

# Supplier Manual

JULY 2023

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# Introduction



**Dave Evans**  
**CEO Highbourne Group**

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## **Introducing the Highbourne Group Supplier Manual**

This Supplier Manual is a comprehensive guide to working with the businesses of the Highbourne Group and outlines the environmental, quality and safety expectations we have of each other to ensure that we have a mutually beneficial and safe working partnership.

## **Strengthening our supplier partnerships**

Our customers demand the best of us. They rely on us to uphold our promises and to provide responsibly sourced quality products, where and when they need them.

Our suppliers are crucial in helping us deliver on that promise. So to make that happen, we both need to be clear on our respective obligations and responsibilities. In this manual, we have defined the guidelines that we both must follow to make sure all of our product requirements and supply chain standards are met.

Please help us maintain a safe and efficient supply chain by ensuring that you and all necessary colleagues understand and comply with all the relevant sections of 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.

Thank you! We look forward to maintaining and further developing an effective and prosperous partnership with you.

## > About Highbourne Group

The Highbourne Group through our brands City Plumbing, The Bathroom Showroom, PTS, The Underfloor Heating Store, Plumbnation, DHS, NSS and Plumbworld is one of the largest merchants operating in the UK's plumbing and heating sector.

We sell and distribute plumbing and heating products to installers all the way through to major corporate customers and housebuilders. We have the best people and our team of over 3300 colleagues operates from over 350 branches and sites around the UK. They are experts in their area and dedicated to delivering a fantastic service to our customers.

It's our mission to supply the highest quality 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 Highbourne 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 Highbourne Group, please visit our website

<https://www.highbournegroup.co.uk/>



Plumbing Trade Supplies



plumbworld

## > How to use our supplier manual

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

### Getting started with the Supplier Manual

1. Simply go to the contents page and click on the section of the Supplier Manual that you'd like to read. This will take you straight to the page you require. To return to the Contents page, click on the back button.
2. You'll notice links to supporting documents, such as our Health and Safety Expectations of Suppliers Guide, throughout the Supplier Manual. Links are indicated by blue text. When you click on a link, the relevant supporting document will open as a PDF file which you can read on-screen, or download and save to your computer (see 5 opposite). When you've finished with the supporting document, simply click on back to contents and you'll be returned to the Contents page.
3. We'd especially like to draw your attention to the Supply and Distribution levies supporting document.

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 Highbourne Group with reference to this manual.

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

### We welcome your comments

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

## > Supplier checklist



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

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

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

1. Make sure your products are safe, fit for purpose and meet all relevant legal requirements.
2. Contact your commercial contact if you can't meet all the requirements outlined in our Health and Safety Expectations of Suppliers Guide. They'll liaise with our HSE Support Team to try to find a solution that will enable you to deliver your goods safely to our sites.
3. Tell your third party distributors and couriers about the various delivery and Health and Safety Expectations of Suppliers demanded by our distribution centres, branches and our customers.
4. Get in touch with the commercial contact who's responsible for your product category.
5. Liaise with your commercial contact to better understand how we can help you to successfully do business with the Highbourne Group.
6. Complete the Online Risk Assessment form as part of our Supplier Commitments document requirements.
7. Cooperate fully with any assessments of your manufacturing sites that our Quality Team need to carry out. This applies to all factories that you're planning to use to produce own brand products for the Highbourne Group.
8. Achieve Approved Supplier status with the Highbourne Group.
9. Read our Product Returns policy and agree a process for returning products with your commercial contact.
10. Agree and sign our annual Trading Agreement and Supplier Contract with your commercial contact.
11. Contact our central Product Supply Team to identify your designated Supply Chain Planner.
12. Provide complete and accurate information about your products to our Quality team and your commercial contact, so we can make them available for sale to our customers as soon as possible.
13. Forward product specifications, certification & technical files to our Quality Team for any Highbourne Group own brand products that you supply to us.
14. Understand our requirements for Purchase Orders, invoicing procedures and Supply and Distribution levies
15. Ideally visit your designated distribution centre(s) with your commercial contact and Supply Chain Planner to make sure you fully understand our delivery requirements before making your first delivery.
16. Obtain product approval from our Quality Team for all own brand products before delivering these goods to our sites.
17. Attend the first delivery of your products to our distribution centre, along with a member of our Quality Team.
18. Contact our branches before making your first deliveries to them, so you can ascertain any parking or access restrictions that might affect your deliveries.
19. Understand our Customer Care requirements for deliveries that you make directly to our customers.
20. Understand our Supplier Delivery Performance reports and targets.



# Quality



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

## > How should you work with our Quality Team?

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

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

### **We will work with you on:**

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

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

## > How can you contact our Quality Team?

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



# Suppliers

## > What do we expect from our suppliers?

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

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

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

## > How do we assess new suppliers?

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

We will analyse the data generated by the questionnaire (following the scoring guidance) and will create a bespoke risk assessment for your company.

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

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

### Validation of Group own brand sites

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

### Site Assessments

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

### Please note that:

- Highbourne Group own brand products can only be manufactured by factories that have been approved by our Quality Team.
- We need at least 6 weeks notice to schedule a Site Assessment.
- You'll be charged a fee for each Site Assessment.
- You will be charged for an audit where it is unable to take place due to inaccurate information or the auditor is refused entry.
- After we've completed a Site Assessment, your site will be awarded an Audit score. We will not source goods from a factory that fails a Site Assessment.
- You must update the relevant quality contact of changes to where products are manufactured or changes to the product range prior to the changes taking place.
- Our Quality Team will impose Supply and Distribution levies on your company if you don't use approved manufacturing sites to produce our own brand products.

### Assessment of your processes

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

Please note that you'll be charged for any visits that relate to a quality concern.

# Call It Out!

## > Introducing Safecall - our independent whistleblowing reporting service you can contact at any time.



**Dave Evans**  
CEO Highbourne Group

“We believe in making homes, businesses and lives better and it’s essential we do this in the right way. We have a responsibility to ensure that we act with integrity and behave ethically in everything we do.

It’s important that we do the right thing for our customers, colleagues, suppliers, communities, partners and our owners. To do this we must be trustworthy and transparent so we always offer the best and most trusted service to our customers.

If something doesn’t look, feel or sound right it probably isn’t and we want you, our trusted suppliers, to call it out. It’s important that we know - so we can fix it.”

### When should I call it out?

In our business we take wrongdoing very seriously and we are committed to independently investigate any allegations raised. If you do see or suspect any wrongdoing, we want you to tell us about it.

Here are some examples of areas of wrongdoing that we would investigate:

- ✓ Health & safety concerns
- ✓ Security
- ✓ Data protection or privacy
- ✓ Harassment, bullying or discrimination of others
- ✓ Bribery or corruption
- ✓ Dishonesty or fraud
- ✓ Disregard of people’s wellbeing
- ✓ Modern Slavery

### How do I contact Safecall?

You can report wrongdoing by phone or online at any time.

You can contact **Safecall 24/7** by calling **0800 915 1571** or online [here](#).



As an independent whistleblowing service provider, Safecall have trained operators to support you in reporting your concern. All calls are treated confidentially by Safecall and you can remain anonymous if you wish.

## > How do we do business with our suppliers?

If you'd like to become a supplier to the Highbourne Group, please get in touch with the relevant commercial contact for the Group business you're interested in supplying.

Group Head Office contact details

Address: Highbourne Group Limited  
Highbourne House  
Eldon Way, Crick  
Northants NN6 7SL

Web: <https://www.highbournegroup.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.



# Products

## > What are our product requirements?

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

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



## > How can you achieve our product requirements?

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

### Product safety

#### You must:

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

### Product quality

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

### Product data

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

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

We may occasionally send a report to you on missing or incorrect mandatory data, and you will be asked to verify if and provide us with the correct data.

Please note that providing us with incomplete or inaccurate product

data will lead to Supply and Distribution levies being raised against your company.

For more information about our product data requirements, please contact the Data Management Team by emailing [phdatamanagement@cityplumbing.co.uk](mailto:phdatamanagement@cityplumbing.co.uk)

### Hazardous products

#### You must:

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

### Restricted Sales

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

- A poison or explosives precursor
- Knives and other sharps that cannot be sold to minors
- Solvents and spray paints
- A product that falls under the F-Gas regulations

### Date sensitive products

#### You must:

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

## > How can you achieve our product requirements? (continued)

### Products that contain timber

You'll need to provide evidence that a chain of custody is in place on any timber contained within products supplied to the Highbourne Group

### Locally sourced products

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

If you require any new supplier account support, please contact your commercial team.

### Technical support

#### You must:

- Provide us with a Technical Support helpline so our branches or our Customer Services department can contact you if a customer has a question about your products. This Helpline should be open between 9am and 5pm, Monday to Friday.
- If required, provide us with further support if any quality or safety concerns arise with your products. This might involve a representative from your company visiting the branch, or possibly the customer, and then providing a technical report to the Branch Manager, Category Manager and our Quality Team.
- If required, carry out any internal investigations within your company that might be necessary further to a customer complaint or insurance claim involving your products.
- Maintain up to date technical files on all products you supply to us.

### Packaging

#### You must make sure that:

- The artwork designs on Highbourne Group own brand products meet the requirements set out in the Marketing Guidelines supplied by the relevant Group business. Your commercial contact will help you obtain a copy of the Guidelines.
- The packaging you use meets the requirements outlined in the Highbourne Group Product Packaging Guidelines
- Before your first product delivery takes place, you've agreed packaging solutions with the relevant delivery site to ensure the safe unloading, storage, picking, packing and loading of your products.

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

### Labelling

#### You must:

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



## Instructions

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

## Barcoding

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

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

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

If you are supplying Highbourne own branded products (e.g. Iflo) then you will need to request barcodes from your Category Manager.

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

## Changes to your products or packaging

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



## > How do we evaluate new products?

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

### Own brand products

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

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

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

### The product approval process

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

### CE/UKCA marking

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

For late branding opportunities, where the same products could be supplied to two or more Group businesses, please quote Highbourne Group Head Office address in Crick.

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

### Timber certification markings

We require full chain of custody on all timber products that need 'Responsibly Sourced' markings by using either licence numbers of the

organisation that applied the primary packaging. This organisation, usually the manufacturer, is responsible for obtaining approval for using the logo from the relevant certification body:

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



The mark of responsible forestry



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

### Detailed Quality Control (QC) inspection

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

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

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

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

### Withdrawal from Sale

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

### 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.

### Public Safety Notice

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

### Customer complaints

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

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

# Order Management

## > What is the role of our Product Supply Team?

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

These teams have responsibilities across the Highbourne 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 Planner.

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

### Contact our City Plumbing Product Supply Teams

Contact details are as follows:

Please contact your individual supply chain colleague directly or email.

[Bathroom.Booking@cityplumbing.co.uk](mailto:Bathroom.Booking@cityplumbing.co.uk)

[Heating.Booking@cityplumbing.co.uk](mailto:Heating.Booking@cityplumbing.co.uk)

[Plumbing.Booking@cityplumbing.co.uk](mailto:Plumbing.Booking@cityplumbing.co.uk)

Primary Distribution Centre (Omega Warrington)

+44 (0)1925 467842

[owgoodsin@cityplumbing.co.uk](mailto:owgoodsin@cityplumbing.co.uk)

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## > 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 Planner 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.

## > 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 Planner if an order arrives late
- Confirm receipt of the PO by emailing your Supply Chain Planner 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 practically possible. For deliveries to OMEGA, this can be booked via the automated "Omega Goods in Booking Site" or by contacting your Supply Chain Planner. The warehouse will require you to quote PO number(s) and the quantity of Full and Mixed pallets to be delivered. Please give our warehouse 48 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 City Plumbing and PTS 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 UK for which the Highbourne Group Limited will pay.

In our definition of FOB, the exporter (supplier) will clear the goods for export and is then responsible for the costs and risks of delivering the goods past the ship's rail.

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

Direct Imports, please speak to your commercial contact directly to discuss our requirements.

The Business is developing separate guidelines for Direct Imports. You can obtain these from your commercial contact

If you're planning to supply to us with products that are classed as

# Supplier Deliveries

## (General information)

### > What are our Safety expectations for deliveries?

Keeping people safe is central to everything we do at the Highbourne 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 Highbourne Group Health and Safety Expectations of Suppliers when delivering products to our warehouses, branches and customers. You and your third party contractors, including couriers, must also comply with all relevant Health & Safety legislation.

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

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

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

#### Potential safety issues

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

### > What are our Product Data requirements for deliveries?

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

- Dimensions – Product Packaging & Volumetric Data
- Total product weight
- Packaging materials and associated weights (including any plastic packaging resins)
- 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, pack sizes or packaging materials & weights, 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. It will also prevent goods being processed through the Warehouse Management System (WMS).

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 Management team about any agreed changes to product attribute data.

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

## > What should you do if you receive a Non Conformance Report?

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

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

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

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

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

### Any questions?

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

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## > 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 7 days of us notifying you about the returns, we'll dispose of them ourselves. Please note that you'll be charged for any storage and/or disposal costs that we incur.

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

### Discrepancies on returns

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



# Delivering to our Distribution Centres

## > What do we expect from our new suppliers?

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

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

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

## > How do you book in a delivery?

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

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

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



## > 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 Highbourne 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](http://www.fors-online.org.uk)

### Legal requirements

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

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

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

### Behaviour

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

### Non English speaking drivers

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

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

### Other points to note

- All drivers must report to the gatehouse security to enable access to the site. At this point drivers will be advised of the site H&S requirements. Drivers will then be directed to the goods in office where they are to book in their arrival and will be allocated to a bay for unloading.
- Smoking is strictly prohibited on all Highbourne 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 Highbourne 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 UK and EU emissions regulations.
- Fit for purpose.
- Fitted with reversing sounders.
- Fitted with lights, indicators, lenses and mirrors that are in a good state of repair.

### In addition, your trailers must:

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

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

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

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

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

## > What 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 Highbourne Group PO number.
- Delivery date as shown on the PO.
- Highbourne Group product codes/SKUs.
- Supplier product codes.
- Full product descriptions.
- Licensed, taxed, tested and fully compliant with all current road traffic and EU emissions regulations.
- Quantity ordered for each SKU (unit type must be the same as shown on the PO).
- Quantity delivered for each SKU (unit type must be the same as

shown on the PO).

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

When timber 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.

## > What are our requirements for container deliveries?

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

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

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



## > What are our requirements for stock presentation?

### Pallets

#### Specification

You must only use pallets that meet the specifications of the Highbourne 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.

#### 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 Hub at Omega North contact the Operations Manager for support.

#### Condition

Your pallets must be undamaged and dry.

#### Stacking

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

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

#### Height and weight

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

#### Ti-Hi

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

#### Full pallet quantities

Please deliver full pallets whenever possible.

#### Mixed SKU pallets

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

#### Packing list

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

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

## > Delivering to our Distribution Centres

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

### **Pallet returns policy**

Please speak to your commercial contact about this.

## **Stillages**

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

## **Cartons**

Please follow these rules for carton deliveries.

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

## **Non-palletised products**

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

These must be:

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

## **Linear products (tubes and pipes)**

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

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

## **Oversize products**

Oversize products are defined as those that are too large or too long to fit onto a standard UK pallet (1200mm x 1000mm).

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 Planner. 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 will be discrepancies in your delivery, please discuss these with your Supply Chain Planner 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 than we ordered, we'll record and will require you to collect any excess stock that's over the quantities ordered.

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## > 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 if you don't meet our delivery requirements.

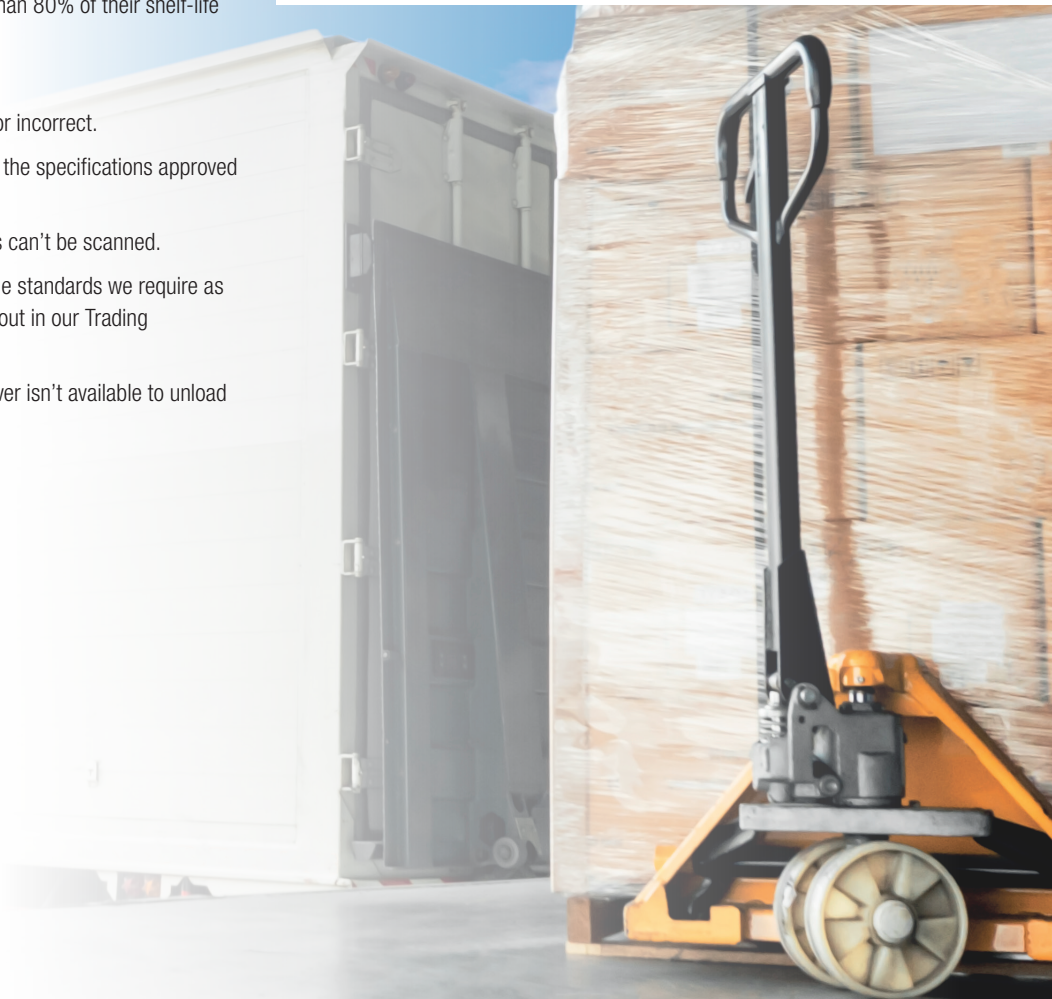
## > When will we refuse your delivery?

### 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 Planner).
- 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.



# 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.

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## > 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](http://www.fors-online.org.uk).

### Legal requirements

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

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

[www.gov.uk/guidance/moving-dangerous-goods](http://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 Highbourne 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 Highbourne 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 Highbourne Group business(es) you're dealing with in advance.

## > What delivery documentation do we require?

### Delivery Notes

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

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

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

When timber 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 are our requirements for stock presentation?

### Pallets

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

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

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

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

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

#### Condition

Your pallets must be undamaged and dry.

#### Stacking

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

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

#### Height and weight

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

#### Ti-Hi

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

#### Full pallet quantities

Please deliver full pallets whenever possible.

### Mixed SKU pallets

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

### Packing list

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

### Pallet labels

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

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

### Pallet returns policy

Please speak to your commercial contact about this.

### Stillages

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



## 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.**

## Cartons

**You must follow these rules for carton deliveries.**

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

## Oversize products

Oversize products are defined as those that are too large or too long to fit onto a standard UK pallet (1200mm x 1000mm).

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 Planner. 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 will be discrepancies in your delivery,

please discuss these with your Supply Chain Planner 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.

## > 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 Planner).

- 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 Assurance 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.

## > 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 Highbourne Group website, <https://www.highbournegroup.co.uk/>



[www.cityplumbing.co.uk](http://www.cityplumbing.co.uk)



Plumbing Trade Supplies

[www.cityplumbing.co.uk/pts](http://www.cityplumbing.co.uk/pts)



[www.bathrooms.com](http://www.bathrooms.com)



[www.theunderfloorheatingstore.com](http://www.theunderfloorheatingstore.com)



[www.dhsspares.co.uk](http://www.dhsspares.co.uk)



[www.showerspares.com](http://www.showerspares.com)



[www.plumbnation.co.uk](http://www.plumbnation.co.uk)



[www.plumbworld.co.uk](http://www.plumbworld.co.uk)

# Delivering to our Customers

## > Who are our customers?

Highbourne Group customers fall into 3 categories:

- Individual
- Consumers
- Businesses and building companies or contractors

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

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

## > What do we expect from our suppliers?

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

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

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

## > How do you arrange a delivery?

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

- Agree a service level time frame for the delivery with your commercial contact or ordering branch. You or your third party distributor should then contact the customer to arrange a convenient delivery slot within this time frame.
- Deliver the order within the agreed lead time. You must tell us straightaway if the customer asks for the delivery to be made outside this lead time.
- Give the customer a booking reference number when arranging the delivery. The same number must appear on your Delivery Note.
- Check with the local branch or call centre about any specific parking or delivery restrictions at the customer delivery location and whether the customer needs any specialist manual handling equipment to receive the delivery.
- Check whether the customer has any specific safety requirements over and above those outlined in the Highbourne 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 UK and EU emissions regulations.
- Fit for the purpose of delivering the goods ordered to the specified location in a safe and undamaged condition.
- Fitted with tail lifts and/or other such unloading aids or equipment, as required by the specific customer and load requirements.
- Compliant with all other reasonable standards and/or requirements, as required by the specific customer and delivery location.

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

## > What do we expect from your drivers?

### Safety

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

### Standards

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

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## > 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.

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## > Who do you contact about customer deliveries?

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



# Finance

## > What are our invoicing requirements?

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

### Invoices, credit notes and statements

- Each invoice or credit note must only refer to a single Purchase Order (PO) number.
- Please send us one invoice for each delivery.
- You must include the following information on every invoice you send us:
  - Invoice number and date.
  - Full purchase order number must always be displayed, beginning with the 4 digit branch costcode.
  - 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 your invoices and credit notes to our email address:**

[ap.queries@cityplumbing.co.uk](mailto:ap.queries@cityplumbing.co.uk)

Please ensure you send 1x invoice or credit note per attachment, in PDF or TIFF format. All other formats will be automatically archived & not processed.

**Our invoice address:**

Highbourne House,  
Eldon Way,  
Crick,  
Northants,  
NN6 7SL

**If you have any queries regarding outstanding invoices or credit notes, please email our Accounts Payable team:**

[ap.queries@cityplumbing.co.uk](mailto:ap.queries@cityplumbing.co.uk)

### 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 would like to start sending your invoices & credit notes and receive our Purchase Orders via EDI, please email our Accounts Payable team:**

[ap.queries@cityplumbing.co.uk](mailto:ap.queries@cityplumbing.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.

The DA will explain why the invoice (full value) cannot be paid and has been put on hold. When a credit note is issued for the full value of the Discrepancy, the invoice can be released for payment. The responsibility for the release of the invoice is with the Central Administration Team. Invoices can only be released on receipt of the agreed value credit note.

On receipt of any DA, please provide the necessary information/credit to the sender promptly and wherever possible within 7 days of receipt. If this is not possible please agree to an acceptable timescale with the sender.

### **Multiple PO numbers on a single invoice**

Including more than one P.O. on an invoice causes mismatching on our purchase ledger system and increases the possibility of invoices being unpaid. For this reason please only include one PO number per invoice.

---

## > 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 City Plumbing Supplies, please email [phrebates@cityplumbing.co.uk](mailto:phrebates@cityplumbing.co.uk) with your query details.

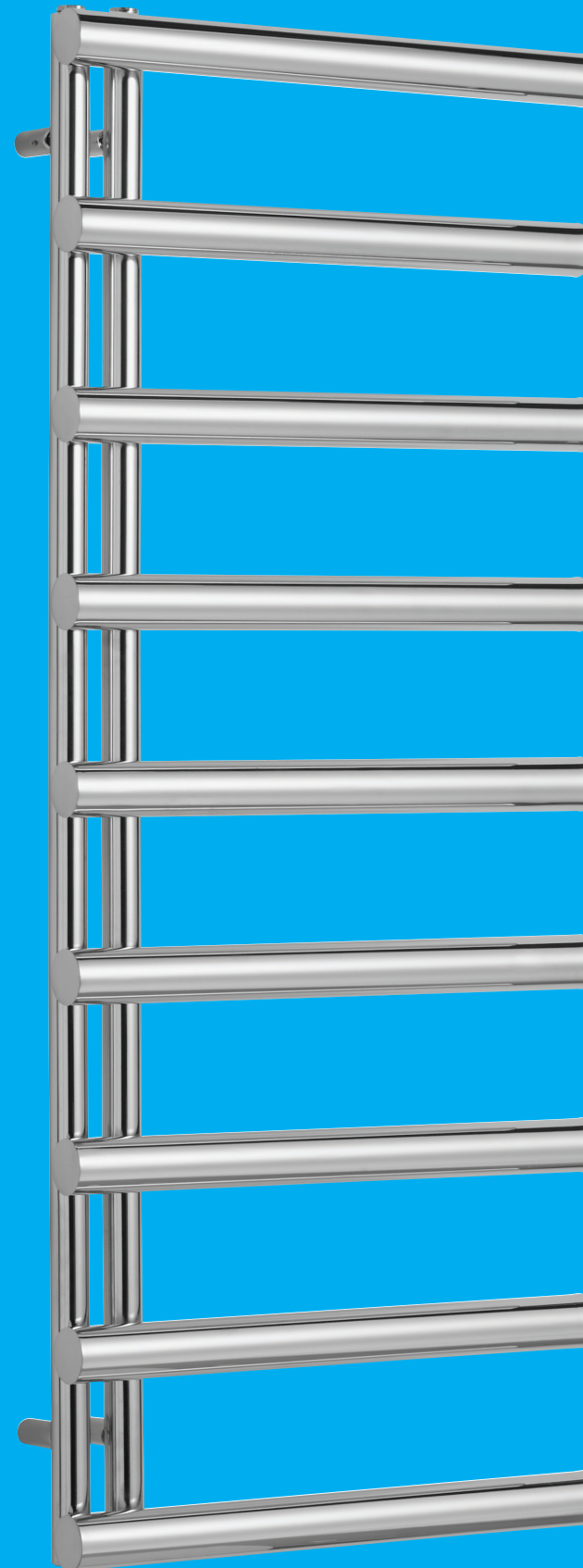
For all other areas, please ask your commercial contact to provide contact details for the relevant business.

## > Who can you contact with claimback enquiries?

For City Plumbing Supplies, please email [phclaimbacks@cityplumbing.co.uk](mailto:phclaimbacks@cityplumbing.co.uk) with your query details.

# List of Appendices

- 1.** Supply and Distribution levies
- 2.** Supplier Commitments document
- 3.** Our Health and Safety Expectations of Suppliers
- 4.** Non Conforming Products
- 5.** Product Safety & Certification Policies
  - a.** Product Safety Policy
  - b.** Product Certification Policy
  - c.** Product Surveillance Testing
- 6.** Product Responsibilities & Traceability
- 7.** Data Quality Standards
- 8.** Product Packaging Guidelines
- 9.** Product Instructions Guidelines
- 10.** Product Approval
- 11.** Product Specification Data Guidelines
- 12.** Product Packaging and Volumetric Data
- 13.** Supplier Manual - Supply Chain & Distribution



## > Appendix 1 Supply and Distribution levies

### What is 'Cost of Quality'?

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

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

### When will the Highbourne Group raise a Cost of Quality Levy or Cost of Supply & Distribution Levy?

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

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

### Avoiding levies where possible

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

### Charges

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



## > Appendix 1 Cost of Quality levies\*

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

	Subject	Rationale	Cost
1	Goods-in Product Rejection	Cost to the business in terms of management time and dead storage space. This is a standard charge levied to suppliers for each and every product rejected.	£1,000 per product delivery
2	Product Non-Conformity	Cost associated with progressing report, response and follow-through with corrective action verification.	£500 per report
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, Highbourne Group 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 Highbourne Group own brand	Costs associated with investigating , inspecting and documenting the update. A further charge might be appropriate where stock is rejected (refer to 1).	£1,000 per specification change
6	Out-of-date product certification	Costs associated with investigating , inspecting and documenting the update. A further charge might be appropriate where stock requires reworking due to out-of date CE/UKCA mark etc (refer to 2).	£500 per certificate
7	Supplier Online Risk Assessment (ORA).	Costs associated with the review of ORA submission and resulting action plans to reduce risk.	£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 Quality Team or a nominated third party.	Standard cost for UK and EU is £850 (including expenses) per visit. Costs for other countries will vary based on the standard rate of £850 plus expenses.
9	Non notification or unauthorised change of manufacturing site or additional site	Costs associated with management time to assess the risk to the business and carry out any follow up investigations required.	
10	Additional site visits to plan	Costs associated with unplanned site visits to investigate poor product quality and/or safety issues.	
11	Missing or inaccurate data	Costs associated with chasing up missing / incorrect product.data or chasing overdue / nil / inadequate responses to previous non conformances.	£200 per day for each day the data is outstanding
12	Product Surveillance Testing	Costs associated with the selection and testing of products as requested by Trading Standards. Failed tests will incur additional costs dependent on severity of the issue (refer to 4).	Costs of products, tests and administration

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

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

## > Appendix 2

# Supplier Commitments

## > Foreword



**Dave Evans**  
CEO Highbourne Group Limited

### **Introducing the Highbourne Group Supplier Commitments Document.**

The Highbourne Group includes the following brands:

- City Plumbing
- The Bathroom Showroom
- PTS
- Plumbnation
- Plumbworld
- DHS
- NSS
- The Underfloor Heating Store

We are 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 Highbourne Group supplier, you'll be required to acknowledge the significance of Quality, Environmental, Social and Governance 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 and international legislation that applies to your business operations from Modern Slavery, Anti-Bribery and Health & Safety laws to product-specific regulations, such as Construction Products Regulations, UKCA mark and General Product Safety Regulations.

This 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 or our QA team in the first instance.

Thank you.

Yours faithfully

**Dave Evans**  
CEO Highbourne Group Limited (and its group companies)

## > Key business principles

Our business is focussed on supporting our customers and exceeding their expectations, from providing first class service to sourcing products and materials from our suppliers in a responsible and sustainable way. Everything we do is underpinned by the four Behaviours of our business: **Make it safe for everyone, Create the future, Be the Customer choice and Grow Stronger Together**. The table below explains our approach and how this would be reflected in our relationship with you.

### Our behaviours and expectations from suppliers

#### Make it safe for everyone

Success and safety go hand in hand. When we make sure everyone is safe they bring the best of themselves. We won't stop until we make it safe, for everyone.

At Highborne Group we promote colleague safety, ownership & accountability, everyone looks out for each other and everyone is expected to step up and play their part in making the right choices. We have built an inclusive working environment in which everyone can contribute because everyone is listened to, valued and respected.

#### Our Expectations of Suppliers

- Having a robust Health & Safety process in place
- Providing a safe, well-maintained working environment
- Employing competent, well-trained staff
- Ensuring safe deliveries

#### Create the future

Our business must adapt to grow. Everyone can innovate, in fact we won't change fast enough unless we all do! Be bold, try new things and create the future.

#### Our Expectations of Suppliers

- Continuous improvement
- Innovation in products and packaging
- Reduced carbon and waste production

#### Be the customer's choice

When we really understand our customers they trust us and buy more from us. We aim to become their most valuable partner and in turn be the customer's choice.

#### Our Expectations of Suppliers

- Excellent product quality and service
- Reliable product supply
- Sustainable sourcing
- Compliance with legislation

#### Grow stronger together

As our business grows we only win as one team. We're at our best when we trust and support each other. If we can help each other shine we will grow stronger together.

#### Our Expectations of Suppliers

- A collaborative working environment
- High ethical standards
- A positive, inclusive culture
- An open and honest relationship with the Group, including:
  - Efficient business processes and strong leadership
  - Robust recruitment and training programmes
  - Sustainable business operations



## > Appendix 2 Supplier Commitments

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

Environmental Responsibility, Social Responsibility and Quality and Product.

### 1 Quality and Product

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

**As a supplier, you commit to:**

- Operating an effective Quality Management System (QMS) that is registered or commitment to register to ISO 9001 using an accredited 3rd party
- Cascading requirement for ISO 9001 throughout your supply chain
- Only supply products that:
  - Meet the applicable Regulations, Directives, BS, EN or ISO Standards and carry the UKCA mark where required
  - Are suitable for our supply chain and that are safe to handle and store
  - Are fit for purpose, as described, safe to use and meet our quality requirements.

Ensuring continuing product compliance with any testing carried out by accredited laboratories

Providing the end user with suitable and sufficient information on how to use products safely.

Notifying us immediately of any product non-conformances

### 2 Environmental Responsibility

Highbourne 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:**

- Operating an effective Environment Management System (EMS) that is registered or commitment to register to ISO 14001 using an accredited 3rd party
- Cascading requirement for ISO 14001 throughout your supply chain
- Complying with all applicable environmental legislation in all areas of your operations and supply chain.
- Managing the extraction of any natural materials with care and consideration for local communities and the environment.
- Minimising 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
- Reducing the impact by manufacturing your products and packaging using the lowest achievable amount of natural resources
- Ensuring that at least 30% of your plastic packaging should be from recycled plastic
- Reducing waste by working towards making your products and packaging as recyclable as possible, and simple for our customers to recycle.
- Complying with Extended Producer Responsibility requirements

### 3 Social Responsibility

Highbourne 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:**

- Operating an effective Health & Safety Management System that is registered or commitment to register to ISO 45001 using an accredited 3rd party
- Cascading requirement for ISO 45001 throughout your supply chain
- Protect your workers, customers, communities and all relevant stakeholders from safety risks relating to the manufacture, distribution or delivery of your products (including deliveries to our sites)
- Ensuring all workers involved in product manufacture and supply are treated fairly and with respect for their human rights.
- As a minimum, meeting the principles of the Ethical Trade Initiative (ETI) Base Code
- Taking positive steps to ensure that Modern Slavery has no place in your businesses or supply chain
- Having a working environment for diversity and inclusion
- Finding new sources for any minerals contained in your products where these are identified as coming from recognised areas of conflict.

### 4 Governance

Highbourne Group is committed to promoting legal and ethical conduct in all of its activities and throughout the supply chain – and we want to work with responsible providers who share our values and our published Behaviours.

**As a supplier, you commit to:**

- Conducting your operations in line with all applicable laws (including competition law)
- Acting ethically and with integrity
- Preventing the use of, and not condone any corrupt activity, bribery or inducement with the aim of securing an improper or unfair business advantage
- Securing and protecting any data belonging to, or provided by, the Highbourne Group or its customers that you expect to handle in the course of supplying goods and/or services
- Following the Highbourne Group requirements for data processing and data transfer.

**You can find supporting guidance and additional information relating to all the Supplier Commitments on the Highbourne Group website by following this link:**

<https://www.highbournegroup.co.uk/>

## > Appendix 3 Our Health and Safety Expectations of Suppliers

Nothing we do is more important than making sure we all go home safe and well at the end of every day to our family and friends.

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 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 offloaded / loaded safely and without the need for people to access the vehicle bed, making sure that the load is adequately secured at all times whilst in transit.
- Should you outsource your delivery activities to a 3rd party, it is your responsibility to ensure that they meet our Health and Safety Expectations for Suppliers as we see them as part of your business.

### Your Safety Management System

All suppliers delivering to our locations are expected to have a suitable safe system of work for their drivers to ensure the safety of unloading / loading activities. This should be based on a suitable and sufficient risk

assessment and, for each risk, the hierarchy of risk control should be used to eliminate the risk or reduce it to as low as reasonably practicable.

## 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 offloading / loading operations separate and where this is not possible it details the controls you must follow.

### Upon arrival at our locations your drivers should:

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

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

- Before offloading / loading takes place, ensure the vehicle's handbrake is engaged and, where possible, the ignition key removed to prevent the vehicle from being driven off whilst it is still being worked on. Depending on the load and method of unloading, we may ask you to follow additional local rules in relation to waiting in a safe place.
- Wear a hard hat with a retaining device when opening vehicle doors / curtains, operating cranes / lifts or whilst working on the bed of the vehicle.
- Not move your vehicle whilst it is being loaded or unloaded and follow any local site safety rules in relation to signage, skipper systems / barriers or wheel chocks.
- Follow your company's Safe System of Work for offloading / loading your vehicle. If we are offloading / 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 offloaded / loaded.

## Delivering to Our Customers Sites

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

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

## > Appendix 4 Non Conforming Products

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

### Acceptance Quality Level (AQL)

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

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

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



## Quality Control (QC) Inspection

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

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

### Our generic checklist includes the following:

- On time delivery.
- Correct documentation.
- Safe for offloading.
- Correct packaging used.
- Packaging free from damage.
- Product free from signs of water damage.
- Packaging marked with correct product code/SKU.
- Multipack products correctly identify the number of inners.
- Labelling clean and good print quality.
- Includes appropriate batch coding.
- Product description matches the system description.
- 'Fragile' labels applied where appropriate.
- 'Heavy' warning labels applied for products greater than 15kg.

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

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

### This report will consist of either:

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

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

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

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

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

Our QC team will also receive customer faulty product returns from branches and Website sales for evaluation and rejection. We ask that supplier representatives to attend a joint inspection where required with agreed actions. This might include returning to the manufacturer for further testing and analysis.

## > Appendix 5 Product Safety & Product Certification Requirements

### Product Safety

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

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

### Product Certification

#### Risk Critical products

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

#### Our certification requirements

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

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

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

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

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

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

#### Test certificates for Own Brand products

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

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

## Keeping test certification valid

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

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

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

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

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

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

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

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





## > Appendix 6 Product Responsibilities & Traceability

### Product Responsibilities

We've taken the following principles for Product Responsibilities from the latest government guidance on market compliance with respect to placing manufactured goods on the UK market.

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

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

#### Manufacturer

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

#### Authorised representative

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

### Importer/person responsible for placing on the market

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

#### Product liability

- The supplier is responsible for the duties carried out by the manufacturer, authorised representative and importer for placing products on the market. The Highbourne Group recognises that arrangements such as Free On Board (FOB) and Delivery At Place (DAP) means certain responsibilities are transferred from the supplier. However, the Highbourne Group requires full cooperation from the supplier in these circumstances to ensure compliance is still assured and must advise our QA department of these special supply chain arrangements.
- 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 UK must be logged.

#### Product Traceability

The Highbourne Group expect our suppliers to have a documented system in place for full product traceability back to each component and, where possible the raw materials. Products containing timber must be offered to the Highbourne Group with a full chain of custody and be fully compliant to the UK Timber regulations.

## Product Safety Requirement

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

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

## Marking and batch coding your products

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

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

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

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

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

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

## > Appendix 7 Data Quality Standards

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

### **Specific requirements for products supplied to City Plumbing and PTS**

In order to maximise sales through all of our sales channels the Highbourne Group product and packaging information requirements are high. The Highbourne Group prides itself on providing colleagues and customers complete and accurate product information and digital assets to enable them to make the right decisions. As a supplier, nobody knows your product better than you and therefore, we require your support to obtain this information.

In order to make this easier we have a cloud based platform called Pimberly that you can induct new products and, with your support update information and images on products already on our system. As we have products in various digital channels and in our branches, the more information you can provide us with the more likely the branches are to recommend and ultimately customers will buy.

The Data Management team may make requests for additional information to fill in missing gaps as well as any legislation or system changes, this will be done through the Pimberly (Vendor Contact) portal and we ask that you return to us completed accurately by the requested date.

If you would like access to Pimberly or you have any questions, please do not hesitate to email us on [hbg.supplier.support@cityplumbing.co.uk](mailto:hbg.supplier.support@cityplumbing.co.uk)

## **Inducting new products into the Group**

### **Brands**

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

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

You will need to comply with our specific data requirements to successfully induct new products into the business.

### **Commercial induction**

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

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

### **Group data requirements**

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

### **Common data attributes**

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

### **Legal data attributes**

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

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

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

**Category specific and multichannel data attributes**

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

Supplying us with category specific attributes will help us make sure your products are put into the right category within our product hierarchy. These category specific attributes are a minimum requirement of inducting products into the Business.

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

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

Common data attributes (Mandatory)	Category specific and multichannel attributes*	Legal attributes*
Product description	Web product description	MSDS sheets (if applicable)
Tax class	Copy text / narrative	DoP or DoC Certificate (if applicable)
Selling UOM	Features and benefits	WEEE (if applicable)
Highbourne Group Supplier product code / part number	Key words	Change to Restricted sales information (including age restricted, regulated and reportable poisons, explosive precursors or F-Gas registered)
Weight (kg)	Category specific attributes (product centric)	Packaging details (material type and weights across primary, secondary and tertiary packaging)
EAN (barcode) if supplier is a subscriber to GS1	Technical specification documentation (if applicable)	Product sustainability (including recyclability, recycled content, plastic polymer code, recycled content of each packaging material)
Volumetrics (Single / inner / outer and pallet + TI HI) in mm. Provide Pallet Type & Qty	Good ideas leaflets / documentation (if applicable)	
Brand name		
Legal documentation (see legal attributed)		
Images in hi resolution (min 300dpi, CMYK) in the following formats: PNG, JPEG, TIFF, showing product on a white background and out of its packaging		
Supplier part / code number		

## > Appendix 8 Product Packaging Guidelines



### Your obligations

We all need to be aware of the evolving UK packaging legislation to ensure full compliance is maintained. These include the Producer Responsibility (Packaging Waste) regulations, the Essential Packaging regulations, Extended Producer Responsibility (EPR) and the Plastic Packaging Tax. You are required to make sure that documented processes and procedures are in place for evidence if requested.

As a Highbourne Group supplier, we ask that you commit to reducing waste by removing unnecessary packaging, eliminating avoidable single use plastic and work towards making your packaging reusable, as recyclable as possible, simple for our customers to recycle and compatible with the UK recycling infrastructure.

We ask that the product packaging you use provides adequate protection from damage, meets all legal requirements, is designed for reuse and can always be recycled, without burdening our customers with excessive amounts of waste to dispose of.

### Handling Hazards

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

Boxes and cartons intended for handling and carrying by our colleagues in branch, or by our customers, must be provided with suitable handholds or cutouts that are capable of supporting the product's weight. These should be suitably located to enable lifting by one or two people, depending on the products weight and dimensions.

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

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

### Plastic bags

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

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

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

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

Please review your plastic bags to ensure that they are necessary, are minimal in size and contain at least 30% recycled plastic. Investigate whether an alternative packaging material could be used which would not compromise product integrity and still meet all legal requirements.

### Weight warnings

Please include a weight warning label on the packaging on individual products weighing 15Kg or more.



The weight should be displayed in kilograms. The weight warning label must be at least 70mm in size and, unless otherwise agreed, incorporate the standard yellow triangle and black border layout. Further weight warnings such as 'two person lift' can also be used to identify awkward lifts where necessary.



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



## Drop tests

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

### The drop test process

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

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

### Appropriate heights for the drop test

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

### Pass/fail criteria for the drop test

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

## Labelling

The Highbourne Group is a signatory of the On Pack Recycling Label (OPRL) 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](http://www.oprl.org.uk)



## > Appendix 9 Product Instructions Guidelines

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

### General guidelines

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

### Information to include

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

### User trials

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

## > Appendix 10 Product Approval

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

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

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

**However, if you're supplying a Highbourne Group Own Brand product, the following process must be followed to make sure our Quality Team capture all the required product information for product approval:**

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

**You must inform the Category Technical Manager of:**

- Different contact details (including the manufacturing site)
- Product alterations at any time
- Test certificate updates
- New or amended specifications
- Extension/reduction of products in the range
- A different manufacturing site



## > Appendix 11 Product Specification Data Guidelines

The QA team has developed a specification format for you to complete for all Own Brand products that you supply to us. We'll ask you to complete the generic section of the specification format for all products, plus additional elements that depend on the type of product being supplied.

### Our main requirements for product specification data include:

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

Please give careful thought to, and then list, all the product's essential features that require inspection or testing. Then, allocate a category of critical, major or minor to each listed feature, using information provided in Appendix 5 of this manual.

## > Appendix 12 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 Highbourne Group Data Management Team.

Highbourne 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 Highbourne Group to continue raising standards and enhancing sales of your products to the building industry.

### Product Base Data Attributes and Requirements

The success of product induction is dependent on correct product data attributes. There is a minimum required standard for base data that must be provided at the point of product induction. Accurate Product Data improves sales, supports an ever growing supply chain, enables an enhanced product search directory and gives improved visibility within a multichannel arena. The benefits are massive!



**Volumetrics**

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

**EAN (Barcode)**

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



**SDS (Safety Data Sheet)**

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.

ABC12345678

**CPR (DoP) 2011**

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



## > Appendix 12 Product Packaging and Volumetric Data

### Volumetric Data: From Supply Chain to Sales

#### Warehousing

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 Highbourne Group 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 Highbourne Group Category 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 CO<sub>2</sub> emissions.

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

## Volumetric Data: From Supply Chain to Sales

### Branch, Sales & Merchandising

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

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

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

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

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

## Single Item

### (1 level of packaging)

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

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



**All dimensions must be supplied in Millimetres**

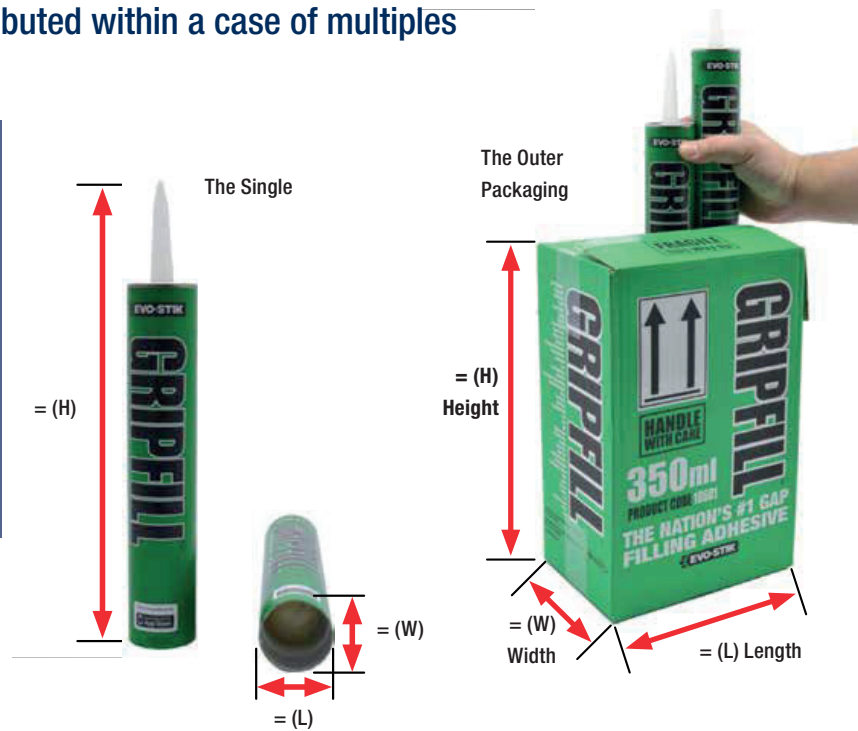
## > Appendix 12 Product Packaging and Volumetric Data

### Outer – single item distributed within a case of multiples

(2 levels of packaging)

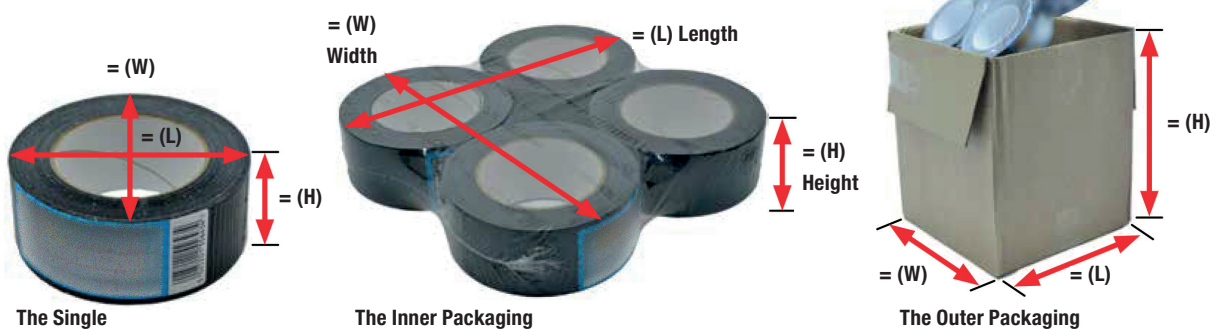
This can be defined as a box, shrink wrapped bundle, any container that can hold multiple SINGLE (SGL) products.

Referred to as OUTER packaging. There may be occurrences where this OUTER packaging forms the minimum selling quantity from your business to CPS. 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)

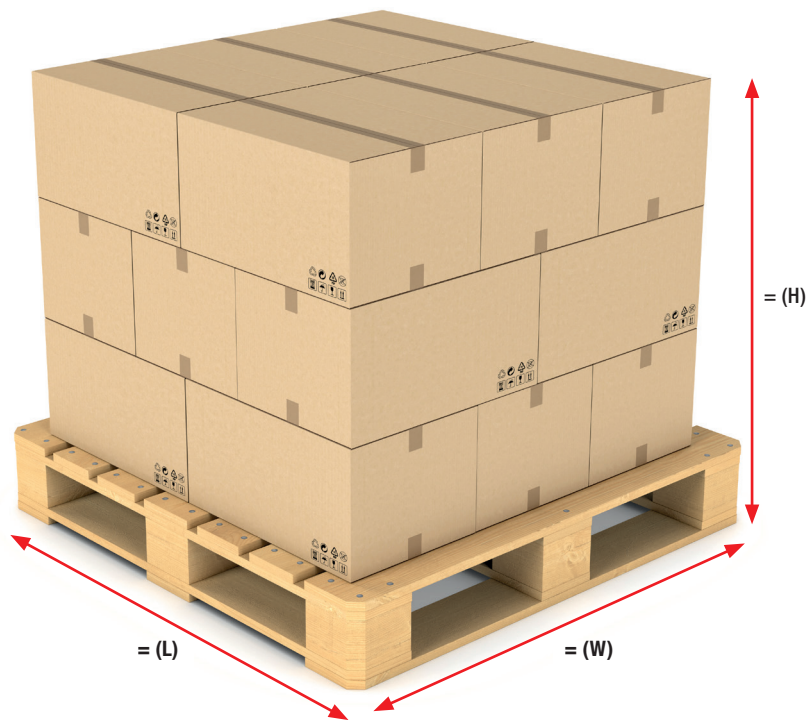


A minimum order quantity from manufacturer to supplier, or a product's physical size may determine how products are packed. If your product is delivered in multiple levels of packaging, we need to understand the packaging dimensions of each layer. Inner packaging is defined as a Single product packaged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

## > Appendix 12 Product Packaging and Volumetric Data

### The Palletised Product – Individual & Multiples

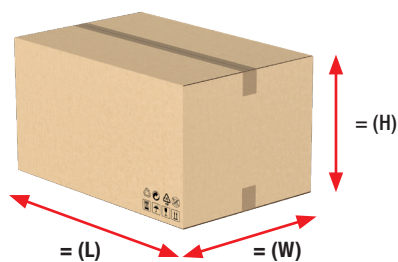
(All packaging levels)



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

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

#### The Single / Outer



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

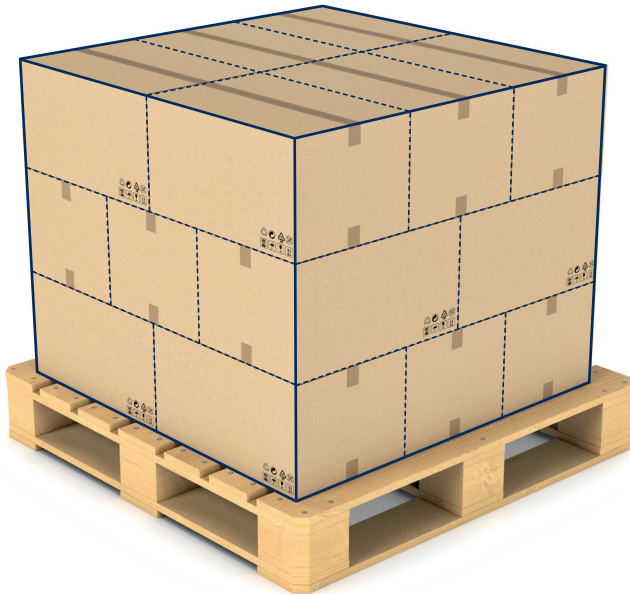
All pallets with stack able products must not exceed 1200mm in height.



## > Appendix 12 Product Packaging and Volumetric Data

### 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 'Singles'.

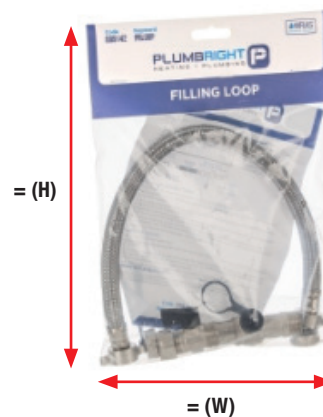
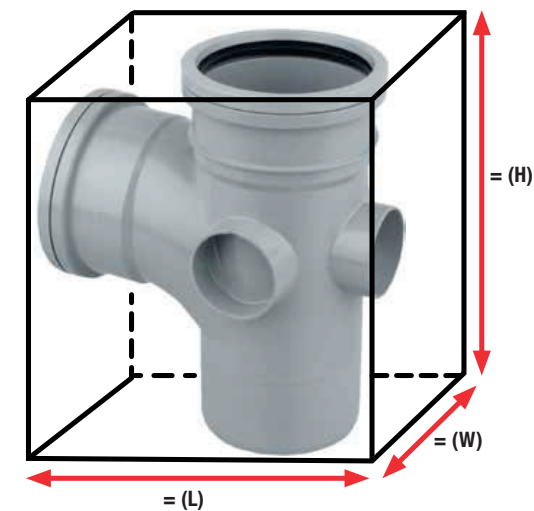
Each Tier contains 6 boxes:  $TI = 6$

This pallet is 3 tiers high:  $HI = 3$

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

### Products in all shapes & sizes

(Acceptable tolerances)



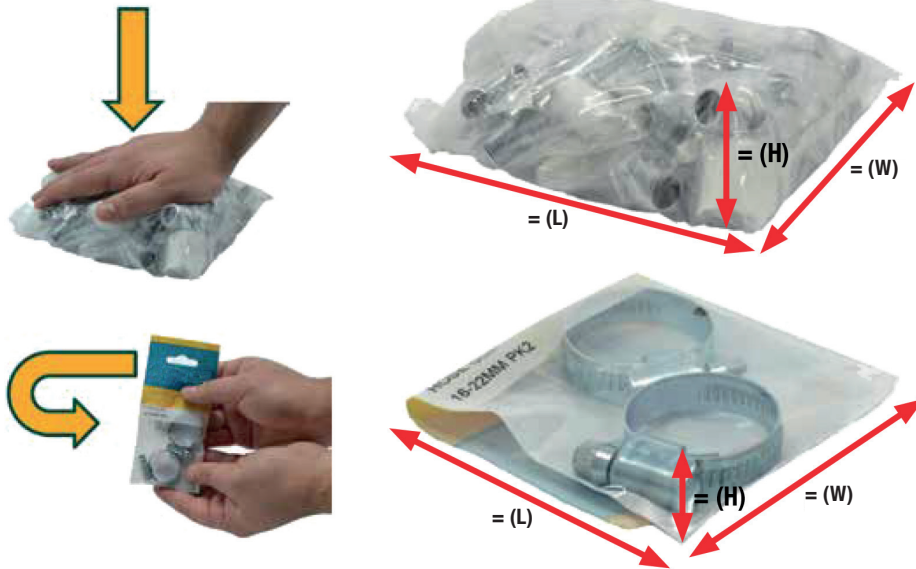
Unfortunately not all products are a cuboid shape, packed into boxes or stack equally. To define the “best” volumetric measurements for varying shaped products, assume the product is a cube, measuring out to the furthest L x H x W.

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

## > Appendix 12 Product Packaging and Volumetric Data

### The bagged product

(Acceptable tolerances)



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

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

### > 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 City Plumbing?

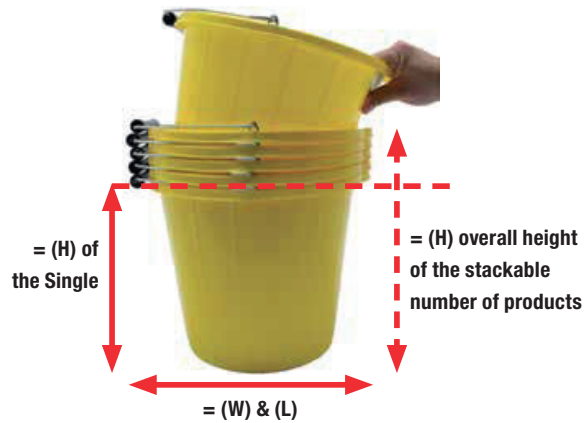
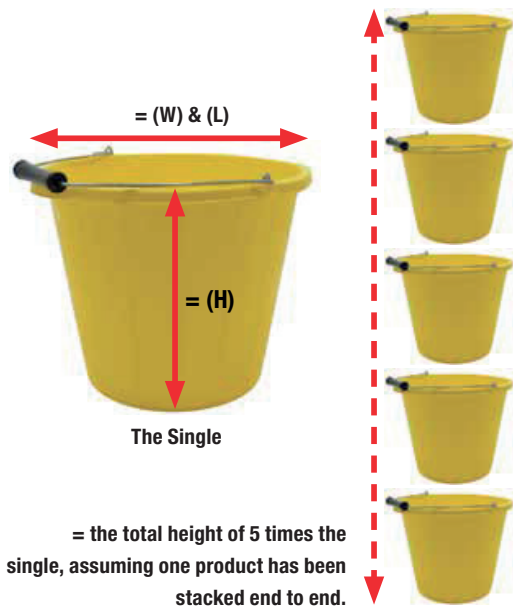
- Volumetric data should be submitted at point of product creation via your commercial contact as per our standard New Product Introduction process.



## > Appendix 12 Product Packaging and Volumetric Data

### 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 Highbourne Group please contact:

#### Data Management Team

[phdatamanagement@cityplumbing.co.uk](mailto:phdatamanagement@cityplumbing.co.uk)

Tel: +44 (0)1788 527700

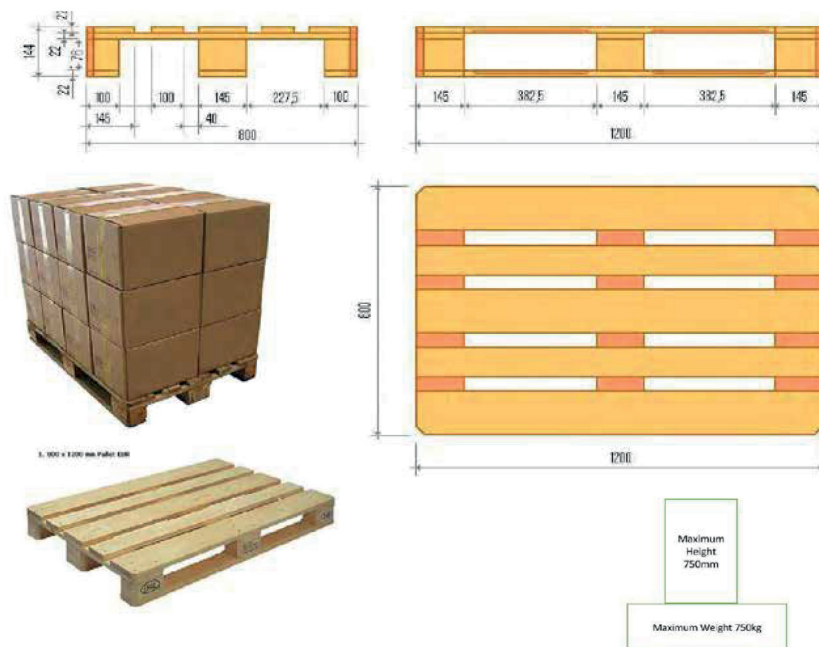
## > Appendix 12 Product Packaging and Volumetric Data

### 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](http://www.gov.uk/guidance/moving-dangerous-goods)



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 13

# Supplier Manual

## > OMEGA SUPPLY CHAIN AND DISTRIBUTION

- Site Map
- Introduction
- Pre Booking in Requirements
- Performance Monitoring
- Omega PDH Site Rules
- Booking Conformance
- Delivery Conformance
- Presentation Conformance
- Pallet Conformance
- Labelling Conformance
- Delivery Refusal
- Final Delivery Check
- Cost of Distribution Levies



## > Site Map

When it comes to health and safety our aim is simple, to ensure all our colleagues, customers, suppliers and everyone in the communities where we work, go home safely at the end of each day.

Please help us to ensure health and safety is at the forefront of everything we and you do.



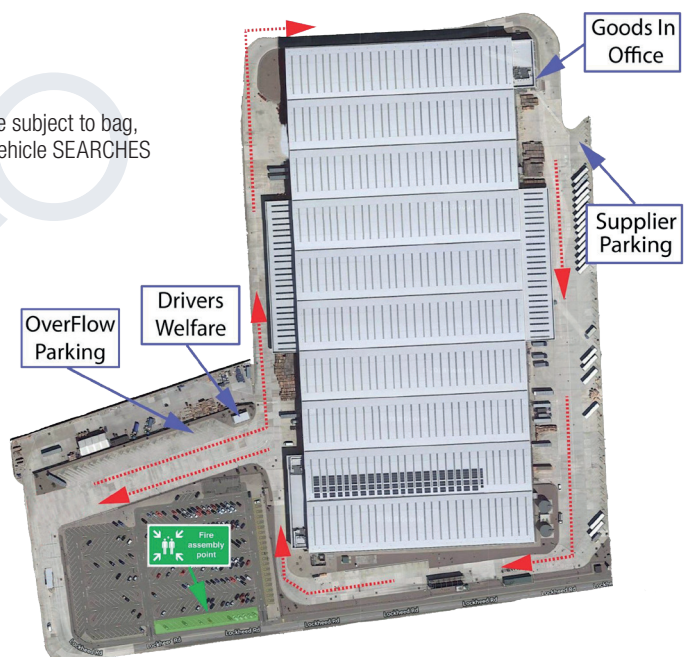
City Plumbing Supplies  
 Omega North  
 5 Lockheed Road, Burtonwood  
 Warrington, WA5 4AH  
 Booking In Tel: 01925 467842  
 Email: omegagi@cityplumbing.co.uk

### Omega PDH Site Map

- Driver to report & sign in at Gatehouse
- Site rules will be briefed upon sign in
- Drivers are to drive on to site adhering to the one way system
- Drivers to adhere to 10mph site speed limit
- Driver to park opposite Goods in office in designated Supplier parking bays
- Upon arriving to the Goods In office, drivers will be advised of status or assigned an unloading bay

#### SITE MAP

All visitors are subject to bag, person and vehicle SEARCHES



## > Introduction

This section describes City Plumbing Suppliers requirements for all suppliers to ensure that all deliveries received are expected and prepared to the standard which provide optimum efficiency and satisfaction for all involved parties.

Omega Primary Distribution Hub (PDH) has a complex Warehouse Management System and as part of the suppliers on-boarding process, they are invited to site for an induction and awareness day to ensure a clear understanding of our requirements. Our Warehouse is managed now by our partner GXO

The following pages details our specific requirements and expectations. Should you require any support with any aspect of this manual please do not hesitate to contact your supply chain planner.



## > Performance Monitoring

Suppliers are required to deliver on time and in full, as per the original Purchase Orders and fully comply with our presentation requirements.

- Upon receipt, the Goods Inbound team will advise the supplier of all shortages via email within 48 hours of the delivery.
- Any delivery disagreements should be raised with the Omega Goods In team within 48 hours for it to be investigated.
- Arrive at your booked in date/time.
- Paperwork is clear and easily accessible.
- Product specification or packaging is approved.
- The general presentation of goods is acceptable (e.g. lighter items stacked on top of heavier items).
- Goods are in an undamaged condition that will be safe to be unloaded.

Suppliers will be monitored in line with City Plumbing Supplies Key

Performance indicators (KPIs) listed below:

- Booking Conformance
- Delivery Conformance
- Presentation Conformance
- SKU Conformance
- On time and in full (OTIF)

## > Omega PDH Site Rules

- Omega PDH operates a one way traffic system on site, all drivers are expected to adhere to this no exceptions.
- Drivers must not exceed site speed limit - 10mph.
- No driver or colleague is permitted to set foot on any open trailer bed at any time on site.
- All delivery drivers must wear safety footwear, hard hats and high visibility reflective clothing (Personal Protective Equipment PPE).
- Drivers must hand over the vehicle keys once parked on the designated bay and then return to their cab, where they must remain until advised otherwise.
- We expect all delivery drivers to be polite and professional and adhere to the onsite health and safety rules.
- Vehicles must facilitate side unloading where possible.
- Drivers may only enter the site under supervision from Omega authorised staff and must comply at all times with Omega security procedures.
- Drivers will need to sign a register to confirm that they have understood Omega site rules on arrival.
- Drivers must reverse park into designated unloading bays.

## > Booking Conformance

All bookings are to be placed on the Omega Goods In Portal. Suppliers need to ensure that they are able to gain access to the Omega Goods In Portal which will provide real time slot and date availability.

**NB. Giving at least 24 hours' notice, City Plumbing Supplies reserve the right to cancel or re-arrange a booking.**

### Pre-Booked Delivery Slots

- Booking is requested no Later than 48 Hours in advance of the required delivery date.
- If you are using more or less than your pre agreed allocation you must inform the Omega Goods In team at the earliest opportunity prior to requesting the slot, this will allow any excess delivery slots to be optimised.
- Pre-Booked delivery Slots are mutually beneficial to both parties and allow capacity to be maximised.

### Carrier Delivery Slots

- For deliveries of Boxes only we will endeavour to offer untimed delivery slots based on our current operating hours on Goods In. Please note however, that due to operational constraints there may be delays in unloading, however we operate with best endeavours to turn around such deliveries as soon as possible.
- In the situation whereby there is delay and the carrier could not wait to be unloaded, the driver must obtain an attendance note from the Goods In office or gatehouse in order for the non conformance to be reviewed. Suppliers are held fully accountable for any delivery, non conformances that are raised against deliveries made by the 3rd party hauliers.

## > Delivery Conformance

### Delivery Times

- City Plumbing Supplies allow a delivery window comprising of 30 minutes prior and 30 minutes post the scheduled delivery time
- All suppliers are expected to arrive on site within this timeframe.
- Deliveries arriving post 30 minutes after the delivery slot time may result in delays to unloading and Suppliers shall be liable to a cost of distribution levy charge.
- Any Supplier arriving early maybe refused entry to the Omega PDH however we will endeavour to facilitate unloading if the operation can accommodate.
- City Plumbing Supplies understand that on occasion suppliers can be delayed due to circumstances beyond their control (e.g. road accident). In such circumstances, suppliers are required to contact the Goods In team at Omega PDH and advise the reason for the delay and the expected time of arrival.
- On receipt of the call the receiving Omega PDH will review the inbound plan and where physically possible the Omega PDH will endeavour to accommodate the delivery at a later time within that day.
- Failure to advice of delays to a delivery will result in possible refusal or a cost of distribution levy charge.

### Delivery & Paperwork

#### The paperwork must detail:

- Supplier Name.
- Number of Pallets and each SKU/Qty for each respective pallet.
- Drivers must report to the Goods In office.
- All drivers must present the delivery paperwork on arrival. At this time, the driver will be advised which bay to park the vehicle on or directed to the designated waiting area.
- Failure to provide appropriate delivery paperwork will result in refusal of delivery unless the delivery paperwork is faxed or emailed to the PDH within 30 minutes of arrival.

#### **N.B Delivery paperwork is in addition to the pallet manifest.**

### Accessibility

#### **In addition to the driver's copy of delivery paperwork**

- Paperwork must be securely attached by means of a self-adhesive document envelope, to the first delivery unit.
- This document envelope should be highly visible, easily accessible.

## > Presentation Conformance

### Load Specification

#### **Load presentation should conform to the following criteria:**

- Pallet height (including pallet) must not exceed 1.2m.
- 1200 x 1000mm Standard Pallet with 4 way entry and full perimeter base.
- Total pallet weight must not exceed 950kgs.
- Products must be stacked within the pallet confines unless product dimensions are larger than the pallet.
- Stable pallet build.
- Product safely fixed to the pallet with use of stretch wrap.
- TI-HI should match the prior agreed specification.

## > Pallet Conformance

### Pallets must be either:

- 1200 x 1000mm Standard Pallet with 4 way entry and full perimeter base.
- Stamped Euro pallets (EPAL) 1200 x 800mm.

Grade 1



CHEP



IPP



### A-Frame Pallet

A-Frames must meet our specification, please contact [omegagc@cityplumbing.co.uk](mailto:omegagc@cityplumbing.co.uk) to get further details.



### Unacceptable:

- Damaged
- Missing slats
- Missing supports
- Gross weight over 1000kg





## > Pallet Conformance

### Single SKU Pallets

All single SKU (bulk) pallets must not exceed 1200mm in height and their TI-HI should match the prior agreed specification. All pallets to be labelled with the following details:

- Purchase Order Number
- SKU Code
- No of Boxes/pallet quantity
- Supplier Name
- Product Description
- Barcode
- Expiry date (if applicable)

BULK PALLET	
SUPPLIER	
PO NUMBER	5642/XXXXX
CP# SKU	
PRODUCT DESCRIPTION	
BATCH CODE	
EXPIRY DATE	
QUANTITY INFORMATION	
QTY	
PALLET NUMBER	1 OF 1
	EG.
KAN IS BARCODE	

MIXED SKU PALLET			
SUPPLIER			
PO NUMBER	5642/XXXXX		
PALLET NUMBER	1 OF 1		
LIST OF PRODUCTS			
CP# SKU	PRODUCT DESCRIPTION	QTY	IS BUILT KAN BARCODE
			EG.

### Mixed SKU Pallets

All mixed SKU pallets must not exceed 1200mm in height and their TI-HI should match the prior agreed specification. All pallets to be labelled with the following details:

- Purchase Order Number
- SKU Codes
- No of Boxes/pallet quantities
- Supplier Name
- Product Description(s)
- Barcode(s)
- Expiry dates (if applicable)



## > Labelling Requirements

### Carton Labelling Requirements

All cartons must be clearly labelled with a product label, including barcode for ease of identification. Any outer cartons must have quantity of traded packs clearly displayed.



**BEST PRACTICE**

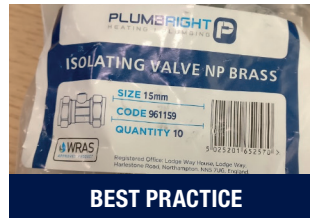


**UNACCEPTABLE**

### Product/Pack Labelling Requirements

All products/packs should carry the following information where practical as follows:

- SKU code
- Description
- Quantity, if a pack
- Barcode
- Weight



**BEST PRACTICE**



Product with no identification

**UNACCEPTABLE**

### Carton Packaging

Where possible, the weight of the traded unit (outer case) should be less than 25kg.

When the gross weight exceeds 25kg a caution label should be applied (similar to the example, shown right), and the gross weight must appear on the packaging and additional warning message printed on the outer carton stating:  
**Heavy Object Two Person Lift Required**



## > Delivery Refusal

In the event of a delivery being refused, it is the responsibility of the Supplier to advise the relevant Supply Chain Planner, within 48 hours of refusal, of arrangements to rebook the order and take necessary actions to ensure it is not refused.

Details of any compliance errors (including refusal) will be issued by Omega PDH (with supporting photographs; if applicable) at the point of the delivery.

### Reasons for Delivery Refusal:

- They have not been booked.
- They arrive prior to or after booked in date / time without prior notification.
- The quantity being delivered is in excess of the ordered quantity.
- Incomplete / No Paperwork.
- There is a potential Health and Safety hazard.
- Presentation of goods is deemed unacceptable.
- Goods are damaged or wet.
- The delivery is incomplete (i.e. only 2 of 4 pallets delivered).
- Any product specification or packaging is delivered which differs to that approved by City Plumbing Supplies.
- Goods or packaging, including pallets are not labelled or labelled incorrectly.
- The pallets are over height, have an overhang or are overweight, where no prior exemption has been agreed.
- Delivered on sub-standard pallets or unapproved Non UK CHEP Pallets (1200x1000) or unapproved bespoke pallet types.
- The pallet count does not match the amount that was supplied during the booking in process.
- The vehicle is not suitable for dock door unloading and prior approval was not granted.
- City Plumbing Supplies will not accept charges from suppliers that have incurred extra costs due to refusals.
- Distribution levies will be applied for non conforming deliveries.

## > Final Delivery Check

- Delivery is booked in at least 48hrs in advance.
- Delivery is full and complete.
- Arrive at your booked in date/time.
- Paperwork is clear and easily accessible.
- Product specification or packaging is approved.
- The general presentation of goods is acceptable (e.g. lighter items stacked on top of heavier items).
- Goods are in an undamaged condition that will be safe to be unloaded.

### DELIVERIES WILL BE REFUSED IF:

- They do not have a confirmed delivery slot.
- They arrive prior to or after booked in date/time.
- The delivery is incomplete e.g. only 2 of 4 pallets delivered, or exceeds what is booked in.
- Paperwork is incomplete, missing or eligible.
- Product specification or packaging is delivered which differs to the one approved.
- There is a potential Health & Safety hazard.
- Goods are damaged.

## > Omega PDH Further Associated Costs

	Subject	Rationale	Cost
1	Late or cancelled deliveries	A levy will be charged for any late deliveries, or deliveries that are cancelled within 24 hours of the time slot.	£200 per vehicle
2	Delivery is not as per the PO quantity	The levy will be raised when a product delivery doesn't match the information provided on the original PO.	£200 per a purchase order. We may, at our discretion, accept the stock, or request collection by the supplier.
3	Booking slot timeliness	Delivery doesn't arrive within +/- 30 minutes of the agreed time slot.	£200 per vehicle
4	Booking Conformance	A levy will be charged if Goods in diary booking adherence is different to what is submitted.	£200 Per delivery booking
5	Product return to supplier (RTS) - Failure to collect	Cost to business in the terms of dead storage space. We'll allow an initial period of 5 working days from notification of RTS before we apply charges. 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
6	Unsafe Pallet	A levy will be charged to recover costs due to workload addressing Unsafe or non specified pallets.	£250
7	Unsafe Load	A levy will be charged following any assessment of an unsafe load.	£1000 per load
8	Date Sensitive - Under 80% product life remaining	Consignment will be rejected at point of delivery if goods are found to not have in excess of 80% of life remaining.	£250 + £50 per additional pallet
9	Artwork / Labelling	Costs associated to any delivery not conforming to the pallet labelling requirements.	£250

# Supplier Manual

APRIL 2023

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