

Supplier Manual

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➔ Introduction

➔ 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 Travis Perkins 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.

Speak Up!

It's important to us that not only our own colleagues but also workers in our supply chain have the opportunity to call out concerns to us. If you have concerns relating to worker safety, human rights or any aspect of our Supplier Commitments, please contact us and let us know.

➔ 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 c.17,000 colleagues operates from c.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

Speak Up!

Hotline 0800 890 011
then key in 833 331 1347

→ 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 the text being bold and underlined. 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



Stay
Safe.

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. Get in touch with the commercial contact who's responsible for your product category.
3. Liaise with your commercial contact to better understand how we can help you to successfully do business with the Travis Perkins Group.
4. Agree and sign our annual Trading Agreement and Supplier Contract with your commercial contact.
5. 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.
6. Complete the Online Risk Assessment form, where requested, as part of our Supplier Commitments document requirements.
7. Achieve Approved Supplier status with the Travis Perkins Group.
8. 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.
9. Provide complete and accurate information about your products to your commercial contact, so we can make them available for sale to our customers as soon as possible.
10. Maintain up to date technical files for each product you supply to us. These shall be complete, relevant, accurate and made available on reasonable request.
11. Understand our requirements for Product Returns and agree a process for returning products with your commercial contact.
12. 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.
13. Understand our requirements for Purchase Orders, invoicing procedures and Supply and Distribution levies [click here](#).
14. Obtain product approval from our Quality Team for all own brand products before delivering these goods to our sites.
15. 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.
16. Where requested, make arrangements to attend the first delivery of your products to our distribution centre, along with a member of our Quality Team.
17. Contact our branches before making your first deliveries to them, so you can ascertain any parking or access restrictions that might affect your deliveries.
18. Understand our Customer Care requirements for deliveries that you make directly to our customers.
19. Understand our Supplier Delivery Performance reports and targets.
20. Obtain approval in writing from a member of our Quality Team before making any changes to own brand product or packaging specification.

➔ 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 appendix 2 of this manual.
- Providing our Commercial Team with complete and accurate information about your products. You'll find full details in appendix 2 of this manual.
- Producing products that are safe to handle and use, legally compliant and fit for purpose. Full details are in sections 2-5 of appendix 2.
- 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.
- Allowing our Quality Team, or a nominated auditor unfettered access to complete technical and ethical site assessment.

➔ 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 (see section 8 of appendix 2) 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.
- Communicating all product recalls and safety notices to the Group's Trading Standards Primary Authority.



How can you contact our Quality Team?

If you have any questions about quality, please email the Quality Assurance Manager responsible for your product range directly, or if not known, your 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 (appendix 2) 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 expectations, to protect both your own reputation and the reputation of the Travis Perkins Group businesses that sell your products. Our Online Risk Assessment, where requested, should be signed off by a Director listed on Companies House with the required authority in conjunction with relevant personnel within the business. 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.

You will find detail of how we assess suppliers in sections 1-4 of Appendix 2.



➔ How do we do business with our suppliers?

To discuss becoming 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

Travis Perkins plc
Ryehill House,
Rye Hill Close,
Lodge Farm Industrial Estate,
Northampton NN5 7UA

Website: 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.

➔ 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:

Tel: +44 (0)1455 551040

Sektor Distribution CCF Stock Team

Tel: +44 (0)115 973 9545

Merchant Primary Distribution Centre (Gowerton)

Tel: +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):

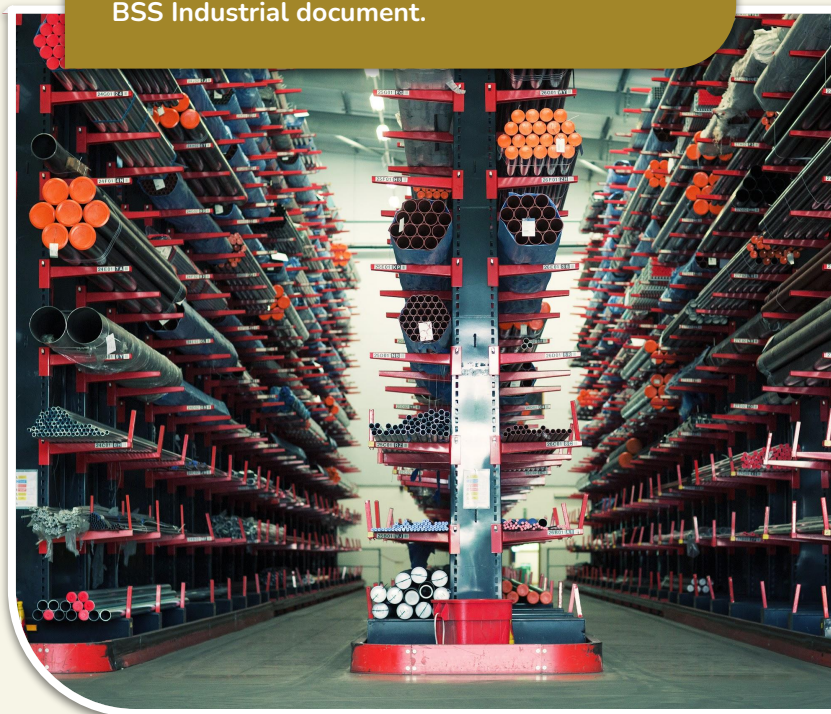
Tel: +44 (0)1604 759988

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.

➔ 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.

➔ 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.



➔ 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 will 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?

We 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.

We 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.

We 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 has 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 [your Commercial contact](#).

➔ 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.

A representative of your company may be asked to attend your first delivery into our warehouse 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.

➔ 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 all required information when booking in your delivery, this will differ depending on the requirements of the receiving warehouse but may include:

- 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.

- 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 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.

➔ 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 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 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. It is your responsibility to check the accepted pallet specifications for the business you are delivering to.

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 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.

➔ 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, contact the Operations Manager for support. Your pallets must be undamaged, dry and suitable for the load.

Stacking

Products must be secured to the pallet with shrink wrap, banding or strapping so the pallet forms a single secure unit and the load cannot slide on the pallet. When securing the load to the pallet the offload method of the pallet must be

considered to ensure additional risk is not added to the offloading procedure. 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. The bottom pallet must be able to withstand the weight of the upper pallet in addition to its own load. The friction between the two pallets should be considered to ensure the shrink wrap etc. does not adversely impact the integrity of the stack or the offloading process.

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' with details of all SKUs and quantities clearly detailed. 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.

layers with the gross weight clearly visible and the message "HEAVY OBJECT, TWO PERSON LIFT REQUIRED"

➔ 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.

➔ 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. Where packaging exceeds 25kg, a caution label must be applied to all packaging

➔ 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.

➔ 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 can you contact our Distribution Centres?

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



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.



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.

- 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.

➔ 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).





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. Products must be secured to the pallet with shrink wrap, banding or strapping so the pallet forms a single secure unit and the load cannot slide on the pallet. When securing the load to the pallet the offload method of the pallet must be considered to ensure additional risk is not added to the offloading procedure. 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. The bottom pallet must be able to withstand the weight of the upper pallet in addition to its own load. The friction between the two pallets should be considered to ensure the shrink wrap etc. does not adversely impact the integrity of the stack or the offloading process.

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. Where packaging exceeds 25kg, a caution label must be applied to all packaging layers with the gross weight clearly visible and the message "HEAVY OBJECT, TWO PERSON LIFT REQUIRED"
- 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 = 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 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, or click on the links below.



www.travisperkins.co.uk



www.toolstation.com



www.bssindustrial.co.uk



www.keyline.co.uk



www.ccf ltd.co.uk



www.benchmarxkitchens.co.uk



www.staircraftgroup.com



www.tfsolutions.co.uk



www.tpmanagedservices.co.uk

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 straight away 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/s.



Please note:

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

Please send us one invoice for each delivery. You must include the following information on every invoice:

- Invoice number and date.
- Purchase Order (PO) 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:

Invoices & credits - tpgroupinvoices1@travisperkins.co.uk

Statements - accounts.payable@travisperkins.co.uk

Travis Perkins plc
Ryehill House, Ryehill Close,
Lodge Farm Industrial Estate,
Northampton NN5 7UA

For BSS Industrial please send these to:

Invoices & credits - bssinvoices@travisperkins.co.uk

Statements - bssap@travisperkins.co.uk

BSS Accounts Payable
PO BOX 129, Lodge Farm Industrial Estate
Northampton NN5 7XA

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. If you have any queries about EDI invoicing (Merchant only), please contact:

etradingssupport@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.

➔ 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.



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➔ Appendix 1: 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 'We Care' forms one of our Group key values. 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 Travis Perkins 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, in line with DVSA guidance, 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 Banksman. 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 (working on the bed of the vehicle should be avoided wherever possible).
- 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.



Travis Perkins 

Stay Safe.

Your Safety is our Priority

ALL DRIVERS MUST FOLLOW OUR
STAY SAFE RULES



ALL DELIVERY DRIVERS REPORT
TO YARD SUPERVISOR BEFORE
ENTERING THE SITE.



SPEED LIMIT 5MPH



DANGER
FORKLIFT TRUCKS

5MPH, FLTS
OPERATING AND
PEDESTRIANS.

ALWAYS WEAR CORRECT PPE AND HARD HAT
WHERE APPLICABLE.

INCLUDES HIGH
VISIBILITY VEST /
JACKET AND SAFETY
FOOTWEAR



ALWAYS WEAR A HARD HAT WHEN OPENING VEHICLE
DOORS / CURTAINS, OPERATING CRANES / LIFTS OR IF
ACCESS TO THE VEHICLE BED IS REQUIRED AND PERMITTED.



ALWAYS OBEY TRAFFIC SIGNS AND MARKINGS.



NEVER REVERSE WITHOUT A BANKSMAN.

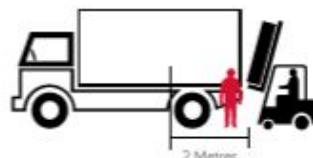


All vehicles 3.5t and over must use a Banksman

ALWAYS EXIT THE CAB DURING LOADING /
UNLOADING AND WHERE POSSIBLE REMOVE
THE IGNITION KEY.



NEVER STAND NEXT TO THE FORKLIFT TRUCK
DURING LOADING / UNLOADING.



2 Metres



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

Quality Manual

Appendix 2:

2025



→ Supplier Commitments

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 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.

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

www.travisperkinsplc.co.uk

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 (Registration, Evaluation, Authorisation and Restriction of Chemicals).

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 subcontractors 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.

Travis Perkins 



→ 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 our Values, or principles of our business. The table opposite explains our approach and how this would be reflected in our relationship with you.

→ Our Values



→ Our Approach

- | | | |
|--|--|--|
| <ul style="list-style-type: none"> • We encourage everyone to be themselves and respect the diversity and difference that brings • We listen to, understand and provide honest feedback • Be a great team player, celebrate each other's successes • We show care through actions for colleagues, for customers and for communities • We put our own and others safety first every time | <ul style="list-style-type: none"> • We push ourselves with purpose and pace • We take on new challenges with a can do attitude • We go the extra mile and follow through on our commitments • We think big - set ambitious goals and deliver them • We're proud to win and find ways to keep winning | <ul style="list-style-type: none"> • We understand how others value us and what we do • We share knowledge and experience to help others to learn and grow • We encourage and support others to be brave and to try something different • We find opportunities to work with others to achieve results that benefit us all |
|--|--|--|

→ Our expectation of suppliers

- | | | |
|---|--|---|
| <ul style="list-style-type: none"> • Collaborative working environment • High ethical standards • Positive, inclusive culture • Sustainable sourcing • Robust Health & Safety policies and procedures • Safe, well-maintained working environment | <ul style="list-style-type: none"> • Competent, well-trained staff • Commitment to quality • Compliance with legislation • Efficient business processes and strong leadership • Sustainable business operations • Robust recruitment and training programmes | <ul style="list-style-type: none"> • Open and honest relationship with the Group • Innovative products • Value for money • Commitment to improving product quality and performance • Delivery to specification |
|---|--|---|



There are 3 key areas where we'd like your support:

Quality and Product, Environmental Responsibility, Social Responsibility.



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) based on the ISO 9001 framework.
- 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, including items considered as offensive weapons
- Take steps to replace any products that contain restricted substances or SVHCs with suitable alternatives.
- Ensure continuing product compliance by arranging regular product testing and via accredited laboratories (for example UKAS).
- 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.
- Ensure any claims around the product's performance or 'green' credentials are verified in line with any applicable ASA codes of practice
- Only provide products that have a full technical file that can be provided within 48 hours if requested.





There are 3 key areas where we'd like your support:

Quality and Product, Environmental Responsibility, Social Responsibility.



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, from certified sources wherever possible.
- 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.
- Ensure that any plastic packaging contains a minimum of 30% post consumer recycled plastic, eliminating polystyrene and black plastic and all avoidable single use plastic
- Reduce waste by working towards making your products and packaging as recyclable as possible, and simple for our customers to recycle it
- Where packaging materials can not be avoided and volumes allow, consider implementing a materials take back scheme.
- Provide product environmental data wherever possible, such as Environmental Product Declarations, carbon footprint and transport distance.





There are 3 key areas where we'd like your support:

Quality and Product, Environmental Responsibility, Social Responsibility.

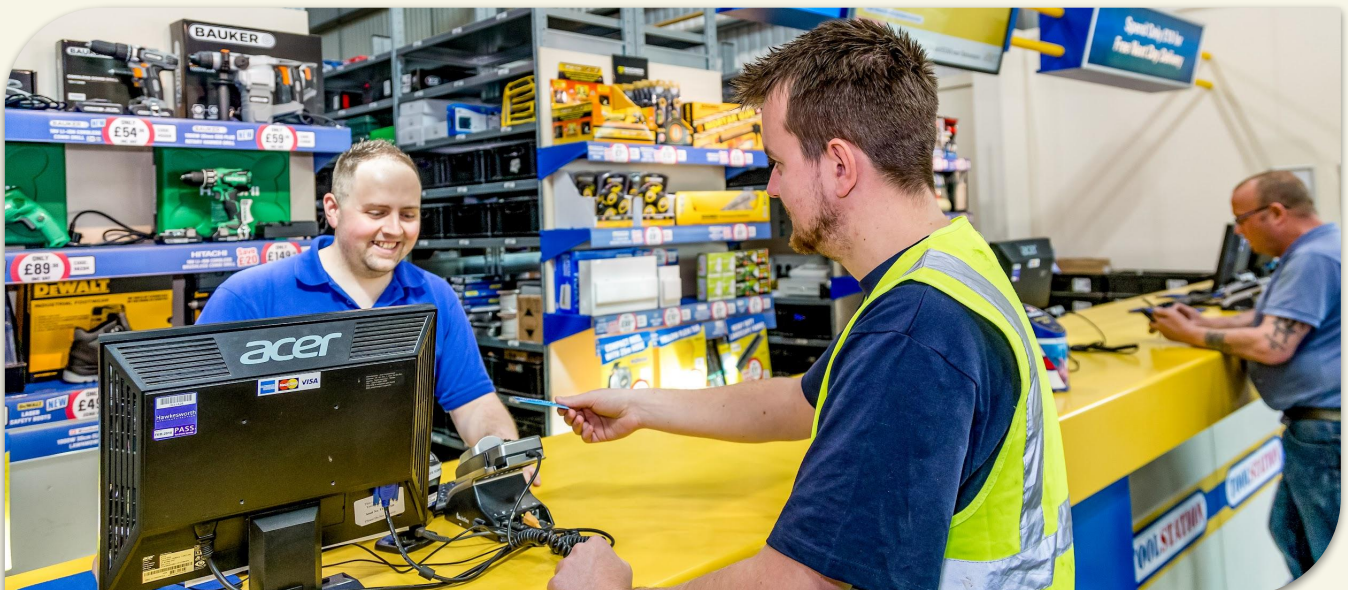


Social Responsibility

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
- Prevent or mitigate adverse human rights impacts that are directly related to your operations, products, services or supply chain in line with the ILO Declaration on Fundamental Principles and Rights at Work:
 - a. freedom of association and the effective recognition of the right to collective bargaining;
 - b. the elimination of all forms of forced or compulsory labour;
 - c. the effective abolition of child labour;
 - d. the elimination of discrimination in respect of employment and occupation;
 - e. a safe and healthy working environment.
- Take positive steps to ensure that Modern Slavery has no place in your businesses or supply chain. This can include risk-based site audits to an appropriate social audit standard, such as SMETA (4-pillar preferred).
- 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.



→ 1. Supplier Due Diligence: Onboarding & Ongoing Evaluation

→ 1.1 How do we assess new suppliers?

1.1.1 Once your company has been identified as a potential supplier to the Travis Perkins Group, we'll ask you to demonstrate you meet our Supplier Commitments, typically through completing our Online Risk Assessment (ORA) to provide us with essential Quality, Environmental and Social Responsibility information about your business.

1.1.2 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.

1.1.3 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.

1.1.4 If you're supplying us with Travis Perkins Group own brand products, additional checks and requirements apply as detailed within this document. You may also be required to comply with specific own brand terms for the business units you are supplying. Please speak with your commercial contact to discuss our requirements.

1.1.5 In the event of ethical concerns, we may need to carry out an ethical assessment on your supply chain. Full and unfettered access must be provided to our nominated auditor to allow them to undertake these assessments.

→ 1.2 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, and will be asked to complete a supplier assessment form prior to account activation.

→ 1.3 Validation of Group own brand & direct import sites

1.3.1 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.

1.3.2 Either our Quality Team or an approved third party will undertake Site Assessments at all the manufacturing sites that you're planning to use to produce our own brand or direct import products. The Quality Assurance Manager will determine a risk based site assessment plan which could include one technical assessment and one ethical assessment.



→ 1.4 Assessment of your processes

As part of the product introduction process, or as a result of a quality or ethical concern, it may be necessary for the relevant Quality Assurance 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 or ethical concern see section 8.

Please note that:

- Travis Perkins Group own brand and direct import 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, if requested see section 8.
- 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 is graded Zero Tolerance.
- You must update your relevant Quality Assurance contact of any proposed changes to manufacturing site or product range, these must be agreed in writing **before** any changes are made.
- Our Quality Team will impose Supply and Distribution levies (section 8) on your company if you don't use approved manufacturing sites to produce our own brand products.

→ 1.5 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, legal, safety, social accountability and environmental issues. You should always have full visibility of your 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.

→ 1.6 Management systems

1.6.1 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.

1.6.2 We don't insist that your QMS is certified 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.



➔ 2. Quality: Expectations for all Products

➔ 2.1 What are our product requirements?

2.1.1 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.

2.1.2 Where products fall into the scope of a European Directive, or are categorised as safety/critical products, we may also need you to provide us with copies of all relevant certification and keep this up to date as required.

➔ 2.2 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.

2.2.1 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. These must be assessed in accordance with the General Product Safety Regulation. 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 standards.
- Maintain up to date technical files on all products you supply to us and ensure, these shall be able to be provided to us or the relevant surveillance authority within 48 hours of a request.
- Notify us of pending changes to any of the UK, European and international 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.
- Ensure everything you do for us is carried out to the agreed Travis Perkins Group specification.

2.2.2 Product quality

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

2.2.3 Hazardous products

You must:

- Tell the Quality Team about any products that could be harmful to staff or customer health.
- Provide a Safety Data Sheet (SDS) where required.
- 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.
- Ensure relevant training material is made available to the end user directly, where required by legislation (i.e. REACH)
- Maintain supporting evidence to demonstrate compliance to other relevant regulations, these must be available on request. Products which are not compliant will not be sold.

2.2.4 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
- Solvents and spray paints

2.2.5 Date sensitive products

You must:

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



➔ 2.3 Technical support

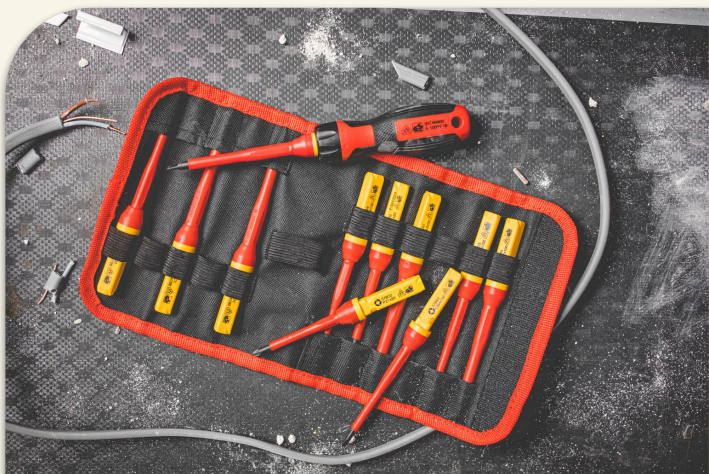
You must:

- 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 made available in line with the expectation of your customer profile.
- 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.

➔ 2.4 Product liability

2.4.1 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.

2.4.2 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 GB/EU must be logged.



➔ 2.5 Product traceability

We expect our suppliers to develop a system that enables full traceability on all the raw materials you use.

➔ 2.6 Marking and batch coding your products

2.6.1 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.

2.6.2 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.

➔ 2.7 Labelling

You must:

- Make sure all your product labelling is in line with all relevant UK, EU and international regulations (and where applicable for own brand products, label these in line with the requirements set out in the Marketing Guidelines for the specific Travis Perkins business).
- 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).



➔ 2.8 Product claims

All product claims shall be backed by evidence to ensure that consumers understand what is being claimed and to avoid misleading advertising in line with the applicable Advertising Standards Authority codes. This is applicable to all claims made, including on the product artwork and any online assets.

➔ 2.9 Barcoding

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

2.9.2 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 8 of this manual). Your products will either be rejected or re-worked at your company's expense.

➔ 2.10 Product specification and multichannel data

2.10.1 Supplying us with category specific attributes will help us make sure your products are put into the right category within our product hierarchy. Your Commercial contact will advise the category specific attributes required to induct your products into the Group.

2.10.2 The aim of multichannel data is to further enhance and update 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, and updating us where these change, will be a minimum requirement if your product is to be inducted or upgraded to a multichannel offering.

➔ 2.11 Products for hire

Any new products that are to be hired by our customers will be assessed by our Travis Perkins Hire team, before they can be introduced into our business. Please refer to the Travis Perkins Hire supplier information manual, available via your usual Commercial contact.



→ 3. Quality: Expectations for Own Brand & Direct Imports

→ 3.1 Own brand and directly imported products

3.1.1 We carry out a much more in-depth evaluation process on Travis Perkins Group own brand products and those directly imported by the Group. All own brand and directly imported 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.

→ 3.2 The product approval process

For own brand and directly imported products, you'll need to provide a full technical file, including copies of test reports and certificates.

3.2.1 Once your manufacturing site has been approved, the relevant Quality Assurance Manager will send you a request to gather the documentation required for the technical file.

3.2.2 You are required to provide all relevant information by the deadline agreed by both parties. Failure to provide full technical files within the agreed timeframe may result in additional Cost of Quality levies to cover our administration costs.

3.2.3 The Quality Assurance Manager will check the submitted documentation & either approve the technical file, or request further information or amendments. Artwork approvals, where applicable, will be in conjunction with you Commercial contact and Quality Assurance Manager.

3.2.4 Representative samples will be required for sign off and should be kept in a secure place at the manufacturing site.

3.2.5 Following approval of the technical file & product samples, the product can be manufactured.

→ 3.3 CE/UKCA marking

3.3.1 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.

3.3.2 Directly Sourced products, should be labelled with the relevant Travis Perkins Group business name as the importer as per the requirements of the relevant legislation.

→ 3.4 Digitally enabled products

A statement of compliance shall be provided as detailed within the regulation, signed by a Director listed on Companies House.

→ 3.5 Our certification requirements

3.5.1 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).

3.5.2 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.

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

→ 3.6 Keeping test certification valid

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

3.6.2 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. It is your responsibility to ensure that the latest version of test certification and reports have been shared to with the businesses you supply.

3.6.3 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.

3.6.4 Certificates and testing must be maintained with a reasonable frequency. These must be updated where there are changes in manufacturing site, production methods or in the product's specification, materials or associated standards.

→ 3.7 Quality Control (QC) inspection

We reserve the right to carry out a detailed quality inspection on our own brand products, to make sure the products meet our specifications. We may also carry out random inspections of branded products. If a product fails a quality inspection, our Quality Team will raise a Non Conformance Report (see section 8 of this manual). Your products will either be rejected or re-worked at your company's expense.

The Quality Assurance Manager responsible for your product will advise you of the required product assessment process for own brand and imported products. This may include the 'bronze', 'silver', 'gold' process detailed below.

→ 3.8 A three stage process

This is based on a series of samples that we'll ask you to provide:

- Bronze Sample: an initial sample from your factory that's representative of current production (also known as a commercial or buying sample).
- Silver Sample: an actual product that we will order from you, including installation instructions / manual, mock packaging & artwork print proof.
- Gold Sample: an actual product taken from a live production run (also known as a sealed sample).

The Bronze Sample: product review

We'll ask you to submit a Bronze Sample to our team in the sourcing office.

3.8.1 The Bronze Sample should meet the general requirements set out in our sourcing brief, but doesn't necessarily have to meet the more detailed quality and regulatory requirements. Our team will assess the sample by looking at factors such as dimensions, finish, appearance, features and basic functions.

3.8.2 If we need to verify the product's functional performance before moving on to the next step, our team may ask you to carry out a benchmark or functional test. If we find the Bronze Sample to be acceptable, this will be reviewed for approval by our Commercial and QA teams.

Once the bronze sample has been approved, we may place Purchase Orders for the product and you can move into the silver sample stage.

The Silver Sample: product approval

3.8.3 A Silver Sample should fully comply with all the requirements set out in our sourcing brief and the product testing protocol. It must be reviewed and approved by our Commercial and QA team.

Please note that it's your responsibility to provide the required product specification data. This might include:

- Technical drawing
- Photograph of the product
- Diagram
- Dimensions
- Bill of materials
- Bill of substance
- Performance specification
- Technical data
- Component list
- Test requirements
- Intellectual property rights
- Traceability
- User instruction and warnings
- Fittings and accessories
- Packaging information

3.8.4 Once the silver sample has been approved, and you have provided a full technical file, you can commence production.

The Gold Sample: product sign-off

3.8.5 Once production has started, we will select a Gold Sample from the live pilot or mass production run at your factory. The Gold Sample is an actual production sample, so it must comply with all previously agreed product specifications and requirements for testing, certification, user instructions, artwork and packaging.

3.8.6 The Quality Assurance Manager will advise the number of Gold Samples required. It may be necessary to sign off more than one set of Gold Samples. For example, it may be determined that our Quality Team should retain one set, whilst a second set will stay in your factory to be used as a reference sample for the pre-shipment inspection.



→ 4. Updates to Own Brand & Directly Imported Product Ranges

4.1 The [Change Request Form](#) **MUST** be completed and approval granted in writing from the Quality Assurance Manager **BEFORE** any changes are implemented

4.2 The Change Request process should be used for permanent changes or temporary deviations including the following:

- Changes to the product or packaging
- A change in the manufacturing site - please take into consideration that the new sites will need site assessments.
- Instructions or manuals
- Legislative changes that affect the product
- Volumetrics

4.3 Once the form has been submitted a Quality Assurance Manager will contact you to request the necessary information needed. You will then be notified if the change is approved or rejected.

4.4 Any unauthorised changes will incur a charge as detailed in the 'Cost of Quality Levies' and may result in your products being rejected and returned.

No product or BOM shall be amended without formal approval by Quality Team



→ 5. Product Instructions & Packaging Guidelines

→ 5.1 Product Instructions

5.1.1 The instructions provided with your products must be designed to reflect the installation, workings, care and use requirements as applicable for each individual product. They should be simple, clear and easy to follow using appropriate text size.

5.1.2 For supply of Travis Perkins Own Brand products make sure you follow the relevant instruction leaflet branding guidelines as required for the business being supplied, your Commercial contact will be able to advise these requirements.

→ 5.2 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 UKCA / 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.

→ 5.3 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.

→ 5.4 Packaging

You must make sure that:

- The product packaging you use provides adequate protection from damage and meets all legal and health and safety requirements as well as any specific legislative requirements
- The packaging you use meets the requirements of the business you are supplying, your Commercial contact will be able to advise these requirements.
- 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.
- 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 has been optimised and designed to remove and / or reduce unnecessary packaging, with materials chosen to support reuse and / or recycling.
- All plastic packaging is 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.
- Product packaging, including moving through the supply chain form part of the product's general assessment as part of the General Product Safety Regulations (GPSR).
- A weight warning label is added to individual products weighing 15Kg or more, this must be at least 70mm in size and, unless otherwise agreed, incorporate the standard yellow triangle and black border layout.

→ 5.5 Your obligations

5.5.1 You need to be aware of your obligations regarding the UK Plastic Tax and the Extended Producer Responsibility for packaging. Your obligations include supplying packaging data when requested by either the Travis Perkins Group or their Compliance Partner.

5.5.2 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.

→ 5.6 Drop tests

5.6.1 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 refer to relevant standards such as ISO 7695. If deemed necessary by the Quality Assurance manager, we may request details of your assessment.

5.6.2 Your product will be handled multiple times as it travels through our business, and needs to arrive in good condition with the customers. Please ensure you understand the route through our business for your product and have undertaken suitable checks to assure that your product packaging is suitable to the relevant sale channel i.e. branch, yard, direct to customer, next day delivery.

→ 5.7 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



→ 6. Travis Perkins Group Timber Declaration

→ 6.1 Your obligations

6.1.1 When supplying timber and timber-based products, you commit to only supply products from legal and sustainable sources that don't cause deforestation or degradation.

6.1.2 Suppliers of Timber and Timber based products will be required to sign & return a 'Timber Declaration' during the supplier onboarding process. Supplier approval will not be granted without this document. The declaration will be provided by your commercial or branch contact during the onboarding process and you will be required to sign an updated version as and when then group make any changes.

6.1.3 The declaration covers, but may not be limited to:

- Compliance to UK Timber Regulations (UKTR).
 - Note that suppliers who are not based in the UK and are supplying the group directly will need to provide all evidence of compliance for assessment (UKTR) via our nominated third party. Failure to do so may result in invoice payments being delayed or fines as set out in the Cost of Quality levies.
- Requirements for full chain of custody certification including documentation and labelling
- The requirement to provide technical documentation, including but not limited to:
 - Species,
 - Origins,
 - Declarations of Performance,
 - Factory Production Control Certificates, where relevant)
 - Environmental Product Declarations
 - Instructions for safe handling



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

Look for our FSC
certified products

➔ 7. 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.

➔ 7.1 Acceptance Quality Level (AQL)

7.1.1 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.

7.1.2 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.

➔ 7.2 Quality Control (QC) Inspection

Our Goods Inwards teams and dedicated Quality Control (QC) colleagues may carry out sample inspections on products entering our business through our distribution centres. The QC inspection will be carried out against the requirements of the specific technical specifications for the product and to an AQL.

➔ 7.3 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. Please refer to section 8 which details associated cost of quality levies.

7.3.1 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.

➔ 7.4 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.

➔ 7.5 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.

➔ 7.6 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.

➔ 8. Supply and Distribution Levies

➔ 8.1 What is 'Cost of Quality'?

8.1.1 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.

8.1.2 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.

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

8.2.1 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.

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

8.2.3 The levies detailed are a guide, the impacted business unit will determine the consequence.

➔ 8.3 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 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.

➔ 8.4 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.





The table below sets out the Cost of Quality levies that we may claim back in different situations

Item	Subject	Rationale	Cost (in GBP)
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 the 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 Online 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).
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	Site assessment failed	Costs associated with re-assessing the factory.	Pre-shipment inspections incur lower charges.
12	Missing or inaccurate data	Costs associated with chasing up missing / incorrect product, data or chasing overdue / nil / inadequate responses to previous non conformances.	Cost of re-assessment.
13	Product Surveillance Testing	Costs associated with the selection and testing of products as requested by Trading Standards. Failed tests will incur additional costs depending on severity of the issue (refer to 4).	£250 per day for each day the data is outstanding
			Costs of products, tests and administration



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

Item	Subject	Rationale	Cost (in GBP)
14	Product rejection in PSI (re-inspection required)	Costs associated with management time and re-inspection.	Cost of re-inspection & additional PSI on subsequent shipments (Enhanced PSI).
15	Product non-conformity in PSI (Correction required)	Costs associated with processing report, response and follow-through with next order.	Up to £250 per non-conformity.
16	Enhanced PSI	Any additional PSI required to cover known risk due to product failure reported will have to be paid by the Supplier.	Cost of additional PSI
17	Unauthorised release shipment	Costs associated with urgent assessment and management time to assess the risk to our business.	£1000 per shipment
18	Late PSI application	Costs associated with urgent inspection arrangement and management. <i>(Typically, PSI applications should be received at least 2 weeks before the required PSI date).</i>	Up to £250.
19	Late cancellation or rescheduling of an inspection	Costs associated with the loss of the reserved inspector's man day, accommodation and transportation.	Cost of man day loss, accommodation and transportation.
20	Incomplete shipment leading to abortive inspection	Costs associated with the loss of the reserved inspector's man day, accommodation and transportation. (Typically the shipment should be 100% complete and at least 80% packed on the day of the PSI).	Cost of man day loss, accommodation and transportation.
21	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.	£250 per vehicle
22	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.	£250 per purchase order. We may, at our discretion, accept the stock, or request collection by the supplier.
23	Booking slot timeliness	Delivery does not arrive within +/- 30 minutes of the agreed time slot.	£250 per vehicle
24	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
25	Unsafe Pallet	A levy will be charged to recover costs due to workload addressing unsafe or non specified pallets.	£250
26	Unsafe Load	A levy will be charged following any assessment of an unsafe load.	£1000 per load
27	Artwork / Labelling	Costs associated to any delivery not conforming to the carton / pallet labelling and artwork requirements.	£250

➔ Appendix 3: Specific quality requirements for the Direct Sourcing office

➔ Travis Perkins Sourcing Office

The Travis Perkins (TP) sourcing office is located in Shanghai in China. The office is supported by a sourcing network that covers the whole of Asia.

Our sourcing office is responsible for sourcing suppliers and products in Asia on behalf of the businesses that make up the Travis Perkins Group. As a Group supplier based in Asia, your main point of contact is the TP sourcing office in China.

The sourcing teams in our office will work with you to propose products that are suitable for the Travis Perkins Group businesses you intend to supply, before managing the introduction of these products to our supply chain.

Our sourcing teams will also manage your contract negotiations, pricing queries and updates to trading terms.

Our Quality Assurance (QA) team will focus on managing product approval, quality control for mass production and pre-shipment inspections (PSIs). The team may appoint a third party company to carry out factory audits or PSIs on their behalf, which we will always agree with you in advance.

The focus of our supply chain team is on managing our suppliers to make sure our orders are delivered on time and in full.

Please find the address and telephone number of the Travis Perkins sourcing office below for your reference:

China – Shanghai

Building B7, 800 Show

No. 800 Changde Road

JingAn District,

Shanghai 200040

Telephone: +86 (0) 21 2230 8588



➔ 1. Working with the Direct Sourcing Office

1.1 What is our Travis Perkins Supplier Trading Agreement (TA)?

1.1.1 Our Supplier Trading Agreement (TA) is an annual contractual arrangement between you and the Travis Perkins Group. The TA sets out our trading terms with your organisation as well as details of any rebates that may apply.

1.1.2 Please note that we can't set up any trading relationship with you until the TA has been signed. If there's a conflict between the terms set out in your Supplier Contract and the TA, then the TA will take precedence.

1.2 What are our Product Liability Insurance (PLI) requirements?

We require all suppliers who enter into a trading relationship with the Travis Perkins Group to provide us with Product Liability Insurance (PLI), underwritten by a legal insurance provider. It's your responsibility to pay the premiums in full and to renew the PLI cover annually, or as required by the policy's terms.

1.3 How do we assess new suppliers?

Before you can start supplying the Travis Perkins Group, your organisation will be fully assessed to make sure you meet our requirements. We've outlined our assessment processes below.

1.4 How do we treat intellectual property rights?

Travis Perkins Group regards Intellectual Property as important. Intellectual Property includes:

- Patents
- Copyright
- Registered and unregistered design rights
- Utility model
- Trade marks (whether or not registered)
- Rights in inventions
- Rights in data
- Rights in know-how and confidential information

Product, packaging and design improvements that are presented or recommended by the Travis Perkins Group are the property of the Travis Perkins Group.

The supplier shall not manufacture or sell any of the Travis Perkins Group's own brand products on to any other customer, third party business or organisation, without the Travis Perkins Group's express permission.

1.5 What are our confidentiality requirements?

1.5.1 Please note that the following are strictly confidential:

- This Supplier Manual
- Any Supplier Contract that we set up with you
- Any Trading Agreement (TA) that we enter into with you
- All orders that we place with you
- Any other information or material supplied to you by the Travis Perkins Group.

1.5.2 Disclosing any of the above to companies or persons outside your organisation (except, where relevant, third parties working for us on your behalf) is strictly forbidden, unless we've given you explicit permission.



1.6 How do we set up new suppliers?

1.6.1 If your organisation hasn't traded with the Travis Perkins Group before, or had a trading relationship with us in the past that was discontinued, your details must be set up and recorded in our Group systems. This will happen after you've passed our supplier assessment process.

1.6.2 You'll need to provide us with the following documents, endorsed with your company chop and/or stamp, so we can set up your details:

- Your bank information on supplier headed paper
- A signed Supplier Contract
- A signed Supplier Trading Agreement (TA)
- A copy of your Product Liability Insurance (PLI) certificate or guarantee letter
- Your business licence
- A Supplier Code Creation Application Form

1.7 What is our during production (DUPRO) assessment process?

1.7.1 DUPRO is an onsite assessment of your factory's production line that takes place whilst the products are actually being produced. The assessment also involves reviewing and testing randomly-selected samples of finished goods in the factory, and a general inspection of the finished goods.

1.7.2 We'll carry out the DUPRO assessment after 20% of the products have been produced and before production is completed.

1.7.3 A DUPRO will take place if:

- You're producing the first shipment of a new product
- A product quality issue has been identified
- You failed your last PSI (pre-shipment inspection)
- You failed your last DUPRO.



1.8 What is our final product assessment process?

1.8.1 Pre-shipment inspection (PSI) is a means for us to make sure your products from mass production meet the product specifications and quality level we expected before it get shipped to us in the UK. PSI takes place when 100% of the goods have been produced and at least 80% packed for shipment. Shipment can be released only if you receive the approval notification from your Quality Assurance contact, whether it is inspected by TP authorised third party, or self-inspected.

1.8.2 We will not do PSI on every shipment or every product in a shipment. Our QA team will assess the risk of your product shipment based on the predefined risk criteria in our PSI Plan, to determine whether PSI is required.

1.8.3 If your product shipment requires PSI by us, this will normally be carried out by TP authorised third party, you will be contacted by 3rd party at least 14 calendar days before our suggested PSI date.

1.8.4 Goods Received Date (GRD). They will let you know which POs and products (SKUs) in the shipment require PSI and will undertake PSI on the selected POs /SKUs only. In this case, we expect your full cooperation to complete your PSI booking as soon as possible in order to avoid any delay in PSI. Also, you will need to self-inspect any remaining POs /SKUs in the shipment (those not selected for PSI by us) and send your self-inspection report to our QE Engineer.

1.8.5 If your shipment is not selected for PSI, you will not be contacted by TP authorised 3rd party regarding PSI arrangement. In this case, you will need to self-inspect your product shipment and send your self-inspection report to our QA Engineer. Our PSI will be undertaken by qualified 3rd party inspector(s) following MIL-STD-105E standard (or ISO 2859-1) sampling plan. The PSI result will be reviewed by our in-house QA Engineer, who will provide you the final verdict and authorisation to release the shipment (if PASS) or instructions to rework and re-inspect the shipment (if FAIL).

1.8.6 Any products fail to meet the Acceptance Quality Limit (AQL) and/or fail to meet the agreed product specifications must be reworked and re-inspected according to our QA team's instruction. Meanwhile, you must submit a CAP (Corrective Action Plan) setting out your corrective actions within 2 days, and your root cause analysis and preventive actions within 30 days to our QA team. It is important to note that you cannot release your shipment without authorisation by our QA team.

1.8.7 Any new product first shipment will also need Container Loading Check (LC) by us. You will be contacted by 3rd party if this is required. LC will be undertaken by qualified 3rd party inspector(s) or suppliers to ensure our products are packed, palletised (in case pallets required) and loaded in a container properly and in safe manner according to our packaging/pallet specifications and container loading rules.

1.9 Cost of PSI and LC

Suppliers cover the basic PSI and LC costs. However, **if any of your products fails in PSI, LC and/or is found not compliant in the UK, you will need to pay the 3rd party directly for re-inspecting your failed shipment and any additional PSI and/or LC required by us to cover our risk of receiving more non-compliant products in your future shipments.** The number of additional PSI and/or LC required by us varies by the frequency or number of PSI failures and product non-conformance reported in the UK, and is specified and determined by our predefined risk criteria in our PSI Plan.

1.10 The product surveillance test

Our product surveillance test is designed to help us keep continuous control over the quality and consistency of our products. Based on a product's risk assessment, if applicable, we'll need you to submit samples for testing which have been randomly picked from production batches. The testing will be carried out by either an authorised third party or in your factory laboratory, as required by our QA team.

1.11 What is Cost of Quality?

1.11.1 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.

1.11.2 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 to clarify the points in question. We want you to fully understand our requirements, so if you're in any doubt, please ask.



1.12 When will the Travis Perkins Group raise a Cost of Quality 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 below. Different costs apply to different situations and each levy is a genuine pre-estimate of our costs incurred in each of the listed scenarios.

1.13 Avoiding levies

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 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.

1.14 Raising Cost of Quality levies

If we need to raise a Cost of Quality levy against your company, this will be initiated and authorised by our sourcing office. The levy will be raised in the form of a Debit Note. You'll receive an email from us setting out the type of situation and date of occurrence. The levy will then be debited from our payment for your shipment.

1.15 Cost of Quality levies

Details of all supply and distribution levies can be found in Appendix 2, Section 8 of this manual.



1.15 TP Asia Anti-bribery Policy

Travis Perkins Asia, as the branches and subsidiary companies of Travis Perkins plc in Asia, is committed to comply with the group business conduct principle. As part of our ongoing commitment in this area, we are taking this opportunity to inform you of our internal guidelines and procedures. We would ask you and your organization to familiarize yourselves with our Statement of Business Principles to help support our stance in this matter.

It contains strict guidance for employees on giving or receipt of gifts below RMB300 in value which should have department head informed immediately, and prohibits our employees from offering or receiving gifts about RMB300 in value without advance approval from the Director of TP Asia. The offer or receipt of corporate entertainment or hospitality applies with the same procedure with a value limit of RMB500. Future, it requires employees to record any approved hospitality/corporate entertainment or gift which they provide or receive in the company hospitality/gift register. As to the “Hongbao” which is a social convention in China or cash, our employees are strictly prohibited to offer or accept. These arrangements are in place to promote transparency and to help ensure our compliance with the Bribery Act.

Should you have any concerns or questions about the above or the behaviour of the employees of TP Asia, please consult with the Direct Sourcing director



➔ 2. Supply Chain

What is our Purchase Order (PO) process?

2.1 New PO confirmation

2.1.1 When our office in Asia places a PO with your company, you're required to confirm the order within three working days if there are no discrepancies.

2.1.2 To do this, you'll need to send us a proforma invoice (PI), Sales and Purchase Agreement (SNP), Sales Contract (SC) or Order Confirmation (OC). Our UK Supply Chain Analyst will confirm these documents by email within three working days. Or, if there is no PI or other related documents, you can confirm the order to us by email. Again, you must do this within three working days if there are no discrepancies.

2.2 PO discrepancies

If you raise any objections around any of the below factors, the Supply Chain Analyst in our Asia office will liaise with our UK office to resolve these so we can agree the PO.

- **Quantity.** Discrepancies will be reviewed jointly between our Asia office and our UK Product Supply teams against the forward forecast. Confirmation of acceptance or renegotiation will be communicated to you if required.
- **Prices.** Our Asia Office will amend the PO to show the correct prices once these have been agreed.
- **Delivery/lead time.** Our Asia office will check any out-of stock risks and confirm whether or not we can accept your proposed delivery/lead time.

2.3 Lead and delivery times

2.3.1 As a Travis Perkins supplier, our expectation is for you to provide the most efficient and reliable 'End To End' ordering lead time. Lead time is measured from when our Supply Chain Analyst places the orders to you to the "goods received date" (GRD), which for CFS shipments is when the goods are received into our forwarder's warehouses, or for CY shipments when goods are received at the origin terminal container gate.

2.3.2 Goods received date must be indicate on PI, SNP, SC or OC. Changes to lead times must be communicated to your Supply Chain Analyst at the earliest opportunity, along with a detailed explanation of the reason(s) for the change.

2.3.3 You must comply with the lead time and final UK delivery date as set out on the PO. If this doesn't happen and, as a result, there's a significant impact on sales or on the success of any planned promotions, we may claim compensation from your company.

2.4 On-time performance

2.4.1 It is your responsibility to ensure goods are made available to enable on time shipping and delivery of Purchase Orders into the final destination, and also to make sure all our orders are delivered to the UK on time and in full.

2.4.2 Your performance in this area will be monitored by the supply chain team in our Asia office, who'll measure your performance against the agreed lead time and performance targets

2.5 What is our booking procedure for shipments?

2.5.1 All bookings must go through our online forwarder's system. Your company will be set up as a shipper in the forwarder's system. When we place our first order with you, our Asia office will ask our forwarder to set up an user account for your company. You'll be sent the user guidance for shippers (both English and Chinese versions) at the same time. You'll find more information in our forwarder booking guidance.

2.5.2 It is your responsibility to maintain the 'milestones' in the forwarder's system and advise our Asia office of any changes to the schedule.

2.5.3 If your shipment requires a faster transit route, this must be arranged before you place the container booking.

2.6 Booking deadlines

The forwarder's system will send you an automatic booking reminder email 30 days before Cargo ready date, unless your booking submission falls into this period. You should then make your booking as soon as possible.

2.7 Shipping order creation

2.7.1 When you've submitted your booking, our forwarder will book space for your shipment and get a shipping order (SO) from our designated shipping company. If there are not any order discrepancies or approvals needs by our UK Supply Chain Analyst, the forwarder will send you the SO.

2.7.2 If bookings are rejected commentary will be provided and the forwarder will coordinate re-booking with you.

2.8 Express Billing of Lading (BL) to the supplier

Your company will be issued a Forwarder Cargo Receipt (FCR) by our forwarder.

2.9 Booking discrepancies

The allowed tolerance level for shipments is 5% more or less than stated in your booking.

2.10 Forwarder contacts

Please approach our Supply Chain Analyst in our Asia office.



➔ 2.11 What are our container loading rules?

Container Loading Rules

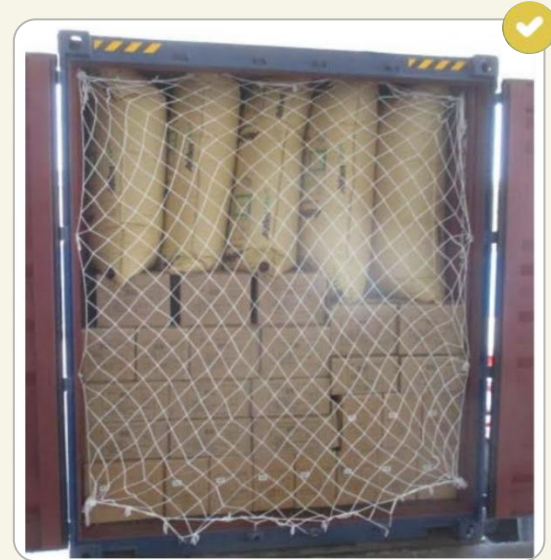
Our cargo loading rules are as follows:

- The packing list that we receive must match the copy of the packing list on the inside of the container door.
- A container fill sheet or report (also known as a stowage report) must be completed at the time of loading and a copy attached to the container's inside door, along with a copy of the packing list.
- The container fill sheet must clearly identify the product codes on each pallet within the container.
- Any products with a low quantity box count must be grouped together at the front of the container and clearly identified on the container fill sheet.
- The products must be grouped together as efficiently as possible and not spread out across the whole container.
- The container must be filled to a consistent height throughout to avoid the cartons moving in transit which would result in product damage and create a hazard when unloading at the destination.
- Palletised cargo must be shrink-wrapped top to bottom with an outer label clearly identifying the product code and box quantity.
- The cartons should be stacked to maximise coverage across the pallet surface, which will make sure that any double stacked pallets are secure in transit, and for each change in product, a sheet of cardboard or color label must be used as a separator.
- Each pallet must be clearly labelled with the product code and carton quantity. Where mixed products are packed on the same pallet, each product and its quantity must be listed.
- Pallets must be of a standard type (see Appendix 4 Warehouse Pallet Height & Weight Limits for details). The pallets used need to be robust and suitable for storing up to **1,000kg** safely in wide aisle racking.
- The container must be loaded properly with netting added in the rear of each container so there are no safety issues during unloading – see below for more details.

Please approach our Supply Chain team for an easy to use guide for suppliers' safe loading.

Examples of Good Container Fill 1

The gaps between the pallets and the container walls have been filled with restraints appropriate for the products being shipped, airbags and netting, to prevent damages.



Examples of Poor Container Fill 1

The container has been poorly loaded and the cargo has shifted, resulting in the cartons becoming mixed up and the pallets collapsing. This could cause serious injuries, or product damages.



Examples of Good Container Fill 2

Stacked pallets must be of the same size



Examples of Poor Container Fill 2

The goods on the bottom pallet have been damaged because of the different size of the pallets.



Examples of Good Container Fill 3 (Continued)



Examples of Good Container Fill 3 (Continued)



Examples of Good Container Fill 3

The container must be filled to a consistent height throughout to avoid the cartons being damaged as a result of movement in transit.



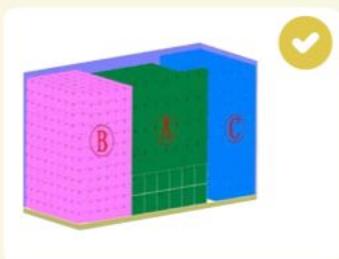
Examples of Poor Container Fill 3

The products are insufficiently secured to the base and not stacked to a consistent height, causing the move/fall.



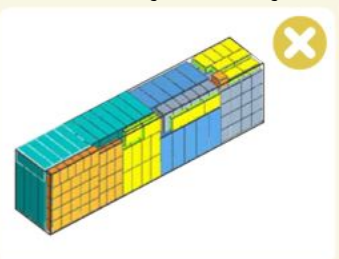
Examples of Good Container Fill 4

The products must be grouped together as efficiently as possible and not spread out across the whole container.



Examples of Poor Container Fill 4

The products are mixed, instead of being grouped. As a result, re-sorting the goods onto pallets would take considerably longer than usual, increasing our UK handling costs.



Pallet Loading Rules

Cartons on pallets must be stacked squarely and evenly to prevent any damages, both column or interlocks are acceptable.

Good Examples of Stacking



Column stacking.

Poor Examples of Stacking



Pyramid stacking will affect the stability during the transit, and increase the risk of damages and make it dangerous to unload.



Interlock stacking by various carton size.



The cartons on the pallets should not overhang the pallets, otherwise this will cause the cargo to be damaged during transportation.

Advance Ship Notice (ASN0 Labels on the pallets

Supplier's name	XXXX
SKU NO (TP)	1****9
Brief description	XXXX
Order number	9225*****
Number of items per pallet	400 packs; 240 packs
Pallet weight	200kgs

Please see [Warehouse Pallet Height & Weight Limits](#) for more information about our pallet and loading requirements.

Stay Safe.

What container loading evidence do we require?

We require the following container loading evidence;

- A photo of the empty container.
- A photo of the container half loaded.
- A photo of the container fully loaded.
- A photo of the fully loaded container with on if the two doors closed.
- A photo of the fully loaded container with both doors closed and sealed.

Please email your container loading evidence / report to Asia Supply Chain Analyst and QA within 24 hours after container is loaded.

- Upon collection of a container, it is the supplier's responsibility to inspect and evidence that a container is fit for purpose.
- Light test inspections to identify any holes in the container.
- Quality of the boards - checking for moisture and quality to sustain loading and transit.
- Twist Locks and Doors fully functional.
- Any containers not fit for purpose should be rejected and a substituted via our Forwarder



→ 2.12 What are our requirements for shipping marks?

Shipping marks are labels positioned on the outer packaging. You can find an outline of our requirements below. Please note that where the outer packaging is also the retail packaging, the shipping marks should be placed in an agreed suitable location on the product so it does not interfere with the branding on the product.

If you would like more guidance or have any queries, the sourcing office can assist.

Barcode labels

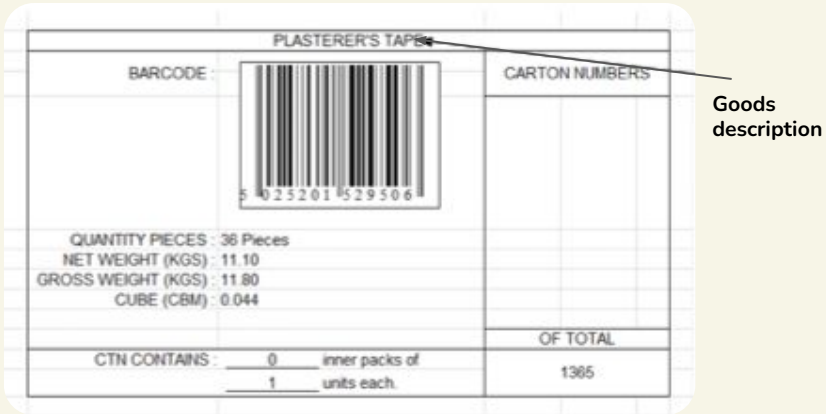
The required size for barcode labels is 7cm x 4cm.

Front and back marks

- Front and back marks must appear on both sides of the carton.
- The barcode number and barcode must be printed on a white sticker.
- All marks must be clearly visible.
- Handwritten marks are not allowed.

2.13 Side marks

- Side marks must appear on both sides of the carton.
- The barcode number and barcode must be printed on a white sticker.
- All marks must be clearly visible.
- Handwritten marks are not allowed.

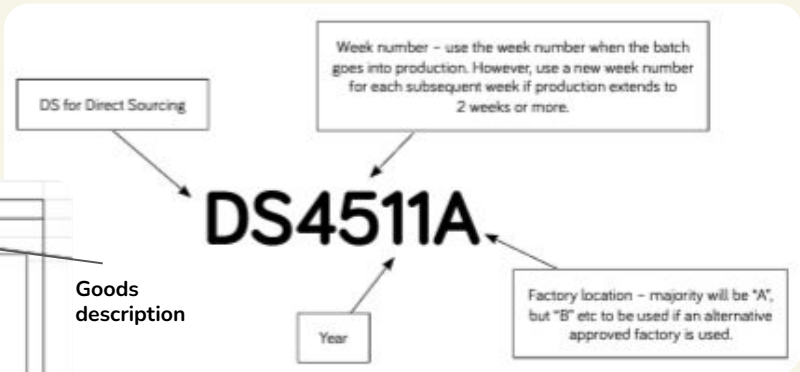


Front and back marks for Travis Perkins products



Batch codes

Batch codes used on Direct Imports for the Travis Perkins Group.



→ 5.6 What is our Container Freight Station (CFS) receiving procedure?

You must have made a booking with our forwarder before delivering the goods at the warehouse. You'll therefore have a Shipping Order (SO) number to use as a reference number at the time of delivery. When you deliver the cargo to the warehouse, you'll need to submit a copy of the SO with the SO number or Delivery Order. If you haven't made a booking, your cargo won't be accepted at the CFS.

a) Cargo receiving windows

Your cargo must be delivered to each forwarders' appointed warehouse at or before the CFS closing time.

b) Free storage time

Your cargo can be stored free of charge for up to 14 days. After this, an overtime storage charge will apply at local tariff rates.

c) Cargo checking

You must deliver cargo in line with the SKU sequence shown on our PO, together with your Shipping Orders and other necessary documents, such as customs clearance forms, to our forwarder. This will enable the cargo to be loaded in line with the complete PO or supplier sequence. If you don't submit these documents, our forwarder won't receive or unload your cargo.

You must inform our forwarder and our Asia office about any discrepancies from the Shipping Order in terms of the quantity or quality of the goods. Unless these discrepancies are approved, the cargo mustn't be shipped out even if it was temporarily accepted.

d) Cargo receipt

Our forwarder will receipt and check at the highest unit of measure either carton or pallet count.

Cartons and pallets will be inspected and receipted only if fit for transit. Any damages will be recorded.

Deliveries into the CFS should be in line with the final UK DC delivery requirements, palletised or loose loaded.

e) Cargo rejection

Your cargo must be received in good order and considered to be in good condition after a reasonable outward inspection. The following conditions must be checked and reported on a case-by-case basis in writing, supported by photographs:

- Broken seals on cartons and pallets
- Broken strapping
- Improper packing or poor quality packing material
- Bad cargo condition (wet, torn, crushed, collapsed).

If any of these conditions apply to your cargo, it will either be returned to you or stored in our forwarders' nominated warehouse until you repair or replace it.

5.7 Factory loading requirements

Cargo will be loaded in the appropriate size and type of equipment in order to maximise container usage. Please note that equipment size and types are subject to availability from our nominated ocean carriers, particularly during seasonal peaks.

All underutilised containers for all destinations need to be pre-approved in writing by the UK International Freight Team through our Forwarder.

- 'CFS' (consolidated freight station) shipments, whereby at origin we consolidate your shipments with other factory loads, are encouraged
- 20' Dry is not allowed unless the heavy products, and must be pre-approved by your Supply Chain Analyst in Asia.
- 40' Dry and 40' HQ are always preferred.

The maximum cargo weight can be increased beyond the limit, providing that prior approval from U.K. International Freight and Transport Department has been received through our Forwarder.

45ft and 'Out of gauge' or 'Open top' Containers can be made available on special request.

5.8 What are our container types and usage levels

Equipment Size/Type	Full Capacity (CBM)	Target Capacity (CBM)	Minimum Capacity (Origin Consolidation)	Maximum Cargo Limit (Kg)
20' Dry	33	27	25	25,000
40' Dry	67	58	53	25,000
40' High	76	68	59	25,000

➔ 5.15 What happens if you don't meet our supply chain requirements?

The table below sets out the various fees you'll be charged if you don't meet our supply chain requirements:

Item	Subject	Rationale	Cost (in USD)
1	Late shipment	Actual Goods Received Date (GRD) is later than the required Good Received Date (GRD)	3% of whole order value - 1-7 days delayed 5% of whole order value - 8-14 days delayed 10% of whole order value - ≥ 15 days delayed Minimum £200 Plus compensation for TP Group's loss of profit against forecasted sales, in case out of stock is incurred
2	Late shipment (air freight requests)	Shipments which are delayed by the supplier, and may cause out of stock problems	We reserve the right to require supplier paid air freight for part of or all quantities that do not meet the delivery date stated on our official PO
3	PO lead time	Failure to comply to contractually agreed lead time as stated on PO	3% of whole order value - 1-7 days delayed 5% of whole order value - 8-14 days delayed 10% of whole order value - ≥ 15 days delayed Minimum £200
4	Events and promotions	Failure to supply a repeat order on time and in full for products required for events and promotions	Loss of profit against forecasted sales
5	Late booking	Failure to submit the bookings to the forwarder 14 days before the agreed GRD	Up to £200 per order
6	Ocean freight dead freight	Any changes causing reduced container utilization due to supplier fault	Loss against the actual cost (minimum: £100)
7	Container loading quality	Incorrect container loading resulting in cargo damage, shifting or collapsing, and/or safety issues when unloading	Up to £1000 per container, plus incurred costs and discretion to reject the goods
8	Late documentation	Failure to submit the documentation to the forwarder 5 days after the departure date	£50 per pouch
9	Documentation accuracy	Failure to provide the correct invoice, packing list and other documents	£50 per pouch



EU Invoice example

Please ensure that your invoice contains the required headers as per the relevant example and that each section is populated accurately to assist the payment transaction.

Invoice									
Vendor Details (Name, Address, VAT Number, Tel No, Fax No, Email, Company Website)				Invoice Number:		Sheet 1/1			
				Invoice Date:		Seller Reference:			
				PO Number:		Other Reference:			
				Travis Perkins Supply Chain Analyst:					
Invoice To: Travis Perkins Trading Co Ltd Lodge Way House Lodge Way Harlestone Road Northampton NN5 7UG				Deliver To: Delivery Site Name & Address:					
Container Detail / Flight Details:				Estimated Time of Departure:					
				Country of Origin:		Country of Destination:			
				Terms of Delivery & Payment:					
Vessel / Aircraft:		Port of Loading:							
Port of Discharge:		Place of Delivery:							
				Cartons or Pallets:		Company Brand:			
Mark, Numbers & Container No:		Number and Kind of Packages Description of Goods:			Total Gross Weight:		Total Cube (m3):		
					Total Net Weight (Kg):				
TP/Wickes Product Code:		Description:		Vendor Product Code:	Commodity Code:	Quantity:	Net weight:	Unit Price:	Total Price:
Vendors Bank Details:		Company CHOP/STAMP:			Invoice Total				
					Name of Signatory				
					Place & Date of Issue				
					Signature				
Shipper Declaration: <small>Any legal representation for country of origin or any other supplier details: Sales, Events, Conditions of Sale, Warranty Information, Shipping Options or other policies can be mentioned here.</small>									



Shipper Declaration: Any legal representation for country of origin or any other supplier details: Sales, Events, Conditions of Sale, Warranty Information, Shipping Options or other policies can be mentioned here

➔ Appendix 4: 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 refer to your commercial contact.

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!



EAN (Barcode)

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



Volumetrics

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

COSHH (SDS)

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.

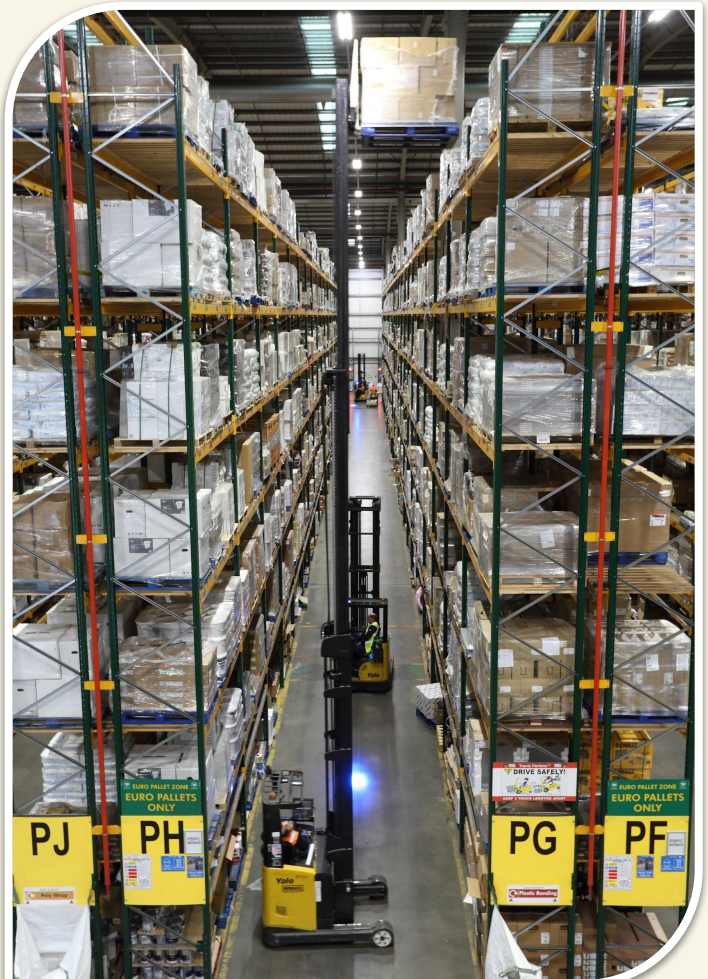
Paragon identifies product dimensions, relating them to the standard floor plates of specific vehicles and routes orders based on postcode, weight and volume. Without these three key points, we are unable to get the best routing results, this could lead to longer delivery times that may impede driver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



➔ 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.

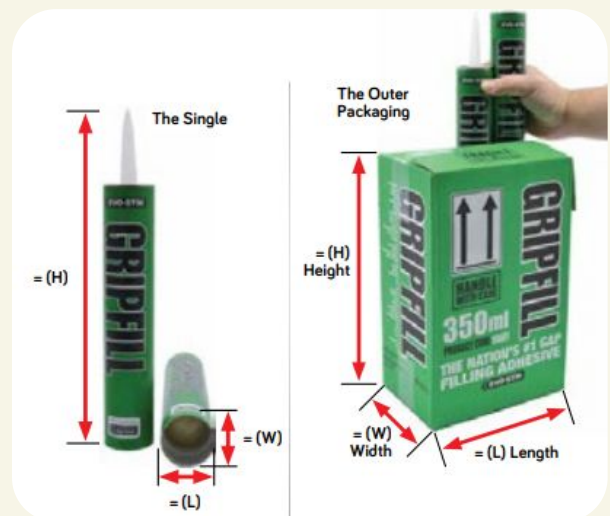


Outer – single item distributed within a case

(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)

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.



➔ The Palletised Product – Individual & Multiples

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.

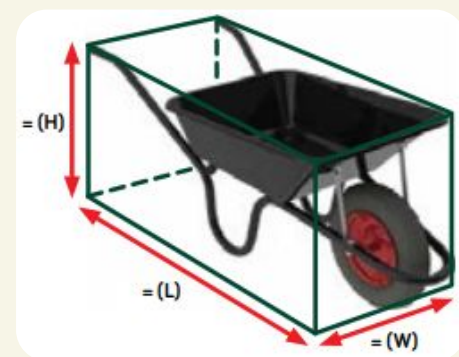


Products in all shapes & sizes

(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 overestimation, including dead space around the product, but is an acceptable tolerance when load planning, warehousing and merchandising products.



➔ 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.



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.

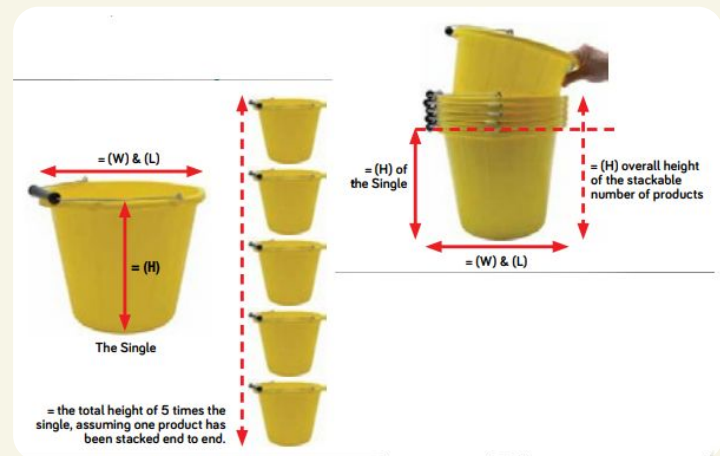
- **I have collected all of my product volumetric data, how do I send this to Travis Perkins?**

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.

The stackable product

(Acceptable tolerances)

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 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 5: 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 – 1 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 6: 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, cardboard cartons or pallets 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
- mpdeliverypaperwork@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.

➔ 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. If 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 & Cross Point 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 1.7 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 where necessary
- 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 6.8m 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.
- Metal banding and cable ties are a Health and Safety risk and are not acceptable unless there has been written agreement from the site.

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

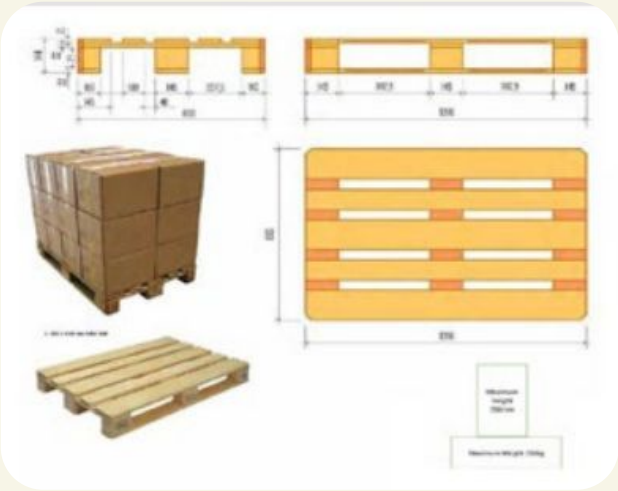
It's your responsibility, (and those of your third party contractor) to make sure your drivers comply with all relevant legal requirements. In particular, where the regulations require, only ADR qualified drivers can deliver dangerous goods to our sites. Any drivers delivering hazardous goods must remain 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 1000m 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.



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.

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 (50lbs.)
Fasteners per ASME, MH1, part 3	If fasteners are used

➔ Appendix 7: 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

BSS Contact Details

Contact and Brand	Contact Number	Fax/Email Number
Magna Park NDC, BSS Industrial Buccaneer Way, Magna Park, Lutterworth, LE17 4YZ	01455 551000 01455 551040	magna@bssgroup.com
Cross Point NDC, BSS Industrial Cross Point Business Park, Coventry, CV2 2TU	02476 625700	02476 625701 crosspoint.actions@bssgroup.com



Appendix 8: Arranging a delivery to a PDH



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 backhaul.

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

Fax: 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.

→ 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.

➔ 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.

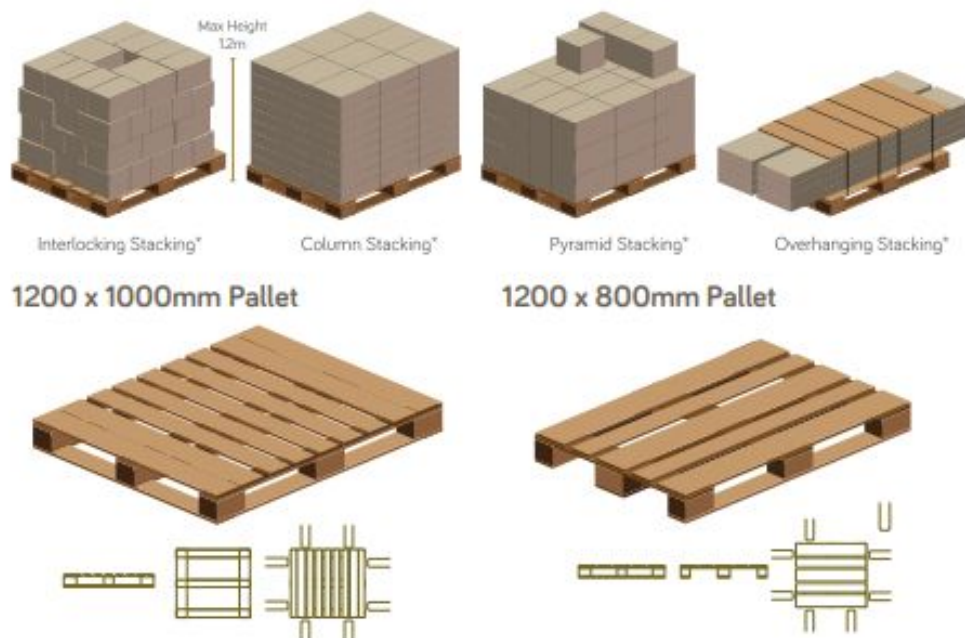
However, if written agreement is obtained in advance, we accept 4 way entry pallets measuring 1200mm x 800mm. For all pallets, we expect that the wood used is quality timber from a controlled selection of wood types and that the nails comply with European legislation on heavy metal content.

Pallet loading requirements

- Pallets must be undamaged and dry.

- Products must be secured to the pallet with shrink wrap, banding or strapping so the pallet forms a single secure unit and the load cannot slide on the pallet. When securing the load to the pallet the offload method of the pallet must be considered to ensure additional risk is not added to the offloading procedure.
- 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



➔ 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.
- Where packaging exceeds 25kg, a caution label must be applied to all packaging layers with the gross weight clearly visible and the message "HEAVY OBJECT, TWO PERSON LIFT REQUIRED"
- 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.

→ 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.

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

Don't forget



→ Overview

Defining acceptable performance 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.

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.

Contact us:

Travis Perkins plc
Ryehill House,
Rye Hill Close,
Lodge Farm Industrial Estate,
Northampton NN5 7UA

01604 752424

www.travisperkinsplc.co.uk