

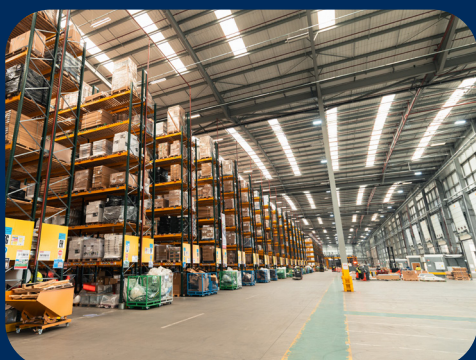


Supplier Manual

September 2025



Contents



Introduction	3
Supplier Checklist	4
Quality	5
Suppliers	6
Products & Data	7
Order Management	19
Supplier Deliveries (General Information)	21
Deliveries to our Distribution Centres	26
Deliveries to our Branches	29
Deliveries to our Customers	30
Finance	51
Call it Out!	53



Dave Evans
CEO Highbourne Group

Introduction

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.

Our 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.



Scan to read our Supplier
Commitments document

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/>



> Supplier checklist

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. Liaise with your commercial contact to better understand how we can help you to successfully do business with the Highbourne Group.
3. Agree and sign our annual Trading Agreement and Supplier Contract with your commercial contact. Once these have been signed, it is assumed that the Supplier Manual has been read and you comply with all the relevant sections of this Supplier Manual. The Supplier Manual shall be read in conjunction with the our Purchase Terms and Conditions, and any other Agreement which may be entered into as apart of the Suppliers obligations, from time to time. In the event of inconsistency only, the Supplier Manual shall prevail
4. Read our Product Returns policy and agree a process for returning products with your commercial contact. 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
5. Complete the Online Risk Assessment form as part of our Supplier Commitments document requirements.
6. Achieve Approved Supplier status with the Highbourne Group.
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 exclusive products for the Highbourne Group.
8. Forward product specifications, certification & Technical Data Sheets to our Quality Team for any Highbourne Group exclusive products that you supply to us.
9. Obtain product approval from our Quality Team for all exclusive products before delivering these goods to our sites.
10. Provide complete and accurate information about your products and product packaging to our Quality Team and your commercial contact, so we can make them available for sale to our customers as soon as possible.
11. Provide accurate packaging weights to our Quality Team and/or our packaging compliance partners Valpak
12. Contact our central Product Supply Team to identify your designated Supply Chain Planner.
13. Understand our requirements for Purchase Orders, invoicing procedures and Supply and Distribution levies
14. We strongly recommend that you visit your designated distribution centre. This will enable us to create a strong working relationship and understanding of our supply chain operations
15. Contact your commercial contact if you can't meet all the Health and Safety requirements. They'll liaise with our H&S Team to try to find a solution that will enable you to deliver your goods safely to our sites.
16. 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.
17. Understand our Customer Care requirements for deliveries that you make directly to our customers.
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 Supplier Delivery Performance reports and targets.

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.

Quality

> What does quality mean to the Highbourne Group?

'Quality' simply means getting the right quality 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 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.
- Communicating all product recalls and safety notices to Trading Standards as part of our Primary Authority Partnership with West Northants Trading Standards
- 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 Environmental, Social & Governance (ESG) 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 competent person within the organisation with the required authority.

Please note that we must receive satisfactory support in 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

This will 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 exclusive 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

The Highbourne Group is a member of Sedex and therefore we request our suppliers to also join Sedex. This is a mandatory requirement across manufacturing sites that product Highbourne exclusive brands together with a SMETA Assessment report carried out every 2 years.

Manufacturing sites that produce Highbourne exclusive brands may also be subject to a Quality Assessment as part of the on-boarding process and risk based thereafter. These will be carried out by the Quality Team.

Please note that:

- Highbourne Group exclusive products can only be manufactured by factories that have been approved by our Quality Team.
- 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 exclusive products.

Assessment of your processes

As part of the product introduction process for Highbourne Group exclusive 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.

Products & Data

> What are our product requirements?

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.

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.

Category Technical Managers will advise you on the required level of product specifications you will have to keep on file for Highbourne Group based on risk. For exclusive 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.

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 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.

The definition of 'product' includes the physical product itself, its ancillary parts, materials, and packaging.

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

> How can you achieve our product requirements?

1. Product safety

- Make sure your products are safe and, where applicable, tested and certified by an accredited test facility.
- 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.
- 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.

- 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.

2. Product quality

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

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

3. CE/UKCA marking

- Ensure all own brand products that need CE/UKCA marking quote the relevant Highbourne Group business as the manufacturer's name and address, unless agreed otherwise.
- Submit a Highbourne Group Declaration of Performance (DoP) for approval and signing by our Quality Team for Highbourne Group exclusive products in scope for the Construction Products Regulations (CPR). Your quality contact will advise you on our specific requirements as part of the product approval process.

4. Hazardous products

- Tell the Quality Team about any exclusive 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 at the point of set up for any new SKU's and prior to any deliveries.
- 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.

5. Dangerous Goods

Lithium batteries and Propane are classified as Class 9 dangerous goods, meaning they are subject to specific rules and regulations for safe handling and transportation. These regulations cover aspects like packaging, labelling, documentation, and the qualifications of those involved in the transport process.

We require you to provide us with the applicable labels and associated documentation (e.g. product information sheets). Product information sheets must be available in line with country specific requirements and must be translated into all applicable languages.

All batteries and cells meet the UN manual of Test and Criteria Test 38.3, as required by special provision 230.



Dangerous Goods packaging must be designed, made, filled, closed and transported so there will be no accidental release of the goods. You may also need intermediate packaging. Inner packaging must be packaged in cartons or shrink wrapped on trays. The packaging must fully protect all sharp edges and carton lids must be taped (not tucked flap) to reduce risk of accidental opening.

The packaging must display all necessary labels and barcodes:

- hazard labels, which are required for most dangerous goods in all classes, and.
- handling labels, which are required for some dangerous goods and indicate handling precautions.

Dangerous goods packages contained in an overpack by a single shipper must be properly packed, marked, labelled and in proper condition as required by these Regulations.

LQ Labels indicate that the products within the combination packaging are dangerous goods packaged in accordance with the Limited Quantity exemption.

LQ dangerous goods packaging must not be broken down for onward distribution. i.e. Propane boxes broken down due to units of 12 in a box, then packed in a collared pallet without appropriate packaging.

6. 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

7. Date sensitive products

- 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 Quality Team.

8. 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

9. 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.



> What are our product certification requirements

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 WILL NOT 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 our quality team straightaway.

Test certificates for exclusive products

If you supply us with Highbourne Group exclusive products, then you must send legible copies of all test certificates for these products to our Quality Team. The certificates should include each of the associated Highbourne Group's product codes and description.

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.

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 exclusive 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.

Timber Certification marking



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

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



> What are our product data requirements

To provide our customers with excellent customer services and maximise sales of your products we need a wide range of information from you about your products. This is to support the various digital platforms that make our operation successful

Using your commercial contact once you have agreed the products to be introduced, you will be given access to our product information management system for you to complete. Within the system there is help and guidance and the data management team are only too happy to help at **cps.supplier.support@cityplumbing.co.uk**.

Within the system you will be able to provide all the information we need - all we ask is that it is all completed, accurate and provided within the specified timelines. Our Data Management and Quality teams are trying to make it as easy as possible but we also operate on a 'get it right first time' ethos which will make the process overall much quicker.

For products supplied to City Plumbing and PTS we have a cloud based platform called Pimberly that you can induct new products into 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 your products and ultimately customers will buy them.

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 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**

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.

Below, we've listed our definitions and the minimum data standards we require for all products inducted into the Group. The table below 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.

> What are our product specification data requirements?

Our QA Team will require certain information on Exclusive Brands as part of the product approval process. This information will vary dependent on the complexity of the product but the intention of this section is to provide a summary of the key requirements.

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 Data Sheets:** including technical drawings, tolerances and features and benefits using the Highbourne brand template
- **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

> What are our Technical Support requirements?

- 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.



> What are our Product instructions & packaging requirements

Packaging quality is important to prevent damage during transportation and to aid the customer in their customer selection and purchase.

You must make sure that:

- The artwork designs on Highbourne Group exclusive 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.
- 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.

Please provide accurate primary, secondary and transit packaging weight data for packaging used on or around your products manufactured or sold to the Highbourne Group Ltd. This is an essential requirement and ask that you work with our Quality Team and Valpak (our Packaging Compliance service provider) to complete the requested template.

Please ensure 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

You must:

- Label all exclusive products in line with the requirements set out in the Marketing Guidelines for the specific Highbourne Group business. Please note that the Highbourne Group is a member of OPRL meaning we should use the recognised OPRL recycling logos. Our Quality team can provide the correct template upon confirmation of packaging materials.
- 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).
- The Highbourne Group is a signatory of the On Pack Recycling Label (OPRL) Scheme and we'll be applying this labelling to all our exclusive products over time. You can find more information about this scheme at www.oprl.org.uk



Instructions

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 exclusive products, but can also be applied to supplier branded products to ensure consistent good practice.

- 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.

Barcoding

Barcoding requirements are specific to the 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) will help you understand how to successfully apply barcodes to these products.

If you are supplying Highbourne exclusive branded products this will be automatically applied as part of your new product set up process in the Product Information Management System. Your Commercial contact will provide you with this.

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. 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.

UK packaging legislation

We all need to be aware of the evolving UK packaging legislation to ensure full compliance is maintained. These include the Extended Producer Responsibility (EPR) and the Plastic Packaging Tax (PPT). Our expectations is that you will work with our Packaging Compliance Service provider (Valpak) by confirming all packaging materials and weights across products supplied to the Highbourne Group.

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.

> What are our product liability & traceability requirements

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 Quality Team 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.



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.
- 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.





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.

Plumbing.Booking@cityplumbing.co.uk

Primary Distribution Centre (Omega Warrington)

+44 (0)1925 467842

owgoodsin@cityplumbing.co.uk

> 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 EDI. 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 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.

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



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.

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.

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.



> What are our Product Data requirements for deliveries?

As part of your product set up we ask that you provide us with all the necessary information about your products to enable smooth movement of your products through our business to the end customer. We have a diverse range of fleet and much of this process is automated so the accuracy of your product information is paramount.

The required fields are detailed out in our product information management system, but essentially;

- Product Dimensions & volumetrics
- Any packaging dimensions & volumetrics - inner, outer
- Pallet dimensions, include Ti & His
- Weights at each level of packaging
- To support with the packaging guidelines we also request product packaging data and weights
- Minimum order quantities
- Lead times
- Supplier names & Address along with suitable contact details - please ensure your supply chain contact is kept up to date of any changes

For any changes to products dimensions, volumetrics, or packaging data please contact your commercial contact to update these via the product information system. Because of the impact on our supply chain deliveries of products without being made aware of changes could be rejected or subject to Non conformance.



> What should you do if non conforming products are identified?

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 of exclusive brand products 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.

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.

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.

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.

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.

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.

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

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.

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.

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.

> 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 exclusive	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	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.
2	Booking Conformance	A levy will be charged if Goods in diary booking adherence is different to what is submitted.	£200 Per delivery booking
3	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
4	Unsafe Pallet	A levy will be charged to recover costs due to workload addressing Unsafe or non specified pallets.	£250 per pallet
5	Unsafe Load	A levy will be charged following any assessment of an unsafe load.	£1000 per load
6	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
7	Artwork / Labelling	Costs associated to any delivery not conforming to the pallet labelling requirements.	£250 per pallet

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

1. Withdrawal from Sale

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

2. 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.

3. 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.

4. 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.

> 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.
- We also have a faulty products customer returns process where branches will backhaul all faulty products to our Central Warehouse for further analysis by our Quality team and ultimately a Non-Conformance raising. Supplier will be required to collect these within 7 days and raise a full credit together with the completion of the corrective action information.

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 Centre, branches or customers

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.

Please 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/ branch.
- 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:
 - Delivery equipment type (type (pallets, cartons, banded products and bulk).
 - Details of any missing items and when they'll be delivered.
 - 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

> Delivering to our Distribution Centre

Before you make your first product delivery to our distribution centre, please get in touch with your commercial contact to arrange a visit to the Omega Warehouse 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.



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 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 must register themselves at one of the kiosks in the gatehouse. From this point on, communication between drivers and the Peripass - yard management system takes place via SMS, in the driver's selected language. A PIN code grants the driver access to and exit from the premises.
- 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.

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.

We expect all suppliers and their couriers to help us make it safe for everyone. If your drivers or couriers witness any unsafe practices or, in the unlikely event of sustaining an injury on our premises, we need them to report it to the Branch Manager immediately. All reports are recorded on our incident reporting system. We will contact you to notify of any incident involving your employees or supply chain, with a view to investigating together.

You can also contact us directly at makeitsafe@cityplumbing.co.uk with any queries or concerns.



Booking a delivery to the Omega warehouse:

All bookings are to be placed on the Omega Goods In Portal or via Product Supply Team. Please note we can't accept any deliveries that haven't been booked in. Suppliers need to ensure that they are able to gain access to the Omega Goods In

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.

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.
- Pre-Booked delivery Slots are mutually beneficial to both parties and allow capacity to be maximised.

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.





Delivering to our branches

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.

Before you make the first delivery to our branches, 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.

When you receive our Purchase Order (PO), contact the branch to which you're delivering to book the delivery. Please note that we can't accept any deliveries that haven't been booked in.

When delivering to the branch, 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.

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

> Delivering to our customers

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.

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

If you use third party distributors and/or couriers for our deliveries, 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.

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 Supplier Manual
- 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 time frame for the pre-delivery confirmation with your commercial contact or ordering branch before making your first delivery to a customer.



- 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 should you do if your delivery is delayed?

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

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?

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.

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.

> What do we expect from your drivers?

Safety

You must ensure that you meet 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

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.

Goods shipped in limited quantities must be carried in small containers (for example bottles), which are then packed in boxes or on shrink-wrapped trays. The maximum weight is 30kg for boxes, or 20kg for shrink-wrapped trays. The maximum weight for the individual containers depends on the type of goods.

Fully regulated products must be accompanied by a DGN – The DGN serves as a comprehensive record of the hazardous nature of the cargo and contains vital information for safe handling and transportation.

The consignor is responsible for the preparation of the DGN.

Fully regulated shipments must be prepared in full compliance with the regulations for the applicable mode of transport. Shippers are responsible for ensuring compliance.

Marking and labelling are essential steps when preparing a dangerous goods package from transportation. Labels often communicate the hazards associated with the package, and marking ensure that the shipment is handled to prevent spills, accidents and exposure.

Please meet our requirements for transporting dangerous goods, regardless of quantities:

- Segregate the goods correctly.
- Be aware of storage temperatures.
- Know your flash points.
- Have the correct transport documentation.
- Label goods correctly.
- Offload carefully.

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>

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

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

- When delivering to the warehouse, 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. 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 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.

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

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.

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/branch/customer name delivery address.
- Branch code.
- 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).
- 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/branch at least 24 hours before your vehicle arrives, in case your paperwork gets lost during transit.

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.

Materials data sheets

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

Where required for the respective Hazardous Goods Product, a Dangerous Goods Notes must be supplied.

> 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:

- Class B with a full perimeter base, 4 way entry.
- 1200mm x 1000mm or 1000mm x 1000mm.
- 1 tonne+ single 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 or 1000mm x 1000mm, these must have a full perimeter base.

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.

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/branch.

Full pallet quantities

Please deliver full pallets whenever possible.

Mixed SKU pallets

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

Packing list

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



Pallet labels

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

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

Pallet returns policy

Please speak to your commercial contact about this.

Stillages

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

Cartons

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.

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/branch and our Health & Safety Team.

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

When delivering to the branch, 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 or 1000mm 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/branch 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.





> What are our requirements for stock presentation?

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.

Product Base Data Attributes and Requirements

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

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

EAN (Barcode)

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



Weight – kg

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



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

Volumetrics

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



SDS (Safety Data Sheet)

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



Product Image

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



CPR (DoP) 2011

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





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 CO₂ 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.

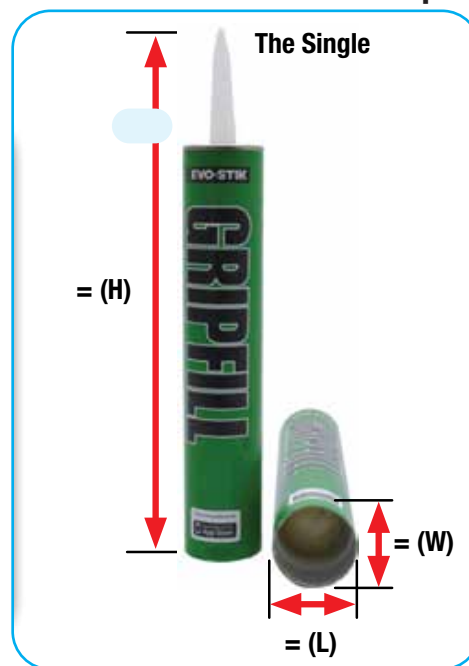


All dimensions must be supplied in Millimetres

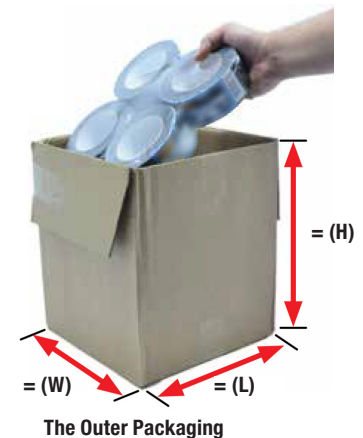
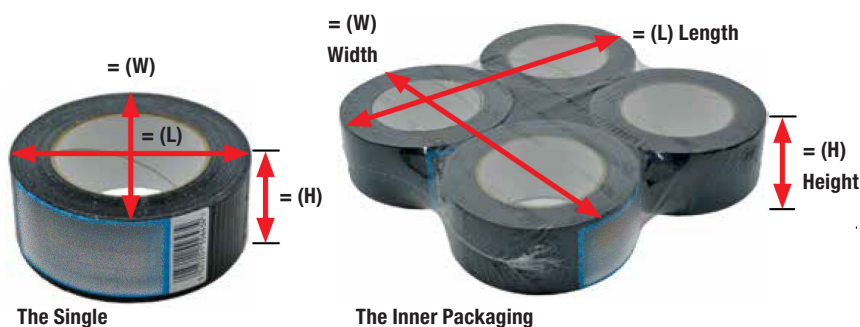
Outer – single item distributed within a case of multiples (2 levels of packaging)

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.



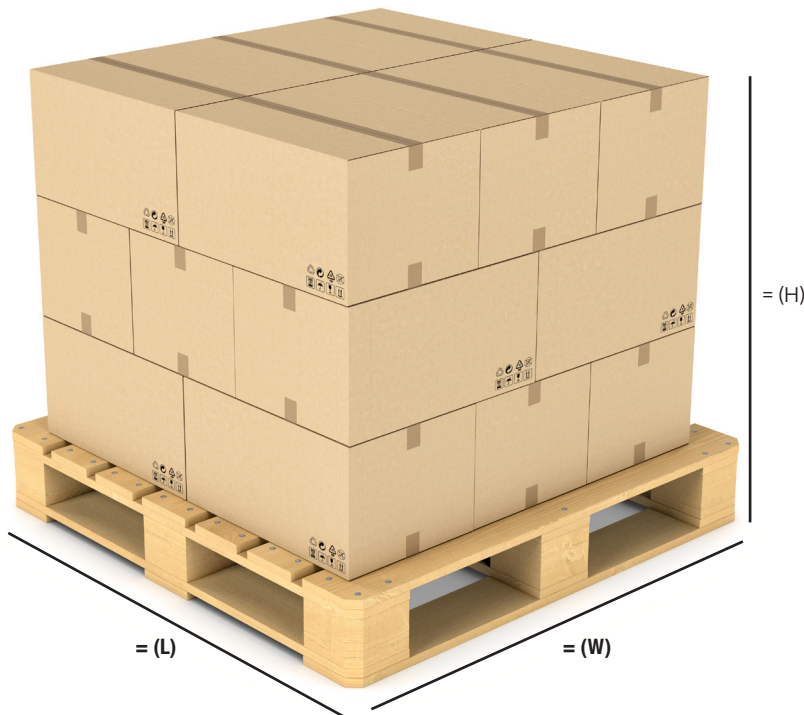
Inner – where there is an additional level of packaging within an 'Outer' (3 levels of packaging)



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.

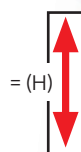
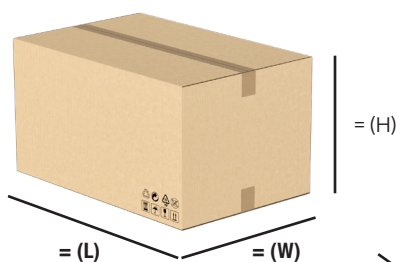


The Palletised Product – Individual & Multiples (All packaging levels)



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.



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.

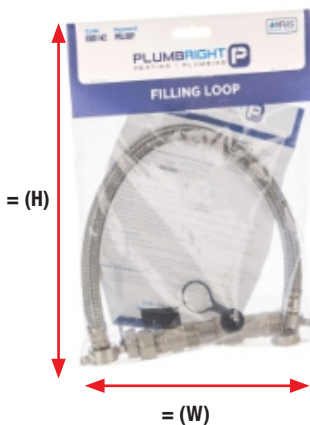
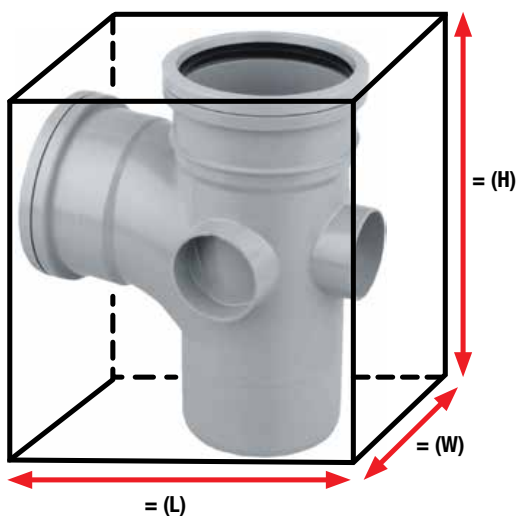
This example shows a pallet of 'Singles'.

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)

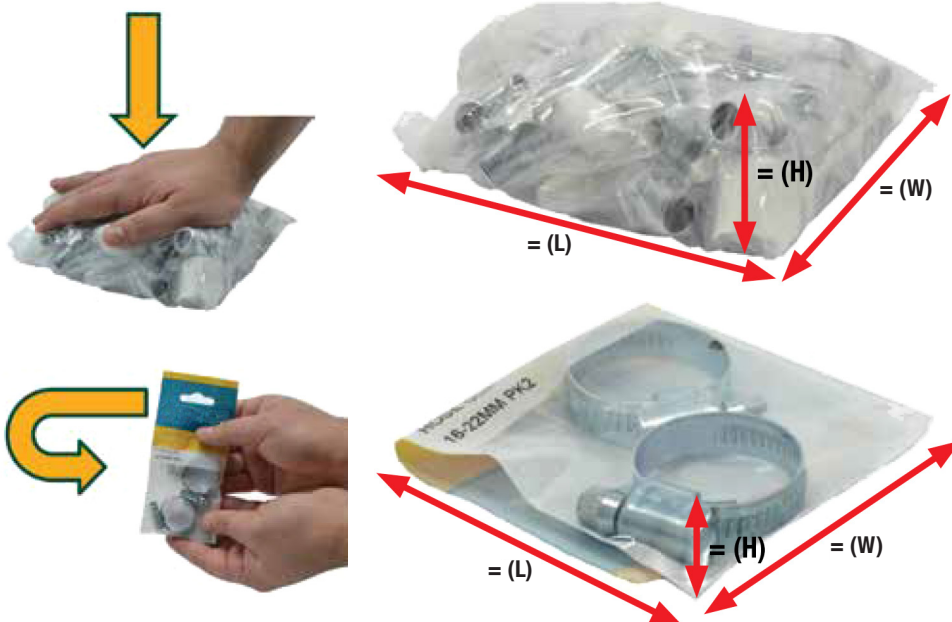


Unfortunately not all products are a cuboid shape, packed into boxes or stack equally. To define the "best" volumetric measurements for varying shaped products, assume the product is a cube, measuring out to the furthest L x H x W.

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.



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.

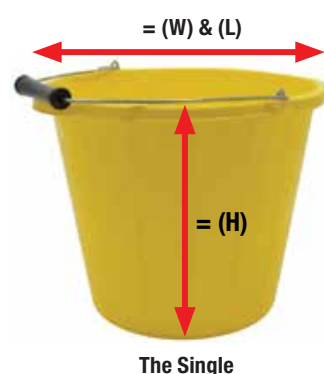
I have collected all of my product volumetric data, how do I send this to City Plumbing?

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

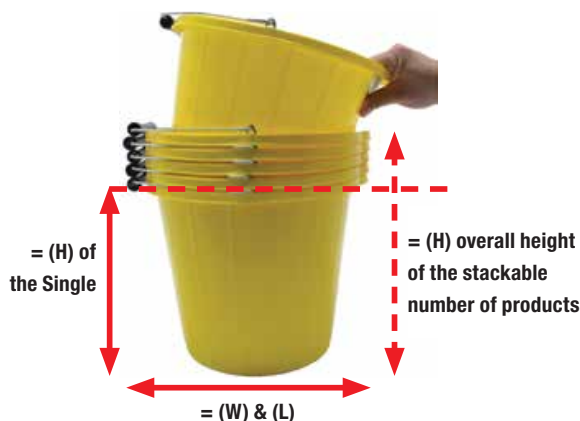


The stackable product (Acceptable tolerances)

(Acceptable tolerances)



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



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

> FAQs

What 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

Tel: +44 (0)1788 527700

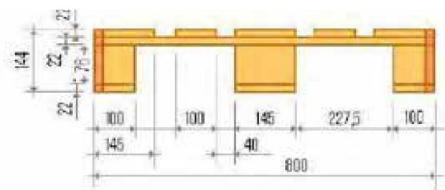


Legal requirements

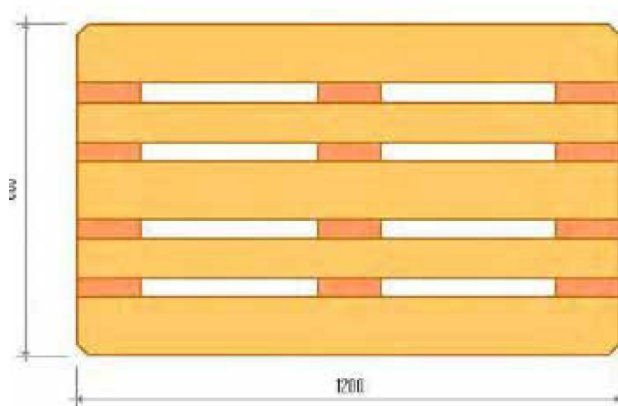
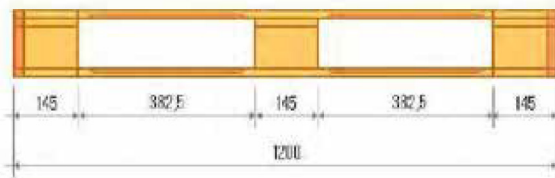
It's your responsibility, (and those of your third party contractor) to make sure your drivers comply with all relevant legal requirements. In particular, where the regulations require, only ADR qualified drivers can deliver dangerous goods to our sites. Any drivers delivering hazardous goods must remain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



1,100 x 1,200 mm Pallet 030



Maximum
Height
750mm

Maximum Weight 750kg

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



> Pallet Conformance

Pallets must be either:

1200 x 1000mm or 1000mm 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 omegaqc@cityplumbing.co.uk to get further details.



Unacceptable:

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





> What happens if there are discrepancies?

A discrepancy occurs when the type, condition or quantity of products that are delivered doesn't match the details on the PO or what the customer ordered. Your driver must make sure that any known shortages or damages are recorded on the Delivery Note before leaving the premises, and that this information is communicated to the Goods in team, 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 your invoice shows an exact match with the type and quantity of products that you've delivered to us.

Please tell us about any discrepancies within 48 hours by sending us a Discrepancy Advice and communicating with us verbally as soon as possible. Please note that the 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.

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.

> 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.

> How do we measure your delivery performance?

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)
- If the warranties (guarantees) in purchase terms are not honoured, we have the right to reject the goods and potentially claim damages for any losses resulting from the breach.



> When will we refuse your delivery?

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.

Please also note the following:

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

> How can you contact our 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/>

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

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

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



> 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 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 with your query details.



Call It Out!

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

"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."

Dave Evans

CEO Highbourne Group

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.



Contact us: **Highbourne Group**
Highbourne House
Eldon Way
Crick
Northamptonshire
NN6 7SL

www.highbournegroup.co.uk