Working With

The Tibbetts Group Ltd

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Introduction & Aim:

It is our aim at The Tibbetts Group Ltd to minimise waste and work effectively to create and maintain a safe working environment for all employees including the supplier, transporter/handling staff and our own Tibbetts colleagues. To achieve this effectively our policy is to work with strategic and approved supply partners. We ask that you read, respect, and agree the following document, allowing you to work to the expected standards and supply products in an agreed way.

The Tibbetts company policy is one of positive co-operation and partnership with their suppliers and customers. The guidelines detailed below are designed to assist suppliers, to ensure that they supply goods and materials in an acceptable manner at each of the Tibbetts Group divisions.

Specifically, the purpose of this document is to define and agree the guidelines for delivering goods and materials into our Goods Inwards Departments, to ensure that all goods and materials are efficiently unloaded and processed in a safe and timely manner.

We are committed to provide adequate controls of the health and safety risks arising from our work activities; therefore, the Tibbetts Group Ltd will undertake to provide adequate resources to maintain high standards of health and safety so far as reasonably practicable. Deliveries that are deemed to be unsafe and/or place staff at risk will result in your delivery being turned away.

We are committed to improving efficiency and working towards a cleaner and healthier environment for us all to work in. Many parts of this document are designed to align with our ISO certification and therefore strict adherence is requested from supply chain partners.

Administration of the supplier:

The supplier must acknowledge all purchase order details, including costs, quantities, delivery dates and any other special instructions, within 1 working day where possible. Failure to acknowledge may result in the withdrawal of the purchase order.

It is the supplier's responsibility to deliver goods and materials on time and in full, as per the acknowledged purchase order.

Any deviation from the acknowledged order, must be notified in advance of delivery despatch and approved by a Tibbetts procurement representative.

Documents that will be sent to the supplier:

- Purchase orders
- Backorder list by date showing outstanding purchase order numbers
- Monthly order book and reconciliation report

Deliveries

The Tibbetts Group operate across multiple sites so you should ensure that goods are delivered to the correct address. Opening & closing times vary; therefore, you should check times before delivering. The delivery address is confirmed on the purchase order and agreed upon the received order acknowledgement. Any changes from the original agreement must be advised prior to despatch of goods.

The three main delivery sites are listed below along with opening & closing times.

Address 1 – Head office

Tibbetts House

Beaumont Road

Banbury

Oxfordshire

OX16 1RH

United Kingdom

Tel: +44 (0) 1295 257010

This site operates Monday to Friday. Opening & closing times for collections/deliveries are 08:00 – 16:30.

Address 2

The Heights Business Park

Ibstone Road

Stokenchurch

Buckinghamshire

HP14 3BG

Tel: +44 (0) 1494 565151

This site operates Monday to Friday. Opening & closing times for collections/deliveries are 08:30 – 16:30.

Address 3

Unit 36-38 Atcham Business Park

Atcham

Shrewsbury

Shropshire

SY4 4UG

Tel. +44 (0) 1743 296132

This site operates Monday to Friday. Opening & closing times for collections/deliveries are Mon-Thur 08:30 – 16:30,

Friday 08:30 – 15:30.

Address 4

82 Arthur Street

Lakeside

Redditch

B98 8JY

United Kingdom

Tel: +44 (0) 1527 502 211

This site operates Monday to Friday. Opening & closing times for collections/deliveries are Mon-Thur 08:30 – 16:30, Friday 08:30 – 15:30.

Notifications

All proposed deliveries into any of the Tibbetts Group divisions should be advised to the corresponding purchasing department 72 hours in advance of delivery. This notification should include the number of pallets in the consignment and an advanced electronic copy of the delivery note(s) and packing list(s) in PDF and/or Excel format.

Any unplanned deliveries are likely to be refused and Tibbetts will not be held liable for any costs associated with this. All refused deliveries will result in a non-conformance being raised.

Documentation:

All deliveries into the Tibbetts Group Ltd must be accompanied by a delivery note and packing list, to help the goods inwards team process the delivery more efficiently.

Additionally:

- Advanced shipping notes (ASN), delivery notes, invoices and packing lists should be emailed to the purchasing department 72 hours before the planned arrival.
- Each pallet should have a packing list attached. The packing list should clearly indicate the pallet number of the delivery, part numbers, purchase order number and the quantities enclosed.
- All quality related documentation as specified on the purchase order must be supplied by email 72 hours before the delivery and documentation attached to the pallets.

Please note, failure to comply could result in the delay or refusal of the delivery and Tibbetts will not be liable for any costs associated with this. All refused deliveries will result in a non-conformance being raised.

Quality considerations

The Tibbetts Group Ltd understands the importance of conformity throughout the supply chain. All suppliers must have an implemented and working quality system, in which notifications are made to Tibbetts in the event of non-conforming or counterfeit parts being detected. All suppliers must complete their due diligence for; the product and services that are provided, their contribution to product safety and the importance of ethical behaviour.

All documentation provided must be retained and available for 1 year from issue.

Our aim is to reduce our environmental impact and the Tibbetts Group requests that all suppliers adhere to or be working towards this same goal.

All parts supplied that are COSHH registered must be advised when ordered and acknowledged by the supplier. The relevant documentation for any COSHH registered parts must accompany the delivery and/or be sent prior to delivery.

Our policy is that we will not purchase any goods which have been manufactured using conflict minerals. We will require suppliers to confirm on an annual basis that they are fully compliant with this policy. We expect all suppliers to be conscious of, and compliant with, the requirements of The Modern-Day Slavery Act including any future updates and amendments.

Load configuration

All deliveries must be configured to ensure that they are safe and secure, to minimise the risk of any transit damage and allow for minimal handling times. Please see our guidelines below:

- All pallets must conform to the International Standards for Phytosanitary Measures No.15 **(ISPM15/IPCC)**
- Individual pallet dimensions accepted are: 120cm x 80cm, 60cm x 40cm and 120cm x 100cm
- Individual pallet heights **must not** exceed 100cm
- Pallets **must** have at least 9cm access-clearance gap to allow FLT and /or PPT access
- Individual pallets **must not** exceed 665kgs in weight
- Heavy pallets **must not** be stacked on top of smaller/lighter pallets
- Wooden crate pallets **must** be fit for purpose and packed in a manner that is safe and secure for unloading to reduce risk of handling injuries
- Individual boxes/packages **must not** exceed 25kgs in weight (Any deviation to this requirement must be agreed in advance and must be identified with a 'Red' sticker indicating 'Heavy box/package'
- Goods should be consolidated into a single pallet/box where possible to reduce waste
- Mixed product pallets/boxes **must** be marked with a **'Mixed'** label on the outside
- Mixed product pallet/boxes should be packed with the heaviest goods at the bottom of the pallet/box to ensure goods are not damaged and/or crushed

- All part numbering, barcodes or identification marks should be placed facing upwards for ease of booking in. If this cannot be achieved due to concerns about damaging the product, please highlight this to our Procurement team
- EAN13 barcodes **must** be used for all products

Please note, failure to comply could result in the delay or refusal of the delivery. Tibbetts will not be liable for any costs associated with this. All refused deliveries will result in a non-conformance being raised.

Container consignments

The Tibbetts Group have the capability to unload containers if required at sites in Banbury and Atcham (full address details listed earlier in the document). These consignments should be loaded in a safe and secure manner and **must not** exceed 2 pallets high. For all other guidelines please refer to the load configuration guidelines.

Suppliers are responsible for ensuring that shipments packed within a container are **NOT** polluted or affected by any odour and/or foreign substance over the course of the travel time.

Unloading standards

All divisions of the Tibbetts Group will endeavour to unload delivery vehicles in a prompt and timely manner and to achieve this, all delivery drivers should ensure that they liaise and co-operate with our staff to provide safe access to unload the vehicle.

All visiting delivery drivers are required to remove their keys from the ignition and hang them up on the designated board provided. Personal protective equipment should be **always** worn to comply with Personal Protective Equipment at Work Regulations act 1992 as well as wearing Hi-Viz vests across all sites.

All unloading and loading of vehicles will be conducted in accordance with the Health and Safety at Work act 1974.

Where a forklift truck (FLT) is used to unload vehicles, the process will be conducted in accordance with Lifting Operations and Lifting Equipment Regulations 1998 (LOLER).

Any case of Near Miss, Incident or Accident should be reported to a Tibbetts member of staff who will then ensure the appropriate documents are completed. This will be recorded on our KPI's.

Non-conformances

All instances of non-conformance cause delay and additional unwanted costs. Each instance of a non-conformance will be recorded, reported and a quarterly scorecard will be provided to suppliers to review any actions required. Copies of each Non-Conformance Document (NCD) will be issued to the supplier at the earliest opportunity after delivery.

Once an NCD has been reported back to the supplier, we require an acknowledgement of this within 24 hours along with containment action plan. A formal problem resolution report / 8D is required within 30 days. This should clearly identify the Containment action plan, a Root cause analysis, and a resolution with clear timings. All additional costs will be reported back, agreed, and debited out of the supplier account.

Returns & Warranties

All products that are no longer required and have been agreed to be returned to the supplier must be collected within 10 working days of the agreement. Failure to complete this with no communication beforehand runs the risk that the products will be scrapped. The value of any returned products will be debited from the supplier account.

All products that are to be returned to the supplier as a warranty and/or faulty, must be dealt with within 10 working days. After this point, Tibbetts reserves the right to debit the value from the supplier account.

Changing account details

In the current climate, regarding cybercrime such as Phishing, Pharming, Clone emails and other forms of cybercrime, we must ensure that requests to amend details on a supplier account such as delivery address, invoice address, bank details and any other changes, are verbally communicated between a recognised employee from both the supplier and the Tibbetts Group. A confirmation email should then be sent to corroborate any agreed changes.