix 1 Cost of Quality levies*

The table below sets out the Cost of Quality levies that we charge in different situations.

	Subject	Rationale	Cost
1	Goods-in Product Rejection	Cost to the business in terms of management time and dead storage space. This is a standard charge levied to suppliers for each and every product rejected.	£1,000 per product delivery
2	Goods-in Product Non-Conformity	Cost associated with progressing report, response and follow-through with next delivery.	£500 per product delivery
3	Product Rework	Cost to the business in terms of management time, dead storage space, transport costs, stock movement costs and cost of rework.	£1,000 per product delivery, plus reimbursement of rework costs
4	Product recall/ withdrawal from sale/ public safety notice	Includes recalls/withdrawal instigated by the supplier, Travis Perkins or Trading Standards based on a safety risk assessment or a major product performance concern	£1,000 per product, plus reimbursement of costs and losses
5	Unauthorised product specification change to a Travis Perkins own brand	Costs associated with investigating, inspecting and documenting the update. A further charge might be appropriate where stock is rejected (refer to 1).	£1,000 per specification change
6	Out-of-date product certification	Costs associated with investigating, inspecting and documenting the update. A further charge might be appropriate where stock requires reworking due to out-of date CE/UKCA mark etc (refer to 2).	£500 per certificate
7	Supplier On Line Risk Assessment (ORA).	Costs associated with the review of ORA Submissions and resulting action plans either by Quality Assurance or nominated 3rd party.	£500+VAT per submission
8	Site Assessments & product pre-shipment inspection (PSI)	Costs associated with site visits to carry out assessments and agreed PSI activities by either Travis Perkins Quality Team or a nominated third party.	Cost per day per visit is on average £650+VAT in the UK (including expenses) and c.£500+VAT in other countries (excluding expenses), although the actual price will vary depending upon location and the size of the site (which determines the number of audit days required). Pre-shipment inspections incur lower charges.
9	Non notification or unauthorised change of manufacturing site or additional site	Costs associated with management time to assess the risk to the business and carry out any follow up investigations required.	
10	Additional site visits to plan	Costs associated with unplanned site visits to investigate poor product quality and/or safety issues.	
11	Missing or inaccurate data	Costs associated with chasing up missing / incorrect product data or chasing overdue / nil / inadequate responses to previous non conformances.	£200 per day for each day the data is outstanding
12	Product Surveillance Testing	Costs associated with the selection and testing of products as requested by Trading Standards. Failed tests will incur additional costs dependent on severity of the issue (refer to 4)	Costs of products, tests and administration

In addition, the table below sets out further associated costs and situations.

	Subject	Rationale	Cost
1	Late or cancelled deliveries	A levy will be charged for any late deliveries, or deliveries that are cancelled within 24 hours of the time slot.	£200 per vehicle
2	Delivery is not as per the PO quantity	This levy will be raised when a product delivery doesn't match the information provided on the original PO.	£200 per purchase order. We may, at our discretion, accept the stock, or request collection by the supplier.
3	Booking slot timeliness	Delivery does not arrive within +/- 30 minutes of the agreed time slot.	£200 per vehicle
4	Product return to supplier (RTS) - Failure to collect	Cost to business in terms of dead storage space. We'll allow an initial period of 5 working days from notification of RTS before we apply charges, or more than 5 days if agreed with Supply Chain. After 30 days, we'll deem the products as abandoned and dispose of them as we see fit, without liability to you.	£10 per pallet per day, including weekends, from day 6 (or date agreed with Supply Chain) to actual collection date
5	Unsafe Pallet	A levy will be charged to recover costs due to workload addressing Unsafe or non specified pallets.	£250
6	Unsafe Load	A levy will be charged following any assessment of an unsafe load.	£1000 per load
7	Artwork / Labelling	Costs associated to any delivery not conforming to the pallet labelling requirements.	£250

→ Appendix 2



BUILDING BETTER. TOGETHER

Supplier commitments

July 2021



→ Appendix 2 Foreword



Nick Roberts
Chief Executive Officer

Dear Supplier

Introducing the Travis Perkins Group Supplier Commitments Document.

At the Travis Perkins Group, we're committed to being a good corporate citizen in all our dealings with customers, colleagues, suppliers and in the communities where we work. To ensure a consistent approach throughout our supply chain, we expect our suppliers to have or adopt similar business principles to our own.

As a Travis Perkins Group supplier, you'll be required to acknowledge the significance of social, environmental and ethical matters in your conduct, and to work towards improving your quality standards and performance in these areas. In short, we encourage and expect the adoption of responsible behaviour throughout your supply chain.

Above all, we expect you to be able to demonstrate compliance with all UK, EU and international legislation that applies to your business operations from Modern Slavery, Anti-Bribery and Health & Safety laws to product-specific regulations such as the UK Timber Regulations and REACH.

The following "Supplier Commitments" document sets out our minimum requirements in all these areas. Our aim is to source products from suppliers who can either meet these requirements, or demonstrate a commitment to improve on any unacceptable lower standards within a reasonable timescale.

It's your responsibility to make sure that all relevant staff within your organisation, and any sub-contractors or other third parties that work for us on your behalf, are aware of all the requirements set out in our Supplier Commitments document, and are adhering to them.

If you have any questions about our Supplier Commitments, please speak to your Commercial contact in the first instance.

Yours faithfully

Nick Roberts
Chief Executive Travis Perkins plc

→ Appendix 2 Key business principles

→ Appendix 2 Key business principles

Our business is focussed on supporting our customers and exceeding their expectations, from providing first class service to sourcing products and materials from our suppliers in a responsible and sustainable way. Everything we do is underpinned by the five cornerstones, or principles, of our business. The table below explains our approach and how this would be reflected in our relationship with you.



Value

Upholding family values

Keeping people safe

Working for our customers

Making decent returns

Being the best

Our approach

This is what makes us different from our competitors. Together, we work hard to deliver results and have some fun along the way. It's about doing the right thing. We're straightforward and value honesty, trust and kindness. These are 'new-fashioned' family values that we've built on our heritage.

Safety will always be at the top of our agenda. Our underlying philosophy that 'everyone affected by our business should return home safe and well at the end of the day' is enshrined across the Group at all levels.

The success of our business relies on strong relationships. This is about a 'can do, will do' attitude and understanding the lifelong value of each customer relationship.

This is less about making money and more about creating value for our shareholders, employees, customers and suppliers. Our success depends on building business relationships based on trust and respect that are strong enough to keep going through both good and bad times.

Our aim is to set the bar high and make our customers, colleagues and suppliers feel special. It's essential that we attract and retain the best people, so we can run a market-leading business in each area where we operate.

Our Expectations of Suppliers

- Collaborative working environment
- High ethical standards
- Positive, inclusive culture
- Open and honest relationship with the Group

- Robust Health & Safety policies and procedures
- Safe, well-maintained working environment
- Competent, well-trained staff

- Commitment to quality
- Sustainable sourcing
- Compliance with legislation

- Value for money
- Innovative products
- Commitment to improving product quality and performance
- Delivery to specification

- Efficient business processes and strong leadership
- Robust recruitment and training programmes
- Sustainable business operations

→ Appendix 2 Supplier Commitments

There are **3 key areas** where we'd like your support: Environmental Responsibility, Social Responsibility and Quality and Product.

1 Environmental Responsibility

The Travis Perkins Group is committed to making positive choices in our supply chain that will reduce our impact on the global environment. We understand the nature and scale of our impact and the importance of working with our supply chain partners to reduce it.

As a supplier, you commit to:

- Only supply timber products from legal and sustainable sources that don't cause deforestation or degradation.
- Comply with all applicable environmental legislation in all areas of your operations and supply chain.
- Manage the extraction of any natural materials with care and consideration for local communities and the environment.
- Minimise the use of energy and fuel throughout your operations and source renewable energy and use renewable technologies wherever possible, supporting the Global drive to achieve net zero carbon.
- Minimise the use of water throughout your operations and improve the water efficiency of your products (where relevant).
- Reduce costs by manufacturing your products using the lowest achievable amount of natural resources and by selecting packaging that has a minimal impact on the environment.
- Remember that at least 30% of your plastic packaging should be from recycled plastic from April 2022.
- Reduce waste by working towards making your products and packaging as recyclable as possible, and simple for our customers to recycle.

2 Social Responsibility

The Travis Perkins Group is committed to promoting positive working conditions and practices throughout our supply chain – and we want to work with responsible providers who share our values. We aim to work collaboratively; and to create an environment that enables transparency throughout the supply chain.

As a supplier, you commit to:

- Protect your workers, customers and all relevant stakeholders from safety risks relating to the manufacture, distribution or delivery of your products
- Make sure all workers involved in product manufacture and supply are treated fairly and with respect for their human rights.
- Meet, or work towards meeting, the principles of the Ethical Trade Initiative (ETI) Base Code.
- Take positive steps to ensure that Modern Slavery has no place in your businesses or supply chain.
- Find new sources for any minerals contained in your products where these are identified as coming from recognised areas of conflict.
- Conduct your operations in line with all applicable competition laws.
- Prevent the use of, and not condone any corrupt activity, bribery or inducement with the aim of securing an improper or unfair business advantage.
- Protect any personal information belonging to Travis Perkins Group companies or its customers that you expect to handle in the course of supplying goods and/or services, following Travis Perkins Group requirements for data processing and data transfer.

3 Quality and Product

The Travis Perkins Group aims to only source safe products that are fit for purpose and which meet or exceed our customers' expectations. We require each product that enters our supply chain to comply with all applicable legislation.

As a supplier, you commit to:

- Operate an effective Quality Management System (QMS).
- Only supply products (including packaging) that are suitable for our supply chain and that are safe to handle and store.
- Only supply products that are fit for purpose, safe to use and meet our quality requirements.
- Notify us immediately of any products you supply to us that contain any substances of very high concern (SVHCs), explosives precursors or poisons or have other restrictions on sale (i.e. knives).
- Take steps to replace any products that contain restricted substances or SVHCs with suitable alternatives.
- Ensure continuing product compliance by arranging regular product inspection and testing by approved laboratories.
- Ensure maintenance and inspection programmes are in place for any tools or equipment that you provide to us for hire to our customers, making sure that all kit is safe for hire.
- Ensure the end user is provided with suitable and sufficient information on how to use products safely. For rehire equipment, this includes manufacturer and industry safe use information and the provision of a product familiarisation at the point of handover.

Further Information and Guidance

The Supplier Commitments form part of your contract with the Travis Perkins Group and apply both to suppliers of "goods for resale" "goods for hire" and "goods not for resale". We believe that they're a fair reflection of the three key areas that a good corporate citizen would require throughout their supply chain.

You'll be sent a copy of the Supplier Commitments on a regular basis (usually every 2 years), with updated content where applicable. We'll also send you an online questionnaire, which you must complete and return to us. You'll be required to answer a series of questions to demonstrate how you're complying with our Supplier Commitments.

When we receive your questionnaire, we'll use it to generate a risk rating for your company. Depending on the results, you may be required to provide further documentary evidence or undertake additional tasks to ensure compliance or mitigate risk. Note that failure to complete the online form will, by default, result in your business being classified as a Critical Risk.

In the event that adequate evidence for compliance or risk mitigation can't be provided or verified, we may need to carry out an audit on your supply chain. Alternatively, and with our agreement, you may provide us with a recognised and accredited audit to demonstrate compliance and transparency in your supply chain.

You can find supporting guidance and additional information relating to all the Supplier Commitments on the Travis Perkins plc website or by following this link:

www.travisperkinsplc.co.uk

→ Appendix 3 Our Health and Safety Expectations of Suppliers

Nothing we do is more important than making sure we all go home safe and well at the end of every day to our family and friends. That's why keeping each other safe is a Cornerstone of our business.

As a supplier to the Group your delivery activities, and that of any third party you contract delivery to, have the potential to significantly impact safety at our branches, Distribution Centres as well as at our customer sites.

It is important that we work together to ensure these risks are eliminated where possible or otherwise controlled.

In this section we outline our Health and Safety Expectations of Suppliers delivering to our sites and directly to our customers as well as what you can expect in return. Our safety expectations for rehire suppliers working for our Tool Hire businesses are detailed in a separate document, this will be given to you by the relevant Category Manager.

Our Expectations of You and Your Delivery Partners

We expect as a Supplier to the Group that you meet the following Health and Safety requirements:

- Have a Safety Management System in place as well as risk assessments and safe systems of work in relation to all activities you undertake including at our sites and at our customers sites on our behalf.
- You must have effective methods of monitoring the Health and Safety standards of both your employees and 3rd party providers, this includes having arrangements in place for workplace inspections, systems audits and incident reporting and investigations.
- Ensure that your drivers are fully and regularly briefed on our Health and Safety Expectations and how they affect them.
- Plan your vehicle's load / route so that it can be off loaded / loaded safely and wherever possible without the need for people to access the vehicle bed, making sure that the load is adequately secured at all times whilst in transit.
- Should you outsource your delivery activities to a 3rd party, it is your responsibility to ensure that they meet our Health and Safety Expectations for Suppliers as we see them as part of your business.

Your Safety Management System

All suppliers delivering to our locations are expected to have a suitable safe system of work for their drivers to ensure the safety of unloading / loading activities. This should be based on a suitable and sufficient risk assessment and, for each risk, the hierarchy of risk control should be used to eliminate the risk or reduce it to as low as reasonably practicable.

An important consideration here is for you to ensure effective route and load planning to remove or reduce the need for people to access the bed of the vehicle to complete the off load or loading activity. As part of this you should also ensure that loads are adequately secured to prevent them moving or falling from the vehicle during transit.

Delivering to Our Sites

When delivering to our sites (Branches or Distribution Centres) it is important to note that there will be pedestrians in and around the yard and car park areas, some of these will be our colleagues, others will be customers, contractors or members of the public.

Each of our locations has a site specific traffic management plan which details their local management arrangements to keep pedestrians, vehicles and off loading / loading operations separate and where this is not possible it details the controls you must follow.

Upon arrival at our locations your drivers should:

- Familiarise themselves with the requirements of the traffic management plan.
- Make sure they are wearing a high visibility vest or jacket and safety footwear.
- Not enter our yard until directed to do so by our Yard Supervisor (or equivalent) - at some sites you might not be permitted to wait outside due to traffic regulations, in such cases you must have in place a suitable method of ensuring the yard is safe for you to enter e.g. calling ahead whilst safely parked in a designated parking up point.
- A Team Member will direct the driver to the offloading / loading area.
- Follow any instructions or directions provided by our yard supervisors or Banksmen. Heavy goods vehicles should not reverse at our locations without the supervision of a banksman.

Note: We use the term 'Banksman' to mean someone who supervises the vehicles reversing area ensuring that pedestrians are not in it.

- Before off loading / loading takes place, ensure the vehicle's handbrake is engaged and, where possible, the ignition key removed to prevent the vehicle from being driven off whilst it is still being worked on. Depending on the load and method of unloading, we may ask you to follow additional local rules in relation to waiting in a safe place.
- Wear a hard hat with a retaining device when opening vehicle doors / curtains, operating cranes / lifts or whilst working on the bed of the vehicle.
- Not move your vehicle whilst it is being loaded or unloaded and follow any local site safety rules in relation to signage, skipper systems / barriers or wheel chocks.
- Follow your company's Safe System of Work for off loading / loading your vehicle. If we are off loading / loading products using one of our Forklift Trucks you must stand at least 2m away from it when it is in use, or in the case of an overhead crane you must stand in the safe zone as directed by our crane operator.

Drivers are more than welcome to use our welfare facilities whilst their vehicle is being off loaded / loaded.

Delivering to Our Customers Sites

From time to time we may require that you deliver directly to our customer's sites. Each site is likely to be different to the next and whilst we expect that you follow our safety expectations for delivering to our sites (above), the customer's site Health and Safety rules will take precedence.

Importantly too in all cases - whether delivering to our sites or our customers - your drivers should be capable of assessing risks and conducting dynamic risk assessments.

→ Appendix 4 Management System Guidelines

We ask all our suppliers to have a robust, relevant and applicable Quality Management System (QMS) in place that ensures consistency of products and associated support to the levels required by the Travis Perkins Group. Your QMS should fully integrate with all other relevant areas of your business that affect your ability to supply products compliant with our policies.

We don't insist that your QMS is registered to ISO 9001. However, if it is registered, please note that we'll only recognise your certificate if it's been issued by an internationally accredited third party such as UKAS.



The key elements for compliance with our QMS requirements are:

- ISO 9001 (not mandatory unless otherwise specified).
- Quality Policy.
- Documented/integrated Quality Management System.
- Documented control system.
- Continuous improvement programme.
- Internal quality audits.
- Incoming QC.
- Inprocess QC.
- Final QC.
- Pre-shipment inspection.
- Customer satisfaction measurement.
- Traceability.
- Business continuity plan.
- Design control and approval.
- Training.
- Product recall procedure.

Supply Chain

You must be able to demonstrate full visibility and understanding of your supply chain. You should also be able to show us that all your sites comply with the Travis Perkins Group policies covering quality, safety, social accountability and environmental issues.

You should always have full visibility of your EU and non EU sites and you should make sure that risk analyses are carried out at these sites. The results of your risk analyses will determine the level and frequency of assessment that you'll need to make at each site.

The key elements for compliance with our supply chain requirements are:

- Raw material supplier, manufacturer, and subcontractor locations.
- Distributor/agent, supplier locations and relationships.
- Supplier assessment, approval and monitoring process.
- Factory assessment mechanism.
- Ethical, Health & Safety and environmental issue Identification.
- Visibility of EU and non EU sites.
- Demonstrable understanding of key issues within your supply chain.
- Action plans for improvement, including the use of third party certification for environmental management.

Product

We require all products offered to the Travis Perkins Group to be safe, fit for purpose and compliant with all relevant UK, EU and international legislation, as well as our own Group policies. Unless otherwise specified, all products should meet the relevant national and/or international standards, including BS, EN and ISO standards. Where products fall into the scope of a European Directive, or are categorised as safety/critical products, we'll also need you to provide us with copies of all relevant certification and keep this up to date as required.

The key elements for compliance with our product requirements are:

- Product risk assessment.
- CE/UKCA requirements: CE/UKCA mark, Declaration of Conformity/Performance.
- Legislation.
- Certification process: licence marks, details of international/UKAS accredited test lab.
- Intellectual property rights.
- Competitor product analysis and benchmarking.
- User/performance testing.
- Clear, concise and legal user instructions.
- Minimal and legal packaging, including a readable bar code.
- Product support facility.
- Failure analysis.
- Timber certification/compliance with UK timber regulations.

Ethical Responsibility

We ask you to demonstrate that your company and all your sites meet Supplier Commitments.

Health and Safety

We don't insist that your Health & Safety Management System is registered. However, if it is registered, please note that we'll only recognise your certificate if it's been issued by a UKAS accredited third party.

Environment

We ask you to show that you clearly understand the impacts that your business, products and supply chain have on the environment. You should have a robust, relevant and applicable environmental policy, with clear objectives and targets in place to reduce any impacts you've identified.

We encourage all our suppliers to operate an ISO 14001 registered Environmental Management System and to cascade this requirement to your strategic suppliers of raw materials. However, if your System is registered, please note that we'll only recognise your certificate if it's been issued by an accredited third party. Your approach to Environmental responsibility needs to be inline with our Supplier Commitment requirements.

→ Appendix 5 Non Conforming Products

At the Travis Perkins Group, we undertake a variety of inspection activities to identify non conforming products. The specific activities that we carry out depend on a product's supply route and branding. The information in this document is provided to give you an overview of the sample sizes and criteria that we use to raise a Product Rejection Report.

Acceptance Quality Level (AQL)

An acceptable quality level is a test and/or inspection standard that prescribes the range of the number of defective components that's considered acceptable when random sampling these products during inspection.

- **Critical defects** are those that render the product unsafe or hazardous, or that contravene mandatory requirements.
- **Major defects** can result in the product's failure, or in the product falling short of the defined standard to the extent of requiring a remedial action.
- **Minor defects** fall short of the defined standard, but have limited effect on the product's quality.

We use sampling plans from BS 6001, ISO 2859 for our inspection activities. Products with critical defects will always be rejected. However, products with major or minor defects will only be rejected if the quantity of defective goods exceeds an AQL of 1.5 or 2.5 for major defects and 4.0 for minor defects.

Quality Control (QC) Inspection

Our Goods Inwards teams and dedicated Quality Control (QC) colleagues carry out sample inspections on products entering our business through our distribution centres. You're encouraged to attend a number of inspections of your own products, where possible.

The QC inspection will be carried out against the requirements of our generic checklist, the specific technical specifications for the product as described in the product evaluation section, and to an AQL.

Our generic checklist includes the following:

- On time delivery.
- Correct documentation.
- Safe for offloading.
- Correct packaging used.
- Packaging free from damage.
- Product free from signs of water damage.
- Packaging marked with correct product code/SKU.
- Multipack products correctly identify the number of inners.
- Labelling clean and good print quality.
- Includes appropriate batch coding.
- Product description matches the system description.
- 'Fragile' labels applied where appropriate.
- 'Heavy' warning labels applied where appropriate.

Please note that if you supply us with Travis Perkins Group Own Brand products, you must make sure that a full specification is provided BEFORE making your initial delivery to us.

If incoming products don't comply with the agreed standards, or you haven't provided us with a specification for Own Branded products, our Quality Control team will raise a QC report.

This report will consist of either:

- **An Observation**, where the product will still be accepted on this occasion, or
- **A Non-Conformance**, where a rework or concession will be required prior to acceptance, or
- **A Rejection**, where you'll be required to collect the products.

Whilst a Cost of Quality levy won't be raised on an Observation report, both Non Conformance and Rejection reports will cause a levy to be raised. The value of the levy will be advised on the report.

If our Quality Control team raises a QC report on your products, we'll send an email notification to our key contact at your company, together with a Jotform detailing the reasons for the report and photographic evidence of the defect. You'll then be responsible for carrying out a full investigation to establish the root cause of the problem, and taking appropriate action to prevent any further stock being sent to us in the same condition.

Whilst we'll expect you to return the completed QC report within 7 days of submission, we won't follow up on this and will instead measure your performance by inspecting the next delivery of the products in question. If this delivery is found to be in the same condition, then the Cost of Quality levy will be increased and your supplier rating will continue to be adversely affected.

Please note that, where a significant quantity of your products have been rejected or where we have concerns about continuing poor performance, our Quality Team may need to carry out a supplier visit to your premises, which will cause a further Cost of Quality levy to be raised.

→ Appendix 6 Product Safety & Product Certification Requirements

Product Safety

All products supplied to Travis Perkins Group businesses must be manufactured to the relevant British, European and international safety standards, and must also comply with the appropriate UK or European legislation controlling their manufacture and sale. As a Travis Perkins Group supplier, it's your responsibility to provide the necessary facilities, resources and controls to make sure your products are safe and, where applicable, tested and certified by an accredited test facility.

The definition of 'product' includes the physical product itself, its ancillary parts, materials, packaging and instructions. We ask you to make sure that the instructions you provide for using your product are appropriate and correct, and include all relevant safety warnings and instructions for assembling, using and maintaining the product.

Product Certification

Risk Critical products

Any products you supply to us that are classified as 'Risk Critical' must be tested for compliance against all relevant UK safety, regulatory and legislative requirements. In general terms, a product will be classified as Risk Critical if it could potentially cause an injury to the user or a bystander, or damage property, if the product is misused or develops a fault.

Our certification requirements

The Travis Perkins Group will only accept test certificates from laboratories accredited by a recognised accreditation body, such as the United Kingdom Accreditation Service (UKAS).

As our supplier, it's your responsibility to seek guidance from suitably accredited laboratories to make sure your products are tested to all current applicable regulations and standards.

Please note that we WON'T accept a Declaration of Conformity as the only means of demonstrating a product's conformance.

We may accept a Declaration of Conformity as a means of demonstrating an electrical product's compliance with the Restriction of the Use of Certain Hazardous Substances (RoHS) regulations – but only where the product's contents can be traced to an approved list of components or materials.

Tests carried out on all mains operated electrical products must include the voltage range used in the UK (240v).

If the testing laboratory identifies any issues with your product, you MUST inform the Travis Perkins Group Quality Assurance (QA) team straightaway.

Test certificates for Own Brand products

If you supply us with Travis Perkins Group Own Brand products, then you must send legible copies of all test certificates for these products to our QA team. The certificates should include each product's Travis Perkins SKU/Product Code. Please note that we'll only accept your test certificates if you can show a clear, documented traceability between the manufacturer, the product itself and your certification documents.

Unless we've agreed otherwise with you, the initial test certificate for your product must be dated within the last 12 months when you send it to us. Please make sure each test certificate includes a photograph or other representation of the product.

Keeping test certification valid

It's your responsibility to make sure your test certification remains valid and that your products are retested as appropriate.

Unless we've agreed otherwise with you, your test certificates will be valid for a maximum of 2 years* from the testing date, provided there are no changes in your production methods or in the product's specification, materials or associated harmonised standards.

It's your responsibility to organise further testing and to update your certification as and when required. Whilst we'll keep copies of test certificates for Travis Perkins Group Own Brands on file, please note that we DON'T send out testing reminders.

If we find that your test certificates are out of date or unavailable, we reserve the right to commission independent tests at your expense to identify any safety implications and possible product recall factors. We'll also raise an additional Cost of Quality levy to cover our administration costs.

* Please note that the validity of a product's test certificate may be extended beyond 2 years where you can satisfy our QA team that the details shown are still appropriate and correct.

As a supplier to the Travis Perkins Group, we believe the testing process will be beneficial to you by demonstrating compliance with full transparency to the Enforcement Authority, i.e. Trading Standards. Whilst we'll always administer the process, please note that the associated costs will be passed on to suppliers of Own Brand products, or where we need to test supplier branded products ourselves.

If your products are selected for testing, our Quality Team will contact you to confirm the context of the testing and advise on the required information and costs. Testing costs will be accrued throughout the year, with a total charge raised at yearend. The cost will vary depending on the type of product and testing required, with the cost of most tests ranging from £200 to £750 per product. Trading Standards will select up to 20 products a month from across our network of branches for us to review.

Copies of any test reports of your products will be forwarded to you and we will work with Trading Standards to flex the level of testing, dependent on results over a period of time.

→ Appendix 7 Product Responsibilities & Traceability



Product Responsibilities

We've taken the following principles for Product Responsibilities from the Guide to the implementation of directives, based on the New Approach and the Global Approach (the 'Blue Guide') published by the European Commission.

We expect our suppliers to be able to demonstrate the chain of custody relative to their own products and require our Supplier Commitments On-Line Risk Assessment to be completed to support this.

The following guidance describes responsibilities for placing products on the market:

Manufacturer

- The manufacturer is the person responsible for designing and manufacturing a product with a view to placing it on the EU market on his own behalf.
- He has an obligation to make sure that all products intended to be placed on the EU market are designed and manufactured, and their conformity assessed and confirmed.
- The manufacturer may use finished products, ready-made parts or components, or he may subcontract these tasks. However, he must always retain overall control of the product and have the necessary competence to take responsibility for it.

Authorised representative

- The manufacturer may appoint any natural or legal person to act on his behalf as an authorised representative.
- The authorised representative must be established within the EU.
- The authorised representative is explicitly designated by the manufacturer.
- The manufacturer remains generally responsible for the actions carried out by an authorised representative on his behalf.

Importer/person responsible for placing on the market

- The importer or person responsible must make sure he can provide the relevant market surveillance authority with the necessary information about the product where the manufacturer isn't established in the EU and has no authorised representative in the EU.
- In some cases, the natural or legal person who imports a product into the EU may be seen as the person who must assume the manufacturer's responsibilities, in line with the applicable product directive.

Product liability

- Irrespective of a product's supply route (e.g. direct to branch, central distribution, FOB etc), its branding (e.g. supplier branded, Travis Perkins Group Own Brand, no branding etc) or its design rights, the supplier is responsible for duties carried out by the manufacturer, authorised representative and importer/person responsible for placing it on the market. The Travis Perkins Group also has certain responsibilities as the assembler, for example, where products are relabelled or otherwise reworked.
- The supplier must make sure all necessary Technical Files are maintained for each product, and that appropriate data is captured as required by specific product directives. For example, the amount of Substances of Very High Concern (SVHC) brought into the EU must be logged.

Product Traceability

Timber and timber products should always be offered to the Travis Perkins Group with a full Chain of Custody. However, we also expect our suppliers to develop a system that enables full traceability on all the raw materials you use.

What is a Chain of Custody?

The definition of a Chain of Custody is 'the process used to maintain and document the chronological history of the unbroken path a product takes to the consumer, including all stages of manufacturing and distribution'.

Whilst we'd prefer to see a Chain of Custody in place for non timber products, we will accept a lower level of traceability if this is justified and reasonable for the product type in question.

However, you'll be expected to work on developing a full traceability system as part of your continuous improvement programme.

Product Safety Requirement

The General Product Safety Regulations and the Market Surveillance and Product Safety Package oblige both the manufacturer and distributor to maintain and provide the necessary documentation for tracing the origin of unsafe products. The Regulations explain that manufacturers should mark their products with a product reference, which could be your company name, and/or its production batch number to make traceability easier.

However, it's also recognised that this may not be practicable for some products, and there may be issues with marking very small items.

Marking and batch coding your products

At the Travis Perkins Group, we fully recognise the importance of traceability and we expect you to adopt a policy that enables adequate identification and suitable batch coding of all the products you supply to us.

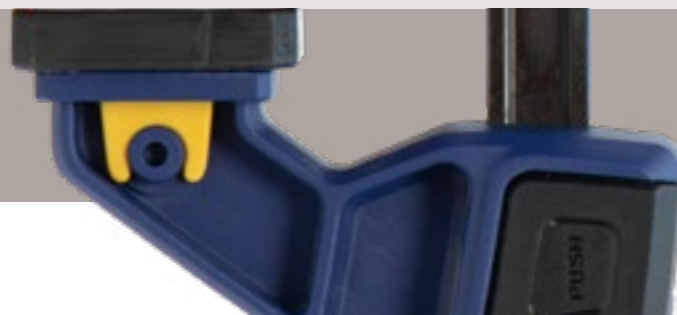
To make sure your products are sufficiently traceable, please follow this batch coding hierarchy:

- All products to be indelibly marked with a unique code. Where this isn't possible,
- All single packaging to be marked with a unique code, and
- All multiple packaging to be marked with a unique code.

Please note that where individual products are indelibly marked, you still need to mark all single and multiple packaging with the same unique code as appropriate.

If you decide not to indelibly mark all your products, you must provide us with evidence of a suitable assessment that supports this decision.

The unique code can either be a date/time/operator reference or refer to a specific production batch. The code must enable you to trace all in process inspection records, test data and comprehensive raw material details relating to the product. Your batch quantities must also be of a manageable size so that products can be easily captured if a recall is required.



→ Appendix 8 Data Quality Standards

We've produced this document to set out the definitions we use and the minimum standards we expect from our suppliers during the product induction process, and during any subsequent updates to our product ranges.

At the Travis Perkins Group, we understand the importance of product data and the negative impact that missing or inaccurate data has on our customers and our Group operations.

Our aim is to hold accurate product information so we can achieve the timely fulfilment of stock throughout our supply chain and our multiple routes to market.

Through the successful implementation of concise product data, we can keep raising standards whilst increasing sales of your products to the building industry.

All new products that are inducted into the Group must meet a set of minimum criteria which will dictate how the products are merchandised.

Inducting new products into the Group

Brands

Each business requires the highest levels of product data so we can give our customers the best possible service and make sure they can have the product they want, when they want it.

We aim to give our customer base a large product offering, arming them with all the information they need to make an informed decision at the point of sale.

Each business may adopt its own brand specific data requirements. You'll need to comply with these as well as the Group's minimum induction data requirements to successfully induct new products into the given business.

Commercial induction

New products will be inducted into our business as set out in this document and in any Trading Agreement Terms and Conditions that exist between the Travis Perkins Group and you, the supplier.

We reserve the right to add and/or amend additional data requirements in line with any changes in the law or industry regulations, or where customer relations will benefit from providing extra information to support sales.

Group data requirements

Below, we've listed our definitions and the minimum data standards we require for all products inducted into the Group. The table at the end of this document summarises the data that we'll ask you to supply.

Common data attributes

These are mandatory data attributes that are common to all products. They dictate the minimum benchmark for a product to be successfully inducted into the Group and sold within a branch.

Legal data attributes

We'll validate the documentation or certification for each inducted product that legally requires this. It's your responsibility to identify these products and send us the relevant legal documentation for validation.

You'll also be responsible for sending us any version changes and/or additional documentation that may become necessary due to changes in the law or industry regulations.

For any products identified as requiring legal documentation or 'flags', sending us this documentation is a minimum requirement of inducting these products into the Group.

Brand specific data attributes

As the businesses serve our customers, some of our brands may require data attributes for operational purposes that aren't required by other brands.

Our brand commercial team will identify where brand specific attributes are required to induct products into the Group.

Category specific and multichannel data attributes

All our products sit in a logical hierarchy with similar ranges grouped together in a category. The products in each category will all have data attributes that are common to each other, but different to those in any other category.

Supplying us with category specific attributes will help us make sure your products are put into the right category within our

product hierarchy. These category specific attributes are a minimum requirement of inducting products into the Group.

We'll always strive to make sure your product has maximum visibility to our customers. By efficiently ranging products within a multichannel environment, we can drive centrally stocked, web, mobile, catalogue and showroom sales.

The aim of multichannel data is to further enhance the information we hold on each product. Our brand commercial teams will decide where your products should sit within our business. Supplying us with multichannel data attributes will be a minimum requirement if your product is to be inducted or upgraded to a multichannel offering.

Common data attributes (Mandatory)	Category specific and multi-channel attributes*	Legal attributes*
Product description	Web product description	COSHH MSDS sheets (if applicable)
Tax class	Copy text / narrative	DoP Certificate (if applicable)
Selling UOM	Features and benefits	WEEE (if applicable)
TP Group Supplier product code / part number	Key words	Age restricted product information (if applicable)
Weight (kg)	Category specific attributes (productcentric)	
EAN (barcode) if supplier is a subscriber to GS1	Technical specification documentation (if applicable)	
Volumetrics (Single / inner / outer and pallet + TI HI) in mm	Good ideas leaflets / documentation (if applicable)	
Brand name		
Legal documentation (see legal attributed)		
Images in hi resolution (min 300dpi, CMYK) in the following formats: PNG, JPEG, TIFF, showing product on a white background and out of its packaging		
Supplier part / code number		

→ Appendix 9 Travis Perkins Group Supplier Timber Declaration

At Travis Perkins plc, we're committed to being a good corporate citizen. To ensure a consistent approach throughout our supply chain, we expect our suppliers to have or adopt similar business principles to our own.

As a supplier to Travis Perkins plc, we will require you to comply with our Supplier Commitments and to complete an Online Risk Assessment (ORA). This is to for us to understand how you manage your Environmental Responsibility, Social Responsibility and the Quality of your Products.

Specifically regarding timber and timber-based products, you commit to only supply products from legal and sustainable sources that don't cause deforestation or degradation. The UK Timber Regulation (UKTR) prohibits placing illegally harvested timber on the UK market and covers a broad range of timber products including solid wood products, flooring, doors and plywood.

We expect UKTR compliant products from suppliers and full Chain of Custody certification. The minimum FSC® claim will be FSC® Mix 70% (FSC® C014726 – look for FSC® certified products). The minimum PEFC™ claim will be 70% PEFC™ Certified.

All Chain of Custody documentation must be supplied along with the relevant products and must comply with certification requirements.

You must state on documentation, against each product line, the certification claim (as for example FSC® Mix 70%) and corresponding certificate code. We will check your documentation to ensure that this information is present upon receipt and we will also carry out a check to ensure that any certification markings on the products align with the documentation. You are required to provide product technical information upon request (including but not limited to species, origins, Declarations of Performance, Factory Production Control Certificates, where relevant).



Please note, failure to comply with the content of this document will result in the closure of your account.

In order to supply product to Travis Perkins plc, please sign and return this declaration to: timber@travisperkins.co.uk

If a trading contract is not in place the Travis Perkins plc standard purchase terms shall apply.

I/We acknowledge and agree to comply with the relevant regulations and the certification requirements of Travis Perkins plc at all times.

Name of person signing:	
Supplier Name:	
Position of responsibility in the company:	
Supplier address	
Signature	

→ Appendix 10 Product Packaging Guidelines



Your obligations

You need to be aware of your obligations regarding the UK Plastic Tax and the current and upcoming Extended Producer Responsibility for packaging. Your obligations include supplying packaging data when requested by either the Travis Perkins Group or their Compliance Partner. You may also be required to provide evidence of supplying 30% plastic recycled content in your packaging, evidence that you have paid the plastic tax or evidence that you are exempt from the plastic tax if you don't meet the de minimis. You are required to make sure that your product packaging complies with these regulations and the documented evidence is available on request. These requests are a condition of trade and can be found within our terms and conditions.

As a Travis Perkins Group supplier, we ask that you commit to reducing waste by removing unnecessary packaging, eliminating polystyrene and black plastic and all avoidable single use plastic working towards supplying your packaging from 100% recycled materials. We ask that the product packaging you use provides adequate protection from damage, meets all legal and health and safety requirements, is designed for reuse and can always be recycled within our UK infrastructure without burdening our customers with excessive amounts of waste to dispose of.

Single use plastic Please review your use of plastic to ensure that it's necessary. Investigate whether an alternative packaging material could be used which would not compromise product integrity, meets all legal requirements and can be easily recycled within the UK.

All plastic packaging must be marked with the relevant polymer code and recycling sign where applicable, ensuring that identifying recycling waste streams for our customers is a simple process reducing unnecessary landfill waste.

Handling Hazards

Please make sure that no part of the packaging presents a hazard to anyone handling or unpacking the product. Particular attention should be paid to pallets, crates and boxes.

Boxes and cartons intended for handling and carrying by our colleagues in branch, or by our customers, must be provided with suitable handholds or cutouts that are capable of supporting the

product's weight. These should be suitably located to enable lifting by one or two people, depending on the products weight and dimensions.

You should also have a policy and procedure in place to prevent the inclusion of any knives, scissors or other foreign objects within product packaging.

Testing these capabilities should form part of the product's general assessment as part of the General Product Safety Regulations (GPSR).

Plastic bags

Please make sure that plastic bags are thick enough to protect the product. Bags used on 'heavy' products must be thick enough and strong enough to prevent the contents from ripping the bag during handling and storage.

To meet child safety requirements, all plastic bags must have an average thickness of at least 38 microns on each side, with a minimum nominal thickness of 42 microns.

All bags with an opening of 190mm or larger must be printed with the following text: 'Warning: to avoid danger of suffocation keep bags away from babies and children.'

For recycling purposes, all plastic packaging must be marked with the relevant polymer code and recycling sign where applicable.

Please review your use of plastic bags to ensure that they are necessary. Investigate whether an alternative packaging material could be used which would not compromise product integrity and still meet all legal requirements.

Weight warnings

Please include a weight warning label on the packaging on individual products weighing 15Kg or more. The weight should be displayed in kilograms. The weight warning label must be at least 70mm in size and, unless otherwise agreed, incorporate the standard yellow triangle and black border layout. Further weight warnings such as 'two person lift' can also be used to identify awkward lifts where necessary.

Thought should be given to how we'll receive, store and pick the products, to make sure the warning labels can be easily identified whenever the products are handled.

➔ Appendix 10 Product Packaging Guidelines

➔ Appendix 11 Product Instructions Guidelines

Drop tests

Please always consider the suitability of the packaging you use for your products and, where appropriate, make sure it complies with an agreed 'drop test' procedure. You can use the following schedule for guidance.

The drop test process

Drop test the carton 10 times from the appropriate height (see table below) onto a solid (concrete) floor in the following order, then apply the pass/fail criteria listed below.

- On one corner
- On the shortest edge radiating from the corner
- On the next shortest edge radiating from the corner
- On the longest edge radiating from the corner
- On all six edges of the carton

Appropriate heights for the drop test

Packed weight up to 10 kg	Drop height 75cm
Packed weight 10 to 20 kg	Drop height 60cm
Packed weight 20 to 25 kg	Drop height 45cm
Packed weight above 25 kg	Drop height 30cm

Pass/fail criteria for the drop test

- Minor damage to the carton is acceptable.
- The carton should still be in a suitable condition to keep protecting the product.
- The test product must still be intact with no aesthetic damage and still be fully functional.
- In addition, in compression strength is in any doubt, load the carton for 24 hours with a weight equivalent to a 1 meter stack of the same item and then inspect for damage.

Labelling

The Travis Perkins Group is a signatory of the On Pack Recycling Label Scheme and we'll be applying this labelling to all our Own Brand products over time. You can find more information about this scheme at www.oprl.org.uk

Information to include

- Safety warnings and information as follows:
- Instructions for safe assembly, installation and use.
- Details of any personal protective equipment (PPE) required during assembly, installation and use.
- Details of any safety checks to be carried out before installation, such as checking walls and flooring for wiring and pipes before drilling holes.
- Information about using safe equipment during installation, e.g. using a cordless drill in a bathroom environment.
- A parts list with quantities.
- Details of any additional parts that are required, such as fixings for securing to a cavity wall.
- A list of any tools required to assemble or install the product.
- The product's capability and the maximum adjustments the user can make.
- Details of any spares or add-ons.
- A CE mark and details if applicable to the product.
- The product's storage life and disposal instructions.
- A version number for the instructions.
- Cleaning and maintenance instructions.
- Guarantees and what these cover.
- An agreed helpline telephone number, if applicable.

User trials

We ask you to carry out suitable user trials as part of the development process for your product instructions. The aim of these trials is to make sure that your instructions can be easily understood and to confirm that they work.

The instructions provided with your products must be designed to reflect the installation, workings, care and use requirements as applicable for each individual product. However, we've produced some basic guidelines that we'd like you to follow where possible. The following information relates to the supply of Travis Perkins Own Brand products, but can also be applied to supplier branded products to ensure consistent good practice.

General guidelines

- Use pictures and illustrations instead of words wherever possible.
- Your instructions should be easy to use and follow.
- Written instructions should always be in English, avoiding the use of jargon.
- Use an appropriate text size for your instructions that can be easily read.
- Make sure you follow the relevant branding guidelines as required for your instructions. Where products are being supplied to more than one Travis Perkins business, a brandless instruction can be used.
- Keep instructions simple, ensure there are no more than two actions to complete at each step.



→ Appendix 12 Product Approval

We'll ask you to produce samples of the proposed new range for review by our stakeholders. These samples must be tested and inspected to make sure they meet all relevant legal and business requirements. Any issues must be resolved before we can place any orders with you.

You must also make sure that the delivery condition of your products meets our requirements as set out in this manual, and that any queries have been resolved with our Distribution team.

If the products you're supplying are supplier branded, then it's your responsibility to provide your Product Manager or Buyer with all relevant technical information, including any Safety Data Sheets and information on any Substances of High Concern. Once your product samples and supplier status have been approved, you can then start supplying your products as agreed with your Product Manager and Supply Chain Analyst.

However, if you're supplying a Travis Perkins Group Own Brand product, the following process must be followed to make sure our Quality Team capture all the required product information for input to our Quality Assurance Management System (QAMS):

1. Assuming your manufacturing site has been approved, the relevant Category Technical Manager will then send you a request to gather certain technical information about the product(s).
2. You'll then be required to provide all relevant information.
3. The Category Technical Manager will check the returned data to make sure it's accurate, valid and matches the sample requested earlier in the product approval process. If there are any issues, the product batch will be rejected and returned to you. We'll contact you at this time to update you on any additional information or amendments that we require. This process is then repeated until the specification process is complete. Any artwork approvals will be driven by the Product Manager, with the Category Technical Manager checking and approving the technical information on the artwork.

You must inform the Category Technical Manager if:

- Different contact details (including the manufacturing site)
- The product is altered at any time
- Test certificates updates
- New or amended specification
- Extension/reduction of products in the range
- Different manufacturing site.

→ Appendix 13 Product Specification Data Guidelines

QA teams across our Group businesses have developed a specification format for you to complete for all Own Brand products that you supply to us. We'll ask you to complete the generic section of the specification format for all products, plus additional elements that depend on the type of product being supplied.

Our main requirements for product specification data include:

- **Photograph of the product:** This can be a simple digital photograph, or series of photographs, or another image such as a Point of Sales illustration that can be used to identify the product.
 - **Technical drawing:** A line drawing that includes the product's critical dimensions and tolerances in millimetres.
 - **Performance specification:** Information and key features relating to the product's declared values.
 - **Test requirements:** A copy of test reports carried out as specified in the appropriate Product Directive, such as BS/EN/International Standards, industry norms etc.
 - **Technical data:** A list of all Product Directives, regulations, international and national standards, and other relevant information (e.g. CE/UKCA Mark details) that applies to the product.
 - **Declaration of Conformity or Performance:** To be included for CE/UKCA Marked products. You're also required to generate a Travis Perkins Group declaration (under the TP Group manufacturer's name) with a declaration of equivalency or other means of enabling traceability from your own product to the TP Group version.
 - **Intellectual property rights:** To include all copyrights, designs, patents and trademarks relating to the product.
 - **Diagram:** Ideally an exploded diagram, or series of diagrams, of the product with a reference number or code against each component.
 - **Component list:** To include manufacturer codes, description, material, finish (e.g. RAL or pantone number and gloss level), grades and quantity per component. Images are also required for nonproprietary components.
 - **Critical components:** A list of these is required for electrical products, to include both the preferred and alternative components.
 - **Traceability:** To include an indication of where the batch information is marked on the product and its packaging, and a description of how to interpret your codes. Please also confirm batch sizes if possible.
 - **User instruction and warnings:** Please attach a copy of the actual instructions as a PDF file. These should indicate the required level of PPE, where applicable.
 - **Fittings and accessories:** This might be a list of additional items sold with the primary product, such as drill bits sold with a power drill, or items that are sold separately from the primary product and are not proprietary items.
 - **Packaging information:** This is a mandatory requirement across all categories. Please state the materials used for packaging including: the dimensions and weight of each packed product (inner); the dimensions and weight of any 'multiple' packed items (secondary); and details of pallets or outer wrapping.
 - **Spares:** A list of any parts that might be required for servicing of customer needs in due course.
 - **Drop test:** Please describe the results of your drop test. If a test wasn't required, please explain why.
 - **Chemical compliance:** To include REACH information, Material Safety Data Sheets (MSDS) and details of compliance with poisons, explosives, biocides and other chemical related regulations.
 - **Key inspection requirements:** This section describes the agreed inspection criteria for the 'finished' product, in addition to basic inspection requirements. It should be used by you as part of the Pre-shipment/Final Inspection checks on the product and will also be used by our QA team as part of our Goods Inwards Inspection activities.
- Please give careful thought to, and then list, all the product's essential features that require inspection or testing. Then, allocate a category of critical, major or minor to each listed feature, using information provided in Appendix 5 of this manual.

➔ Appendix 14 – Product Packaging and Volumetric Data

Preface and introduction

The product data quality guide to Product Packaging & Volumetric Data has been produced to establish Group definitions and minimum required standards when providing product measurements during induction, live product data enhancements and if changes are made to products or packaging.

This document details how volumetric measurements should be taken and recorded at each packing level.

A concise Product 'Metrics' Report is available on request by contacting the Travis Perkins Product Data & Development Team.

Travis Perkins Group aim to hold accurate Volumetric Measurements. This ensures the timely fulfilment of any product across its supply chain and multiple routes to market.

Successful implementation of concise base data enables Travis Perkins Group to continue raising standards and enhancing sales of your products to the building industry.

For further information on how you can improve or develop your base product data requirements for the Travis Perkins Group please contact:

Product Data Quality & Development Team
dqteam@travisperkins.co.uk Tel: +44 (0)1604 503440

Product Base Data Attributes and Requirements

The success of product induction is dependent on correct product data attributes. There is a minimum required standard for base data that must be provided at the point of product induction.

Accurate Product Data improves sales, supports an ever growing supply chain, enables an enhanced product search directory and gives improved visibility within a multichannel arena. . The benefits are massive!



Volumetrics

Do your products measure up? Volumetric data enhances supply chain functions, transport load planning and branch merchandising.

EAN (Barcode)

The unique identifier that separates your product from any other. Can we find your product?



COSHH (MSDS)

Aids in the safe and responsible use of your product and keeps the producer legal to HSE legislation.



Weight – KG

Supporting the Supply Chain, weight is required for loading, Transport, merchandising, manual handling and Health & Safety.



Product Image

Ensures your product is accessible and visible through multichannel media. This is your chance to promote your product and enhance sales!

Supplier Code

Are we speaking the same language? This is your unique code used to identify your product and is used when ordering and matching.



CPR (DoP) 2011

Construction Products Regulation require a Declaration of Performance for construction products and CE/UKCA Marking in line with EU legislation.



Volumetric Data: From Supply Chain to Sales

Warehousing

Travis Perkins is constantly innovating the way Group Supply Chain deliver on our customer demands. With the launch of our Central Distribution warehouse and now Local Distribution Centres we are able to serve our customers more efficiently.

Consolidated stock within central and regional hubs means our branches have access to a wider number of product lines, on demand with little or no minimum order quantities, relieving pressure on branch space and ensuring product prices remain competitive.

Suppliers' products that serve our customers through the Central Distribution Network are referred to as 'Centralised' products and require correct Volumetric data to ensure the efficient running of warehouse operation through goods in, store, picking and dispatch.

Volumetric data enables our operations team to optimise the warehouse floor space and racking configuration for improved pick times.

With main aisle racking set at specific heights, inaccurate volumetric data may stop pallets from fitting in an allocated pick location and excess time is required to split down each pallet which may cause delays.

Fast lead time and fulfilling orders on time and in full will always bolster customer satisfaction and a trust for the brand. Not just the TP brand, but the brand of the product they are purchasing, your brand.

If you would like further information regarding centrally distributed products please contact your TP Group product manager or product ranging team.

Transport & Distribution

Volumetric data plays an important part within Transport and Distribution. As a Group we deliver millions of products to our customers and branch network every week.

To assist our branches and distribution centres we use a route planning system called 'Paragon'. This platform enables us to optimise our fleet capabilities and efficiently route our vehicles dependent on the sizes and volumes of the goods we carry.

Paragon identifies product dimensions, relating them to the standard floor plates of specific vehicles and routes orders based on postcode, weight and volume. Without these three key points, we are unable to get the best routing results, this could lead to longer delivery times that may impede driver hours and work times.

Products with incorrect weights will impact the way vehicles are loaded in relation to the maximum laden weight the vehicle can carry at any one time.

Incorrect volumetric data may limit or exceed the overall space allowance assigned to the vehicle, which could lead to deliveries on overloaded or part filled trailers.

With Paragon we aim to save the Group's combined vehicle mileage helping to significantly reduce our CO₂ emissions.

Correct product data ensures your products are delivered to our customers on time and in the most efficient and sustainable method.

➔ Appendix 14 – Product Packaging and Volumetric Data

Volumetric Data: From Supply Chain to Sales

Branch, Sales & Merchandising

Volumetric and packaging formations are critical when planning branch layouts. With thousands of products stocked in branch on a daily basis it is important to understand how much space we allocate to each product line. Minimum order quantities and pack volumes will determine how much stock is displayed.

Volumetric data for branch, sales and merchandising is more than how much product we can physically load onto the shelves, racking and floor space but how we can optimise merchandising opportunities.

When reviewing product ranges we need to create the perfect space to promote your products – everything from how the product looks sitting on a shelf, to how a pack may hang on a hook and where to display any features and benefits, will aid the customer in making those informed decisions that lead to the sale of your products.

We want to make sure that everyone affected by the Travis Perkins Group business operations returns home safely at the end of every day.

Product volumetric data, packaging dimensions and weights ensure your products are handled by our staff and customers in a safe and responsible manner.

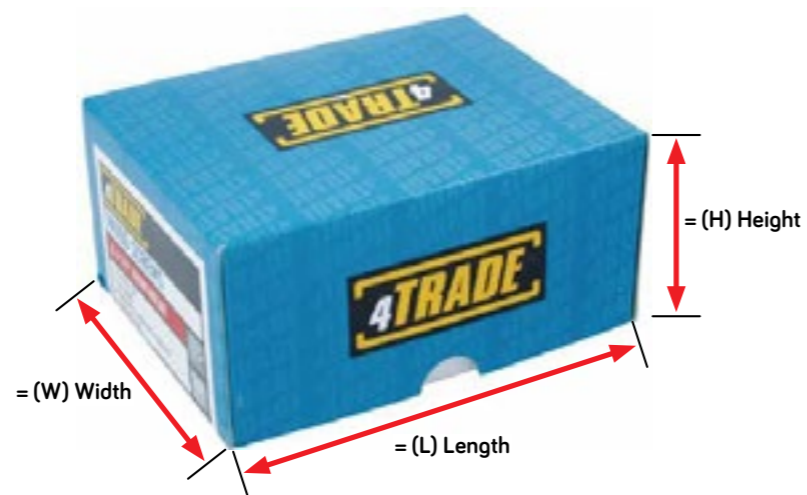


Single Item

(1 level of packaging)

A single product item may be merchandised in many different ways. It does not matter if the product comes in a box, bag, shrink wrapped plastic, vacuum formed plastic hanger or loose.

The SINGLE (SGL) is defined as the smallest possible selling unit.



All dimensions must be supplied in Millimetres

Outer – single item distributed within a case

(2 levels of packaging)

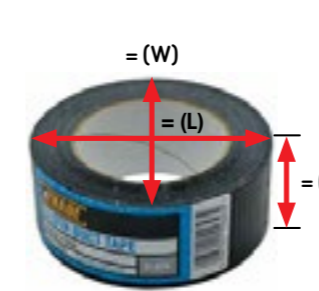
This can be defined as a box, shrink wrapped bundle, any container that can hold multiple SINGLE (SGL) products.

Referred to as OUTER packaging. There may be occurrences where this OUTER packaging forms the minimum selling quantity from your business to TP. True OUTER packaging is where products can be broken out into singles for sale.



Inner – where there is an additional level of packaging within an 'Outer'

(3 levels of packaging)



The Single



The Inner Packaging



The Outer Packaging

A minimum order quantity from manufacturer to supplier, or a product's physical size may determine how products are packed. If your product is delivered to TP in multiple levels of packaging, we need to understand the packaging dimensions of each layer. Inner packaging is defined as a Single product packaged in a container with other singles, then packaged within a outer case.

➔ Appendix 14 – Product Packaging and Volumetric Data

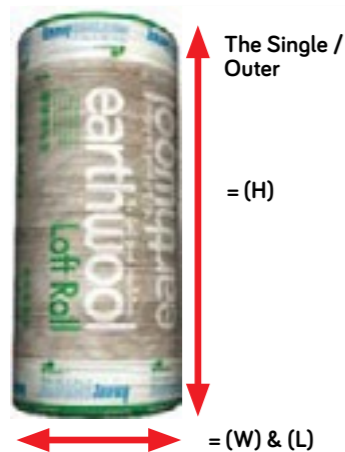
The Palletised Product – Individual & Multiples

(All packaging levels)



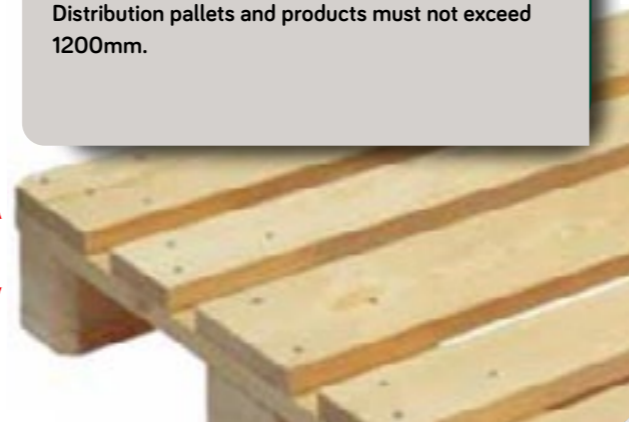
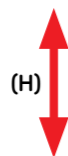
The palletised product is the top level of volumetric measurements. So if your product comes in bulk it may appear on a pallet. Differing product sizes will determine how a pallet is stacked and we need to identify how many product TIERS by product HEIGHTS.

Pallets may include SINGLE, Multiple SINGLES or OUTER packaged products.



When measuring dimensions of the Palletised product remember to include the actual pallet in the final measurements.

For any products entering Brackmills Central Distribution pallets and products must not exceed 1200mm.



The Palletised Product – Tiers & Height

(All packaging levels)



To calculate the product capacity on each pallet we need to understand Tiers and Heights.

Pallet TIER (TI) is equal the number of Singles/ Outer product on each pallet layer. Pallet HEIGHT (HI) is equal to the number of product layers on the pallet.

This example shows a pallet of loft roll 'Singles'.

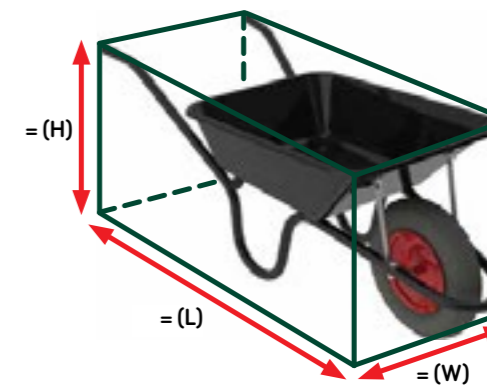
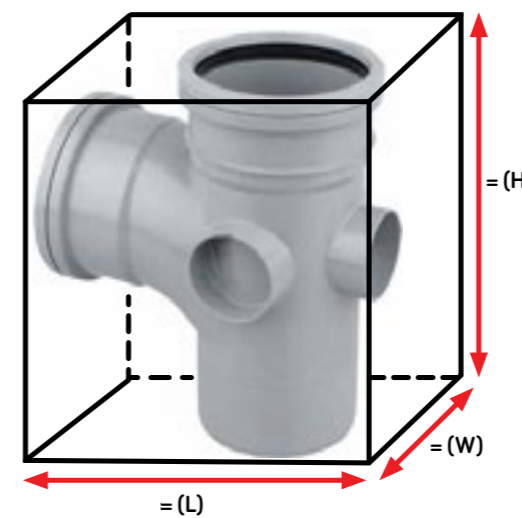
Each Tier contains 12 rolls: TI=12

This pallet is 2 tiers high: HI=2

To calculate correct TI/HI count the total outermost packaging layer.

Products in all shapes & sizes

(Acceptable tolerances)



Unfortunately not all products are a cuboid shape, packed into boxes or stack equally. To define the "best" volumetric measurements for varying shaped products, assume the product is a cube, measuring out to the furthest L x H x W.

The final figure will be an over estimation, including dead space around the product, but is an acceptable tolerance when load planning, warehousing and merchandising products.

→ Appendix 14 – Product Packaging and Volumetric Data

The bagged product

(Acceptable tolerances)

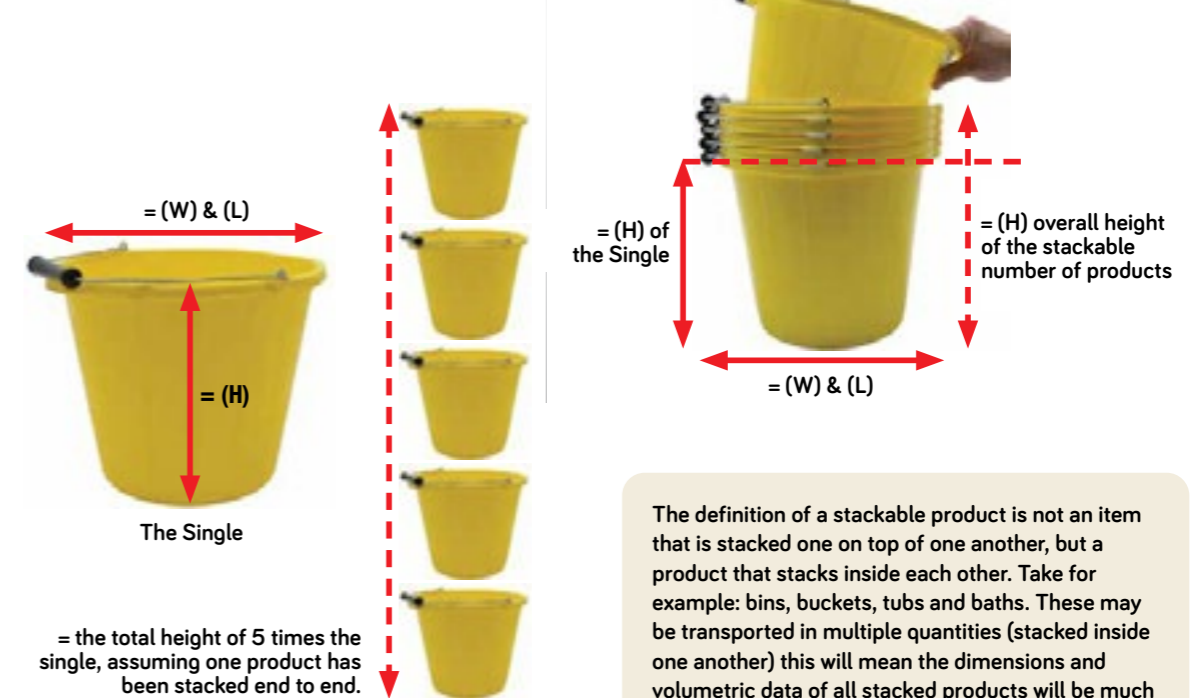


With bagged products coming in all shapes and sizes there is a high chance product will shift in the packaging causing a problem in obtaining correct volumetric data.

As a rule try to obtain an optimum measurement by evenly distributing the product around the bag, fold over any loose packaging and where applicable, push down on the product ensuring tighter packaging. Take measurements as demonstrated.

The stackable product

(Acceptable tolerances)



= the total height of 5 times the single, assuming one product has been stacked end to end.

The definition of a stackable product is not an item that is stacked one on top of one another, but a product that stacks inside each other. Take for example: bins, buckets, tubs and baths. These may be transported in multiple quantities (stacked inside one another) this will mean the dimensions and volumetric data of all stacked products will be much less than that of the same product stacked end to end. This is an acceptable tolerance as long as the product has been identified as 'stackable'.

→ FAQs

- **What unit of measurement do I use to calculate volumetric data?**

We require all measurements to be submitted in millimetres (mm).

- **How do I identify which dimension is the height, length or width?**

The best way of ascertaining which dimension is which is to assign a default front side of the product. Normally you would imagine how your product would be merchandised and positioned within a branch, or orientate your product dependent on how it would be transported.

- **I have collected all of my product volumetric data, how do I send this to Travis Perkins?**

Volumetric data should be submitted at point of product creation via your TP Group Product Manager as per our standard New Product Introduction process. For any products that are currently live within the Group that do not hold Volumetric data, the TP Group Product Data Quality & Development Team will work with you to complete any outstanding product data requirements. A product report can be produced on request via dqteam@travisperkins.co.uk.

→ FAQs

- **What if my product / pack size changes?**

For any product that changes for a promotion for example 50% extra free, this should be set up as a separate product SKU with all volumetric data provided.

For products that change size, superseding a legacy product should be set up as per the New Product Process ensuring volumetric data is captured.

If there is a buying quantity promotion that would see an existing product added to a larger quantity INNER, OUTER, PALLET, please send the refreshed volumetric data for the affected packaging levels so this can be accounted for

within warehousing and transport operations. Remember, for any products that serve Central Distribution, a packed pallet size must not exceed 1.2m High, nor contain mixed products and must be clearly labelled with product information at each packing level.

For further information on how you can improve or develop your base product data requirements for the Travis Perkins Group please contact:

Product Data Quality & Development Team (Merchant only)

dqteam@travisperkins.co.uk

Tel: +44 (0)1604 503440

→ Appendix 15 Pallet Height and Weight Requirement Guidelines

Pallet dimensions

The maximum pallet size is 1.2m x 1.0m.

The maximum permitted pallet weights and heights will vary by site, but we've provided a rough guide to the main Travis Perkins Group locations below. If your delivery requires any major exceptions from these weights and/or heights, please agree the details with the relevant Supply Chain Analyst before making the delivery.

Deliveries to Travis Perkins Primary Distribution Hub Gowerton Road.

- Maximum pallet weight 1 Tonne
- Pallet height 1.2m

Further guidance on deliveries to the PDH's is described in the PDH Supplier Manual.

Deliveries to BSS Industrial

- Maximum pallet weight – 0.75 tonne
- Maximum pallet height – 0.75m

You'll find more information about delivering to BSS in the Specific Requirements for BSS Industrial document.

Delivery of awkward products

Where a product is unable to fit onto our standard 1.2m x 1.0m pallet and exceeds the height requirements, you must agree an alternative method of shipment, in advance and in writing, with the Operations Manager of the PDH or warehouse to which you're delivering. If you don't do this, your delivery will be refused.

Oversize products should be delivered on pallets that have sufficient dimensions to prevent any product overhang and that have a full perimeter base.

Other delivery types include unpalletised carton deliveries, stillages and nonstandard pallet types such as large pallets, door pallets and A frames. In some cases, it may be necessary to design a bespoke delivery mechanism to make sure the product is well protected during shipment and can be handled and stored safely on delivery.

Delivering to other locations

If you're delivering to any other Travis Perkins Group locations, please contact your Supply Chain Analyst for site specific guidance before making your delivery.

→ Appendix 16 Specific Requirements for BSS Industrial

BSS Purchase Order Requirements

When BSS Industrial place an order with you, they'll always quote a delivery date. This is the date when we need you to deliver the order and is based on the lead times you'll have supplied to us.

We measure our supplier delivery performance as On Time in Full (OTIF), plus or minus 2 business days either side of the original delivery date to give both parties some flexibility.

As BSS warehouses have a limited intake capacity each day, we strongly recommend that you request a booking slot as soon as you receive your order. Please note that if you can't get a booking date inside the OTIF window, this will still be seen as a delivery failure.

The normal delivery windows at our Magna Park warehouse is 6am - 12 noon Monday to Friday, and Cross point Warehouse is Monday to Friday 8am - 12 noon. All your deliveries to BSS must take place within these windows, unless we've made a special arrangement with you beforehand.

Your delivery time will be allocated within these windows, with a plus or minus 30 minute tolerance in which your delivery vehicle must arrive on site.

BSS Booking Procedures

There are four different procedures which can be used for making a delivery booking into BSS Industrial's central warehouses. The procedure you'll follow will depend on your supplier agreement with us.

Standard booking procedure

This is the method used by most of our suppliers and their third party carriers. When you receive our order, you should contact the central inventory team to make a delivery booking, using the contact information below and stating your preferred delivery date and time.

- Email address: bookings@bssgroup.com
- Telephone: 01455 55 1061
- Fax : 01455 55 1044

We'll always do our best to accommodate your preferred date and time, but if it this isn't possible we'll agree an alternative delivery slot with you.

Fixed booking procedure

If your company has been granted a fixed booking slot, you'll need to confirm the details of your delivery at least 48 hours in advance of the date and time of your fixed slot or within 24 hours of receiving your order, whichever is the latest. Our bookings team are available from 8am to 4:30pm, Monday to Friday. Please note that if you don't confirm your delivery in advance with our bookings team, your slot may be reallocated to another supplier.

A fixed booking slot is for a specified maximum number of pallets to be delivered. If your delivery is expected to be larger than this specified maximum, we may ask you to deliver the excess on a separate booking.

From time to time, we may need to cancel or change your fixed booking slot. If this happens, we'll give you as much notice as possible in writing.

Please note that fixed booking slots are a privilege and not a right. If you don't follow the above procedure, your fixed slot may be removed. If you'd like to be considered for a fixed booking slot, please contact our Central Inventory Manager.

Cross-docking procedure

If you have a cross-docking agreement with us, you don't need to make a specific booking as your goods will be delivered as part of an agreed fixed booking slot. However, we do ask you to email us a detailed list of the number of totes or cardboard cartons that you'll be cross-docking to each branch prior to delivery taking place.

Backhauling

If you have an agreement with us to backhaul your goods, you'll need to let the BSS Transport department know when your goods are ready for collection. To do this, complete the collection form that was provided when we set up your backhauling agreement and send it to:

- bookings@bssgroup.com
- magnaparktransport@bssgroup.com

Please note that even though you'll have been allocated a standard fixed collection slot as part of your backhauling agreement, your goods will only be collected after we've received your emailed form.

→ Appendix 16 Specific Requirements for BSS Industrial

BSS Cross-Docking Requirements

Non-linear requirements

We've agreed with some of our suppliers to cross-dock products that aren't stocked at our Magna Park warehouse.

When making a cross-docked delivery, you must adhere to the following rules and procedures:

- Your delivery can only be made in BSS-approved packaging.
- The branch delivery note must be enclosed either within the tote or within a sealed plastic envelope on the outside of the first tote or box.
- The branch name or 4 digit code must be clearly visible on each pallet or box.
- All totes and cardboard boxes must be sealed.
- A master copy of the cross-dock form must accompany the delivery as a whole, subject to our individual agreement with you. Please note, we also required an emailed copy of the cross docked form and paperwork to be sent to branchservices@bssgroup.com.
- The maximum weight of a tote or box is 15kg.
- You must transport sequential totes for the same location on the same pallet and clearly label them '1 of 3'; '2 of 3' etc.
- All totes must be securely stacked onto a pallet.
- Please advise the warehouse of the number of pallets or boxes to be cross-docked against each branch.
- The branch order number must also be advised on the cross dock form and paperwork.

Please note that whilst BSS Industrial takes responsibility for the number of parcels delivered to our branches, you, the supplier, take responsibility for their contents.

Magna Park & Crosspoint will advise the supplier of any missing pallets and boxes that have been advised from the supplier paperwork within 24 hours of the delivery.

Branches are informed to contact the individual supplier in adherence with their guidelines for reporting discrepancies.

Linear requirements

We've agreed with some of our suppliers to cross-dock products that aren't stocked at our Cross Point warehouse.

When making a cross-docked delivery, you must adhere to the following rules and procedures:

- Your delivery must be banded into safe bundle quantities with a maximum weight of 2 tonnes.

- The branch delivery note must be attached to the first bundle within a sealed plastic envelope.
- A master copy of the cross-dock form must accompany the delivery as a whole, subject to our individual agreement with you.
- Bundles for the same location must be clearly labelled '1 of 3'; '2 of 3' etc.

Please note that whilst BSS Industrial takes responsibility for the number of bundles delivered to our branches, you, the supplier, take responsibility for the number of lengths or metres of tube contained within a bundle.

BSS Linear (Tube) Deliveries

All BSS Industrial pipe orders are to be delivered to our Cross Point warehouse unless we ask you otherwise. Due to the nature of these products, there are a number of specific delivery requirements which you must adhere to, unless we've agreed otherwise with you in advance.

These requirements are:

- All loads must be delivered on a flatbed trailer, complete with a minimum of 8 side pins accessible from each side as there is no overhead gantry crane facility at Cross Point.
- There should be a minimum of 8 ratchet straps, alternatively strapped down the length of the body of the trailer.
- All loads must be fully sheeted.
- All products must be presented with dunnage in between layers, or with slings in place to allow forklift access.
- All products should be clearly marked or labelled to help us identify them.
- Pipe cannot be more than 7m in length.
- If pipe is less than 6 inches in diameter, it must be supplied to us in bundle quantities. If the pipe is more than 6 inches, you can supply it in either single lengths or in bundle quantities.
- Bundle weight shouldn't exceed 2 tonnes whilst half random bundles mustn't exceed 1 tonne.
- All products should have banding that's appropriate to the nature of the product, with a minimum of 3 bands per bundle.
- We'll only accept crated deliveries by prior arrangement.

Please note that if you're delivering pipe products to a branch at their request, all the above restrictions may apply as well as further delivery restrictions specific to the branch.

Legal requirements

It's your responsibility, (and those of your third party contractor) to make sure your drivers comply with all relevant legal requirements. In particular, where the regulations require, only ADR qualified drivers can deliver dangerous goods to our sites. Any drivers delivering hazardous goods must remain with their

vehicles at all times. They must also have access to spill kits (including powder extinguishers) and be trained to use them.

Please see the below website address for the government's guide to the international regulations on the transportation of dangerous goods by air, sea, road, rail or inland waterway.

www.gov.uk/guidance/moving-dangerous-goods



Subject to prior agreement deliveries may be accepted from suppliers into Magna Park in wooden crates. The size of the crates must not exceed the footprint of a standard pallet 1000mm x 1200mm and must not exceed 750mm in height. The wooden packaging should be compliant with ISPM15.

In addition to the PDH standard pallet specifications, BSS Industrial also accept supplier deliveries on Euro Pallets.

Pallet type	Reusable international
Pallet footprint size	1200 x 800mm
Base configuration	Full perimeter
Reversible?	No
Rackable?	Yes
Accessibility	Full 4-way entry
Inertness (related to infestation problems)	Required
Minimum vertical clearance under top deck	95mm under load
Maximum vertical clearance under top deck	156mm
Maximum width of centre posts or stringers	160mm (6.3")
Minimum width between outer posts/stringers	720mm (28.3")
Maximum overall height	165mm (6.5")
Maximum gross weight	22.7kg (50 lbs.)
Fasteners per ASME, MH1, part 3	If fasteners are used

BSS additional Product Packaging Guidelines

In addition to the TP product packaging guidelines outlined in appendix 10, Magna Park will not accept any deliveries with metal banding.

➔ Appendix 17 Warehouse Contact Details

Travis Perkins Merchants Warehouse Contact Details

Contact and Brand	Contact Number	Fax Number
Travis Perkins Primary Distribution Hub Gowerton Road, Brackmills Industrial Estate, Northampton, NN4 7BN	01604 685732 01604 503847	01604 825002
Travis Perkins Brackmills (Merchant) Central Warehouse, Unit 3, Mercury Drive, Brackmills Industrial Estate, Northampton, NN4 7PN	01604 700077	01604 825002

BSS Contact Details

Contact and Brand	Contact Number	Fax Number
Magna Park NDC, BSS Industrial Buccaneer Way, Magna Park, Lutterworth, LE17 4YZ	01455 551037 01455 551010 01455 551040	01455 551004
Cross Point NDC, BSS Industrial Cross Point Business Park, Coventry, CV2 2TU	02476 625700	02476 625701 crosspoint.actions@ Bssgroup.com

→ Appendix 18

July 2021

Supplier Manual



DELIVERY TO A PRIMARY DISTRIBUTION HUB (PDH)



→ Appendix 18 Introduction

This manual has been created to make sure you understand and comply with our requirements for delivering to the Travis Perkins Group Primary Distribution Hub (PDH) at Northampton.

It's your responsibility to ensure that all relevant staff within your organisation, and any third parties that deliver to us on your behalf, are aware of these requirements and comply with them at all times.

→ Arranging delivery to a PDH

Booking in process

When you receive a Purchase Order (PO) from the Travis Perkins Group, you must contact our Goods In team at the receiving PDH to book in your delivery or arrange a back haul.

Please make your booking at least 24 hours in advance. Any deliveries that haven't been booked in will be refused.

How to book in

In the first instance, you must contact the PDH booking-in office by email, using the email addresses below. If this isn't possible, you can book in by telephone.

Contact details for booking in:

Gowerton Road
Email: grbooking@travisperkins.co.uk
Tel: 01604 685 732
Tel: 01604 503 847

When making a delivery booking, you must provide:

- Supplier name, supplier number and contact details.
- Travis Perkins Group PO number.
- Required delivery date and time slot.
- Haulier name and vehicle type.
- Quantity of pallets/cartons.
- Total financial value of delivery in GBP.

Important notes:

- All orders must be received as one consignment. We won't accept part deliveries or balances of orders at a later date, unless this has been agreed with us in advance.
- You must contact the Goods In team straight away if your delivery is going to be late. They will decide if we can still accept it.
- We reserve the right to rearrange your delivery booking with at least 24 hours' notice.
- If there are any problems with your delivery, you may incur a Cost of Quality levy. Please see the main Supplier Manual for full details of our Cost of Quality policy and procedures.

➔ Appendix 18 Arranging delivery to a PDH

Rules for drivers whilst on site

Our PDH site displays clear signage explaining the rules that drivers must comply with whilst on site. It's your responsibility to make sure that both your own drivers and third party hauliers comply with these rules at all times.

Whilst on-site, your drivers must:

- Observe on-site traffic systems.
- Obey speed limits.
- Wear appropriate safety clothing.
- Comply with security procedures.
- Follow our Health and Safety Expectations of Suppliers.
- Be polite and professional.
- Not smoke.

If any of your drivers are unsure about these rules, they must ask a Travis Perkins Group colleague for guidance as soon as they arrive at the site.

Delivery documentation

Delivery Notes:

We require a Delivery Note for all our deliveries. This must be written in legible English and include the following information:

- Booking reference number.
- Supplier name and contact details.
- Haulier name and address.
- PDH delivery address.
- Travis Perkins Group PO number.
- Delivery date as shown on the PO.
- Travis Perkins Group product codes/SKUs.
- Supplier product codes.
- Product descriptions.
- Quantity ordered for each SKU (unit type must be the same as shown on the PO).
- Quantity delivered for each SKU (unit type must be the same as shown on the PO).
- Total quantity of pallets and cartons delivered (you need to declare the total number of individual pallets and not the 'stack' quantity).
- EAN13 barcode or retail code for each SKU.

Your Delivery Note must also:

- Follow the same product sequence as our PO, to speed up the unloading process.
- Be emailed to the PDH at least 24 hours before your vehicle arrives, in case your paperwork gets lost in transit.
- Include a full packing list for each pallet, either with the driver or securely attached to the first pallet. The document must be highly visible, easily accessible and never placed under stretch wrap or adhesive tape, or put inside a carton.
- Clearly identify any timber or joinery product(s) within the delivery and include full and correct details of your FSC® or PEFC™ certification claims for each item.

We also require:

- Materials data sheets for all substances you're delivering that are harmful to health.
- A Test Certificate for all products that need one. You must send the original certificates to the PDH either with the delivery, or electronically before it arrives.

➔ Appendix 18 Delivery presentation requirements

Pallet specifications

You must only use pallets that meet the specifications required by the Travis Perkins Group, unless you have written permission from the Operations Manager of the PDH to which you're delivering. If you don't have advance permission for using a different pallet type, your delivery will be refused.

Pallet quality

We accept two types of pallet into our PDHs.

By default, we expect products to be presented on pallets with the following specifications:

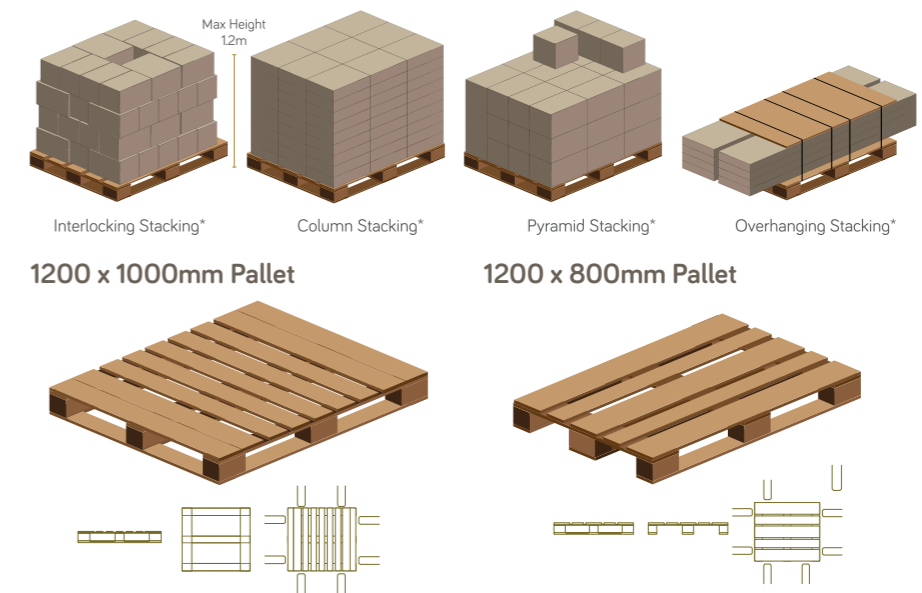
- 1200mm x 1000mm.
- Four way entry.
- Full perimeter base.
- Complete 4 way support beams.

However, if written agreement is obtained in advance, we accept 4 way entry pallets measuring 1200mm x 800mm. For all pallets, we expect that the wood used is quality timber from a controlled selection of wood types and that the nails comply with European legislation on heavy metal content. The Travis Perkins Group has partnered with CHEP and require pallets to conform to the CHEP or equivalent standard. Further details of the pallet specifications that we expect can be found on their website, www.CHEP.com. For local contact details for CHEP, please speak to your Commercial Contact.

Pallet loading requirements

- Pallets must be undamaged and dry.
- Pallets must be securely shrink-wrapped or stretch-wrapped and stable, with no products overhanging the base of the pallet.
- Cartons must be stacked squarely and evenly on each pallet to prevent any damages; both columns and interlocks are acceptable.
- Pallets can be double-stacked during transit, provided the stack is completely safe and the products don't get damaged.
- The height of the palletised products (including the pallet itself) mustn't exceed 1200mm and the weight of each pallet mustn't exceed 1 metric tonne unless you've obtained prior agreement in writing from the Operations Manager of the PDH to which you're delivering. (Discuss with your commercial contact if you need advice).
- Where such an agreement has been made, the pallets in question must be clearly labelled to display a warning about their height and/or weight.
- You must deliver full pallets whenever possible.
- Any mixed SKU pallets must be clearly labelled as 'Mixed Pallets'. Cartons containing the same SKU must be kept together on the same pallet and each product type divided by cardboard layers wherever possible. Each carton must be clearly and individually labelled.

Good examples



→ Appendix 18 Delivery presentation requirements

Other delivery types:

If you don't believe that either of the above pallet types will be suitable for the safe transportation of your products, you must agree an alternative method of shipment, in advance and in writing, with the Operations Manager of the PDH. If you don't do this, your delivery will be refused. Other delivery types include un-palletised carton deliveries, stillages and pallet types other than those described above, such as large pallets, door pallets and A frames.

Rules for other delivery types:

- The delivery equipment must be undamaged and fit for purpose.
- The products must be stable, held securely in place and not overhanging. See page 4.
- All deliveries must be clearly labelled in line with our requirements (see section v. below).
- Carton deliveries mustn't contain mixed SKUs, as these will always be refused.
- Heavy goods such as bricks, aggregate blocks and timber must be packed in standard sizes/quantities, and be securely banded.
- Linear products must be delivered using equipment that allows the stock to be unloaded using the appropriate manual handling equipment, which must be approved in advance by the PDH and our Central Stay Safe Support team.
- Tubes can only be unloaded manually when a permit to work has been issued.
- Delivery equipment for oversize products, such as large pallets, must be evaluated by our PDH before your first delivery of these goods can be accepted.

Packaging requirements

As a Travis Perkins Group supplier, we expect your deliveries to be packaged to the highest standards of quality and in line with the latest Producer Responsibility Obligations (Packaging Waste) Regulations. Evidence of your compliance with these regulations must be made available on request.

Packaging rules:

- The packaging must provide the products with adequate protection from damage, without producing excessive amounts of waste.
- Pallets, cartons and other delivery equipment must be safe and not present a hazard to anyone handling or unpacking the delivery.
- Where cartons are designed to be carried by one or two people, the packaging should be fitted with suitable cut-outs or handholds that can support the product's weight.
- Cartons weighing more than 15kg must state their gross weight on the packaging, with a caution label and warning message printed on the outer carton
- Plastic bags must meet the latest safety regulations. These include a maximum average thickness, perforations, printed warnings and non-drawstring closures.
- Bags for heavy materials such as aggregates must be thick and strong enough to prevent the contents from ripping the bag.
- All plastic packaging must be marked with the relevant SPI Resin Identification Code (RIC) for recycling purposes.
- Your product packaging should be subjected to an agreed 'drop test' procedure to make sure it's fit for purpose.
- If you're not sure if your packaging complies with our rules, or if you need more information, please speak to your Commercial Contact.

→ Appendix 18 Delivery presentation requirements

Labelling requirements

You must add clearly visible labels to the top and all sides of each pallet, carton and stillage. For labels with barcodes, these must be of a size and print quality to be read and scanned easily.

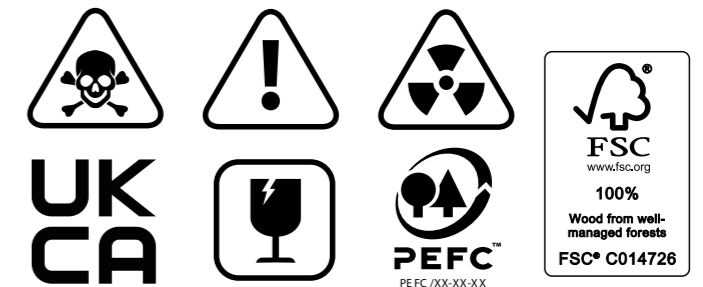
Labels must include:

- Travis Perkins Part Number
- Description
- Quantity
- Barcode
- Supplier Name
- Purchase Order Number
- EAN 13 Barcode.

And where relevant:

- Batch Code
- Expiry Date
- Pallet Height.

Don't forget



Barcode requirements

You must comply with our barcode requirements for your delivery to be accepted. If you can't comply with these rules, please speak to your Commercial Contact straightaway.

Before your products are delivered, you must send your barcode labels to the Goods In team at the PDH to make sure they can scan them.



→ Appendix 18 Refusals, returns, discrepancies and damages

Overview

Our Goods In team will check the quality and accuracy of your delivery against the criteria set out in this document.

If your delivery falls short of any of our requirements, we have the right to either refuse it, return the products at a later date, or rework them to an acceptable state. You'll be charged for any costs that we incur as a result and a Cost of Quality levy will also be raised.

In addition, we have the right to assign a non-conformance code to your delivery. We use these codes to identify and communicate any problem(s) with your deliveries, as well as tracking your supplier performance over time.

Please refer to our main Supplier Manual for full details of our non-conformance and Cost of Quality policies and procedures.

Refusals

- We won't accept any charges from your company for refused deliveries.
- Your products must go back on the same vehicle.
- It's your responsibility to re-book the delivery within 48 hours.

Returns

- You'll be notified about any returns and given 30 days to collect the products.
- After that, we'll dispose of them ourselves.
- You'll be charged for the invoiced value of the goods as well as any costs we incur.

Re-work

This might include, but is not limited to

- Correcting any labelling or barcoding issues.
- Replacing damaged packaging.
- Decanting and restacking your products onto safe and compliant pallets.

Discrepancies and damages

- You must discuss any known discrepancies with your Supply Chain Analyst and agree a course of action before delivery takes place.
- Damages won't always be identified at the point of unloading or during the receiving check, as these aren't always visible until individual products are unpacked.
- No claims will be upheld against receiving dock signatures.

Payment

If there are any issues with your delivery, payment may be delayed or withheld. Please see the Finance section of our main Supplier Manual for details.

→ Appendix 18 Supplier performance monitoring

Defining acceptable performance

As a Travis Perkins Group supplier, you're in control of your performance when you make deliveries to us. We define acceptable performance as:

- Getting every delivery right, first time.
- Presenting your products in line with all our requirements.
- Avoiding any issues of non-conformance.

For more information about our non-conformance policies and procedures, please see our main Supplier Manual.

Performance monitoring process

Your delivery performance will be recorded, tracked, measured and reported upon, on a monthly basis. Your performance data will be made available to all relevant parts of our business, such as our Supply Chain and Commercial teams.

Escalation process

Any repeated incidents of non-conformance or Health & Safety issues could result in escalated Cost of Quality levies being raised, site Quality Audits and, ultimately, the termination of your Trading Agreement with the Travis Perkins Group.

Travis Perkins ^{plc}

BUILDING BETTER. TOGETHER

Supplier Manual

October 2021



Contact us:

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Ryehill House, Rye Hill Close, Lodge Farm
Industrial Estate, Northampton NN5 7UA
01604 752424

www.travisperkinsplc.co.uk

**Stay
Safe.**

EVERYONE HOME SAFE AND WELL **EVERY SINGLE DAY.**