

Supplier Operations Manual

Wolseley UK, The Wolseley Center, Harrison Way, Spa Park, Royal Leamington Spa,
Warwickshire, CV31 3HH

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1. Introduction

Wolseley UK Limited (registered number 636445 – herein referred to as Wolseley UK) is the UK operating company of Wolseley plc, the world's number one distributor of heating and plumbing products and is a leading supplier of builders' products to the professional market. Full details of Wolseley plc and member companies can be found at www.wolseley.com

Wolseley UK values customers above all else and thus insists that products supplied are of the highest quality, fit-for-purpose and are produced in ethical and environmentally considerate ways. As well as fulfilling all the necessary legislative requirements, Wolseley UK insist that products are of 'professional' quality and are backed-up by support services designed to exceed customers expectations.

Wolseley UK see the supply chain as a partnership arrangement with each participant playing an active role in ensuring that high quality products are delivered right, first time, and at a competitive price. Supply partners are encouraged to participate in initiatives and development plans that foster a cycle of continuous improvement to further enhance value added products and services.

1.1. Supplier Operations Manual

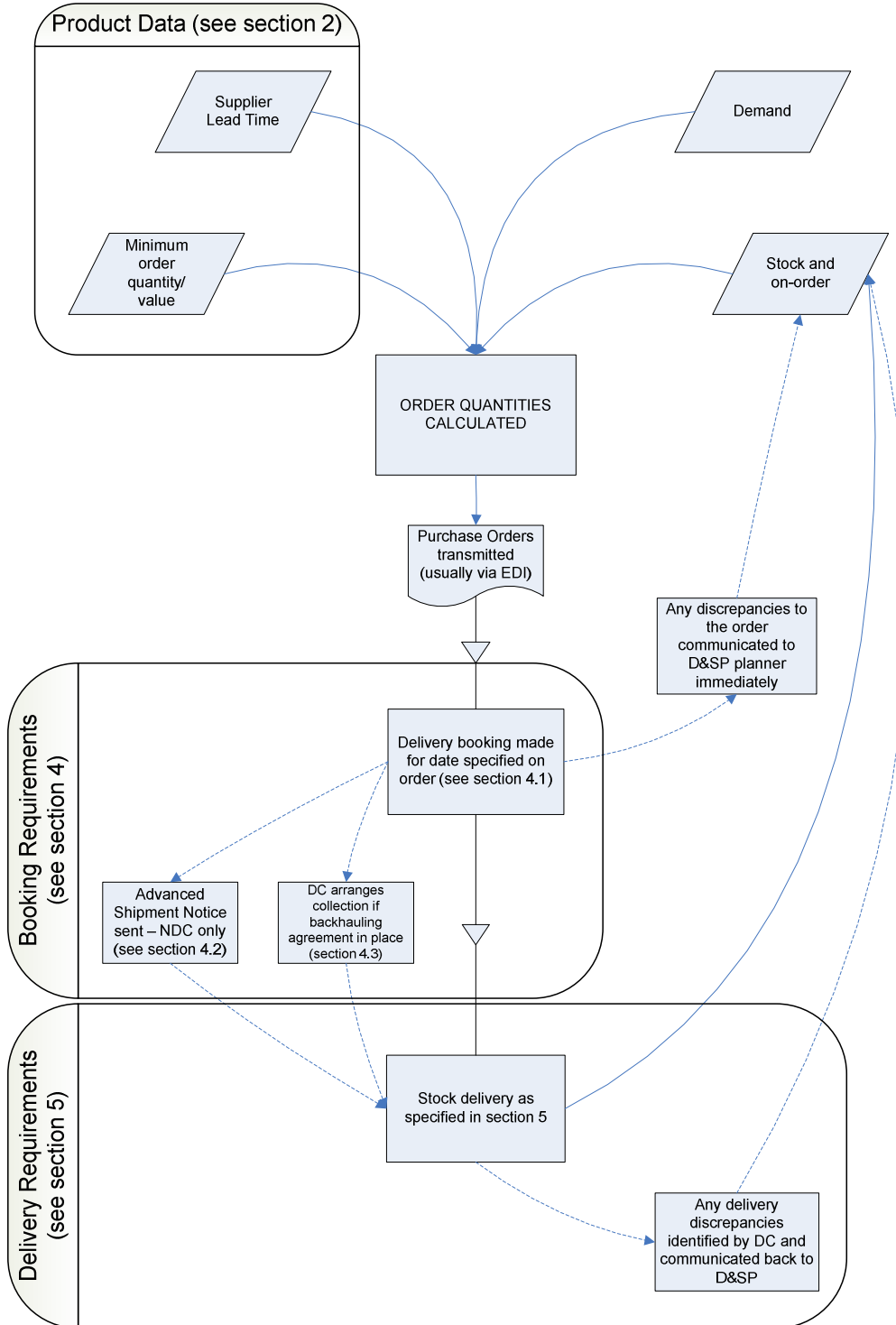
The purpose of this manual is to explain to suppliers our requirements relating to the inward flow of goods into Wolseley UK Distribution Centres (DCs) – and where appropriate, reverse flow back to suppliers. In order to achieve a high level of supply chain efficiency it is essential that suppliers provide accurate product data so that effective business planning is possible, and also that when suppliers make deliveries into our DCs that they are aware of and adhere to our delivery requirements. This document sets out in detail the standards expected of suppliers, how suppliers will be measured against the standards and what action will be taken when a supplier does not meet the requirements set out in this document.

1.2. Third Party Logistics Providers

In relation to the requirements set out in this document, it is the responsibility of suppliers to ensure that if a third party logistics provider is used to delivery goods to Wolseley UK DCs that the third party company is aware of and adheres to the standards described.

1.3. Wolseley Ordering Process

Stock, demand and on-order quantities of DC products are reviewed regularly by the Demand and Supply Planning teams in Leamington to determine appropriate purchase order quantities. This initiates the processes with which this document is concerned, and can be best represented by the process flow below.



2. Product Data

Accurate product data is essential for Wolseley UK to manage its supply chain efficiently. To achieve this there is a need to hold particular data for each product that is supplied.

A standard template has been developed to allow suppliers to send the data in the correct electronic format. This template is attached as Annex 1.

For any queries relating to the provision of product data, and to obtain any updated versions of the standard template, please contact your Category Manager.

2.1. Data Required

The data listed below is required for all products that are supplied to Wolseley UK, either through our DC's or direct to our branches.

In order to set up a new product on our product file the data listed below must be provided by a supplier in the correct format.

No orders will be placed for new products until a supplier has provided all of the data required.

- Product description
- Supplier product reference
- Bar code number – conforming to standard EAN 13 (see section 3 for further details)
- Inner and outer carton product dimensions for length, width and height in mm
- Inner and outer carton weight in kg
- The number of single units in one outer carton
- The number of cartons on one pallet layer (referred to as Ti)
- The number of layers in one pallet (referred to as Hi)
- Maximum and minimum order quantities
- Agreed lead-time

Please note that this list is not exhaustive and you may be required to provide additional supplementary information regarding your product.

2.2. Hazardous and Environmental Data

In addition to the basic requirements for all product set-up listed above, there are a number of additional specific requirements for products which are hazardous or have implications for environmental issues. Where applicable, this data must be submitted before any deliveries of stock are undertaken:

- For hazardous goods:
 - the UN Number and correct substance description as required by ADR, in addition to any trade name.
 - A full electronic copy of an MSDS (Manufacturers Safety Data Sheet) to current EC standards. (Copy required for WUK HS&E Department too).
- Confirmation that the product complies with CHIP, Consumer Protection, COSHH (EH40 listings) and all other UK Trading Standards requirements.
- Details of compliance with ROHS and WEE Regulations.
- Details of any waste recovery or recycling arrangements lead by Supplier.
- Details of any special storage or handling arrangements.



2.3. Collaborate: Wolseley UK Forecasting Tool

Wolseley UK has introduced a tool for suppliers to gain visibility of their own demand forecast data via the internet. The tool provides a range of forecasting and planning data which is used within Wolseley UK business to accurately plan inventory replenishment.

Supporting Wolseley UK's view that the supply chain is a partnership arrangement, 'Collaborate' has been developed in order to give the opportunity for suppliers to have access to this data, giving visibility of Wolseley UK's demand forecasts for the next two, four, seven or eight months' worth of data for example.

Wolseley UK has established a scheme for suppliers to join the initiative, which will allow access to the data held within the Collaborate system. All suppliers are strongly encouraged to join Collaborate in order to take of the benefits Collaborate can offer.

Benefits include: proactive and strategic planning, improved planning of volatile demand, potential supplier inventory reduction, improved manufacturing planning to help maximise availability of products, potential reduction in logistics costs.

Please see Annex 2 for further details and screen shots.

Should you be interested in further information regarding, or joining, Collaborate, please contact your Demand and Supply planner.

2.4. Timber Chain Of Custody

As part our trading agreements with our timber suppliers, we ask for contractual commitment to only supply timber products that are verified as legal or legal and sustainable.

Timber suppliers are required to only supply Wolseley UK Ltd with timber and timber products that are verified as legal or legal and sustainable by one of the schemes recognised by the UK Government advisory body CPET (Central Point of Expertise in Timber). We also require our timber suppliers to adopt a system to trace the 'Chain of Custody' of the timber products that they supply, and hence provide evidence of the legal or legal and sustainable status of the timber. We also require this evidence to be available for verification upon request. Where timber verified by one of these schemes is not available, the category management team must be informed, and all objective evidence of the timber's legal status must be provided for a risk assessment.

Where suppliers have achieved their own FSC or PEFC Chain of Custody certification, a product certified under a specific scheme may be required. The product will be identified by the suffix (F) for FSC, or (P) for PEFC (incorporating CSA and SFI), on the product description line of our official purchase order. The product must be covered by the current registration scope of the supplier's certification, and be identified on delivery notes and invoices that also display the correct Chain of Custody registration information.

Schemes recognised by CPET as providing verification of the legal and sustainable status of timber are:

- **FSC** – Forest Stewardship Council
- **PEFC** – Programme for the Endorsement of Forest Certification Schemes
- **CSA** – Canadian Standards Association
- **SFI** – North American Sustainable Forestry Initiative

Schemes recognised by CPET as providing verification of the legal status of timber are:

- **MTCC** – Malaysian Timber Certification Council

Wolseley UK's current policy statement is attached as Annex 3.

3. Bar Code Labelling

3.1. Introduction

In line with many other companies, Wolseley UK is establishing processes within its business to make use of bar code technology. Bar codes offer a cost effective way of ensuring speedy, accurate data collection and transfer. They save time and money whilst improving quality, on-time performance and many other key business factors.

Wolseley UK will use bar codes to identify products. In order to achieve this objective it is essential that all suppliers comply with the requirements explained in this document.

The basic requirement is that all products must be delivered displaying an EAN-13 bar code label complying with GS1 standards (see Appendix 5).

3.2. GS1

In order to legitimately generate bar codes a supplier must first register with their national GS1 member organisation. These organisations control the allocation of GS1 company prefix numbers (which form the basis of the numbers shown in EAN13 bar codes) to manufacturers and the contact details for the UK body are shown below. The website contains lots of useful information relating to bar codes.

GS1UK
11 Staple Inn Buildings
London
WC1V 7QH

Tel: 44 (0) 20 7092 3500
Fax: 44 (0) 20 7681 2290
E-Mail (UK Suppliers): info@gs1uk.org
Website: www.gs1uk.org

If the product being supplied is a Wolseley UK own brand product then Wolseley UK will issue the supplier with the bar code number. Your Category Manager is responsible for issuing own brand bar code numbers.

3.3. Product File Requirements

Suppliers are required to provide electronic copy of the bar code number information for any products they supply to Wolseley UK.

In order to ensure the data is collected in the format that is required, the standard Product File Template (Annex 1) should be used to submit barcode details, additions or amendments.

3.4. Label Requirements

Wolseley UK requires a bar code label to be attached to the individual item or selling pack.

A copy of this bar code label should also be displayed on the outer transit carton, where one is used.

The information required on the label, whether on the selling pack or outer carton, is as follows:

1. Bar code number (with human readable number)
2. Supplier product reference code/number
3. Description of product
4. Pack quantity

In addition to the information required on branded products it is also a requirement to print the Wolseley UK product number on own brand bar code labels.

Guidelines to the usage and placement of barcodes within design for own brand products is incorporate within the document “Center Packaging Design Guidelines”, the current version of which is attached as Annex 4.

3.5. Label Specification

Wolseley UK will use the bar code label to identify products. A bar code label should be attached to the individual item or selling pack and a copy of this bar code label should also be displayed on the outer transit carton, where one is used.

The bar code label should conform to the following specification:

- A bar code to EAN-13 format and layout standard.
- Labels must be positioned at a distance greater than 8mm away from any seam or packaging fold, and less than 100mm from any edge.
- Bar codes must be on flat or consistently curved surfaces.
- There must be no symbol show through of the consumer unit bar code on the outside of the traded unit.
- For small cylindrical products the bar code must be positioned vertically (ladder orientation) to the curve.
- Bar codes should be black bars on a white background. Any deviation from this must be approved by Wolseley UK.
- All bar codes must be verified to ISO/IEC 15426-1 Standard to at least grade C.
- If the traded unit is the same as the consumer unit, the EAN-13 format must be used on the traded unit with at least 150% magnification.
- Target magnification for consumer unit bar codes is 100%.
- Allowed magnification for consumer unit bar codes is 80% to 200%. (75.8% is allowable for on demand bar code printing)
- Target bar height for EAN-13 is 23mm.
- Absolute minimum bar height for EAN-13 is 16mm.
- If using on-demand printing to create bar codes then a printer with at least 8 dots per mm must be used.

3.6. Finding Solutions to Labelling Problems

Suppliers will need to consider the best way of affixing a bar code label to each product. While Wolseley UK may be able to provide a view, we would recommend that for expert advice and support, GS1 be contacted in the first instance. They will also be able to provide contacts for specialist companies who will be able to work with suppliers and provide barcoding solutions.

Wolseley UK's view is that it will be possible to affix bar code labels to virtually all products supplied. Wolseley UK will only accept a product **cannot** be labelled once it has received a report from GS1 or one of its duly-appointed member companies listed confirming that no solution can be found.

In all instances Wolseley UK will still require a supplier to provide bar code numbers for all its products.

Guidance on the usage and placement of barcodes in own brand packaging is given in the document "Center Packaging Design Guidelines", attached as Annex 4.

Some product-specific guidance on positioning labels on products is provided in Appendix 6.

4. Booking Requirements (DCs)

4.1. Requesting A Delivery Booking

All suppliers must request a delivery booking slot before a shipment can be made into the Wolseley DC network. The request to deliver should be made on a Booking Request Form (see Appendix 3) and this should be e-mailed as an attachment to the address shown on the form (except deliveries to Henfield which require a telephone booking to be made directly with the DC). On the e-mail, in the subject field, the following should be quoted - date of request, supplier name and whether delivery or collection; for example :

02/04/07; ABC Ltd; Delivery

All suppliers should request a delivery slot **at least 48 hours in advance** of the required delivery or collection date/time.

In some cases 'fixed slots' are allocated to large suppliers: these are pre-agreed delivery days that are allocated for the supplier. Where these fixed slots are allocated, however, they will still require submission of the Booking Request Form by the supplier, in line with the 48-hour deadline. The supplier must be in receipt of a confirmed Wolseley nine-digit booking reference number, before any delivery / collection is made.

It is essential that the Booking Request Form is completed accurately as it is used to plan DC resource. The following must be completed:

Section A

- Supplier name
- Supplier telephone number
- Contact name
- Contact telephone number
- Contact e-mail address

Section B

- Name of DC that the booking is requested for
- Purchase Order numbers – list all numbers. If you are unable to fit all numbers in then add any missed from the sheet on the body of the e-mail.
- Total lifts/footprints
- Total single line bulk pallets
- Total mixed pallets
- Name of carrier
- Date delivery required – this date should correspond with the due date: or tolerance for exceptional circumstances is plus or minus two days
- Total loose cartons
- Total totes – this **only** applies where a pre agreed agreement is in place for the supplier to deliver in totes
- Collection required – this part **only** applies to suppliers with collection (backhaul) arrangements with Wolseley UK. Where there are no arrangements in place, please ensure you complete this box with 'NA'.



Section C

This is completed by the Wolseley UK DC Intake team and returned to the supplier once a suitable slot has been identified. It will contain:

- A booking reference - nine-digit reference number – please ensure the driver quotes this number when delivering to the DC
- Delivery date and time

Very Important

- Please do not send a second Booking Request Form if your first one has not been returned. If, by the start of the next working day, you are concerned that your request has not been processed then send an e-mail to the DC intake e-mail address chasing a response (but do not send the form again).
- Please ensure you complete the pallet information correctly i.e. the number of mixed and bulk pallets. This information is essential to the resource allocation in the DC. Pallets delivered will be compared to pallets advised and significant or regular differences be reviewed with suppliers.
- Please ensure that you quote the correct purchase order numbers as incorrect or old numbers will mean that the form will have to be returned for resubmission.
- If the supplier needs to contact the DC Intake team, then an e-mail should be sent to the relevant DC Intake address, quoting the nine-digit booking reference number.

4.2. Advanced Shipment Notices

Advance Shipment Notices (ASN) is an electronic notification used to pre-advise the contents of a shipment. The key benefit is that it streamlines the booking-in process and, so long as the delivery matches the ASN, releases the delivery for payment more quickly.

ASN's are an **absolute requirement** for deliveries to the National Distribution Centre (NDC), Marston Gate (F1), Worcester (F2) and Melmerby (F6). For every delivery an ASN is required no less than 24 hours before the delivery booking-in time. A sample ASN is shown in Appendix 4.

Note that ASNs do not replace the need for making a booking.

The following information is required on ASNs:

Header Information

- Supplier Name – this will be pre-filled and the field locked.
- Delivery and Shipped Date – use the drop-downs attached.
- Booking ASN Number – insert your booking reference number here (see § 4.1).

Line Detail

- DAN Number – insert your Delivery Advise Note number (see § 5.3 below) here. This is your reference.
- Purchase Order Number and Purchase Order Line Number – to be taken from our purchase orders.
- Item Number – the Wolseley item code is required here. If you do not have our codes for all of your products, please contact your D&SP planner.
- Quantity



Note that all of these fields need to be completed for every line you enter. The statement in column G will change from FALSE to TRUE when data is present in every field.

Once completed, the ASN needs to be sent to:

NDC.ASN@Wolseley.co.uk.

F1.ASN@Wolseley.co.uk

F2.ASN@Wolseley.co.uk

F6.ASN@Wolseley.co.uk

4.3. Supplier Collections (Backhauling)

Where a supplier has an agreement with Wolseley UK regarding collection of goods, the requirements listed above must still be provided. It is essential that suppliers continue to request delivery dates via the usual process. The DC Intake team will then arrange the backhaul on your behalf with the relevant DC.

Wolseley strategy is, as far as practicable, to manage its own inbound transport: i.e to collect using its own fleet or nominated carriers. Any supplier who is interested in discussing opportunities for using Wolseley UK transport collection service should contact:

Dan Parish - Supplier Collections Manager

Tel: 01926-705084

Mob: 07714-361659

E-Mail: dan.parish@wolseley.co.uk

When using backhaul, or delivering multi-site deliveries to a single RDC (as per Appendix 8), labels should be colour-coded :

- **F1 Marston Gate – Green**
- **F2 Worcester – Blue,**
- **F6 Melmerby – Yellow,**
- **NDC – Red**

5. Delivery Requirements (DCs)

5.1. Delivery Dates

All orders placed by Wolseley UK with suppliers will quote a delivery date. This is when Wolseley UK requires the product to be delivered.

Wolseley UK measures a supplier's delivery performance as On-Time In-Full (OTIF) \pm 2 business days either side of the original delivery date. This is one of Wolseley's key performance indicators of supplier performance and as such all suppliers will be measured against and expected to achieve targets set by Wolseley.

Wolseley UK will endeavour to provide a booking on the date requested, however, due to DC capacity constraints this may not always be possible. In this instance an alternative delivery date will be offered. If the alternative is not convenient, the supplier must advise immediately to assess whether any amendment can be made.

Some suppliers may be offered standard bookings on particular days. Whenever possible Wolseley UK will try to keep to the standard booking, however, due to DC capacity constraints this cannot be guaranteed.

For full details of the booking process please refer to Section 4.1 Requesting a Delivery Booking.

5.2. Punctuality of Deliveries

All Wolseley UK DCs have specific intake opening hours (see appendix 1). No deliveries will be accepted outside of these times, unless previously agreed in accordance with the above booking instructions.

The majority of Wolseley UK DCs intake schedules are managed by the central booking team based in Royal Leamington Spa.

Where a supplier has been given a booking date and time the delivery vehicle should arrive \pm 15 minutes of that time.

If a delivery arrives early it will need to wait until the agreed booking time, unless there is an advantage for Wolseley UK to unloading it early.

If a supplier realises that a delivery is going to be late then the appropriate DC Supplier Driver Contact, see Appendix 1, must be contacted and advised of the reason for the delay and of the expected arrival time.

A late arrival will be received when the DC has a slot available. If no slots are available on the day then the delivery will be refused and will need to be rebooked.

5.3. Document Requirements

A Delivery Advice Note (DAN), in English, must accompany all deliveries. Goods will not be accepted without the appropriate documentation.

The DAN must either be:

- Handed by the driver to warehouse operative upon arrival, or;
- Identified by the driver to the DC staff.

The DAN must contain the following information:

- Supplier's name and contact details.
- Booking reference.
- Purchase Order numbers – with delivered product listed in either alphabetical or numerical order.
- Wolseley UK product numbers, quantities and descriptions.
- Total number of pallets.
- Total number of cartons/boxes
- Where this also satisfies the Consignment Document for Carriage of Dangerous Goods, requirements, this must be clearly identified with the information required by the regulations.
- Under Carriage of Dangerous Goods requirements the driver must be in possession of a valid Transport Emergency Document (TREM CARD) in case any such emergency should develop whilst on our location.

Deliveries arriving without the correct paperwork may be refused.

5.4. Delivery Configurations and Order Multiples

Wolseley UK DCs have two main standard units for handling goods: the British Standard pallet (1,200 x 1,000mm) and pre-designed totes. Any toted deliveries (see § 5.4.6 below) must be consolidated and delivered on BS pallets.

Wolseley UK DCs are designed, however, to be able to handle the wide range of product that is ordered. Some products are too large to fit onto a standard (1200mm x 1000mm) UK pallet and alternative storage solutions have been designed to accommodate these items. Whatever the size of an item, all deliveries must be presented so they are safe and efficient to unload and store away. Product must also be packaged in such a way as to make it safe and efficient for onward transmission to our branches.

Where Wolseley UK believes packaging and presentation can be improved it will work with suppliers to develop solutions that will drive efficiency in the supply chain.

Generally product can be divided into one of seven configurations for delivery. Wolseley UK will agree order multiples with each supplier to match one of these configurations:

- Full pallet
- Layer
- Carton or single unit
- Oversize
- Pre-toted
- Parcel
- Pipe



If you believe our order multiples are incorrect please contact your respective Demand and Supply Planning team member in order to review and agree new multiples.

The requirements for each of these configurations are explained below.

5.4.1. Full Pallet Deliveries

All palletised deliveries into Wolseley UK DCs must be made on good quality pallets, built to a height range of 1.1 - 1.6m, and with the following specification (see also Appendix 7):

- Pallets must be 4-way entry and have a full perimeter base.
- Dimensions must be 1200mm x 1000mm.
- The maximum weight of any pallet is set at 850kg. **Any exceptions must be clearly highlighted with the pallet labelled with details of the actual weight.**
- Wherever practicable product should be boxed for ease of handling.
- Product should be secured to the pallet using stretch wrap.
- Product must not overhang on any side of the pallet.
- Product must be built to the correct Ti-Hi.
- Pallets can be double stacked in a trailer as long as the stack is safe and the product will not be damaged.
- Palletised deliveries must be securely positioned on the vehicle whilst still offering ease of unloading.
- Any pallets considered unsafe to unload will be refused.
- Any damaged or non compliant pallets may be refused.

5.4.2. Euro Pallets

Euro style pallets with dimensions of 1200mm x 800mm do **not** meet our requirements and cause rework in our DCs. An appropriate on-cost may be levied against a supplier which fails to meet our requirements, and as a result causes re-work at a DC.

5.4.3. Layer Deliveries

Where a full pallet of a product is not required our order multiple may be set to a layer. This is the Ti quantity for a product (see illustration in Appendix 7).

Where products are ordered as layers, a pallet should be placed between each different product (when stacked) in order to separate one product from another. Several products can be stacked on top of each other in this way to create a single pallet position or 'lift' when transporting.

Presenting product in this way means it is efficient to transport and unload.

5.4.4. Carton or Single Unit Deliveries

Where a full layer of a product is not required then our order multiple may be set to a carton quantity or, for slow moving products, to a single unit multiple.

The following is required for carton or single unit deliveries when not in totes:

- Each product should be boxed or bagged and labelled. There must be one label per box/bag and this label must be face up so it is visible.
- The label must stipulate the supplier and Wolseley UK's catalogue number.



- There must be no more than one product line per carton or bag.
- Inbound paperwork (DAN) must be one complete document for all pallets delivered.
- The same product line must not be mixed across a number of pallets.
- Each pallet must be correctly stacked, stretch-wrapped and must comply with Palletisation requirements.
- A manifest must be fixed securely to each delivered pallet that detail : the purchase order number, each product and the quantity of product. For instance, Pallet 1 contains: 100 x ABC123; 200 x DEF456; plus 50 x GHJ789.
- The manifest must be located in the stretch wrap and facing outwards.

5.4.5. Oversize Product Deliveries

The physical size of some products means they do not fit within the confines of a normal UK pallet. Where product is not delivered on a standard UK pallet it must be presented in such a way to ensure it is safe and efficient to unload.

In some instances product may be delivered on stillages or specially designed pallets. In all cases Wolseley UK is constantly reviewing its supply chain to drive out cost and improve efficiency. Where Wolseley UK believes a solution represents best practice, this will become a delivery requirement for all suppliers delivering similar product.

5.4.6. Pre-toted Deliveries

Wolseley UK is moving towards small cube, slow moving product being delivered in totes. To date, pre-toted deliveries are only being accepted into the NDC and Melmerby DC. If Wolseley UK requires a supplier to deliver in totes, the supplier will be contacted individually, and a tote agreement will be made between Wolseley UK and the supplier.

Pre-toted deliveries must meet the following criteria:

- Deliveries can only be made in Wolseley UK totes, supplied to unique specifications.
- For an item to be considered totable, a minimum of four units must be able to fit within the tote. If the throughput of the line would exceed five full totes per day, it would not be considered suitable for toting.
- Totes must contain only single catalogue numbers.
- Each tote must be clearly and unambiguously labelled, with cross-referencing to a pallet manifest. The pallet manifest must be attached to the pallet, inside any shrink-wrapping.
- A master copy of the pallet manifests and a summarised DAN must accompany the delivery as a whole.
- The maximum weight of totes is set at 20kg – overloads will cause considerable damage to DC conveyor belts.
- Sequential totes containing the same product must be transported on the same pallet and clearly labelled as 1 of 3, 2 of 3, etc.
- Totes must be securely stacked onto a pallet.
- The Ti-Hi for Wolseley UK totes is 5x5, making a total of 25 totes per pallet when fully filled; it rises to 5x12, making 60 per pallet, when the totes are half-filled.

5.4.7. Parcel Deliveries

Parcel deliveries are defined as deliveries that are **not** palletised.

Wolseley UK receives a large volume of parcel deliveries into each of its DCs on a daily basis. Inadequate identification on each parcel can result in significant delays in the receipt of goods. To ensure that these parcels are processed quickly and efficiently, suppliers are required to affix a label or attach a copy of the DAN to each parcel to indicate the following:



- Supplier's name and contact details.
- Wolseley UK catalogue number(s) and quantity delivered.
- Purchase order numbers.
- Sequence of parcels – labelled as 1 of 3, 2 of 3, etc.

Individual parcels must not exceed 20kg in weight.

5.4.8. Pipe Deliveries

Pipe deliveries are made to our West Horndon DC (F10). Due to the nature of the product there are specific delivery requirements which must be adhered to when making pipe deliveries to this DC.

These requirements are explained below:

- All loads must be delivered on flat bed trailers complete with side pins.
- All loads must be fully sheeted – any vehicles arriving un-sheeted will be refused.
- All product must be presented in the following way:
 - Separated by wood in between each layer.
 - Externally varnished and colour banded at each end.
 - Stencilled with the size and cast number.
- Test certificates should be sent to the delivery address either with or prior to delivery being made.
- Product must be supplied in lengths of 6 – 7 metres.
- Tube must be supplied in 2 tonne bundles.

5.5. Supplier Vehicles

Wolseley UK requires the following standard of vehicle condition when delivering goods into Wolseley UK DCs:

- Loads must be securely restrained. This must be enough to avoid the movement of stock on pallets during transit.
- Securing straps must not be allowed to hang freely. Straps, unless in use, must be firmly fixed to the vehicle to ensure that they present no danger to warehouse operatives and moreover to promote accessibility during unloading.
- The vehicle floor must be level/flat and must be free from obstructions of any kind.
- The floor must be safe and capable of being unloaded using powered pallet truck.
- Where the vehicle is subject to the requirements of Carriage of Dangerous Goods operations, relevant equipment and signage must be deployed

Failure to adhere to Wolseley UK's minimum operational standards may result in deliveries being refused.

5.6. Driver Responsibilities

On arrival at a Wolseley UK DC, the supplier's driver must quote the nine-digit booking reference and the expected date and time of the delivery. The driver must also provide the Delivery Advice Note or indicate where the paperwork can be found attached to the delivery.

All drivers must follow the correct booking in procedure. They will then be directed to the correct area for unloading.



All drivers are subject to DC rules, including health and safety regulations, speed limits and emergency procedures. Drivers will be informed of these regulations upon arrival. It is a driver's responsibility to ensure he is aware of and adheres to these regulations.

Drivers attending a vehicle subject to Carriage of Dangerous Goods Regulations will remain in attendance of those vehicles all the time they are present on our sites. Drivers delivering potentially hazardous goods must have access to spill kits on their vehicles and be properly trained in their usage.

Any driver found to be disregarding site regulations will be refused future access to all Wolseley UK DCs.

5.7. Delivery Problem Resolution

In addition to the OTIF measure (§ 5.1 above) all deliveries are monitored for physical compliance. The key measures are:

- Dangerous or damaged loads
- Non-compliant loads that cause additional work or cost
- Delivery arrived after 12 noon on day of booking
- Delivery arrived without booking
- Delivery arrived but pallet quantities not as advised
- Damaged product(s) on checking
- Paperwork missing or incomplete
- Failed delivery – in diary, but did not arrive.

All of these problems are collated and, where issues are found to recur, measures to resolve the non-compliance will be sought with the supplier.

6. Delivering Direct To Branches

6.1. Introduction

While the requirements in terms of product data and barcoding (§ 2 and 3 above) are consistent, whatever the supply route of the product, the requirements in terms of Booking Requirements and Delivery Requirements do differ, depending on whether the delivery is being made to a DC or direct to a branch.

While there are some elements of commonality, the requirements of individual branches will vary. Given the nature of branch ordering, any failure to comply with a branch's delivery requirements is likely to result in lost sales, time-consuming invoice queries, or both.

The local variations in branch requirements mean that an exhaustive, detailed list of booking and delivery requirements for branch deliveries is not possible in the context of this document. What is possible, however, is some generic guidance on how to approach making deliveries direct to Wolseley branches.

6.2. General Guidance

Broadly direct deliveries are typically made via two supply routes – supplier's own transport (including third party logistics) or courier. Where own transport (or 3PL) is being utilised, the supplier must ensure that prior to the first delivery to any Wolseley branch, the branch is contacted to determine what the delivery requirements are for that branch (opening times, access, specialist handling equipment).

It should be noted that the majority of Wolseley branches within the M25 have restrictions on their access. In many cases, access times are limited; in most cases physical access is limited and deliveries on 40' articulated lorries will not be feasible.

6.3. Booking A Delivery

On receipt of the branch order, the supplier must fax or e-mail *as soon as possible, but no less than 24 hours in advance*, to confirm the delivery date (and time of day) and the delivery method (own transport or courier).

All Wolseley orders quote an expected delivery date and it is expected that all deliveries direct to branch will be made, in full, on this date. Where any issues are likely with respect to quantity or timeliness, the branch must be contacted directly to advise them of these issues as soon as they become apparent, *and no less than 24 hours in advance of the requested delivery date*.

6.4. Delivery Time

Where a supplier's own transport (or 3PL) is being used, the delivery must comply with the branch's receiving times. These do vary according to the size of the branch and the brand concerned, but typically receiving is pre-3pm and in some cases branches will only receive in the mornings. The branch's receiving times will be determined with the introductory contact pre first delivery (see § 6.2 above).

6.5. Delivery Paperwork

As with DC deliveries, a Delivery Advice Note (DAN), in English, must accompany all deliveries. Goods cannot be accepted without appropriate paperwork. The DAN must either be handed to the branch receiving staff on arrival or identified to the branch receiving staff by the driver.

The requirements of the DAN are the same as those for DC deliveries (see § 5.3 above) but **it is key for deliveries direct to branches that the branch code is clearly identified on the DAN**. Frequently there are multiple Wolseley sites within a town and the branch code, rather than postcode or address, is the key identifier to confirm that the delivery is being made to the correct site.



6.6. Delivery Configurations

The reference information regarding delivery configurations (§ 5.4 above) are also relevant for branch deliveries. It must be noted that the company does not have a policy guaranteeing the return of any delivery units of transit (pallets, totes, cages) and that any such agreements can only be made at local level direct with the branches concerned.

It is recommended that all delivery units of transit be clearly labelled with branch code and order number to speed up receiving and avoid unnecessary invoice queries.

6.7. Driver Responsibilities

As noted in § 6.2, above, it is the supplier's responsibility to determine, *in advance of delivery*, whether any specialist handling equipment may be required. While most branches will have fork-lift trucks to support unloading of vehicles, this is not always the case and availability of other specialist equipment such as cranes must not be assumed. Where any specialist equipment is required to make a delivery, this must be made available when the delivery is made, without additional cost. The driver must be proficient in its use.

Drivers must never make any requests on Wolseley branch staff which will compromise health and safety regulations, particularly, but not exclusively, regarding safe handling and hazardous materials.

While on branch premises, drivers are subject to Wolseley rules, including health and safety regulations, any speed limits and emergency procedures. It is the driver's responsibility to ensure he is aware of and adheres to these regulations. Drivers are expected to drive with due care and diligence, especially when in the yard and when reversing. Drivers must ensure that they have appropriate personal protection equipment – which is always a hi-vis vest or jacket and protective footwear; and for deliveries to Pipe Centers should also include a hard hat.

Drivers attending a vehicle subject to Carriage of Dangerous Goods regulations will remain in attendance of those vehicles all the time they are present on a Wolseley UK site. Drivers delivering potentially hazardous goods must have access to spill kits on their vehicles and be properly trained in their usage.

6.8. Pipe And Tube Deliveries

Due to the nature of pipe and tube products, there are specific delivery requirements which must be adhered to when making deliveries to branches:

- All loads must be on flat bed trailers. Where volume demands, these must be complete with side pins.
- All loads must be fully sheeted – any vehicles arriving un-sheeted will be refused.
- All product must be presented:
 - Separated by wood between each layer;
 - Externally varnished and colour banded at each end;
 - *Where appropriate*, stencilled with the size and cast number.
- Product must be supplied in lengths, as per the orders, but no longer than 7 metres.
- Tube must be supplied in bundles, to the weight specified in the order, with a maximum of 2 tonnes.

7. Supplier Returns

7.1. Principles

- 7.1.1 It is Wolseley's policy that all suppliers must have the ability to collect goods from Wolseley's branches and distribution centres. This includes the provision by the supplier of a third party, where necessary, to carry out the above collections.
- 7.1.2 Exceptions to this policy must be negotiated and agreed in advance with the supplier's specific product manager. However, Wolseley may charge the supplier and issue a debit note for any reasonable costs incurred either in collecting, storing or handling products which have been collected from Wolseley's branches and/or distribution centres, where the products have been collected in accordance with paragraph 6.1.3 below. Wolseley may then deduct the undisputed value of the debit note from the next invoice which is payable after the date of the debit note.
- 7.1.3 The circumstances where products may, at Wolseley's option, require collection from branches and/or distribution centres include, but are not limited to:
- Customer returns of faulty products.
 - Products withdrawn from sale due to quality/safety issues.
 - Products received at branches or distribution centres and subsequently found to be damaged or faulty.
 - Products delivered but not ordered.
 - Obsolete products (see paragraph 4 below)
 - Cleanse products (see paragraph 5 below)
 - Sale or return products (by written agreement)

7.2. Faulty Products

- 7.2.1 Any products that do not comply with Wolseley's specification shall on request from Wolseley be collected from the branch or distribution centre by the supplier at the supplier's expense.
- 7.2.2 The supplier shall, at Wolseley's option, immediately replace or repair free of charge, any products which have been collected under paragraph 6.2.1.

7.3. Products Delivered, Not Ordered

- 7.3.1 Any products delivered but not ordered shall, on Wolseley's request, be collected from the branches and/or distribution centres by the supplier at the supplier's expense within ten days from the date of delivery.
- 7.3.2 Wolseley may issue a debit note for the value of the products and may then deduct the undisputed value of the debit note from the next invoice which is payable after the date of the debit note.
- 7.3.3 Wolseley may charge the supplier and issue a debit note for any reasonable costs incurred by Wolseley in storing or handling products delivered but not ordered and which are not collected by the supplier within 30 days from the

date of delivery. Wolseley may then deduct the undisputed value of the debit note from the next invoice which is payable after the date of the debit note.

- 7.3.4 Products delivered but not ordered and that are not collected by the supplier within 60 days from the date of delivery may, at Wolseley's option, be disposed of. Wolseley may charge the supplier and issue a debit note for any reasonable costs incurred by Wolseley in disposing of such products. Wolseley may then deduct the undisputed value of the debit note from the next invoice which is payable after the date of the debit note.

7.4. Obsolete Products

If the supplier proposes to cease to manufacture any product or that a product shall cease to form part of its current range, then the supplier shall notify Wolseley at least 12 weeks prior to the date such product ceases to form part of its current range or to be manufactured. Wolseley and the supplier shall then comply with the obligations on them in Schedule 4 (see Appendix 8).

7.5. Cleanse Products

- 7.5.1 If a range review is implemented within Wolseley's branches, the exit route for stock which no longer forms part of the range must be agreed in advance with the relevant Product Manager.
- 7.5.2 All promotional products must have an agreed exit plan with the Product Manager at the time of promotional nomination. No products will be nominated without this agreement.
- 7.5.3 All new products must have an agreed forecast with the Product Manager. Where actual demand does not meet this forecast, the excess stock may, at Wolseley's option, be collected by the supplier (in accordance with the process outlined in § 6.3 above).

Appendices

1. DC Details

Marston Gate (F1)

Badger's Rise,
Ridgemount,
Bedford.
MK44 0LY

Bookings to: f1plumb.goodsin@wolseley.co.uk
Receiving hours: 07:00 – 12:30 Monday-Friday
Driver contact number: 01525 262 411 or 01525 262 433

Worcester (F2)

Wainright Road,
Shire Business Park,
Worcester.
WR4 9FA

Bookings to: f2plumb.goodsin@wolseley.co.uk
Receiving hours: 07:00 – 12:00 Monday-Friday
Driver contact number: 01905 752 462 or 01905 752 442

Ripon (F3)

PO Box 18,
Boroughbridge Road,
Ripon,
North Yorkshire.
HG4 1QU

Bookings to: gavin.makewell@wolseley.co.uk
Receiving hours: 07:00 – 12:00 Monday-Friday
Driver contact number: 01765 694 451



Henfield (F4)

Brickworks Industrial Estate,
Shoreham Road,
Henfield,
West Sussex.
BN5 9SE

Bookings to: 01273 493661
Receiving hours: 07:00 – 12:30 Monday-Friday
Driver contact number: 01273 493 661

Melmerby (F6)

Barker Business Park,
Melmerby Green Lane,
Melmerby,
North Yorkshire.
HG4 5NB

Bookings to: f6plumb.goodsin@wolseley.co.uk
Receiving hours: 07:00 – 12:00 Monday-Friday
Driver contact number: 01765 696 854

Cumbernauld (F8)

36 Tollpark Road,
Wardpark East,
Cumbernauld,
Strathclyde.
G68 0LW

Bookings to: f6plumb.goodsin@wolseley.co.uk
Receiving hours: 07:00 – 12:00 Monday-Friday
Driver contact number: 01236 781 066



West Horndon (F10)

Childerditch Lane,
West Horndon,
Nr. Brentwood,
Essex.
CM13 3ED

Bookings to: f10plumb.goodsin@wolseley.co.uk
Receiving hours: 07:00 – 15:00 Monday – Friday
Driver contact number: 0208 338 0284

National Distribution Centre, Leamington (NDC)

Juno Drive (off Harrison Way),
Royal Leamington Spa,
Warwickshire.
CV31 3JX

Bookings to: ndc.intake@wolseley.co.uk
Receiving hours: 06:00 – 12:00 Monday
04:00 – 10:00 Tuesday-Friday
08:00 – 16:00 Carriers only
Driver contact number: 01926 705 597

North West Distribution Centre

Unit 6
Revolution Park
Buckshaw Avenue
Buckshaw Village
Chorley
PR7 7DW

Bookings to: TBC
Receiving hours: TBC
Driver contact number: TBC



General

- All of the DCs are closed on English Bank Holidays. They are also closed for stock takes in June and December, the dates of which are announced at the time.
- There is also an emergency contact number for DC intake, which is 01926-705597. In the event of delays to a delivery which cannot be immediately rectified by notifying the DC's own driver contact number; this number should be contacted to attempt to facilitate alternative booking time or slot.

2. The Wolseley Network

Most of the traffic within the Wolseley network is focused on the three multi-brand RDCs at Marston Gate, Worcester and Melmerby. All three of these RDCs are additionally supported by the NDC in Leamington. There is also a facility in Cumbernauld in Scotland.

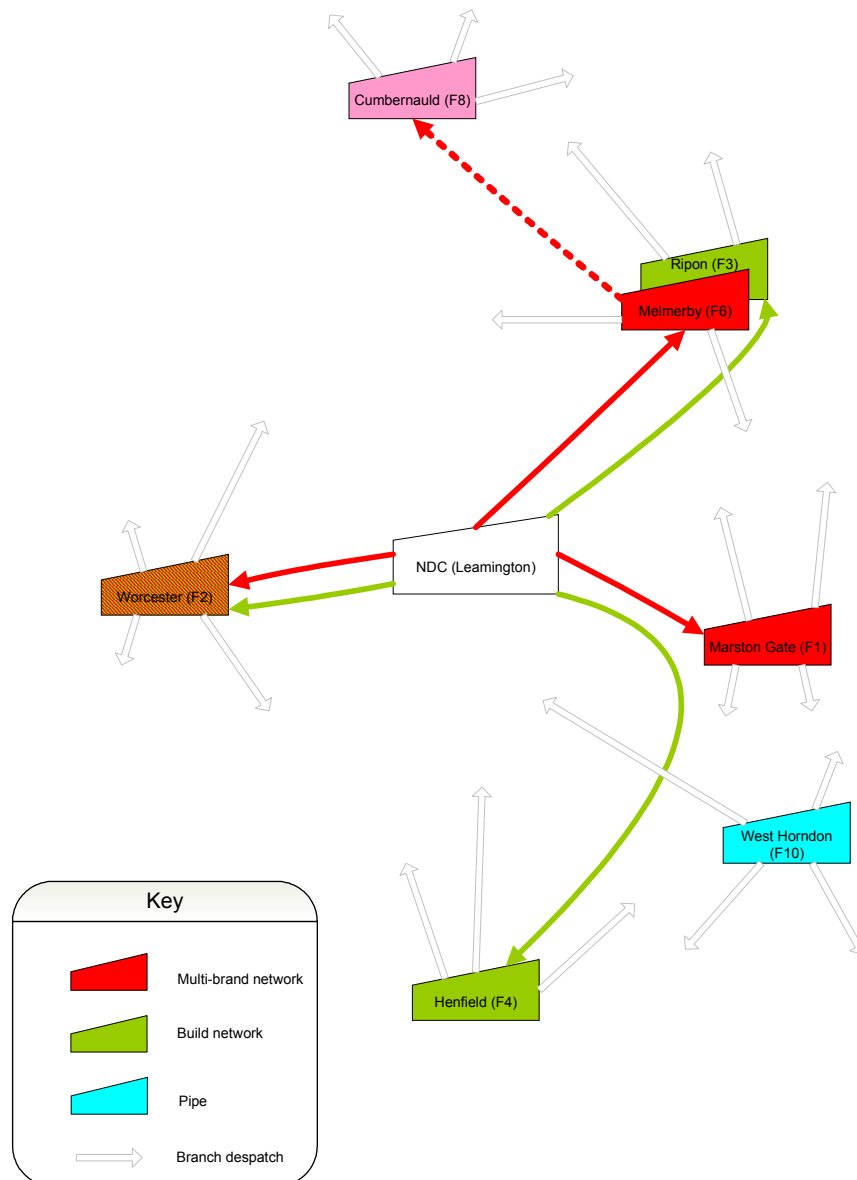
February 2008 will see the launch of Wolseley's new RDC at Chorley in Lancashire to further support the business growth and capacity of our supply-chain network

The network for Build Center is slightly different. While there are still three RDCs, these are based in Worcester, Ripon and Henfield. Again, these are supported by the NDC.

Pipe Center distribution is based in West Horndon, which services the whole country; Climate Center distribution is wholly out of the NDC; while Parts Center predominantly uses the NDC with some support from Melmerby.

Climate Center apart, all deliveries to branches are made by the RDCs – the NDC generally feeds slower-moving stock to the RDCs which is merged and delivered by the RDCs.

Schematically the network is shown below:



3. Wolseley UK Standard Booking Request Form

Please see below the Wolseley UK Booking Request Form. An electronic version can be downloaded from http://www.wolseley.co.uk/corp/suppliers/wolseley_uk_booking_request_form.XLS

Booking Request Form

Section A **Supplier Details**

(Sections A & B to be completed by the Supplier)

Supplier Name	Supplier Telephone Number
Contact Name	Contact Telephone Number
	Contact Email Address

Section B **Booking Details**

Name Of DC Booking Requested For

<p>Name Of DC</p> <p>Leamington (ndc): ndc.intake@wolseley.co.uk</p> <p>Marston Gate (F1): f1plumb.goodsin@wolseley.co.uk</p> <p>Worcester (F2): f2plumb.goodsin@wolseley.co.uk</p> <p>Melmerby (F6): f6plumb.goodsin@wolseley.co.uk</p> <p>Cumbernauld (F8): f6plumb.goodsin@wolseley.co.uk</p> <p>West Horndon (F10): f10plumb.goodsin@wolseley.co.uk</p> <p>Wash vac: washvacmelmerby@wolseley.co.uk</p>	<p>Email Address for Bookings</p>
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Purchase Order Numbers	<table border="1" style="width: 100%; height: 100%; border-collapse: collapse;"> <tr><td style="width: 30%; height: 20px;"></td><td style="width: 35%;"></td><td style="width: 35%;"></td></tr> <tr><td style="height: 20px;"></td><td></td><td></td></tr> <tr><td style="height: 20px;"></td><td></td><td></td></tr> <tr><td style="height: 20px;"></td><td></td><td></td></tr> <tr><td style="height: 20px;"></td><td></td><td></td></tr> <tr><td style="height: 20px;"></td><td></td><td></td></tr> <tr><td style="height: 20px;"></td><td></td><td></td></tr> </table>																					

Total Lifts/Footprints	Total Loose Cartons
Total Single Line Bulk Pallets	Total Totes
Total Mixed Pallets	Collection Required
Name of Carrier	Bundles of Pipe
Date Delivery Required	

Section C **Confirmation Details**

(Section C to be completed by the Wolseley Intake team and e-mailed back to the supplier)

Booking Reference	Delivery Date
	Delivery Time

Notes/Definitions

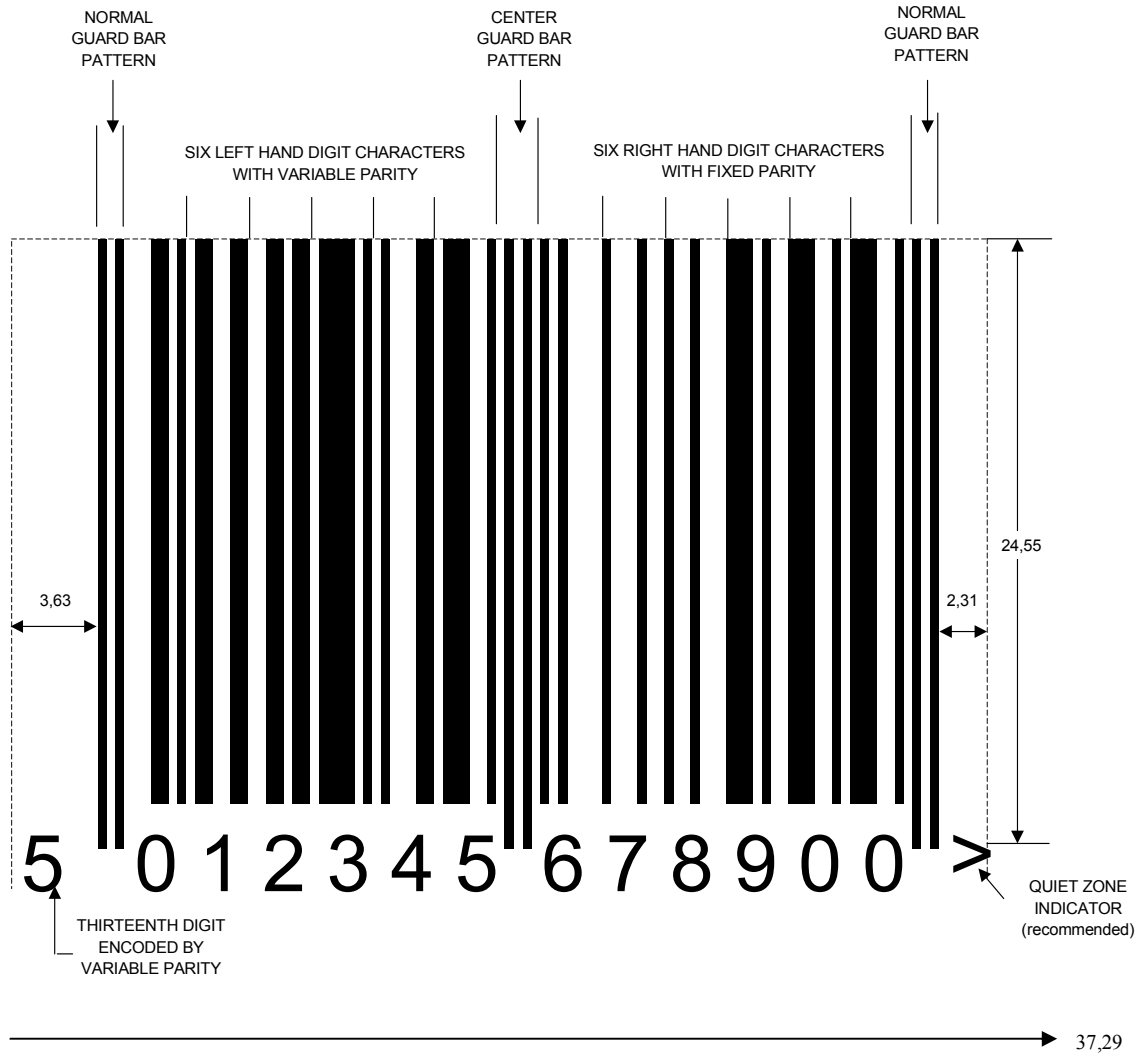
Total Single Line Bulk Pallets – full pallets with only one product on
 Total Mixed Pallets – pallets with more than one product on
 Total Loose Cartons – loose cartons/parcels not stocked on pallets
 Total Totes – number of totes being delivered – max. 25 per pallet
 Name of Carrier – name of carrier being used or own transport
 Backhaul Y/N – indicate whether Wolseley backhaul service is being used
 Booking Reference - Wolseley 9 digit booking reference - to be used in all correspondence
 Lift/Footprint - two pallets stacked on top of each other but using only one pallet space on a trailer



5. The EAN-13 Bar Code

Wolseley UK requires bar codes to meet the EAN 13 format and layout standard. The EAN-13 symbol format is explained below (not to scale).

EAN-13 Bar Code Symbol



6. Positioning Labels on Products

Below are some examples of label applications showing the positioning of labels. These may be useful for a supplier when considering the best solution for a product.

Bar codes are referred to in two orientations, picket fence and ladder. These are shown below:



Picket Fence



Ladder

Label Location

Codes can be sighted on the reverse or right hand side to the natural design front of the product, or on the top, but **not** on the base. These formats also include products which are in a container and then wrapped in a sleeve. The bar code should be printed on a flat surface utilising either picket fence or ladder format.

For Wolseley UK Own Brand products suppliers should refer to the 'European Own Brand Tools and Consumables Design Guidelines' for information on packaging and labelling. A copy can be obtained from your Category Manager.

Rectangular Containers

The preferred bar code location for products in a rectangular container is sighted on a side panel in picket fence format. If it is not possible to accommodate picket fence format then ladder can be utilised, but the bar code including the light margin indicator must be clear of the packaging edges.



Blocked Products

Blocked products are prone to damage. The bar code can often be disfigured by indentations caused through contact with other products.

The bar code should be sighted on the reverse or right hand side of the natural design front, away from seams.



Cylindrical Products/Drums

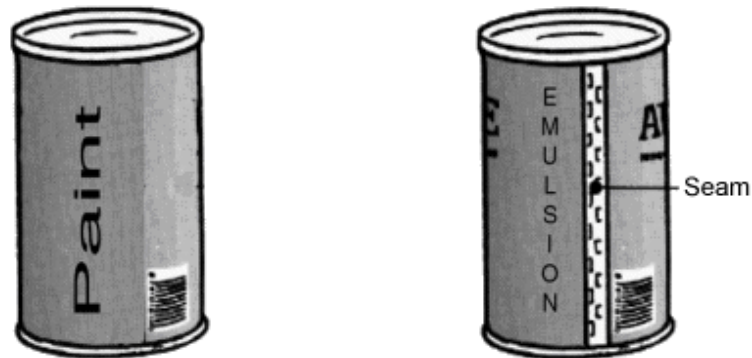
Cylindrical products such as cans/drums should have the bar code printed in ladder format with numbers printed on the left hand side of the bar code.

The symbol should be printed with the light margin indicator between 5mm and 10mm away from the base or any curve towards the base.

If bar coding using a wrap around label, the symbol should be sighted on the overlap end of the label, the lower light margin indicator should be printed between 5mm and 10mm away from the edge of the label.

When printing on the overlap end of the label, extreme care must be taken to avoid any reduction in readability due to show through from whatever may be printed on the underlay.

If the design does not have a natural front and the graphics are applied to the surface, the symbol should be sighted close to, and to the right of, the design as it is viewed.



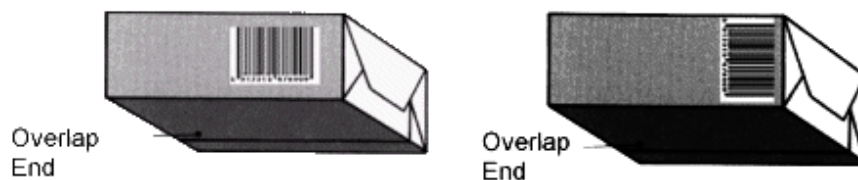
Filled Sachets, Carry Packs (and "Pillow Packs")

For filled products below 3 Kilos where the product does not have a natural base, the bar code should be located on the back of the product. It should be a minimum of 15mm away from the base the seams and edges, and should be printed in ladder format.



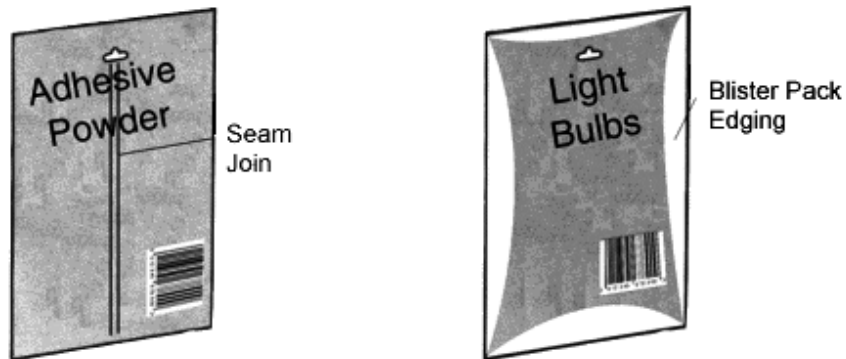
Boxed Products

For boxed products the bar code may be located on either the reverse or on the right hand side to the natural design front of the product in picket fence or ladder format. For products wrapped in film, the bar code should be located away from folds and seals of the film.



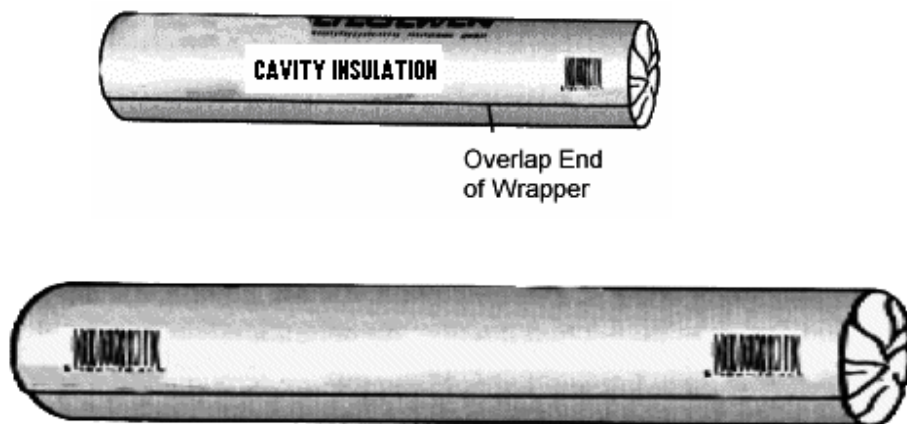
Hanging Products

In all instances, bar codes must be printed and located away from the "Euro slot" and any seams or joins on bags or cards, and any folding over edges.



Roll Packs

Where products are packed in roll packs the bar code should be located away from seams and a minimum of 20mm from the ends. If the product is merchandised on an-end (standing) e.g. roofing felt, then one bar code must be located at each end of the roll, away from seam and 50mm from the ends.



Bottled Products

The bar code must never be located on the neck of a bottle. It must appear on the front or the reverse label, and in ladder format only.

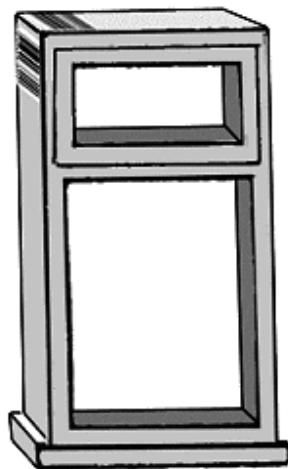


Soft Tube Products

For products such as glues and sealants packed in soft tubes, the bar code should be located on the reverse of the tube, and away from the closure crimping to avoid distortion.

Made up timber items – e.g. doors and window frames

There should be two instances of the bar code, one located on the top and one on the side faces at top of the product as shown



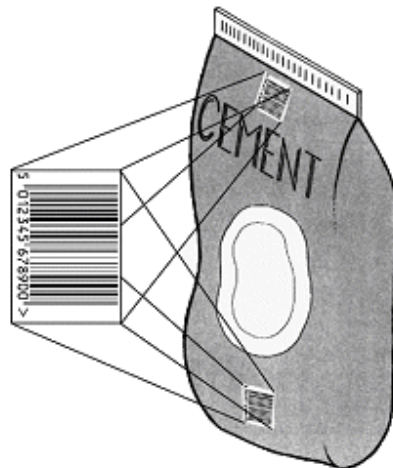
Cut Timber

There should be two bar codes on adjacent faces of the timber as shown



Heavy Weight Large Bagged Products

There should be two bar codes located at the top and bottom on front face, and two bar codes located top and bottom on reverse face of the product.



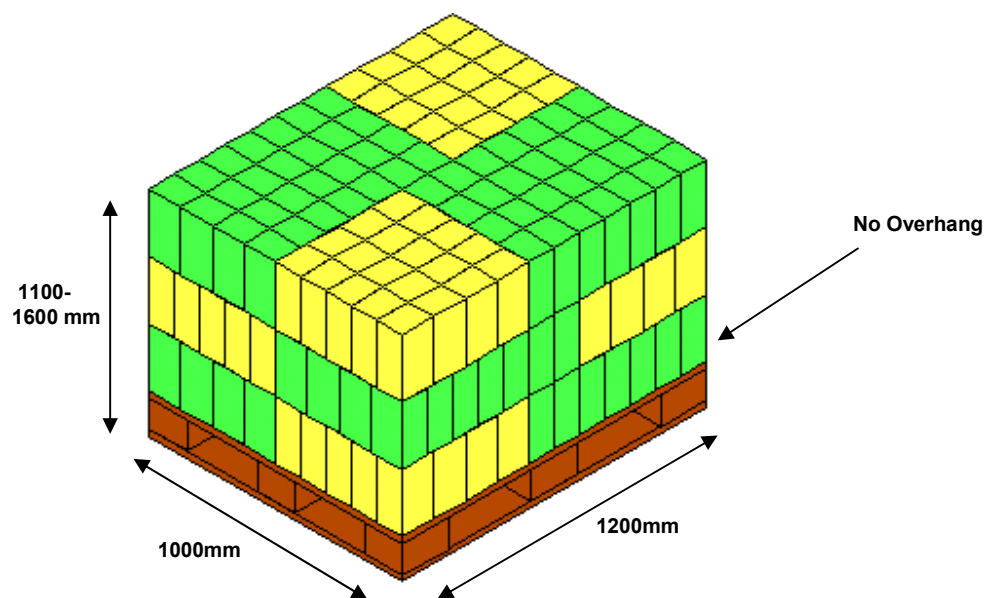
7. Palletisation

Pallet Heights

Wolseley UK is planning to standardise the pallet height of all its UK DCs to between 1.1 and 1.6m (including the pallet). While this process is being completed Wolseley UK may be willing to accept pallets built to a different height at some DC's.

If a supplier is not currently delivering pallets to this height range they should contact their Supply and Demand Planner to confirm that they can continue to deliver to a different pallet height.

The diagram below explains our palletisation requirements.

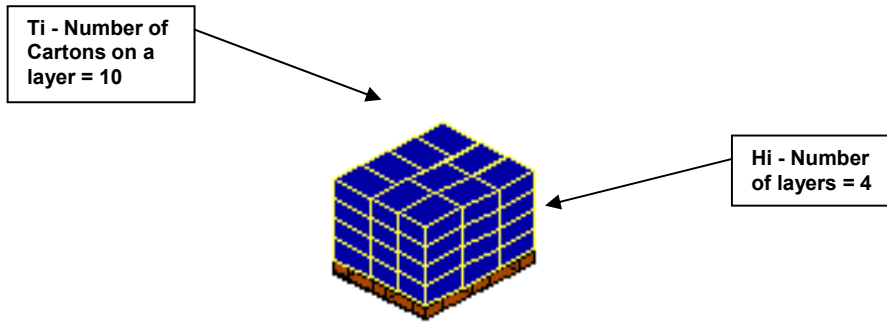


Ti-Hi explained

Ti-Hi is a concept used to describe how product is stacked on a pallet.

- Full pallets must be delivered to the correct Ti-Hi.
- Ti-Hi data must be provided for all products supplied to Wolseley UK
- The Ti is the number of outer cartons on one layer
- The Hi is the number of layers of cartons on a pallet built to a maximum height of 1500mm

Example,



The Ti-Hi for this pallet would be 10x4

8. Backhaul Labelling

WOLSELEY UK	
Supplier: Supplier Ltd. Supplier Road Supplier Town SU99 1ER	<h1>F1</h1>
1 of X Pallets	
Booking Ref: KW1234567	

To be printed on coloured paper: F1 Marston Gate – Green, F2 Worcester – Blue, F6 Melmerby – Yellow, NDC – Red

9. Schedule 4

Procedure for Cessation of Products

In this Schedule:-

“**Ceased Product**” means a Product which the Supplier intends to cease to manufacture supply or form part of its current range of Product;

“**Cessation Date**” means the date on which a Product will cease to be manufactured, supplied or part of the Supplier’s current range as notified under paragraph 1.

- a. 12 weeks prior to the cessation of the ceased Product the Supplier must confirm in writing to Wolseley that the Supplier intends to cease to supply the Product and the Cessation Date.
- b. Between 12 weeks prior to the Cessation Date and the Cessation Date the Supplier will confirm stock levels as requested by Wolseley.
- c. Two weeks prior to the Cessation Date Wolseley will withdraw the Ceased Product from branches with no sales history and jointly in conjunction with the supplier have the Product externally quality checked at a central Wolseley location. The Supplier will advise Wolseley of Ceased Products that require minor replacements and to provide replacements to Wolseley at cost. The Supplier will confirm existing contracts and potential future demand and Wolseley will confirm to the Supplier remaining stocks. Supplier to advise sales force of remaining stocks
- d. Wolseley will, for Ceased Products that require more than minor replacements, agree with the Supplier a percentage rebate per Ceased Product available to enable Wolseley to sell the Ceased Product.
- e. On the Cessation Date the Ceased Product will be withdrawn from sale by Wolseley and remaining stocks confirmed to the Supplier.
- f. Between the Cessation Date and 12 weeks subsequent to the Cessation Date Wolseley will consider further percentage rebate on the remaining Ceased Products. The Supplier will immediately make Wolseley aware of potential sales opportunities, and their Sales Teams of available percentage reductions and stock levels. Wolseley will pursue all opportunities to sell off Ceased Products.
- g. Wolseley will advise the Supplier on a weekly basis of the ongoing stock position
- h. Between 12 and 16 weeks subsequent to the Cessation Date Wolseley will assess the final stock position and agree with the Supplier an end of line sell out offer for Ceased Products;
- i. 20 weeks subsequent to the Cessation Date Wolseley will confirm its stock and the Supplier will provide a full credit note for any Ceased Products still in stock or the same stock will be returned to the Supplier, at the Supplier’s expense, with a full refund supplied to Wolseley.

10. Glossary

Reference	Definition
ASN	Advance Shipment Notice - an electronic notification used to list the contents of a shipment of goods as well as additional information relating to the shipment, such as order information, product description, physical characteristics, type of packaging, marking, carrier information, and configuration of goods within the transportation equipment.
D&SP	Demand and Supply Planning. Central function responsible for maintenance of appropriate stock levels in the Wolseley UK network, including the placing of Purchase Orders with suppliers.
DAN	Delivery Advice Note - the paperwork that must be sent with every inbound delivery into Wolseley UK DCs.
DPR	Delivery Problem Resolution – physical compliance reporting process within the DCs.
EAN	European Article Numbering - the European standard defining the arrangement of bar codes.
EDI	Electronic Data Interchange – a process of electronic communication.
GS1	Organisation, formally the Article Numbering Association, who are the custodians of barcoding standards for the UK.
NDC	National Distribution Centre, based in Leamington Spa.
RDC	Regional Distribution Centre(s). Based in Marston Gate, Worcester, Ripon, Henfield, Melmerby, Cumbernauld and West Horndon.
Ti-Hi	The number of cartons placed on one pallet layer (Ti) and the number of said layers on one pallet (Hi). The objective of using Ti-Hi is to ensure that pallet breakdown is minimised in Wolseley UK DCs, therefore ensuring the optimisation of warehousing space.
Tote	A sealable plastic container manufactured to specific dimensions.
Bulk Pallet	A pallet containing only one product line. Also referred to as a full pallet.
Full Pallet	A pallet containing only one product line. Also referred to as a bulk pallet.
Mixed Pallet	A pallet containing more than one product line.
Lift/Footprint	A phrase used in transport planning where two pallets are stacked on top of each other but only take up one pallet space on a trailer.