

# GROUP HIRE Supplier Information

2022/2023





# → Contents

Introduction	3
Required Verification Documentation	6
Supplier Expectations	7
Service Level Agreement	9
Stay Safe Policy	13
Equipment Safety	14
Procedures and Rules	17
Delivering to our customer's sites	21
Waste Management Suppliers	23
Hiring In Contract	26


## → Introduction

In this booklet, Travis Perkins Group - Hire outlines the Company's policy and our expectations from approved suppliers, with the aim of facilitating a consistently safe, healthy and environmentally acceptable working partnership.

Take the time to read & understand the contents of this booklet. At the back of this booklet is information on our Online Risk Assessment (ORA) which requests confirmation and evidence that you can meet our expectations. The ORA requires your confirmation that you have read and fully understand the Company's expectations & requirements, and have briefed those directly or indirectly under your control. Any subcontractors working on your behalf must be notified to Travis Perkins Group before agreeing to the hire, and once agreed, must be made aware of & adhere to the requirements set out in this document.

This manual sits alongside the Travis Perkins Group Hiring In Contract incorporating the Travis Perkins Group Hiring In Terms, and all documents should be read and construed collectively.

Take the  
time to read  
and understand  
this booklet.

 [hirecategoryteam@travisperkins.co.uk](mailto:hirecategoryteam@travisperkins.co.uk)





**Nick Roberts**  
**Chief Executive Officer**

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### **Introducing the Travis Perkins Group, Group Hire Supplier Manual**

This document is a comprehensive guide to working with the Travis Perkins Group, Group Hire business .

#### **The aims of our new Group Hire 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 Hire business to read, understand and comply with all the relevant sections in this Group Hire 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.

## → How to use our Group Hire Supplier Manual

We've designed the Travis Perkins Group Hire 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 Group Hire Supplier Manual

1. Simply go to the contents page and click on the section of the Group Hire 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 Group Hire 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 4 below). When you've finished with the supporting document, simply click on back to contents and you'll be returned to the Contents page.
3. All the supporting documents included in this manual are listed in the Appendices section at the end of the Group Hire Supplier Manual, so you can find a particular document quickly if you need to.
4. You're welcome to print out any of the sections or supporting documents within our Group Hire 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 Group Hire 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 Group Hire business with reference to this manual.

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

### We welcome your comments

We want our Group Hire 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.



# → Required Verification Documentation

## General

- Bank Details - On company headed paper
- Price List - Including Area Coverage
- Equipment Replacement Values

## Insurance

- Public Liability Insurance
- Employee Liability Insurance

## Policies

- Health & Safety Policy (ISO 45001 Reg) or Equivalent
- Environmental Policy (ISO 14001 Reg) or proof of Environmental Management System Quality Policy (ISO 9001 Reg)

## Safety and Compliance

- Details of accreditations and attach copies of certificates.
- Accreditations for relevant Safety Schemes in Procurement for your hire activities e.g. CHAS, SAFEcontractor
- Copies of relevant trade memberships certificates, e.g. HAE.
- Copies of your plant handover familiarisation documentation.
- Goods Vehicle Operator License.
- Example of your colleague training requirements
- Example of your internal and external audit criteria/ reports
- An example of a Risk Assessment & Safe System of Work/ Method Statement for your significant risks

## Waste Suppliers Only

- Waste Carrier License
- Waste Broker License (if Applicable)
- Waste Permits
- Waste Permit Exemptions
- Price List - Including Area Coverage by Postcode





# 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.



## → Supplier Expectations

Travis Perkins Group fully appreciate that our suppliers work with a range of activities which can differ considerably in size with varying experience in Health, Safety and Environmental management. We do however expect as a minimum, that our suppliers understand their own health, safety and environmental impacts and control any negative effects as far as reasonably practicable.

### Minimum expectations

- All suppliers employees are competent to undertake contracted activities required and are fully briefed on the risks in which they are exposed to during the completion of their works, and the control measures implemented for their own and others safety. All employees must be briefed on the Travis Perkins Group Health, Safety & Environmental requirements.
- All suppliers are proactive in working with Travis Perkins Group to share relevant information to facilitate continual health safety and environmental improvements.
- All suppliers are aware of, and comply to all relevant health, safety and environmental legislation.
- All products supplied to Travis Perkins Group and our customers are maintained, tested and inspected to set maintenance schedules that comply with legislative and best practice requirements, and are provided with suitable and sufficient information to ensure end user safety.
- All equipment must be supplied with suitable and sufficient safe operation information. The mandatory plant familiarisation and hand over process detailed in section 2.2.1 must be completed and suitably documented.

All suppliers must complete the online Risk Assessment Questionnaire. Travis Perkins are unable to trade with any suppliers that have not completed this questionnaire.

### On-line Risk Assessment Questionnaire

All suppliers must complete an on-line risk assessment (ORA) to demonstrate that they meet the requirements set out in our Supplier Commitments. We use the results to generate a risk rating and may require further evidence to ensure compliance or mitigate risk. ORA allows us to understand our suppliers' self-assessed status on safety, environmental, social responsibility and quality matters, and to collect relevant documentation. Verisio, our third party expert, will host and manage the questionnaire in their online system. The cost to each supplier is £500+VAT and to ensure the data held on ORA is relevant we will be reissuing this every 2 years. All suppliers must complete the ORA within 4 weeks of receiving the link or Travis Perkins will have to re-evaluate the relationship and explore alternative supply options.

### In Person Supplier Site Audit

Following completion of the online risk assessment and the risk rating being produced Travis Perkins will contact the supplier to arrange an in person audit. This is the final stage of achieving an approved supplier status and all suppliers must engage in arranging an audit date within 72 hours of being contacted and remain committed to this meeting once in the diary. Failure to engage in the audit will result in Travis Perkins having to re-evaluate the relationship with the supplier and explore alternative options and cancellation of the agreed date will result in a £500 compensatory fine being paid to Travis Perkins by the supplier for failure to stay committed.



# → Rehire Supplier Service Level Agreement 2022/2023

## Introduction

This service level agreement (SLA) and accompanying measurement document describes the level of service that any of the Hire businesses within the Travis Perkins Group (TP) requires from its rehire supplier. This SLA should be read alongside any trading agreements, contracts and / or terms and conditions of rehire. Although the SLA covers key areas of the rehire service, supporting documentation may include areas not covered by this SLA.

If a supplier has any concerns about sharing information with us, please let us know and we can send you a Non-Disclosure Agreement for your records.

## Purpose & Scope

TP depends on its rehire suppliers to deliver hire services to the Travis Perkins Group clients to ensure that equipment and services provided are appropriately serviced, maintained and supported by the supplier, whilst providing excellent customer service. The equipment supplied should not be modified and is as provided by the OEM. This SLA document sets out the levels of service and support expected by TP.

These SLAs support the hire contracts between the TP and the supplier and aim to enable both parties to work together effectively. These SLAs covers all hire equipment and services provided to TP and its clients. The hire equipment and services will be listed in the trading agreements and or pricing schedules.

## Key Processes

### Quotations

All quotations are to be provided with a quotation reference number and an email copy must be sent to the requesting branch. Quotations must detail any minimum hire periods, transport charges and the time period the quotation is valid for.

Where the supplier requires additional or technical information, to ensure correct equipment is quoted for, the supplier may contact TP's client, with TP's permission, to discuss the client's hire requirements. Under no circumstance shall the supplier discuss rates, direct supply or account issues with the client.

### Order/On Hire

At the point of order TP will provide a 10 digit purchase order (PO) number (the first four numbers denote the ordering branch). A PO will be emailed by the ordering branch. Any site restrictions, equipment attachments or delivery requirements must be discussed and agreed by both parties, prior to the order completion. No order should be fulfilled or issued without a purchase order from Travis Perkins (must not be a manual PO). We will also not accept any plant being collected by a customer from the supplier's depot (it must be delivered only).

## Cross Hire

All products must be owned by our suppliers and not cross hired; in order to alleviate the risk from excessive supply chains where we have no visibility of where the equipment is coming from. We agree to source products from our suppliers and not their cross hire partners and our checks are conducted on our supplier's fleet, therefore all kit must be owned by our approved supplier base and not 3rd party sourced who we have not conducted the approval process with.

If crosshire is the only option to fulfill the order, the supplier must make the TP Hire branch available immediately and provide details of the crosshire supplier they are intending to use.

## Delivery Requirements

- Equipment must be delivered to site within one working hour of any agreed timeframe. Where the agreed time cannot be adhered to, the ordering branch must be notified immediately, in order to advise TP's client.
- Delivery times should not be at the detriment of safety - if you have concerns around this please speak to your local TP RD who will be able to assist.
- Any shortages of equipment on delivery must be notified to the ordering TP branch immediately.
- Timing of delivery - turn up on time
- Standards of delivery
- Courtesy of delivery
- Making sure they are looking after the customer we are handing over to them
- The suppliers employees should be competent to undertake loading and unloading.

All equipment must be supplied with suitable and sufficient safe operation information.

Suppliers must ensure they have risk assessments and have method statements for all deliveries and collections.

## Equipment Hand Over

A handover/operator familiarisation must be provided at every handover, detailing safety requirements and key equipment features. Any delivery note/hand over documents must be signed for on delivery upon the customer completing the handover. Any equipment damage must be pointed out to the customer and signed for. Where feasible, photographic evidence of delivered equipment should be taken on handover. Suppliers have a right to refuse delivery to the customer upon refusal of compliance with the required handover process - they must contact the hiring branch immediately.

Any shortages of equipment on delivery must be notified to the ordering TP branch immediately. Suppliers must ensure they have risk assessments and have method statements for all deliveries and collections.

# → Rehire Supplier Service Level Agreement 2022/2023

## Off Hire

On notification of an off hire by TP, the hire must be suspended immediately. TP branches should email off hire requests to the supplier. The supplier off hire confirmation must be emailed back to the hiring TP branch within 24 hours and include an off hire reference number.

Where TP's client contacts the supplier directly, to off hire equipment or returns equipment at the supplier's depot, the supplier must notify TP immediately to obtain authorisation that the equipment is to be off-hired.

Any fuel or additional charges should be notified to the off hiring branch within 48 hours of the off hire being collected with supporting evidence.

## Collections

Small plant (3t & under) and tools must be collected within 2 working days of notification.

Large plant (over 3t) must be collected within 3 working days of notification.

Cabins/containers & welfare units & skips must be collected within 5 working days of notification.

Prior to equipment removal from site, the driver must refer to any pre-hire reports to familiarise him/herself with the condition of the equipment on delivery. Any damage and shortages must be reported to site management and recorded on the applicable collection note. This note must be signed by both parties. Where feasible photographic evidence of damage should be taken on site.

## Failed Deliveries / Collections

Where deliveries or collections of equipment cannot be made. The driver must notify the ordering TP branch whilst on site.

## Contract Suspensions

Travis Perkins Group expects all rehired equipment (with the exception of the product list below) to be suspended for the following periods:

- New Year's Day
- Good Friday
- Easter Monday
- Early May Bank Holiday
- Spring Bank Holiday
- Summer Bank Holiday
- Christmas Holiday Period to be confirmed each year, but Christmas Day & Boxing Day as a minimum.

Should any of these days fall on a weekend a substitute day shall be applied. Suspended equipment will be left on hire and remains Travis Perkins responsibility, but will not be chargeable.

## The following equipment will be exempt from suspension:

- Alloy Towers, Ladders, Hoists, Rubbish Chutes and Fuel Bowsers, Storage Containers, Accommodation & Welfare Units.
- Accommodation including: Hoarding, Fencing, Road Plates, Track Mats, Ramps, Pedestrian Walk Boards, Barriers and Skips Road Signs, Cones, Traffic Lights, Tower Lights, Security Vaults and Safety & Security equipment.

## Additional Hire Charges

### Transport

Any Congestion Area or Toll charges will only be accepted if advised in the quotation. Where equipment is delivered on the same transport load, the cost should be per load and not per machine.

### Fuel

All machines must be supplied full of fuel at the point of delivery. On machine collection/return, fuel must be measured and any shortage charges emailed to the ordering TP branch, within 48 hours of return, at the rates agreed in the pricing schedule.

### Damages

Where equipment damage is identified, a damage notification detailing a breakdown of estimated costs and photographic evidence, must be emailed to the ordering TP branch, within 48 hours of equipment collection. Equipment should be made available for inspection for 7 days, prior to repairs being completed, to enable the TP branch and TP client the opportunity to view the damage.

Where damage costs are accepted the ordering branch will provide a PO number. Damage charges should be agreed within 7 days of date of damage notification. Reasonable wear & tear should not be charged as damage and administration charges will only be accepted with prior written agreement.

### Lost & Stolen Equipment

TP will notify the supplier immediately when TP becomes aware that equipment has been lost or stolen. Telephone communications must be followed up with email confirmation, by both parties. Hire charges will terminate on the day the item has been reported to the supplier.

Replacement costs should be agreed within 7 days of equipment being reported stolen, between TP and the suppliers Damage and Loss Negotiator. A new purchase order number will be provided by TP, to enable the agreed loss sum to be charged. Lost and stolen equipment charges will be charged at the supplier's replacement value and will be subject to negotiation with TP or a loss adjuster. TP Group businesses do not accept lost hire and interest charges.

### Loss & Damage Waiver

TP does not require supplier loss and damage waivers on contracts, unless specifically requested on order.



# → Rehire Supplier Service Level Agreement 2022/2023

## Invoicing

Invoices must be sent within 2 weeks of completion and include, TP's 10 digit PO number, a description of the hire equipment / service, hire charges, ordering branch details and hire period covered. Invoices received without a PO number will not be processed for payment and invoices with incorrect PO numbers may result in payment delays. Final invoices should state 'Final Invoice' and where possible include the off hire reference number.

TP and Keyline invoices should be posted to the purchase ledger department at TP's head office in Northampton and BSS invoices to BSS purchase ledger department in BSS Leicester head office. Invoices sent to incorrect departments may result in payment delays. TP's POs will state where invoices should be posted to. Where electronic invoicing is available, Travis Perkins Purchase Ledger Department will advise on the set up process.

## Breakdowns - Working Hours

Equipment breakdowns should be responded to within a 4 hour time period in normal working hours. TP's standard working hours are 07.30 to 17.00 Monday to Friday and 8.00 to 12.00 Saturday and we expect our supplier's service to reflect this. Equipment should be repaired or replaced within the 4 hour period. The TP branch and the Hire Regional Director should be informed if this is not feasible.

## Breakdowns - Out of Hours

An out of working hours call out facility should be made available to TP 24 hours a day, 365 days a year, upon request. Any call out, parts or labour charges should be detailed in the pricing schedule up front to the hiring branch. Where available, an emergency one hour call out facility is preferred.

## Incidents & Accidents

The safety of TP clients, members of the public, TP colleagues and TP suppliers is of paramount importance to TP. All Health & Safety incidents and near misses (this includes all rolled/tipped plant incidents) must be reported to the ordering TP branch.

Where a significant incident or accident occurs, the issue must be escalated immediately by emailing details of the incident to [staysafe@travisperkins.co.uk](mailto:staysafe@travisperkins.co.uk) along with details of the supplier, copying into the email the local TP branch manager and category team at:

[hirecategoryteam@travisperkins.co.uk](mailto:hirecategoryteam@travisperkins.co.uk) so everyone is aware as soon as an incident occurs. The supplier must then conduct an investigation of the incident and provide both their findings in the form of an incident report and actions as a result of the investigation within 72 hours after the incident takes place.

## Standards

### Certificate of Testing

Where applicable each machine will be accompanied with the relevant copies of test certificates.

### Warning / Safety Labels & Instructions

All machines must display the appropriate warning / safety stickers and equipment instructions.

### Plant Safety

To minimise the risk to the operator from equipment rolling over, R.O.P.S. and seat belts must be fitted to all relevant machines. Mobile Plant must be able to be supplied with Flashing Beacons.

### Security

Where feasible security measures should be applied to equipment to prevent theft and aid recovery.

### Preventative Maintenance & Servicing

Equipment preventative maintenance and servicing must be carried out in accordance to manufacturer's guidelines to ensure that machines provided to TP conform to current legislation. TP's clients may require onsite maintenance work to be undertaken outside of normal working hours.

### Quality of Equipment

All equipment must have a pre-delivery check, prior to delivery to site. A pre-hire report must be completed, accurately recording the individual condition of each machine. Equipment delivered to site must be of a good physical appearance and be fit for purpose. If the equipment is not deemed fit for purpose, then hire charges will not be paid until a satisfactory replacement has been delivered.

### Legislation

All machines supplied shall be compliant with current legislation. All suppliers are aware of, and comply with all relevant health, safety and environmental legislation and within all suppliers all employees must be briefed on the Travis Perkins Group Health, Safety & Environmental requirements. More information can be found [here](#).

### Management Systems

The supplier shall ensure that the supplier's operations are managed in accordance with legislation and preferably to a recognised international standard such as; ISO 14001 Environmental Standard, OHSAS 18001 Health & Safety Standard and ISO 9001 Quality Standard.

TP may undertake periodic supplier audits, in order to ensure compliance within TP's supply chain.

# → Rehire Supplier Service Level Agreement 2022/2023

## Commercial Terms

### Prices

All hire rates quoted must state the prevailing rate, the hire period (day and or week rate) and VAT Pricing shall remain fixed for an agreed period of time (to be detailed in the trading agreement), from the commencement date and new rates will be mutually agreed, in writing, by both parties, subject to three months' notice.

Any proposed price increases shall be notified to the Group Hire category team (via [hirecategoryteam@travisperkins.co.uk](mailto:hirecategoryteam@travisperkins.co.uk)) no later than 3 months prior to the proposed implementation date. There should be a PDF letter attached to the email advising of the increase and there should be rationale provided for the increase so the Group Hire category team can review the proposed increase against their trackers.

Once a proposed price increase is received the supplier shall be provided with their product file for completion of their proposed prices. This must be returned completed by the supplier to the Group Hire category team no later than 6 weeks before the proposed increase implementation date.

### Payment

Details on payment of rebates and invoices, from the date of invoice, shall be stated in the trading agreement

### Review Meetings

To ensure effective communications at all levels, regular and meaningful meetings, to fixed agendas, will be held with representatives from TP and the supplier.

### Reporting

Rehire suppliers are expected to provide monthly reports as detailed in the SLA Measurement document.

- Weekly on hire report

### Customer Integrity

By virtue of our approved suppliers working in partnership with Travis Perkins, on acceptance of any TP orders and Travis Perkins introducing the supplier to our customers, all suppliers must agree not to market to or approach any of our customers directly in respect of any additional orders unless instructed to do so by TP or such approach is initiated by the customer independently with any of Travis Perkins.

Any incidents where a Travis Perkins Hire customer has approached the supplier directly or some other series of events has led to the supplier liaising directly with the Travis Perkins Group Hire customer should be reported to the appropriate Group Hire RD as soon as it becomes apparent.

## Marketing & Joint Activity

All marketing activity must be agreed with the Group Hire marketing manager to ensure the roll out of all collateral is built into the trading plan and therefore receives the best chance of success. Furthermore, any activity within the TP operations and sales network must be agreed by the TP Hire category Team and the appropriate Regional Director and/or Operations Manager to ensure that it is planned and receives the best chance of success. All joint marketing and activity must form part of any overall business plan and strategy that is developed and must not be ad hoc with no previous vehicles agreement from TP Hire.

### Products

Any new additions to a supplier's product range should be notified to the TP Hire category team at least 3 months prior to launch so they can ensure the product is set up correctly on the TP system and any collateral to support the launch is planned in. This notification should include pricing, technical data sheets or product specifications, any associated accessories and any supporting literature to enable the team to notify the Group Hire management team.

Any new products that are to be hired by our customers will be assessed by our TP Hire team before they are introduced to the business. There are some products that as a business we have chosen not to have in our catalogue:

- Chainsaws
- Operated Plant (only via Direct Hire)
- Cranes (only via Direct Hire)

Before approaching the TP Hire category team, you must make sure that:

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

Any products being made obsolete or removed from a supplier's range should be notified no later than 3 months before the planned obsolescence date, with details of the superseding product if applicable. This is to ensure that the Group Hire management team is aware in advance and can manage their customers accordingly.



## → Stay Safe Policy

Safety will always be at the top of our agenda. Our underlying philosophy that 'all those affected by our business should return home safe and well at the end of every day' is enshrined at the highest levels and is something the Board, Executive Committee and Divisional Leadership are accountable for.

It is important to us that our suppliers share our values and work with us to drive a strong health and safety culture throughout all working relationships.

# Stay Safe.



# → Equipment Safety

## Travis Perkins Group Product Safety Management System

At Travis Perkins Group we have a comprehensive safety management system in place which ensures that our equipment;

- Meets the highest quality, safety and environmental standards available on the market.
- Undergoes a strong preventative maintenance regime, compliant with the manufacturers guidance.
- Is provided with an adequate familiarisation handover and safe operation information.

We expect our suppliers to have a suitable and sufficient safety management system in place in order to achieve the same outcomes.

## Rehire Product Safety Compliance

All products supplied must be fit for purpose, serviceable and provided with sufficient and relevant safe operation information in an easily understandable format.

Certificates of Calibration and/or PUWER and LOLER thorough examinations must be made available for all equipment supplied where legally required.

Proof of pre hire Service/Test inspection documents must be made available with all equipment hired. All equipment hired must have documented safety instruction guidance supplied with the equipment.

### The general requirements must be met;

- All equipment undergoes a suitable and sufficient pre hire inspection and is serviced and tested prior to hire. Suitable and sufficient records must be provided with each hire and be easily accessible for future reference.
- Key safety information and instructions on the proper use, handling and associated hazards are provided in an easy to read format.
- Any health and safety effects resulting from the use of the equipment are communicated alongside guidance on how to reduce the effects.
- All control devices are serviceable, clearly visible and identifiable, using pictograms where appropriate, and are robust enough to remain effective. Stop devices are clearly visible and remain operable.
- Suitable and sufficient protective devices are in place and effective including suitable guards and multiple stage power initiation systems to prevent accidental operation.
- The requirements of the Provision and Use of Work Equipment Regulation 1998 (PUWER) and the Machinery Directive 2006 and its principles with regard to the supply of machinery are met.

## Mandatory Plant Familiarisation Handover

Travis Perkins Group recently implemented an internal plant familiarisation handover process to ensure that our customers are aware of the dangers of using plant if not used correctly. The process is not intended to provide operational training, or conduct risk assessments on behalf of the customer; but aims to ensure that the risks associated with their use, including, but not limited to roll overs, collisions, contact with underground or overhead services etc. is minimised through provision of suitable and sufficient information.

We expect that our plant rehire partners will adopt the same process and expect as a minimum that the customer is provided with a basic overview as below:

- Basic controls of the equipment i.e. stop, start, basic manoeuvre
- Location of required manufacturers guidance and any safety decals
- Operation of any manufacturer fitted safety devices i.e. Roll over protective systems (ROPS), seatbelts, inclinometers and the importance of using the fitted safety equipment
- Safe working gradients and limitations of use as stated by the manufacturer
- Basic site safety considerations i.e. ground conditions, overhead and underground services, considerations when working in higher risk environments such as confined spaces or near water
- Emergency considerations should the machine overturn, i.e. remain in seat with seatbelt secured and brace in suitable position dependant on plant type. \*Except where the manufacturer advises in exceptional cases, and following a risk assessment, i.e. working near water, should a seatbelt not be worn.
- Basic daily check as deemed appropriate by the manufacturer and supplying company.

All familiarisation handover procedures should be recorded by the plant supplier, briefed to all drivers and customer confirmations of receipt documented on the delivery paperwork.

**NOTE: All equipment must have product familiarisation offered to the TP Group customers on supply. As of 2019, product familiarisation is mandatory for hire equipment on customer handover and receipt must be documented.**



# → Equipment Safety

## Prohibited Rehire Products

The following products are prohibited and must not be provided to any Travis Perkins Group branches or customers. Any supply of these products will not be paid, and could lead to the termination of your account.

- Cranes (Via the Northampton Group Hire Team only).
- Mobile Welfare Vans (Via the Northampton Group Hire Team only).
- Vehicles.
- Chainsaws.
- Operated Plant, Equipment & Vehicles (Exceptions include: waste grabs, road sweepers, concrete pumps, specialised powered access, contract crane lifts).
- Sub Contractors.
- Aircraft, including drones.
- Trains.
- Boats.
- Bouncy Castles.

## Lifting Equipment

All lifting equipment, including accessories must be serviced, maintained, tested and examined in accordance with the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER).

- All lifting equipment including lifting accessories must have the safe working load clearly marked.
- Thorough examinations are completed by a competent person at the required intervals and this information is provided with the equipment and accessories. Suitable and sufficient records must be maintained.

## Electrical Equipment

The integrity of hired electrical equipment must be maintained at all times with evidence of the maintenance standards provided with each hire. The products intended and safe use, alongside all associated hazards and limitations must be identified and clearly communicated to the hirer. The legal requirements set out in the Electricity at Work Regulations 1989 must be met.

## Gas Appliances and Equipment

A comprehensive system must be in place to ensure the serviceability of all gas appliances. Equipment must be provided with clear and concise instruction information to ensure equipment is supplied, used and stored correctly. Vehicles used to deliver appliances must be fit for purpose and drivers competent in safe delivery.

## Legislative and Codes of Practice Compliance

You must operate to the codes of practice as laid out by UK legislation and/or any the following organisations/bodies relevant to the products and services you offer:

- HAE - Hire Association Europe, CPA - Contractors Plant Association, IPAF - International Powered Access Federation, LEEA - Lifting Equipment Engineers Association, Ladder Association, EHA - Event Hire Association.
- TESA - The Event Hire Association, PASMA - Prefabricated Access Suppliers' & Manufacturers' Association Ltd, MPBA - Modular & Portable Building Association, NASCA - National Access & Scaffolding Confederation.
- PSE Ltd - Portable Sanitation Europe, EA - Environment Agency, CIWM - Chartered Institute of Wastes Management.

## Continual Improvement Measures

Suppliers must have, and be able to demonstrate on reasonable request, that suitable management systems are in place to allow performance, and customer perception monitoring, to continually improve the effectiveness of their product or service.

Processes must be in place to identify remedial, corrective and preventative actions required to deal with non-conforming products or services.

The supplier must conduct continual horizon scans to make sure all equipment, procedures and processes comply with any changes to relevant legislation and product offerings comply with industry best practices.

There must be suitable checks and balances in place to provide assurance that your management systems are working effectively.



## → 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](http://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.

# → Procedures and Rules for Working in Branches and Customer Sites

## Arrival at TP Branch/ Customer Site

On arrival at the branch, all suppliers must report to reception and contact the TP Hire Manager. If on a customer's site suppliers MUST follow any applicable site rules. Under no circumstances must a supplier wander around an Travis Perkins branch or construction site unaccompanied. All site safety rules must be adhered to at all times, the traffic management and safe load / unloading procedures should be shown close attention.

## Qualifications & Experience

All individuals carrying out work associated with the supply, delivery and / or collection of rehired products on Travis Perkins premises, or on customer sites on behalf of Travis Perkins Group, must hold suitable and sufficient qualifications alongside appropriate experience to be deemed as competent. You may be asked to supply evidence of qualifications such as:

- Lorry mounted crane competencies
- Use of MEWPS
- Driving licences with appropriate licence categories for vehicles used
- Driver CPC
- Forklift truck driver operator

## No Smoking Policy

To comply with current legislation and regulations Travis Perkins operates a No Smoking policy in all of its buildings and all suppliers are required to comply with that policy.

## No Alcohol and Drugs Policy

No supplier should work under the influence of drugs or alcohol (D&A) or consume D&A while carrying out work for Travis Perkins. Any contractor suspected of being under the influence of D&A will be asked to leave the premises or customers site. Travis Perkins may organise random D&A tests as part of our D&A alcohol testing policy.

## Emergency Arrangements

### Fire Safety

The Branch Manager will provide details of local emergency arrangements, including fire safety procedures and provisions and first aid measures whilst on the premises. Whilst working on customers sites you must abide by the site safety procedures. The TP Hire Manager will tell you about any additional controls if known, however you must make sure you are aware of these controls at all times.

While on customers sites, you may be required to participate in site emergency exercises. This may require you to stop work and go to the place of safety specified by the customer site. Failure to comply with the requirements of the site emergency exercise could lead to the termination of your contract.

## First aid

In the event of a major injury or serious illness, contact emergency services applicable and if reasonably practical the Branch Manager for assistance if working on Travis Perkins property. Do not forget that all injuries should be reported to the Branch Manager or where appropriate if on a customers site the main contractor.

## Risk Assessment

Assessing the risks involved in your operations is a legal requirement. All suppliers must ensure that:

- They have supplied where appropriate generic or specific risk assessment for their activities for inspection and are complying with the identified controls to reduce risk.
- Where risk assessments do not already exist the supplier must carry out a risk assessment and take appropriate action as identified in the assessment to reduce risk.
- All operators conducting works are aware of the risks associated with the works and comply with the control measures stated in the assessment.

Suppliers must notify Travis Perkins Group Hire 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.

## Method Statement

Method Statements or Safe Systems of Work should be provided to Travis Perkins Group to confirm how works are intended to be carried out safely.

For transport/ load/ unload/ servicing/ repair operations it is essential that copies of relevant Method Statements or Safe Systems of Work are kept available for inspection. Copies should be available inside all associated vehicles. It is vital that all individuals conducting works are compliant with the safe ways of working outlined in the Method Statement/ Safe System of Work.



# ➔ Procedures and Rules for Working in Branches and Customer Sites

## Manual Handling

A main cause of injury at work is manual handling. The majority of suppliers will undertake some form of manual handling during the operations carried out on Travis Perkins Groups behalf, and must be aware of the risk of injury if manual handling is not conducted correctly. Group Hire Supplier Manual handling operations must be suitably assessed and managed to avoid injury.

## Lone Working

Suitable arrangements must be in place to assess and control the risks associated with lone working. Communication, first aid, training, emergency response arrangements and access to suitable work equipment must be in place for operatives working alone.

## Transport Safety

All vehicle operators must adhere to the Travis Perkins branch and any customer site traffic management rules at all times. All drivers working on behalf of the supplier, and therefore Travis Perkins Group must in particular:

- Observe the speed limits and transport safety signage on all roadways and sites.
- Only park in designated parking areas. Never park on double yellow lines, on pavements or grassed areas.
- Do not travel with insecure loads. Not carry passengers on inappropriate vehicles (forklift trucks, cranes, trailers etc.)
- Adhere at all times to the traffic management and safe loading/unloading procedures.
- When loading/unloading on Travis Perkins property, report to the hire desk and listen to the load/unloading instructions.
- Please be aware that each site may have different requirements. Always park in the instructed loading area and deploy the site skipper cones/barriers to maintain a suitable exclusion zone (provided by the branch) Conduct loading/unloading activities in compliance with the site specific rules and in accordance with your Company's risk assessment and Method Statement or Safe System of Work
- Do not access vehicle beds unless there is a suitably safe method of working at height and fall prevention.
- Be trained and competent in understanding the hazards of the goods they are transporting and competent in effectively securing loads to prevent movement during transportation.
- PPE as required under the site safety requirements and your Company's risk assessments.

- Method Statements must be worn at all appropriate times.
- All road vehicles must be maintained in a roadworthy condition at all times with adequate checks, maintenance and servicing carried out (to include statutory inspection of lifting equipment etc where required)

## Incident Reporting

Suppliers must meet their legal obligations with regards to reporting accidents and injuries. When working on behalf of Travis Perkins Group you must ensure that you immediately inform the TP Hire Manager of any:

- Injuries
- Damage to property
- Fire
- Equipment failure including failure of lifting equipment
- Equipment overturns including plant roll overs
- Near miss
- Spillage of hazardous materials
- Failure to comply with site or Company procedures

In response to reported incidents, we may arrange an Incident Review Board (IRB) to work with you, to understand the specific nature of the incident, and investigate what went wrong, with the primary aim of establishing the root cause, and preventing a recurrence. Information relating to historical incidents will be requested monthly. Please provide an honest account of reports.

If any incident (as stated above) does occur during your operation then the incident site must not be disturbed in any way until reported to Travis Perkins Group (via emailing details to [staysafe@travisperkins.co.uk](mailto:staysafe@travisperkins.co.uk)) and an incident investigation has been completed and supplier findings and subsequent actions provided to Travis Perkins Group. Investigation findings and the associated actions should be provided to [staysafe@travisperkins.co.uk](mailto:staysafe@travisperkins.co.uk) along with the TP Hire manager and [hirecategoryteam@travisperkins.co.uk](mailto:hirecategoryteam@travisperkins.co.uk) no later than 48 hours after an incident has taken place.

In response to reported incidents, we may arrange an Incident Review Board (IRB) to work with you, to understand the specific nature of the incident, and investigate what went wrong, with the primary aim of establishing the root cause, and preventing a recurrence.

# → Procedures and Rules for Working in Branches and Customer Sites

## Tools and Equipment

All tools and equipment used by suppliers must be suitably maintained and inspected to ensure they are fit for purpose. Where plant is being loaded, unloaded or moved around site, the fitted safety equipment such as seatbelts and roll over protection systems must always be engaged.

Pressurised equipment and lifting equipment must be inspected/ tested and carry a valid statutory inspection, test certificate and maintenance record.

All electrical equipment must meet all relevant standards and be suitably maintained and inspected.

All products supplied to Travis Perkins Group and our customers are maintained, tested and inspected to set maintenance schedules that comply with legislative and best practice requirements, and are provided with suitable and sufficient information to ensure end user safety.

## Our Health & 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. 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 to our branches, distribution centres and customer sites. You must also comply with all relevant Health & Safety Legislation.

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. If you feel it is not realistic for you or your third party contractor to achieve a specific Health & Safety Expectation of Suppliers control measure, please speak to your commercial contact straightaway. They will liaise with our HSE Support Team to discuss the issue.

In this section we outline our Health and Safety Expectations of Suppliers delivering to our customers as well as what you can expect in return.

## 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 third party providers, this includes having arrangements in place for workplace inspections, systems audits and incident reporting systems.
- Ensure that your drivers are fully and regularly briefed on our Health and Safety expectations and how they can 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 third party, it is your responsibility to ensure that they meet our Health and Safety expectations as we see them as part of your business.
- Safe working systems must be documented for all lifting and delivery operations Subsequent resourcing of transport (fourth party or beyond) must only occur where the delivering party is fully compliant with our Health and Safety expectations.

## 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 safe 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 from moving or falling from the vehicle during transit.

# → Procedures and Rules for Working in Branches and Customer Sites

## Housekeeping

Many incidents can be attributed to poor housekeeping standards. All suppliers working within our branches or on our behalf at our customers sites must keep their work area tidy and clear any waste materials after use.

## Personal Protective Equipment (PPE)

PPE is equipment that will protect the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment (RPE).

Your Personal Protective Equipment will not eliminate a hazard, and priority should be taken to avoiding hazards or engineering out the risk. Where risk of injury still exists PPE must be used. You must be aware of the PPE requirements at Travis Perkins Group branches and customer sites and adhere to the policy at all times. Additional PPE may be required where stated in your risk assessments, method statements or safe systems of work.

The minimum PPE requirements for Travis Perkins Group branch yard areas are hi vis vest or jackets and steel toe capped safety boots. Hard hats will be required where hazards are present and where risk assessments deem required.

Failure to wear appropriate PPE could lead to the termination of your contract.

## Local Safety Arrangements

If required to work within a Travis Perkins Group branch the branch or TP Hire Manager will tell you about the site safety requirements including site specific risks and control measures, designated work areas and any restricted areas, emergency provisions, welfare facilities and key contacts. You must not enter areas not necessary for conducting your work.

Where specified work requires special access or permits to work, these will be provided by the branch manager. If in any doubt ask the branch manager before entry. Suppliers must adhere to all site safety signage.

## Environmental Risk Assessment & Control

Suppliers must assess and prevent any negative effect on the local or wider environment and work to the Travis Perkins Group branches or customers arrangements.

The environmental risk assessments completed by the supplier must identify the method in which any potential significant environmental impacts will be managed by the supplier.

All individuals working on behalf of the supplier must be aware of the suppliers spill prevention and clean up procedures and carry suitable spill kits. COSHH assessments must confirm environmental control measures.

## Operators

All operators working on behalf of the supplier, and therefore Travis Perkins Group, must be competent, hold the necessary licence categories and qualifications and be conversant with all equipment controls being used to conduct work. Operators must be experienced with any plant being transported and be able to demonstrate their competency in loading, unloading and load securing operations. Where required, drivers must hold a valid CPCS or accepted alternative operator card for the relevant plant categories. Where required, site specific risk assessments must be completed prior to starting work i.e. lifting operations.

All suppliers must adhere to the relevant transport legislative requirements.

## Operational Monitoring and Review Procedures

Health and safety monitoring and review are vital parts of a successful health and safety culture. Approved suppliers must provide proof that a method of assessing their current operations, verifying procedures and learning from incidents and best practices is in place to facilitate continual improvement.

This can be done through internal audit and review processes, or through external parties such as ISO accreditations, HAE SafeHire or CPA membership, or other industry relevant verification procedures. Travis Perkins Group reserve the right to conduct arranged audits of the suppliers safety, health, environmental and quality arrangements.



# Delivering to our Customer's Sites



# → Delivering to our Customer's Sites

In most instances with rehire you will 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.

- Make sure they are wearing high visibility vest or jacket and safety footwear
- 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.
- Drivers should have suitable means i.e cones / skipper barriers to fully segregate their work / off loading area from customers, contractors or the general public.

In cases where mechanical equipment is required to offload, as well as following your own risk assessment and safe system of work as a minimum:

- Off loading should be carried out on firm, stable ground.
- Off loading should not occur where overhead cables or other obstructions could impact the operation.
- Outriggers should be deployed at all times, and be cited on firm, stable ground.
- Deliveries should be off loaded at a suitable kerbside location, or to an appropriate point on the customers site. Off loading should not be attempted over obstacles, or where the driver has limited sight.

## Delivering to our sites

When delivering to our sites (Stores, 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.
- 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 to enter e.g. calling ahead whilst safely parked in a designated parking up point.
- A Team Member will direct the driver to the loading / off loading area.
- Follow any instructions or directions provided by our yard supervisors or 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.
- Follow your Company's safe systems of work for off loading / loading your vehicle. If we are off loading / loading products using one of our Fork Lift 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.



## → Waste Management Suppliers

In addition to all the supplier expectations outlined in the previous sections all waste management suppliers must meet all necessary legal requirements under the relevant environmental regulations.

Copies of your Waste Carrier Licence, Waste Broker Licence (if Applicable), Waste Permits, Waste Permit Exemptions must be supplied as part of the Pre Qualification process.

By completing the Online Risk Assessment (ORA), Waste Management Suppliers are confirming their commitment to meeting their legal requirements in terms of the provision of the suitable Waste Transfer Note, or Hazardous Waste Consignment Note (Special Waste Consignment Note (Scotland)).

Where applicable all Excess Tonnage and contaminated container charges must be notified to Travis Perkins ordering branch within ten working days of the date of collection.

Waste Management Suppliers must also be able to provide full evidence of their waste disposal and percentage of waste being recycled annually.

Copies of Weighbridge Tickets must be supplied to ensure payments of invoices.

**Photographic evidence will be required for the following;**

- Failed collection charges due to overloaded skips or bins.
- Failed collections due to change of waste type / contaminated loads.
- Failed deliveries & collections charges due to blocked access to site.
- Any damage charges to equipment.

Waste Reporting should be made available to Travis Perkins where these have been requested prior to the waste service taking place.





## → SLA Measurements - Monthly

Indicator	Measure	Target
Risk & Compliance	Online Risk Assessment (ORA)	<ul style="list-style-type: none"> <li>• 100% fully completed ORA</li> <li>• CAPR action plan for non-compliance</li> </ul>
	Site Audit - Gareth Taylor	<ul style="list-style-type: none"> <li>• 100% Completion of audit in person with Gareth</li> </ul>
	Safety	<ul style="list-style-type: none"> <li>• All incidents (including plant tips) reported on immediately as soon as supplier is made aware</li> <li>• Every incident must be followed up with details from the supplier including investigation, actions and lessons learnt</li> </ul>
Commence of Hire & Delivery	OTIF	<ul style="list-style-type: none"> <li>• 98% of Orders Delivered when TP Branch &amp; Customer Requested Time and in Full to address requested (TP / customer site)</li> </ul>
	Handover	<ul style="list-style-type: none"> <li>• 100% of customers receiving handover video and applicable kit familiarisation at point of delivery before kit is handed across</li> </ul>
	Failed Deliveries	<ul style="list-style-type: none"> <li>• 100% of failed deliveries to be reported back to TP Hire branch immediately at point delivery fails</li> </ul>
Off Hire & Collection	Confirmation of off hire	<ul style="list-style-type: none"> <li>• 100% of off hires responded and confirmed with TP branch within 24 hours of notification</li> </ul>
	Additional Charges	<ul style="list-style-type: none"> <li>• 100% of TP branches to be informed within 48 hours from collection of any additional charges</li> </ul>
	Collection time frame	100% of hires collected within following time frame: <ul style="list-style-type: none"> <li>• Small plant (3T &amp; under) within 2 working days of notification</li> <li>• Large plant (Over 3T) within 3 working days of notification</li> <li>• Cabins/containers, welfare units and skips within 5 working days of notification.</li> </ul>
Additional Charges	Damages	<ul style="list-style-type: none"> <li>• 100% Notification of any damage within 48 hours from collection</li> <li>• All charges to be agreed with 7 days from notification</li> </ul>
	Replacement / Lost	<ul style="list-style-type: none"> <li>• Immediate notification to supplier by TP branch for all replacement/lost products</li> <li>• All equipment lost/stolen including qty and value provided every month for monitoring</li> </ul>
Charging Process	Invoicing	<ul style="list-style-type: none"> <li>• All invoices to be sent within 2 weeks of completion</li> <li>• All overdue held invoices to be supplied monthly to Hire category team</li> <li>• 100% of invoices to be provided with PO number</li> </ul>
Breakdowns	Breakdowns	<ul style="list-style-type: none"> <li>• All breakdowns to be responded to within 24hours of TP branch notifying supplier</li> <li>• Monthly reporting from supplier to show how many responded to within 4 hours and how many outside of 4 hours</li> </ul>
Additional Reporting	Monthly Reporting	<ul style="list-style-type: none"> <li>• On Hire Report to be provided monthly by supplier</li> <li>• Monthly sales report provided by supplier and broken down by               <ul style="list-style-type: none"> <li>• Business unit</li> <li>• Hire revenue</li> <li>• Additional charges</li> <li>• Fuel charges</li> <li>• Highlighting rebateable spend (if applicable)</li> </ul> </li> </ul>

# GROUP HIRE Supplier Information

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2022/2023

## Contact us:

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