

Delivering Packed Products to B&Q on behalf of Tarmac Building Products Limited



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Introduction

B&Q operate strict guide lines to cover all aspects of order receipt including a specific day and time receipt booking system and rules around delivery presentation. Any deviations to these rules are recorded by B&Q and TBP's performance is measured and reported.

To ensure vendors adhere to these systems B&Q have a series of fixed compensation penalties they can apply to suppliers that fail to conform to these delivery requirements.

To help vendors meet these requirements TBP has been supplied with a vendor manual that details the delivery requirements and the potential fines that could be applied for non conformance.

This document covers those elements of the manual that relate to delivery and explains what TBP requires of its hauliers when delivering to B&Q and what to do in instances where the requirements can not be met.

Note: In all instances the TBP Fulfilment department is your primary route for information, guidance and if necessary will record and advise on any occurrences that prevent you from delivering as per these instructions.



Vehicle Specification:

All vehicles presented to TBP Ltd must have a carrying capacity of 28 tonne.

All vehicles must be curtain sided unless prior agreement has been obtained from TBP Planning office.

Loading Requirements:

All loads collected from any TBP site must be checked by the driver for having the correct amount of pallets/bulk bags as per the TBP delivery documentation before the vehicle leaves site.

The driver must satisfy himself that the load and the paperwork being collected relate to the agreed destination as per the TBP haulier notification.

Any double stacked pallets must be secured with straps before departure, which complies to the TBP safe system of work.

If any delay occurs at the TBP plant that might jeopardise the ability to deliver on the correct date and time TBP Fulfilment Department must be informed immediately.



Delivery Date & Time:

All deliveries Must Be delivered On the Date and Time (1/2 hour either side of the booked time) as defined on the TBP Haulier Notification.

If it becomes apparent that a vehicle is not going to meet the delivery date or time for any reason. TBP Fulfilment department must be informed immediately detailing the following.

WHY? - Reason for delivery date and time not being met.

WHAT? - Detail order or subsequent orders effected.

WHEN? - Any proposed alternative dates or times.

Deliveries must not be made before the planned date without authority from TBP Fulfilment Department. Instruction from store staff is not sufficient authority.



Refused Loads At B&Q:

TBP Fulfilment department must be informed of any delivery that is refused or rejected at point of delivery for safety, quality, quantity or other reasons – BEFORE the driver leaves the customer site. TBP will contact the store for reasons and record the event. The driver **MUST** wait at the customer site until they receive instructions from TBP Fulfilment Department. If instructed by store staff to leave without off loading the driver must ensure that the delivery documents are signed and dated with reason for rejection by the customer. In the event the customer refuses to sign the delivery documents, the driver must contact TBP Fulfilment department immediately.

If unloading delays occur at a B&Q store TBP Transport Planning must be informed after 45mins so they can record the event and take any necessary action.

Proof Of Delivery:

Every delivery must be completed with a **SIGNATURE, PRINTED NAME** and **DATE** from the receiving store to ensure proof of delivery. In the event that store staff refuse to sign, the driver must contact the TBP Fulfilment Office immediately.

All hard copy POD's should be returned to TBP (Salisbury House, Wolverhampton) within 7 days of delivery.

Quality Defects and Deviations:

Any quality defect or deviation raised by the store at the point of receipt should be reported back to the TBP Fulfilment Department immediately, even if the store accepts the stock. Any damages must be recorded on the delivery documents.

Drivers should avoid confrontation and any conflict should be reported to the TBP Fulfilment Department immediately.

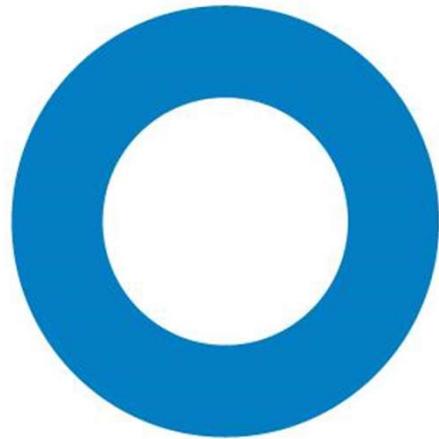
If a delivery vehicle is involved with any damage to the stores infrastructure or property this must be reported to TBP Fulfilment office immediately with details of the incident.

Penalties:

Any compensation claims that are received from B&Q as a result of TBP's external hauliers failing to conform to the instructions detailed in this document may mean that the claim is passed on to the haulier.

This fines are typically £500 but in the case of an unsigned or lost POD may mean the haulier is charged the value of the delivery which will typically be between £1000 and £2000.





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