



**BEST FOOD LOGISTICS**  
**SUPPLIER CHARTER**



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## 1. Working with Best Food Logistics

Our mission is to lead the industry on service and quality, being the best food service contract logistics partner in our industry - and by far.

To do this, we depend on great suppliers and we need to work together to make it as easy as possible for all of us to provide our customers with the very best. The purpose of this document is to help make that happen.

Please feel free to give me a call directly with any thoughts or suggestions and I look forward to working with you moving forward.

Thanks



Dan Czuba

Supply Chain Controller

## 2. OPERATIONAL INFORMATION

### i. Product set up / Product changes / Price changes

It is the Supplier's responsibility to ensure that any Product changes such as pack size changes, packaging tweaks, etc are notified in sufficient time to the Customer. As a matter of courtesy, Best Food Logistics request the relevant Supply Chain Analyst is also notified of any Product changes.

It is the Customer's responsibility to notify Best Food Logistics of any new Products or agreed substitutions, whereby we may need to contact the Supplier to access additional information for our records. The Customer is also responsible for providing forecasts or expected changes to demand to both Suppliers and Best Food Logistics.

A copy of our New Product form is below (Please ask if you require this emailing)



New Product form  
June 2018.xlsx

Communication of the change then comes to Best Food Logistics via a new product form from the Customer – the form details all the information Best Food Logistics needs to set the Product up on our system.

Please note the usual contractual minimum required timeline for the Customer to notify Best Food Logistics of changes to Product is 14 days and with new Product introductions the required notice period is normally 28 days.

Suppliers new to the Best Food Logistics business are required to provide the following information:

- Bank details on official letter-headed paper and signed by a Director. Please note this must be a physical signature on paper sent via post. Emails are not acceptable. This is an audit requirement
- Contact details for order placement, account management, finance, technical queries and haulier if necessary
- Addresses for product collection, manufacture and head office

The above will be included on a new Supplier form (Example attached, please ask if you require this emailing)



New Supplier form  
June 2018.xls

## **The Alcohol Wholesalers Registration Scheme (AWRS)**

AWRS was introduced by HMRC to tackle alcohol fraud, effective from 1<sup>st</sup> April 2017.

Where alcohol is purchased to sell from a UK wholesaler, checks are required to ensure the seller is registered with HMRC and has an AWRS Unique Reference Number (URN).

Best Food Logistics will ONLY purchase alcohol from fully registered companies (manufacturers / distributors / wholesalers) that are fully licensed and all product duty has been paid.

In order to establish whether a supplier is approved there are a number of checks that need to be carried out, the new supplier form will guide you through this.

Best Food Logistics WILL NOT be able to purchase goods from a supplier if the supplier has not supplied all the relevant details and had subsequent Finance checks. Only once both of these things have happened will a supplier be approved to supply alcohol through Best Food Logistics.

## **Supplier Management – all products**

Our Supply Chain team aim to work collaboratively with all of our suppliers to drive optimum performance.

We are open and honest in our communication and aim to meet with suppliers regularly to discuss opportunities for improvement, leading to improved service to our customers.

In instances of poor service our initial approach will always be to work with suppliers to identify and implement corrective actions. Should this fail to drive improvement for our customers we receive the right to apply charges to recover costs associated with the issue.

## **ii. Demand Management**

### **Stocked Product Orders**

Our team of Supply Chain Analysts are responsible for placing appropriate purchase orders (POs) in order to maximise availability whilst ensuring an appropriate stock holding.

Forecasted demand, lead times, MOQs and buffer stock will be considered when raising a PO. However, should there be a change in one of these factors after the PO has been raised then we may amend the PO.

Typically, you will receive your POs via an automated email. The facility will enable suppliers to click an icon on the Purchase Order confirming receipt and send a received confirmation flag back to Best Food Logistics.

### **Fresh Products**

Our Fresh and Inbound team are responsible for the order management and performance of our Fresh suppliers.

Our Fresh team work to strict deadlines on a daily basis ordering the exact requirements for that days pick.

It is therefore imperative we get things right first time to ensure 100% availability to our Customers as much as possible. To do this we rely heavily on our Suppliers to complete order requirements in full and to deliver them on time in readiness for each day's pick.

### iii. Booking In

It is each Supplier's responsibility to ensure bookings are made with the Best Food Logistics booking in team in advance of the required delivery date.

Suppliers or their nominated hauliers can make bookings based on the following windows.

BOOKING IN OPEN FROM 08.00	FINAL BOOKING 16.00 (unless chilled)	DELIVERY TO BEST FOOD LOGISTICS
MONDAY	TUESDAY	THURSDAY
TUESDAY	WEDNESDAY	FRIDAY
WEDNESDAY	THURSDAY	SUNDAY / MONDAY
THURSDAY	FRIDAY	TUESDAY
FRIDAY	MONDAY	WEDNESDAY

All deliveries (except daily ordered fresh produce/TGO) must book in with the Inbound team at least 48hrs in advance of delivery with the exception of Day 1 order for Day 2 delivery products for which a booking slot must be secured on day of order.

When phoning to make a booking please ensure you have the following information to hand:

- Purchase Order number
- Depot to be delivered to
- Number of pallets on the PO
- Storage chamber (Ambient, Chilled or Frozen )

A time slot will be provided based on the availability of slots remaining and the size of the order. A booking reference will also be provided which should be detailed on the supplier or haulier delivery paperwork.

It is the Supplier's responsibility to ensure that deliveries are made on time and in full on your agreed scheduled and booked day inclusive of Bank Holidays with the exception of Christmas Day and New Year's Day.

Please contact 0161 622 2270 to make a booking. Bookings can be made Monday to Friday 08.00 to 16:00hrs

**Deliveries arriving without a booking will be rejected.**

### iv. Product Standards & Presentation of Goods

## Product Quality

Product should arrive in good condition and undamaged. All packaging will be inspected at point of delivery. Any goods determined by Best Food Logistics to be below the standard expected in terms of presentation, temperature, shelf life and Product quality may be rejected.

## Temperature

The correct temperature must be achieved at all times and will be subject to checks at Goods In.

General guidance on appropriate temperatures is below. However, please note; Deliveries must be made in-line with the individual Customer specification

Product	Min	Max
Frozen	-15°C	-21°C
Chilled	1°C	5°C
Ambient	5°C	20°C

## Date Life

- All goods must be supplied with the minimum required shelf life as noted on the Purchase Order.
- The whole delivery of each Product must carry the same use by date.
- Product will be rejected if the use by date is shorter than that on a previous delivery.
- Product will be rejected where the use by date presented is less than the minimum guaranteed shelf life.
- If a mixed date pallet occurs, it must be clearly divided by a separator sheet, the shortest date must be on top of the pallet and the pallet clearly labelled as mixed dates.



## **Packaging**

Where appropriate the packaging must be “Food Grade” boxes, must be “fit for the purpose” of Foodservice distribution, and be designed for normal distribution handling system requirements. Food Product liable to leakage must be shipped within sealed, impervious packaging. All chemical Products must be contained within the legally required packaging. This will avoid the risk of cross contamination and promote effective use of the supply chain for the total delivered solution.

If packaging is found to be inappropriate, Best Food Logistics will make a request for it to be changed. It is expected that this request will be responded to and changes made within 21 days. Failure to change may result in rejection at point of delivery which may also attract a charge as outlined.

If goods are delivered in damaged packaging then they may be rejected.

If you are supplying multiple Products in identical boxes please attempt, wherever possible, to use different coloured labels and/or different coloured tape across the top of the boxes to facilitate the checking of these at Goods In and at the Customer’s site. In particular, any trial Products should be clearly labelled as trial and easily distinguishable from “standard” lines.

## **Labelling**

All Product Cases must be clearly labelled to illustrate, where applicable:

- Best before date
- Product description (Mandatory)
- Pack size (Mandatory)
- Temperature regime
- Gross Case weight
- Batch production
- Supplier Product code
- Best Food Logistics Product code
- Bar code where available
- Ingredient Listing (as appropriate)
- For international goods – English translation of above details
- Labels to be attached on 2 adjacent sides of a Case
- If labels are not used on the Case then the above information needs to be printed onto the Case on at least 2 adjacent side

## Palletisation

- Delivered pallets must not exceed a weight of 1000kg or height of 1.75m
  - (Inclusive of the pallet).
- Individual Cases must have a maximum weight of 20kg, to comply with manual handling regulations.
- The pallets must be either shrink or stretch-wrapped and be of a stable block.
- They must be stacked safely with no overhang, and show no evidence of crushing.
- Case labels must be legible and visible on the exterior of the pallet.
- Each pallet should be clearly labelled, with delivery depot, Purchase Order number and Supplier name as a minimum.
- Any pallets of mixed Product must have the various Products clearly separated by a pallet. Best Food Logistics endeavour to order in multiples of layers / pallets so it is essential you keep Best Food Logistics updated on this information.

## Pallet Requirements

- Pallets must be to BLUE CHEP standard or equivalent standard white pallets (e.g. IPP or LPR pallets) to reach ISO9002 specification as well as BSEN13698
- Pallet dimensions 1000mm x 1200mm with 4-way entry
- Pallets must have a clearly defined and sufficient Safe Working Load
- Pallets must have a full perimeter base board
- Pallets must be suitable for handling by Mechanical Handling Equipment
- Best Food Logistics cannot accept “slaved” pallets (i.e. non-standard which have been placed on to standard pallets)
- Pallets must not be double stacked
- For details in regards to pallet exchanges please contact your pallet provider directly
- Best Food Logistics will not return any coloured pallets to Suppliers under any circumstance, post delivery
- Euro pallets are not accepted as standard. Where prior agreement has been reached with the Best Food Logistics Supply Chain team we may be able to accommodate these. Please note a charge may be applied, this will be outlined prior to implementation

**Any load delivered with substandard pallets will be rejected and may be liable to a £215 charge to cover costs associated with a rejection.**

## **v. Delivery**

### **Arrival**

All deliveries of stock held products are required to be on-site within 30 minutes of the agreed booking in time. Vehicles arriving prior to their time slot will be asked to leave the site and return at the agreed time. Vehicles arriving late risk rejection of the delivery.

All Fresh deliveries must arrive within their agreed time slot on the required due date by 7am. If you are unsure what this is please contact [suecrowther@Bestfoodlogistics.com](mailto:suecrowther@Bestfoodlogistics.com)

Failure to achieve the appointed delivery slot may result in refusal of all or part of the delivery as our pick operation will have already commenced. In such circumstances, you may then need to arrange direct deliveries to recover the shorted items. Best Food Logistics may levy a charge to cover the administration of this.

All drivers are required to adhere to all site safety requirements.

- All drivers must report to security and present their documentation.
- No driver is permitted to go directly to a Goods-In bay.
- No driver is permitted into the warehouse unless authorised or requested by a member of Best Food Logistics.
- High-visibility tabards MUST be worn on site at all times.
- All Drivers will hand their vehicle keys to Goods In with the correct documentation.
- All drivers must comply with the traffic management systems on site and pay particular attention to the speed limits, posted on entry at all sites
- Vehicle doors must not be opened until the vehicle is requested to reverse onto the assigned unloading bay.

### **Late Arrival**

Late arrival will result in delays unloading vehicles, and may in extreme cases result in rejection of the delivery. Late or failed arrivals may also attract a charge as detailed in the schedule of charges.

Advance warning of a late delivery is extremely important. Please notify the Supply Chain Analyst or the Fresh team in the first instance. Outside office hours, please notify the relevant Goods In office as detailed in the key contacts section.

## **Vehicle Requirements**

All delivering vehicles must be designed for rear door off-load by electric pallet truck and have a deck-height of 1.3m (from external floor to vehicle base). The maximum height of the vehicle must not exceed 4.2m (14ft). Best Food Logistics can accept deliveries on double deck vehicles by prior consent and as long as second level is on a moving platform rather than fixed.

All vehicles must have a clean interior suitable for a food distribution environment.

Vehicles must be equipped with an appropriately located temperature indicator or recording device to accurately measure the air temperature inside the container vehicle.

Any straps hanging down in the back of trailers must be either stored away or tied back.

For health and safety reasons, no side tipping is available at any site.

Transit vans and couriers cannot be accepted as they do not comply with health and safety restrictions.

## **Incomplete Deliveries and Substitutions**

- If the Supplier is unable to make delivery of the total order, the delivery should not be delayed and should occur for the Products that can be fulfilled on the Purchase Order
- Where incomplete deliveries are made the following action should be taken. The relevant Supply Chain Analyst or the Fresh and Inbound department should be informed
- If required the Supply Chain Analyst will raise a new order for the unavailable lines, no balance orders will be accepted under any circumstances.
- Suppliers must not raise new orders for items they have failed to deliver
- Goods ordered are to be supplied exactly as specified – pack sizes to match and with no substitutes for unavailable Products
- If a delivery failure or shortage means that Best Food Logistics move stock between pick depots in order to maintain availability of that Product to the Customer then the supplier may be charged for that stock movement.

## Documentation

All advice notes must accompany a delivery and feature:

- Best Food Logistics Purchase Order number
- Supplier identity
- Booking-in reference
- Due date
- Item description
- Pack size (as per the order unit size)
- Quantity
- Supplier Product code

This will form the basis of the Proof of Delivery and will be required if there are any invoicing discrepancies. This is the only notification that is provided on the delivery – no emails / telephone calls will be made by Best Food Logistics.

## Delivery Rejections

Best Food Logistics reserve the right to refuse deliveries that fail to comply with the specified standards. Rejections may result in a charge as detailed within this document.

In some instances, particularly where fresh goods are concerned, a rejection may result in the requirement for a Supplier to make deliveries direct to Customer outlets to recover the shortages that result from the rejection. Alternatively, if all or part of a fresh suppliers' delivery fails into Best Food Logistics then requests for direct deliveries will be made.

Best Food Logistics will assist suppliers by providing information relating to the required orders (Product, quantity, delivery address) at a cost of £40 per incident. If suppliers make direct deliveries they should quote the Purchase Order provided by Best Food Logistics for the Direct Delivery on all correspondence and obtain a signed proof of delivery from the outlet delivered to.

For clarity the Direct Delivery process is outlined below:

- Best Food Logistics request a direct delivery and agree a delivery charge if applicable.

- If a Direct Delivery has been arranged due to a Supplier issue there will be an administration fee of £40 plus VAT raised. This is non-negotiable.
- Best Food Logistics provide the Supplier with a new Purchase Order number.
- Supplier delivers direct to the unit and must obtain a signed POD.
- Supplier sends the invoice to Best Food Logistics Head Office quoting the Purchase Order number and with the POD attached. N.B Best Food Logistics will reject any Direct Delivery invoice that does not have a signed POD attached. There are no exceptions to this.
- The invoice must be supplied to Best Food Logistics within 30 days of the Direct Delivery being made. N.B. If the invoice isn't received within 30 days of the direct delivery then it cannot be processed and no payment will be made to the Supplier. There are no exceptions to this.
- Once all correct documentation has been received, Best Food Logistics will process the invoice for payment. It will be paid within the normal terms of agreement.

### **2vi. Returns to Supplier**

On occasion Products may need to be “returned to Supplier” (RTS) because an issue is identified with the Product that was not picked up at the point of delivery such as:

- damage to cases in the middle of a pallet
- customer issues subsequent instructions to return the product such as a product recall
- the supplier requests the product is returned

In these instances it is necessary to agree to the return in writing against a proforma and an agreement of the cost that will be raised by the Best Food Logistics Supply Chain Analyst or the Fresh and Inbound team. An admin charge will apply for organising return of stock of £30. If you have any queries regarding the return of product to supplier then please contact the relevant Best Food Logistics Supply Chain Analyst or the Fresh and Inbound team.

Where goods are not collected by the agreed uplift date an admin fee of £30 will apply and a storage charge of £10 per pallet per week will be applied until the goods are collected.

## **Charges for Returns**

Best Food Logistics request where suppliers are contacted by the relevant Best Food Logistics Supply Chain Analyst to arrange return of stock they do so within 2 weeks from initial point of contact.

Where goods are not collected by the agreed uplift date suppliers will be liable for storage costs of £10.00 per pallet per week (or any part of).

All returns will be charged the collection administration fee of £ 30 per return

## **Disposals**

Where appropriate and by prior agreement with the relevant Best Food Logistics Supply Chain Analyst and National Account Manager it may be possible for Best Food Logistics to dispose of stock rather than being returned. Where this is agreed costs to the supplier are:-

- Disposal of meat products      £ 2.59 per case
- Disposal of liquid products      £ 1.71 per case
- Disposal of standard products   £ 1.53 per case

## 3 Non-compliance Charges

Please note the following charges will be applicable in instances of non-compliance. Our approach will be to work with you to find solutions but it is necessary to outline these charges associated with cost recovery.

ACTIVITY	CHARGE	Total Charge
Emergency Booking due to a Supplier issue	£80	£80 plus VAT
Failed Deliveries Over 5 Pallets	£135 plus Emergency Booking Fee	£215 plus VAT
Failed Deliveries Under 5 Pallets	£80 plus Emergency Booking Fee	£160 plus VAT
Late Delivery Charge Over 2 Hours Late	£80 per Hour plus £30 Admin Charge	Variable plus VAT
Wasted Journey for Backhaul Orders where stock isn't available for collection	£65 per incident	£65 plus VAT
Re-Stacking Pallets	£30 per pallet plus £30 Admin Charge	Variable plus VAT
RTS of stock delivered incorrectly	£30 Admin Charge	£30 plus VAT
Failure to collect goods as agreed on an RTS pro-forma	£10 per pallet per week plus £30 Admin Charge	Variable plus VAT
Rejections for sub-standard Products or pallets (includes presentation and quality)	£135 plus Emergency Booking Fee	£215 plus VAT
IBTs for service management – to maintain supply to Customer following Supplier failure	£30 per pallet plus £30 Admin Charge	Variable plus VAT
Re-labelling stock – to be pre-agreed by Customer and Best Food Logistics	£1.00 per label plus £6.00 per pallet movement	Variable plus VAT
Excess storage charges	£10 per pallet per week	Variable plus VAT
Pre-agreed transfer of stock between storage depots	£30 per pallet	Variable plus VAT
Admin charge for direct deliveries	£40 per incident	£40 plus vat

Payment terms for all charges are 30 days from date of invoice.



## 4. The Finance Stuff

Best Food Logistics is a trading name of BFS Group limited (registered number 239718) whose registered offices are:

814 Leigh Road  
Slough  
SL1 4BD

VAT registration number: 643994692.

### a. How, where and when

If we do not have an account with you for each specified Customer, please forward a credit application to Celeste Collinge, Purchase Ledger Manager, at the Royton depot (address below).

To ensure your invoices are processed and paid in a timely manner, please follow the guidelines below:

- Please send a separate invoice for each Purchase Order to either:

Post : Purchase Ledger Department,  
Best Food Logistics,  
Salmon Fields,  
Royton,  
Oldham  
OL2 6JG.

email : [PurchaseLedger2@Bestfoodlogistics.com](mailto:PurchaseLedger2@Bestfoodlogistics.com)

- Invoices should be dated on or after the delivery of goods.
- The Best Food Logistics Purchase Order number must be clearly shown on each invoice.
- Invoices sent with the goods will not be processed.
- Goods must be delivered and invoiced in the same units of quantity as those in which they are ordered.
- Where goods have been delivered directly to a Customer outlet a signed proof of delivery (POD) must be included with each Direct Delivery

invoice. This documentation must be received by the Purchase Ledger department within 30 days of the delivery date. Direct Delivery invoices received outside of this period will not be paid.

- Payments will only be made on provision of Supplier statements (summary of all outstanding invoices). Statements must be sent on at least a monthly basis to the Purchase Ledger department in Royton.
- Invoices relating to any incremental delivery costs need to include supporting authority from appropriate Best Food Logistics personnel.

Unfortunately, we are unable to process invoices if these guidelines are not followed.

### **b. Payment Method and Terms**

Our standard method of payment is BACS.

Payments into overseas accounts can be made in sterling by CHAPS but will incur a £35.00 charge per payment to cover bank charges and admin fees

Alternative methods of payment may be agreed with Best Food Logistics by exception.

Emergency CHAPS payments can be made in exceptional circumstances; where Best Food Logistics are not at fault, the payment will incur a charge of £35 to cover bank charges and administration.

Best Food Logistics do have the facility to make non sterling payments by CHAPS. Such payments need to be agreed in advance with both the customer and Best Food Logistics and will incur an administration fee.

Best Food Logistics do not operate a bonded warehouse. All goods must be invoiced duty paid or by advance arrangement via the Best Food Logistics deferment account. Enquiries regarding duty issues should be made in the first instance through the relevant customer.

Supplier payment terms are dictated by our customers; these may vary from customer to customer and are set to maintain a cash neutral position for Best Food Logistics.

Changes to supplier payment terms can be made with formal notification in order to ensure cash neutrality is maintained. Please note that high MOQs and order lead times are likely to lead to an increase in payment terms.



### **c. Queries and Resolution**

Invoices containing price queries and/or quantity queries will not be processed for payment. Best Food Logistics will issue a query report via email on an agreed basis to the relevant Customer head office and the Supplier for resolution as price queries are to be resolved between the supplier and the Best Food Logistics customer.

Quantity queries require a fully signed and itemised POD including PO number; this can be a scanned copy.

Please note Best Food Logistics do not part pay invoices and all queries must be resolved prior to an invoice being processed for payment.

If you have any further queries regarding payments, please contact the Purchase Ledger Department at Royton.

## 5. CONTACT INFORMATION

### a) Supply Chain Team

Dan Czuba	Supply Chain Controller	<a href="mailto:danczuba@bestfoodlogistics.com">danczuba@bestfoodlogistics.com</a>	07392 100 375
Gavin Burn	Supply Chain Manager	<a href="mailto:gavinburn@bestfoodlogistics.com">gavinburn@bestfoodlogistics.com</a>	07917 091 101
Mat Eaton	Supply Chain Transformation Analyst	<a href="mailto:Mateaton@bestfoodlogistics.com">Mateaton@bestfoodlogistics.com</a>	0161 622 2260
Andrew Taylor	Azzurri Supply Chain Analyst	<a href="mailto:andrewtaylor@bestfoodlogistics.com">andrewtaylor@bestfoodlogistics.com</a>	0161 622 2272
Lamin Sessay	KFC Supply Chain Analyst	<a href="mailto:laminsessay@bestfoodlogistics.com">laminsessay@bestfoodlogistics.com</a>	0161 622 2263
Leanne Stott	Nando's Supply Chain Analyst	<a href="mailto:leannestott@bestfoodlogistics.com">leannestott@bestfoodlogistics.com</a>	0161 622 2266
Liam-James Dean	KFC Supply Chain Analyst	<a href="mailto:liamjamesdean@bestfoodlogistics.com">liamjamesdean@bestfoodlogistics.com</a>	0161 622 2245
Lynsey Pilling	Pizza Hut Supply Chain Analyst	<a href="mailto:lynseypilling@bestfoodlogistics.com">lynseypilling@bestfoodlogistics.com</a>	0161 622 2232
Mark Goddard	Burger King Supply Chain Analyst	<a href="mailto:markgoddard@bestfoodlogistics.com">markgoddard@bestfoodlogistics.com</a>	0161 622 2295
Victoria Hall	TGI Friday's Supply Chain Analyst	<a href="mailto:victoriahall@bestfoodlogistics.com">victoriahall@bestfoodlogistics.com</a>	0161 622 2249
Zoe Bocking	PizzaExpress Supply Chain Analyst	<a href="mailto:zoebocking@bestfoodlogistics.com">zoebocking@bestfoodlogistics.com</a>	0161 622 2211
Lisa Abernethy	Supply Chain Support Analyst	<a href="mailto:lisaabernethy@bestfoodlogistics.com">lisaabernethy@bestfoodlogistics.com</a>	0161 622 2739
Ray Bell	Supply Chain Support Analyst	<a href="mailto:raybell@bestfoodlogistics.com">raybell@bestfoodlogistics.com</a>	0161 622 2244

## b. Fresh and Inbound Team

Sue Crowther	Fresh and Inbound Supervisor	<a href="mailto:suecrowther@bestfoodlogistics.com">suecrowther@bestfoodlogistics.com</a>	0161 622 2250
Amanda Walker	Fresh and Inbound Coordinator	<a href="mailto:amandawalker@bestfoodlogistics.com">amandawalker@bestfoodlogistics.com</a>	0161 622 2204
Lisa Pritchard	Fresh and Inbound Coordinator	<a href="mailto:lisapritchard@bestfoodlogistics.com">lisapritchard@bestfoodlogistics.com</a>	0161 622 2204
Chelsea Greenwood	Fresh and Inbound Coordinator	<a href="mailto:chelseajadegreenwood@bestfoodlogistics.com">chelseajadegreenwood@bestfoodlogistics.com</a>	0161 622 2262
Fresh Orders	Group Contact	<a href="mailto:freshorders@bestfoodlogistics.com">freshorders@bestfoodlogistics.com</a>	07823 522 634

## c. Business Development Team

Claire Sage	Head of Customer Relations	<a href="mailto:clairesage@bestfoodlogistics.com">clairesage@bestfoodlogistics.com</a>	07801 147 079
Richard Rawsthorne	Head of New Business Development	<a href="mailto:richardrawsthorne@bestfoodlogistics.com">richardrawsthorne@bestfoodlogistics.com</a>	07557 322 423
Chris Stott	National Account Controller	<a href="mailto:chrisstott@bestfoodlogistics.com">chrisstott@bestfoodlogistics.com</a>	07824 608 131
Bill Lowe	National Account Manager	<a href="mailto:williamlowe@bestfoodlogistics.com">williamlowe@bestfoodlogistics.com</a>	07827 842 704
Hayley Henson	National Account Manager	<a href="mailto:hayleyhenson@bestfoodlogistics.com">hayleyhenson@bestfoodlogistics.com</a>	07392 100 355
Rebecca Burn	National Account Manager	<a href="mailto:rebeccaburn@bestfoodlogistics.com">rebeccaburn@bestfoodlogistics.com</a>	07584 407 838
Simon Porter	National Account Manager	<a href="mailto:simonporter@bestfoodlogistics.com">simonporter@bestfoodlogistics.com</a>	0161 259 2703

## d. Goods in Teams

Depot	Telephone
Royton Ambient & Chilled	0161 259 2667
Royton Frozen	0161 259 2668
Banbury	01295 208 828
Hoddesdon	01992 602 033 (Transport)

## e. Hours of Operation

Supply Chain: Monday – Friday: 8:00am to 4:30pm

Fresh and Inbound team: Monday – Friday: 8:00am to 5:00pm

## Goods in

DEPOT	Fresh	STOCKED
Royton	Sun – Fri: 4.00am – 7.00am	Mon - Fri: 4.00am – 12.30pm Sun: 4.00am – 9.00am
Banbury	Sun – Fri: 4.00am – 7.00am	Sun – Fri: 4.00am – 1.00pm
Hoddesdon	Mon – Fri: 5.30am – 12.00pm	Mon – Fri: 5.30am – 1.30pm

Please note there are exceptions to the stocked times for specific load types but these will be confirmed at the point of booking an order in.

## **f. Depot locations and Directions**

Best Food Logistics has 3 depots which you may be required to make deliveries to. This requirement varies by Customer. These depots are located in Banbury, Hoddesdon and Royton.

Due to the scale of our operation we also sometimes use third party storage for ambient and frozen goods so we may request that deliveries are made to these facilities. Occasionally we may need to change the delivery address from our primary pick depot to that of a third party; if this occurs we will endeavour to give suppliers as much notice as possible of this change.

### **Directions:**

#### **Banbury**

Dorcas Road  
Banbury  
Oxon  
OX16 4XJ

Tel: 01295 208 888  
Fax: 01295 250 139

Exit M40 at Junction 11; follow signs for Banbury (A422).  
At the next roundabout take the first exit (A361) onto Ermont Way.  
Follow Ermont Way across two further roundabouts onto Dorcas Road.  
The Distribution Centre is clearly visible on the approach to Dorcas Road.

#### **Hoddesdon**

Ratty's Lane  
Hoddesdon  
Hertfordshire  
EN11 0RF

Tel: 01992 602 033

Exit A10 towards A1170/Hoddesdon, and join Dinant link road towards Hoddesdon. At the roundabout take the 1<sup>st</sup> exit and continue on Dinant Link

road, after 0.7 miles at the roundabout take the 2<sup>nd</sup> exit and continue on Dinant link road then after 0.3miles at the roundabout take the first exit to Essex Road. Then after 0.6miles at the roundabout take the 1<sup>st</sup> exit onto Ratty's Lane. You will see the Distribution Centre immediately on your left.

**Please note:** This depot is new to our Shared User network, if you have previously delivered to us in Hoddesdon please ensure you are using the correct (Ratty's Lane) address.

## **Royton**

Salmon Fields

Royton

Oldham

Lancs

OL2 6JG

Tel: 0161 627 0050

Fax: 0161 627 0961

Take junction 20 off the M62 motorway and head towards Oldham (A627M).

Take the second exit off the A627M (Oldham/Ashton).

At the motorway roundabout, take the first exit towards Royton.

Follow that road until you reach the major junction, go straight on, through the lights.

Turn right at the next set of lights – signposted Salmon Fields. Follow this road. Towards the top of the road, on the right hand side, the second warehouse you will see is the Royton Depot.



## **g. Your contact information**

It is critical that Best Food Logistics have the most up to date contact information for each of our Suppliers in order to resolve any issues and ensure information is being sent to the correct people.

To this end, please can you complete the attached form and let us know of any changes to the contacts on this form as and when they occur.

Please provide contact details for:

- Account manager
- Person / department dealing with the Purchase Orders placed
- Finance contact
- Haulier contact
- Address of production site
- Address of warehouse
- Address of customer services / finance team

## 6. BEST FOOD LOGISTICS ADDED VALUE

### a. Storage Service

Best Food Logistics is happy to consider any opportunity to support Suppliers in providing additional storage facilities for their stock. Best Food Logistics have a full audit heritage and all our facilities and those that we use for storing offsite are all fully CMI audited.

We offer competitive rates and flexible options across all temperature bands

If you are interested in finding out more then please contact your Supply Chain Analyst.

### b. Backhaul

Where mutually compatible, Best Food Logistics may agree with Suppliers to collect Product from the Supplier.

Should you have any queries please contact our Backhaul Manager below.

Steve Edge	Backhaul Manager	<a href="mailto:steveedge@bestfoodlogistics.com">steveedge@bestfoodlogistics.com</a>	07511 700 868
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### Ad-hoc Operational Requests

Best Food Logistics would be happy to consider and review any options such as

- Receipt of full container deliveries
- Double stacked pallets
- Re-stacking
- High pallets
- Re-labelling

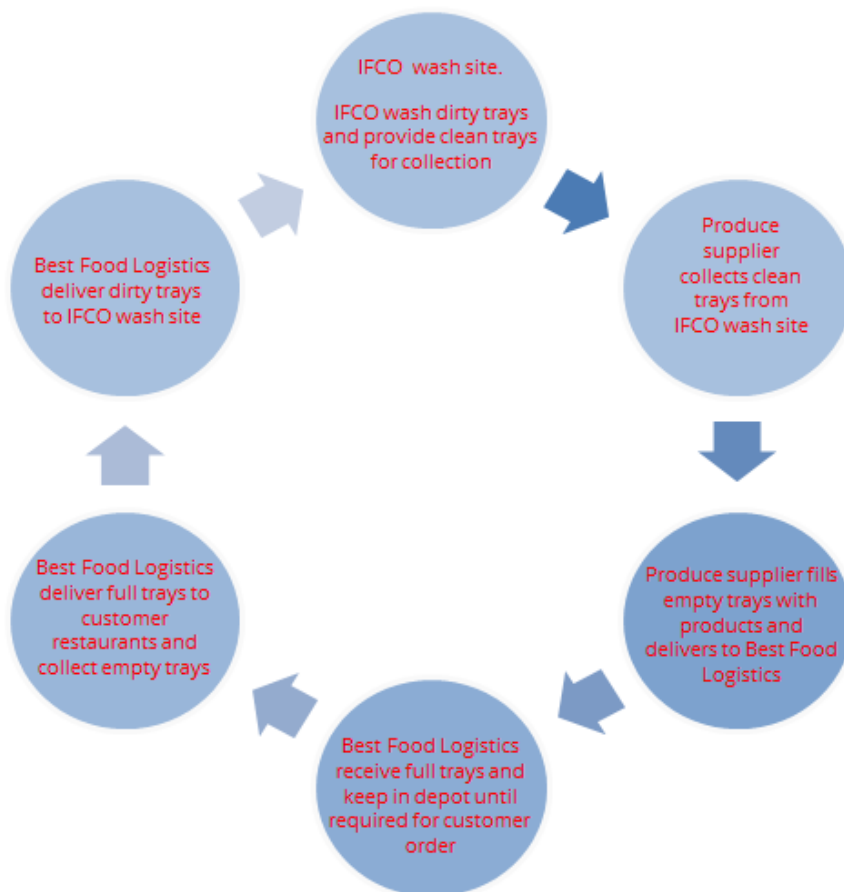
These options would need to be considered and discussed prior to any delivery arriving to agree commercials, practicality, etc and ensure that resource is planned in appropriately.

If you would like to pursue any of these options then please contact Mat Eaton, the Supply Chain Transformation Analyst in the first instance [mateaton@bestfoodlogistics.com](mailto:mateaton@bestfoodlogistics.com)

## c. RPCs – Reusable Plastic Crates

Best Food Logistics have entered into an agreement with IFCO.

Any new suppliers delivering to Best Food Logistics sites and wishing to use RPC's, must in the first instance contact the relevant customer NAM and Phil Adshead, Equipment Manager ([philadshead@bestfoodlogistics.com](mailto:philadshead@bestfoodlogistics.com)). Suppliers should first check and verify they can adhere to all points outlined below before considering entering into an agreement to supply products in RPC's.



There are 3 types of RPC available – Shallow, Standard and Deep. Based on box volume comparison we believe the Standard is the most appropriate for the majority of Products.



Hire charges – Shallow 29p per trip; Standard 30p per trip; Deep 32p per trip.

Equipment transactions will be tracked through the Best Food Logistics supply chain using the drivers' terminal where a mandatory task will be introduced.

The key dynamics around the price we have from IFCO (and from any of the main players in the UK) are volume, loss rates and cycle time.

The rates detailed assume no minimum volume, loss rates of less than 1% and a cycle time of 37 days (that's from receipt at Best Food Logistics, through the Customer units and back to Best Food Logistics per RPC).

Commercially the deal has been built on a low cycle time i.e. for fresh or chilled Products only with small or fast turnaround stocks. Other Products can be considered but the above rates may need to be reviewed in light of this.

If you are interested in finding out more then please contact [philadshead@Bestfoodlogistics.com](mailto:philadshead@Bestfoodlogistics.com) and the relevant National Account Manager.

## 7. The Legal Stuff

This Supplier Charter remains the property of Best Food Logistics and, as such, must be regarded as confidential. The copyright of this publication belongs to Best Food Logistics and no part of it should be reproduced without the written permission of Best Food Logistics.

As the logistics distributor for our Customers, Best Food Logistics have no direct control over the choice of Suppliers and Products – that choice is made by our Customers alone. It is therefore the responsibility of our Customers and their Suppliers to ensure that the requirements set out in this document are met.

In addition to any other remedies that we might have, (1) we may reject any Product that does not conform to the requirements of this Supplier Charter or any supply agreement between us; and/or (2) if you fail to adhere to the terms of this Supplier Charter or any supply agreement between us we may terminate the supply by you of Products to us (and notify our Customer that we have done so).

### Force Majeure

In the event of a "Force Majeure" scenario (i.e. any event beyond the reasonable control of Best Food Logistics), such as heavy snowfall, Best Food Logistics will amend its normal working practices to best accommodate the situation in order to maintain the highest levels of service possible. This may result in changes to our inbound requirements such as delivery dates, times and delivery points. Best Food Logistics will endeavour to provide as much notice as possible of any changes it makes in such a scenario. We do not accept any costs suppliers may incur during a period of Force Majeure.

**Thanks for your support in delivering great service to our customers.**

**Best regards,**



## Appendices

### ABBREVIATIONS AND DEFINITIONS

BSEN	British Standard European Norm
CHAPS	Clearing House Automated Payment System
CMI	Certificate in Management
IBT's	Inter Branch Transfers
IPP	International Pallet Pool
ISO	International Organisation for Standardisation
IT	Information Technology
MOQ	Minimum Order Quantity
PO	Purchase Order
POD	Proof of Delivery
RPC's	Returnable Plastic Crates
RTS	Return to Supplier
TGO	To Go On

### Definitions:

**Case:** for any stock keeping unit of any Product, the normal selling unit available for the Customer to order. Where the Case is split, the term 'Case' shall mean the individual split item(s);

**Customers:** the customers with which Best Food Logistics have contractual arrangements for warehousing and supply of the goods to their outlets

**Direct Delivery:** the specific delivery from a Supplier to a Customer's outlet

**Force Majeure:** in relation to either party, circumstances beyond the control of that party, including, without limitation, acts of God, acts of governmental or supranational authority, outbreak of hostilities, national emergency, riots, terrorism, civil commotion, fire, explosion, flood, epidemic, adverse weather and traffic conditions and industrial disputes other than those affecting the relevant party's own staff and/or contractors;

**Lead Time:** the notice period required by Suppliers for Purchase Order placement through to Supplier delivery

**Products:** the Products to be sold to the Customer by Best Food Logistics as purchased by Best Food Logistics from the relevant Supplier;

**Purchase Order:** the order placed by the Best Food Logistics purchasing team with the Supplier for a specific quantity of goods on a specific delivery day

**Supply Chain Analyst:** the Best Food Logistics employed Analyst who is responsible for managing the levels of stock in the Best Food Logistics depots. This is done through working with the Customers on forecasting and placing orders with the Suppliers.

**Stocked Products:** Products that Best Food Logistics hold stock of. These are normally determined by shelf life criteria – typically stocked Products are ones whose shelf life exceeds 21 days.

**Supplier:** the Suppliers approved by the relevant Customer from whom Products are to be purchased by Best Food Logistics.

**TGO:** the products Best Food Logistics do not hold stock of usually due to shelf life. Typically these are fresh products delivered on a daily basis by the relevant Supplier to the exact demand quantity from the Customer's outlets.

**Version Control:**

Version	Date updated	Section(s) changed	Signed
1	5/6/18	Full update	Dan Czuba
1.1	17/7/18	Purchase Ledger email changed and minor changes to contact details	Dan Czuba
1.2	3/8/18	Minor amends to palletisation, including reference to Euro pallets	Dan Czuba
1.3	31/10/18	Minor amends to Supply Chain contacts	Dan Czuba
1.4	12/11/18	Minor amends to Supply Chain contacts	Dan Czuba
1.5	16/04/19	Addition of Hoddesdon SU depot, amends to supply chain contacts, amend to labelling rate. Addition of Backhaul Manager contact	Dan Czuba