

brakesgroup



Working with Us

A supplier's guide and supply chain code of practice

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1 CSER

1.1 Safeguarding the future through continuous improvement

Whether driving down food miles, responsible sourcing, or reducing our carbon footprint, you can have total confidence in the Brakes Group. We provide what our customers need today, while delivering a responsible and sustainable tomorrow.

We are committed to minimising our impact on the environment and respecting the communities we serve, ensuring the business practices we adopt today will not harm future generations. Our progress with regard to environmental issues is particularly striking when taking into consideration the significant growth of our business both organically and through acquisitions over the last years. As the business grows we continue to reduce our energy consumption and through economies of scale and improvements in systems and processes we limit our fuel and packaging consumption.

We are confident that our total commitment to corporate, social and environmental responsibility, together with our business strategy of continuous improvement, will push the boundaries of social responsibility and environmental management within the Brakes Group and the foodservice industry generally.

1.2 Brakes Ethical Trading Code of Conduct

Overall Standard

The business of Brakes, including its subsidiaries and divisions has been built upon the values of honesty, integrity and quality relationships with our suppliers and customers. In order to meet this standard, Brakes requires each of its suppliers and their respective sub-contractors and supply chain providers that ultimately supply goods to Brakes to operate and act in full compliance with this Brakes Ethical Trading Code of Conduct (“this Code”).

Suppliers will establish appropriate training measures to allow its employees to gain an appropriate level of knowledge and understanding of the contents of this Code.

Specific Requirements

- 1.2.1 **Legal requirements:** Suppliers must comply with all applicable laws in the countries in which they operate, as well as the requirements set out in the Working with Us document. Brakes requires its suppliers to undertake full due diligence on all of its upstream suppliers, to ensure that they are fully compliant with all Applicable Laws, but in particular to ensure its supply chain is free from any human rights concerns. Suppliers shall be required to share such diligence with Brakes on request. In particular, but without limitation, suppliers must comply with the following:
- a. **Anti-bribery and corruption:** Not offer or pay bribes or kickbacks of any kind, whether in dealings with individuals in the private sector or public officials. Brakes is committed to observing the standards of conduct set out in anti-corruption and anti-money laundering laws of the countries in which Brakes operates. Suppliers must comply with all applicable anti-corruption and anti-money laundering laws, as well as laws governing gifts, hospitality, payments to public officials and other related regulations. Suppliers must comply in all respects with Brakes’ Anti-Bribery & Corruption Policy.
 - b. **Competition laws:** Conduct business in full compliance with anti-trust and competition laws in the UK and the jurisdiction in which suppliers operate.
 - c. **Modern slavery laws:** Brakes will not tolerate the practice by any supplier of using forced, bonded, indentured, or slave labour nor will Brakes tolerate the use of physical or mental coercion or corporal punishment. If foreign or migrant workers are engaged, they are to be employed in full compliance with the labour and immigration laws of the host country. Prior to hiring, the basic terms under which foreign contract or migrant workers are employed are to be provided to the workers and written in the language the workers understand. Passports and other forms of personal identification shall remain in the workers’ possession at all times and never be withheld by the suppliers or any third party.

d. **Trade:** Comply with all applicable trade controls, as well as all applicable export and import laws and regulations.

1.2.2 **Confidentiality:** Suppliers must keep all supply agreements and arrangements with Brakes and Brakes' customer information confidential, including pricing, terms and marketing allowances and all Brake brand product specifications. Such information will not be released to third parties without the prior written consent of Brakes, unless compelled by a court of competent jurisdiction.

1.2.3 **Ethics Requirements:**

1.2.4 **Limitations on Gifts and Gratuities:** To maintain high ethical standards and to avoid the appearance of impropriety, Brakes directors, officers and employees will not give or receive payments or gifts in exchange for business opportunities with customers, suppliers, governmental entities, in accordance with Brakes' Code of Conduct and the Brakes Anti-Bribery & Corruption Policy. Suppliers will neither accept nor give payments or gifts to Brakes directors, officers, or employees or to third parties in exchange for business opportunities in accordance with Brakes' Code of Conduct and the Brakes Anti-Bribery & Corruption Policy.

1.2.5 **No Retaliation:** Suppliers will employ a no retaliation policy that permits workers to speak with any Brakes employee without fear of retaliation by supplier's management.

1.2.6 **Conflict of interest:** Suppliers will disclose all actual and potential conflicts of interest due to either business or personal relationships with customers, suppliers, business associates, employees, or competitors of Brakes. If a supplier discovers a potential conflict of interest involving any Brakes employee or another third party, the supplier must inform its Brakes point of contact.

1.2.7 **Labour Requirements:**

a. **Human rights:** Brakes will only initiate and renew contractual relationships with suppliers that do not violate basic human rights, as defined in the United Nation Declaration of Human Rights ("UNDHR"), the Core Conventions of the International Labour Organisation ("ILO"), and the ILO Declaration on Fundamental Principles and Rights at Work.

b. **Child Labour:** The ILO Core Conventions do not permit children to work in any occupation. Brakes requires its suppliers not to use child labour. All of the suppliers' employees shall be of legal age established by local law. If the local law does not set a minimum age, such employees must be at least 14 years old. Suppliers must maintain official and verifiable documentation of each of its employees' dates of birth. The use of legitimate workplace apprenticeship programmes, which comply with all laws and regulations, are permitted. Except where local law provides otherwise, workers under the age of 18 should not perform hazardous work and may be restricted from night work, with consideration given to educational requirements.

c. **Freedom of association:** Brakes will only work with suppliers whose workers, without distinction, have the right to join or form trade unions of their own choosing and to bargain collectively.

d. **Forced labour:** Brakes will not tolerate the practice by any supplier of using forced, bonded, indentured or slave labour, nor will Brakes tolerate the use of physical or mental coercion or corporal punishment.

e. **Foreign or Migrant Workers:** If foreign or migrant workers are engaged, they are to be employed in full compliance with the labour and immigration laws of the host country. Prior to hiring, the basic terms under which foreign contract or migrant workers are employed are to be provided to the workers and written in the language the workers understand. Passports and other forms of personal identification shall remain in the workers' possession at all times and are never to be withheld by the suppliers or any third party.

- f. **Wages and Benefits:** Suppliers will comply with all employment and labour legal requirements, including those relating to minimum wage and overtime. In countries that set a maximum working week, suppliers will comply with such requirements.
- g. **Discrimination:** In accordance with the ILO Core Conventions, suppliers to Brakes must not discriminate on the basis of race, gender, religion, ethnicity, nationality, age, disability, gender, marital status, sexual orientation, union membership or political beliefs, or on any other basis prohibited by Applicable Law.

1.2.8 **Health, Safety and Environmental:**

- a. **Health and Safety:** Brakes requires that all facilities where goods are produced for Brakes must provide a safe and healthy work environment for all employees or workers, in accordance with Applicable Laws, the prevailing industry standards and to take account of any specific hazards.
- b. **Environment:** Brakes has a commitment to the communities in which it operates and a responsibility for the environments we impact. Brakes expects to work with suppliers that share this commitment.
- c. **Monitoring and Enforcement:** Brakes commits to independent third party monitoring of suppliers. As a condition of doing business with Brakes, suppliers must allow Brakes and/or its representatives or agents unrestricted access to each of its facilities and to all relevant records at all times, without advance notice, for the purpose of monitoring compliance with this Code. Brakes and/or its representatives or agents will comply with supplier's reasonable safety rules applicable at supplier's facilities. If a supplier violates this Code, either generally or with respect to a particular supplier facility, Brakes may (in its sole discretion) either terminate its business relationship, generally or with the affected facility, or may require the affected facility to implement a corrective action plan.

Brakes will continue to develop its monitoring systems to assess and ensure compliance with this Code.

1.3 **FareShare**

FareShare is the national charity working to relieve food poverty; in partnership with the food industry, FareShare works to ensure that surplus food is put to good use.

FareShare redistributes quality, fit-for-purpose food to a network of over 500 local community organisations that support disadvantaged people. Working with FareShare provides Brakes and the food industry the opportunity to prevent quality food with limited shelf life or without a commercial value from entering the waste stream and to be redistributed to people who need it. By receiving food from FareShare, each charity saves an average of £13,000 on its food bill. More than 80% of the charities FareShare supports reinvest these savings into providing additional support services for their clients such as counselling.

In 2012, the food provided by FareShare contributed towards 7.4 million meals and each day 29,000 people benefit from the FareShare service. FareShare is one of the secure routes Brakes endorses as an outlet for surplus product, and we are ourselves committed to working with FareShare to minimise the amount of product from our depots entering the waste stream.

We do not require Brakes-Branded products to be stripped of Brakes packaging, when going to FareShare. We encourage all our Suppliers to consider working with FareShare if you have surplus 'fit for purpose' product to the benefit of the environment and the community.

2. DISTRIBUTION NETWORK

2.1 Route to Market

Brakes require a direct delivery profile of order day one delivery on day three with a minimum of 3 deliveries per week. For those Suppliers unable to provide the minimum requirement, we have developed a network of Primary Consolidation Centres for the movement of product into our NETWORK at optimum cost. The centres are based upon the philosophy of full pallets and full load movements into the centres with a minimum requirement of two weeks stock holding and then a break bulk, storage, picking, and redelivery to the required depots within the Brakes network.

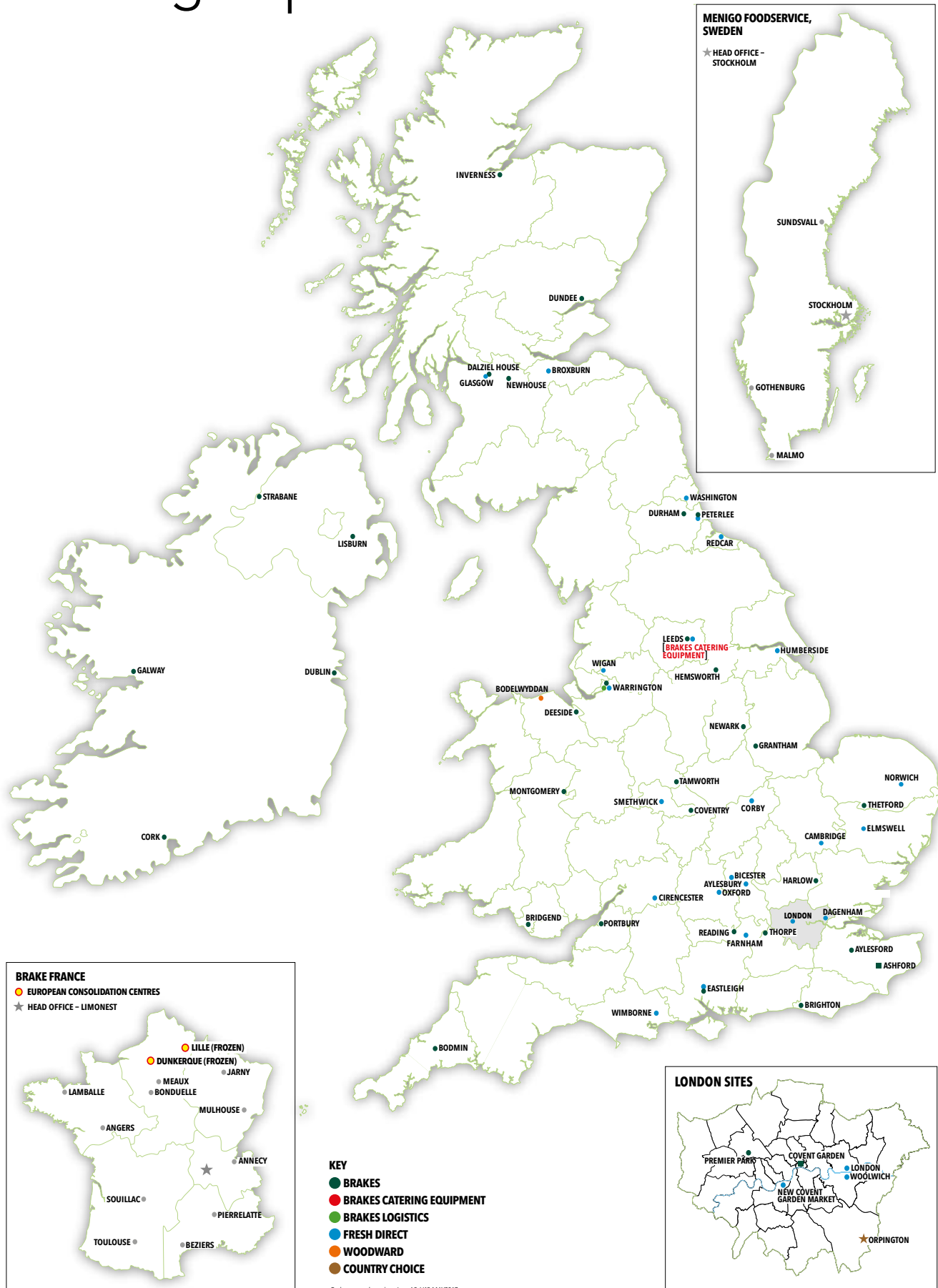
2.2 Backhaul disciplines

In certain cases, we may be able to offer competitive rates to collect product from a Supplier's premises for delivery to a local NDC/RDC or satellite. Should you wish to discuss using one of the facilities, contact should be made initially through the relevant Supply Planner. If this is a Supplier's preferred method of distribution, all aspects of delivery as detailed herein, remain the responsibility of the Supplier.

2.3 Depot Map

Note: to view a map and address directory of Brakes Primary Consolidation Centres please see following pages 7 & 8.

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2.4 Brakes Depot/Branch/Factory Addresses/Telephone Numbers

Depot / Office Name	Address	Postcode	Telephone Number
Aylesbury	2-5 Faraday Road, Aylesbury, Bucks	HP19 8RY	01296 310700
Aylesford	Unit 1, Riverside Business Park, New Hythe Lane, Aylesford, Kent	ME20 6SW	01622 798000
Bilston	Units 4B & 5B, Oxford Street Industrial Estate, Vulcan Road, Bilston, West Mids	WV14 7LF	01902 438800
Bodelwyddan	Royal Welch Avenue, Bodelwyddan, Denbighshire	LL18 5TY	01745 582966
Bodmin	Victoria Business Park, Roche, Cornwall	PL26 8LX	01726 297000
Bridgend	Tower Close, Bridgend, Mid Glamorgan	CF31 3TH	01656 648957
Brighton	Crowhurst Rd, Hollingbury Ind Estate, Brighton, East Sussex	BN1 8AF	01273 367200
Broxburn	14 Dunnet Way, East Mains Ind Estate, Broxburn, West Lothian	EH52 5NN	01506 863333
Cirencester	Unit 2, Bankside, Love Lane, Cirencester, Glos	GL7 1YG	
Corby	Sondes Road, Willowbrook East, Corby, Northants	NN17 5XP	01536 207200
Cork	CGI Food Park, Knockgriffen, Middleton, Co Cork		
Coventry	Richardson Way, Cross Point Business Park, Coventry	CV2 2TP	02476 655555
Dalziel House	Dalziel House, Lark Way, Strathclyde Business Park, Bellshill	ML4 3RB	0844 4993030
Deeside	Beech House, Sixth Avenue, Deeside Industrial Park, Deeside, Flintshire	CH5 2LB	003538 1836 5012
Dublin	18 Park West Road, Park West	Dublin 12	
Dundee	Riverside Distribution Centre, Riverside Avenue, Dundee	DD2 1UD	01382 647400
Durham	Bowburn North Ind Estate, Bowburn, Durham	DH6 5PF	0191 3770061
Eastleigh	Parham Drive, Boyatt Wood Ind Estate, Eastleigh, Hampshire	S050 4NU	02380 607800
Elmswell	Station Road, Industrial Estate, Elmswell, Suffolk	IP30 9HA	01359 242006
Farnham	Waverley House, Unit 3A Farnham Trading Estate, Farnham, Surrey	GU9 9NQ	01252 741900
Galway	Cold Move, Glenscaul Industrial Park, Oranmore, Co Galway		
Grantham	Palmer Rd, A1 Triangle, Gonerby Moor, Grantham	NG32 2BW	01476 444600
Grimsby/Humberside	Riby Street, Grimsby, NE Lincs	DN31 3HF	0044 1472 241505/267675
Harlow	Flex Meadow, Pinnacles West, Harlow, Essex	CM19 5TU	
Hemsworth	Hoyle Mill Rd, Kinsley, Nr Pontefract, West Yorkshire	WF9 5JB	01977 462000
Hill Hall	221 Hillhall Road, Lisburn	BT27 5JD	
Inverness	17 Seafield Road, Inverness	IV1 1SG	01463 237622
Leeds	Maybrook Industrial Park, Armley Road, Leeds	LS12 2EJ	0113 2431233
Leeds (Catering Equipment)	3 Gloucester Court, Gloucester Terrace, Armley Road, Leeds	LS12 2ER	0113 2319494
Leeds (Freshfayre)	Unit 10, Severn Way, Hunslet Ind Est, Leeds	LS10 1BY	
London (Docklands)	Unit 1, Crescent Wharf, North Woolwich Road, Silvertown, London	E16 2BG	
Montgomery	Station Yard, Montgomery, Powys, Mid Wales	SY15 6HB	01686 862100
Newark	Belle Eau Park, Bilsthorpe, Newark, Nottinghamshire	NG22 8TX	01623 871086
Newhouse	403 Edinburgh Road, Newhouse, Motherwell	ML1 5GH	01698 863884
Orpington	Swan House, New Mill Road, St Paul's Cray, Orpington, Kent	BR5 3QD	
Peterlee	5 Burdon Drive, North West Industrial Estate, Peterlee, Co Durham	SR8 2JH	0191 5538100
Portbury	Portbury Way, Royal Portbury Dock, Bristol	BS20 7XN	
Premier Park	Premier Park, Abbey Road, Park Royal, London	NW10 7NZ	020 8955 9300
Reading	Unit 24, Suttons Business Park, Earley, Reading	RG6 1AZ	01189 356300
Redcar	Units B2 & B3, Green Square, Kirkleatham Business Park, Redcar	TS10 5RS	
Smethwick	Potterton Way, Dartmouth Road, Smethwick, Warley, West Midlands	B66 1AU	0121 5656270
Strabane	48 Ballyheather Road, Ballymagorry, Strabane	BT82 0LB	
Tamworth	Fresh Fields Centre, Bitterscote, Tamworth, Staffordshire	B78 3JU	01827 308100
Thetford	Units 1-4 Baird Way, Fison Way Industrial Estate, Thetford, Norfolk	IP24 1JA	01842 725000
Thorpe	Alpha Way, Thorpe Industrial Park, Thorpe, Surrey	TW20 8RZ	01803 351100
Warrington (M&J)	209 Cavendish Place, Birchwood Park, Warrington, Lancashire	WA3 6WU	01925 283600
Warrington RDC	Unit 3, Lockheed Road, Burtonwood & Westbrook, Warrington	WA5 4AH	01925 713501
Washington	Unit 4, 194 Commerce Park, Stephenson Ind Estate, Tyne & Wear	NE37 3HR	
Wild Harvest	Units B61-64, New Covent Garden Market, London	SW8 5HH	020 7498 5397
Wimborne	29 Brook Road Industrial Estate, Wimborne, Dorset	BH21 2BH	01202 856500
Woolwich	Unit 7, Block 2, Woolwich Dockyard Ind Est, Woolwich	SE18 5PQ	
Yate	Armstrong Way, Great Western Business Park, Yate, Avon	BS37 5NG	01454 323593

3. PRODUCT PACKAGING

3.1 Environmental Criteria

Having a regard for necessary product protection, shelf life and supply chain considerations, Brakes-Branded packaging must be developed for minimal environmental impact. Brakes subscribe to the principle of DEFRA's Waste Hierarchy for pack development and innovation:

- Prevention
- Preparing for re-use
- Recycling
- Other recovery
- Disposal

Material identification and symbology should be employed to facilitate customer identification and recycling by authorities and the industry

3.2 Packaging Legislation and Technical Requirements

All materials used should comply with relevant EU directives and UK legislation. To ensure compliance with CSR policies all artwork for Brakes-Branded packaging must be supplied and approved via our web based site www.brakepak.co.uk. The labelling and packaging of Goods shall comply with the requirements laid down by the Buyer's Technical Department (plus 4.4) and must be approved by them prior to first delivery. The Supplier shall be responsible for ensuring that all of its labelling and packaging complies with all prevailing and future legislation likely to come into force during the shelf life of the Goods. The Buyer reserves the right to reject any Goods that in its view do not comply with such legislation.

This document provides a summarised overview of our product packaging requirements. All products should also comply with Brakes Product Standards and Supply Requirements (Appendix 6) available from the Document Library in the Brakes Assure specification system (see Appendix A). This also provides detailed information on our environmental policy and incentives in relation to Brakes-Branded packaging.

3.3 Cases

Each case/saleable unit must be carefully designed to ensure it protects the product throughout the normal rigours of storage and the distribution supply chain from product Supplier to final customer. All Brakes-Branded cases must be constructed with the minimum of headspace to prevent crushing and product damage. A minimum of a blue tinted polythene liner must be used if needed to prevent product contact with the inner test liner. The size of the case must be such that it protects the product without crushing but restricts product movement within the case. Outer cases and boxes should contain a minimum of 65% recycled content where practical or ideally 100% where functional performance permits. Where virgin material is used, the raw material must be sourced from renewable and responsibly managed forests

3.4 Bags

Brakes-Branded bags must be made from food grade durable polythene blends that will withstand frozen or chilled temperatures as appropriate for the shelf life of the product. The bag must be fully heat sealed and of sufficient strength to prevent damage to the product in the Brakes distribution network. If the bag is the saleable unit, it should be clearly and legibly printed in accordance with all relevant UK/EU legislation. Subject to required shelf life, plastic materials should be manufactured from a mono substrate and to minimum thickness.

3.5 Sealing Tape / Glue

Cases must be sealed with clear adhesive tape or glue, which is suitable for long term ambient, frozen or chilled storage as appropriate. The tape or glue must be applied in such a manner as to provide 'tamper proof' security to the saleable unit. Labels that are applied to frozen/chilled product packaging must be produced using freezer stable adhesive that will remain fully effective during long term storage under the relevant conditions.

3.6 Unused packaging – Brakes-Branded products

For all Brakes-Branded products, Brakes expect our Suppliers to maintain adequate stock levels of packaging to meet anticipated future orders. Brakes will therefore give (where practical), a minimum of 2 months notice of the intention to delist a particular Brakes-Branded product or in lieu of notice will reimburse the Supplier its costs of unused packaging which it reasonably held at the date of delisting up to a maximum of two months stock.

3.7 Brakes-Branded Artwork

All Brakes-Branded product packaging must be briefed and approved via our web based approval system www.brakepak.co.uk. Full information on the process can be obtained from the relevant category team. Costs are as outlined in Appendix A.

4. PRODUCT STANDARDS

4.1 Delivery

All products must satisfy the expected standards in the following areas:

- Safety
- Legality
- Quality
- Contractual agreement

All deliveries will be monitored and evaluated using the following criteria:

- Minimum acceptable life
- Product temperature
- Labelling
- Quality/damage
- Quantities relating to Purchase Order
- Mixed pallet conformity

4.2 Delivery Rejection

Where product is rejected on delivery, or subsequently after delivery, it will be the Supplier's (or its nominated carrier's) responsibility to ensure that the product is uplifted within 48 hours of notification. Failure to do so may result in storage charges being applied or the product being disposed of at the Supplier's expense. Details of associated charges are shown in Section 8.

4.3 Minimum Acceptable Life

Each product purchased by Brakes will, on delivery, have a minimum shelf life threshold agreed prior to the first delivery. This will be agreed with the Brakes team and then input into our inventory system as part of the product set up process. For all food products, Brakes require 85% of total shelf life to be delivered into depot, unless previously agreed in writing with both Brakes Supply Chain and Technical functions. No extension to the shelf life of any Brakes-Branded product may be implemented without the prior written approval of the Brakes Technical Manager.

On arrival at the depot, the Brakes Distribution team will crosscheck the "best before end date/shelf life" of each product against that held on our inventory system. Product could be rejected if the agreed minimum acceptable life is not achieved and charges may be applied under Section 8.

Brakes may agree to accept stock below the published minimum acceptable life in order to maintain availability to our customers. However in such instances Brakes reserve the right to cross charge Suppliers for any stock that becomes unsaleable due to shelf life expiry.

All stock within the Brakes depot network is controlled on a FIFO basis (first in, first out). It is therefore imperative that finished goods stock is rotated in a similar fashion prior to delivery into Brakes network. Brakes reserve the right to reject product delivered outside of strict date code rotation.

NB: If any rejected Brakes label stock is subsequently sold on to a third party, it is the Supplier's responsibility under our Terms and Conditions to ensure that all Brakes labelling is removed prior to re sale.

4.4 Product receipt temperatures into Brakes Network

Product	Min (°C)	Max (°C)
Frozen products	No Limit	-18
Chilled products (excluding fresh meat and bacon)	0	+5
Fresh meat products	-1	+4
Bacon products	-5	+4
Non-prepared Fruit and Veg*	+2	+12

* Varies according to type, please see individual product specifications for details.

All live seafood must show signs of life at delivery or will be rejected and charges under Section 8 may be applied.

4.5 Case Labelling

4.5.1 Outer cases must clearly identify the production/lot manufacturing code and the appropriate durability life. All labelling of cases must be legible, clear, concise and indelible and shall be of adequate size to facilitate visual scanning and good handling practices.

4.5.2 Suppliers shall supply any data necessary to ensure UK and EC nutrition labelling requirements are met, and shall be responsible for any costs Brakes incur in carrying out analysis necessary to establish or confirm such data. All saleable units throughout the supply chain must be clearly marked (where relevant), allowing for clear identification in English of:

- Quantity declaration
- Name of product/product description/product code
- Country of origin – where appropriate
- Storage instructions
- Nutrition data
- EC Health Mark/Factory Approval Number
- Name and address of manufacturer / packer or seller within EU
- Cooking/usage instructions – where appropriate
- Fragile (if relevant)
- Durability life
- Batch code/Supplier identity mark
- Emphasised-Allergenic material
- Labelling of genetically modified ingredients

4.5.3 Product Identification

The following information must be clearly visible on all outer cases:

- The product name (in English) to be printed/labelled onto a minimum of two adjacent side/end panels – NB: This is a legal requirement.
- The Brakes product code - to be printed/labelled onto a minimum of two adjacent side/end panels and should also be printed onto top flap. (Brakes labelled products only).
- The contents (size/volume) of unit (i.e. 4 x 2.5kg).
- The 'best before' or 'use by date' (as appropriate).

4.5.4 Handling

Where there is a need to maintain correct orientation of a product, this must be noted on the outer case (i.e. 'This Way Up', 'Store Upright' or by the use of arrows). Where there is a requirement to ensure correct storage of the product to prevent quality deterioration or contamination, appropriate instructions must be supplied (e.g. 'Store away from strong odours').

4.6 Quality

On receipt, Brakes personnel will check for damages and may also carry out product quality checks. Brakes retain the right to reject product subsequent to initial acceptance into store and to levy appropriate charges for such rejections as detailed in Section 8 of this manual.

4.7 Emergency Contact Procedure

In the event of a serious incident requiring immediate action by Brakes, your first point of contact should be the Purchasing/Commercial Manager for Brakes products. He/she will escalate as necessary.

If you need to make contact out of normal working hours, the emergency contact number listed below should be used.

Brakes Emergency Contact number: 0844 800 0619

Please note that the use of this number must be restricted to **EMERGENCY** contact only (e.g. serious food contamination issue) and not non-critical issues.

4.8 Foreign Object Reporting

In the event that a foreign object is found in a product that you have supplied, you will be required to investigate and report back to us and/or our customer fully including, without limitation, in respect of the content of the foreign object; the possible causes for that foreign object being found in your product; what steps have been taken to reduce the possibility of a foreign object being found in that product again; any similar instances of which you are aware in relation to that type of product

5. PRODUCT DELIVERY

5.1 Service Requirements

Availability of our product to our customers is one of our key business measures, Brakes require a minimum of 99.8% order fulfillment, or 2 weeks stock holding if the product is in a consolidation centre.

Any Supplier that does not meet these requirements will be subject to discussion with their buyer which may result in the termination of the agreement with the supplier

5.2 i-supply!

Brakes i-supply! Is an industry leading web-based tool available to all our Brakes, Pauleys, Country Choice and Woodward's Suppliers. It can help you improve your cash flow, plan more effectively and be more responsive and efficient.

The following information is available on i-supply!:

- Live Purchase Order information that can be extracted in whatever format best suits your business.
- Live visibility of goods receipts by SKU and depot.
- Thirteen-week sales history for all of your products.
- Depot level stock holding information at product level.
- Consignment movements as they happen to enable you to self-bill directly from i-supply!
- Hourly reports for JIT Suppliers on product orders to help you manage production throughout the day and avoid an end of day rush.

This tool can reduce administration for suppliers and drive service excellence across the total supply chain. It will also help reduce your carbon foot print by eliminating the "paper fax", as all Purchase Order information is available online. Complete visibility of Purchase Orders can help resolve issues as they occur, and leads to speedier resolutions of any goods-receipting issues.

The goods receipt publication will also allow all Suppliers to 'clean invoice' and therefore positively aid cash flow. Prior to supply, payments could have been potentially put on hold, resulting in payments not being made in the correct accounting period.

All Suppliers will be expected to subscribe to this service as part of their ongoing day-to-day relationship to enable them to receive Purchase Orders, sales history, delivered service performance information, inventory visibility and any self billing documents relating to consolidation and/or consignments. Suppliers must agree to execute any terms and conditions relating to such web portal required by Brakes.

The Supplier shall be fully liable for all subscription charges. Should you require any further information, please contact your respective Supply Planner/manager.

5.3 Purchase Ordering

5.3.1 Purchase Orders are generated by our inventory system either daily or on set days across the week, dependent on stock requirements at the individual Distribution Centre. They are calculated by taking into account projected stock levels, sales, lead-time, order rounding units and safety stocks. Brakes ordering quantities will be based upon sales requirements. Where Suppliers impose a minimum order quantity in excess of this requirement, Brakes reserve the right to return or dispose of any product that becomes unsalable due to shelf life expiry.

Once an order is created, it will be transmitted to the Supplier in the agreed format. If a Supplier uses one of our Primary Consolidation operations, a copy of the order will also be transmitted to the third party service provider. A stock withdrawal request will be transmitted to the consolidator who will pick and dispatch stock on the Supplier's behalf. Once confirmed by the consolidator, a self-billing document showing the stock withdrawal and its value will be generated and automatically sent to the Supplier.

Vendor-managed inventory (VMI) Suppliers are expected to manage their own stock levels within the consolidation centre, holding a minimum of a rolling two weeks stock to meet Brakes Purchase Order requirements.

Brakes shall be entitled to cancel an order, in part or in full, at any time prior to the delivery of that order, without any liability to the Supplier.

5.3.2 Suppliers are required to meet the order in full on the delivery date specified on the Purchase Order. If standard booking slots are in place with a Supplier, it is also imperative that this is strictly adhered to. Any anticipated discrepancy to the delivery criteria must be communicated to the Supply Planner, at least 24 hours prior to delivery, on the number shown at the top of the Purchase Order. At this point, it is the Supplier's responsibility to give details of both the reasons and resolution timescales.

5.3.3 We retain the right to refuse product delivered in excess of the quantity on Brakes Purchase Order.

5.3.4 Brakes expect Suppliers to adhere to the minimum lead times to suit our business and ultimately customers' needs. At Brakes Supply Planner's discretion delivery may be within one working day onwards, depending on the temperature and type of product.

5.3.5 Unless otherwise agreed, Suppliers will be expected to hold 2 weeks stock of Brakes Branded product within their own supply chain for all frozen and ambient products. For those Suppliers utilising a Brakes Primary Consolidation Centre, we require the Supplier to hold a rolling two weeks stock in consolidation and also to have an additional two weeks buffer stock to accommodate any uplift in demand.

5.3.6 Chilled stock management policy will be agreed on an individual product/Supplier basis.

5.4 Booking in Deliveries

All Distribution Centres operate a booking in schedule, detailing Suppliers' booking times and references on a first come first serve basis, to which all Suppliers must adhere. Booking lines at our locations are generally open between the hours of 09:30 and 14:00.

5.4.1 *Non-standard Booking Slots*

On receipt of the Purchase Order from the Supply Planner, Suppliers should contact the respective depot and obtain:

- A booking date (on or before delivery due date). Consignment Suppliers must allow 4 - 5 days before date of consignment is due.
- A delivery time.
- A booking reference number.

The Brakes Purchase Order number must be quoted in all instances, so that Brakes Supply teams are able to confirm the correct delivery details. The Supplier will also be asked to confirm the number of full and split pallets being delivered. Once the Supplier has been given the booking reference, this should be noted on all delivery paperwork and quoted by the driver on arrival at the Distribution Centre. All Purchase Orders must be booked in by 14:00hrs on the day prior to delivery. Failure to meet these timescales may result in charges being levied in line with Section 8 of this document.

5.4.2 *Standard or Pre-agreed Booking Slots*

Where a Supplier has agreed in advance standard delivery slots at the Distribution Centres, there is still a requirement for the Supplier to confirm their ability to meet the pre agreed slot. The Supplier will also need to obtain a booking reference from the Brakes team. Again, the Supplier should telephone the relevant depot to receive the booking reference.

5.4.3 *Booking Times*

Vehicles will be unloaded at the Distribution Centre according to pre agreed booking slots. Drivers should be instructed to arrive on site at least 15 minutes, but no more than 30 minutes prior to their allocated booking time. If a driver arrives more than 30 minutes prior to the booking slot, he/she may not be allowed on site and may be asked to return at their allocated time. Late Supplier deliveries will enter a queuing process, which the depot will then review at their earliest convenience. They could also be liable for rejection unless prior notification is given, and may also be subject to charges as detailed in Section 8 of this document.

5.4.4 *Unloading Timescale*

When a Supplier contacts the depot to obtain a booking slot, they will be asked to provide a breakdown of the load, in terms of full and mixed pallets. From this detail, Brakes will be able to allocate a booking slot suitable for the specific load. This timescale should be communicated by the Supplier to the haulier.

5.4.5 *Failed Deliveries*

If a Supplier is unable to meet the booking time on a specified day, Brakes will expect the Supplier to make good the shortage during the same sales day when needed or at the discretion of the Supply Planner. If a delivery cannot be made to a depot in time to meet the Brakes internal trunking operations, the Supplier may be requested to deliver to a number of depots requiring the product prior to the commencement of customer delivery schedules.

If the above cannot be met, Brakes may move stock from another location using an emergency courier service and charge the cost back to the Supplier, in line with Section 8 of this document.

5.5 Load Palletisation

All pallets must conform to BS2629. The specific requirements of this are that they must be nailed soft/hard wood, four way entry, non reversible close boarded deck (nominal gap 25mm), mitred perimeter base and be in good condition so as to provide good support for the product.



Specifications:

Dimensions

Width: 1200mm

Depth: 1000mm

Height: 162mm

1000mm side: 1200mm side

Window Height: 120mm 95mm

Window Width: 357mm 390mm

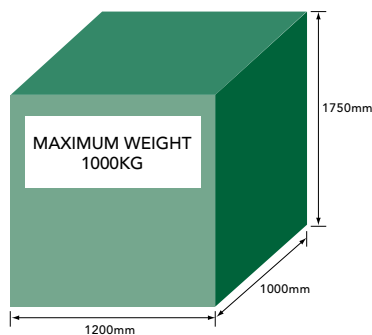
Material: Wood

Nails: Either standard or stiffstock wire and complies with the European legislation on heavy metal content

Weight Average 28kg

5.6 Palletisation Rules

Consideration should be given to the pallet configuration. The stacking pattern shall be such as to minimise product and packaging damage and to provide a stable pallet. Product identification, including Brakes product code, should be clearly visible on all four sides of stacked products. The case dimensions should allow optimum use of the pallet footprint. Square cases should not be palletised without first packing two cases into a collation sleeve or outer case to provide a rectangular package, or by utilisation of a layer pad within the pallet layers.



1750mm for frozen and chilled

1700mm for ambient and non food

Pallets to be delivered into Brakes depots must not exceed the dimensions 1200mm x 1000mm x 1750mm for frozen and chilled, 1200mm x 1000mm x 1700 for ambient and non-food (unless by prior agreement in writing). This includes the pallet base height of 162mm. Pallet overhang is not acceptable and pallets delivered in excess of the above dimensions will be rejected at Brakes depots. The maximum pallet load accepted is 1000kg (inclusive of pallet).

5.6.1 *Suppliers should note that pallet height restrictions exist at most of Brakes Distribution Centres*

Unless previously agreed in writing with the Supply Chain Management team, pallets must not exceed the overall heights indicated above. Any pallets exceeding these specifications will be rejected or re-stacked at the Suppliers cost, in line with Section 8 of this document.

5.6.2 *When palletising products, Suppliers must ensure the following:*

- Products are stacked to the perimeter of the pallet board, any overhang will lead to the pallet being rejected or re stacked at the Supplier's cost.
- Products are stacked to the prescribed pallet configuration as laid down in the product specification.
- All pallets should be built in such a way that product code/label and SLED are clearly visible on the outer facing side of the case.
- At no time should products be delivered with a shorter total shelf life expiry date than product on a previous delivery (FIFO rules). Product may be rejected if presented with less than FIFO rules.

5.6.3 *Mixed Pallets*

Where previously agreed with the Supply Manager, certain products may be ordered in quantities less than a full pallet. In the main, Brakes will place orders in multiples of full layers, and it is imperative that these pallets are presented at the Distribution Centre in a manner that optimises product identification and vehicle turnaround times.

Mixed products or date codes on a single pallet will only be accepted if:

- The pallet is clearly marked with a label.
- Suitable separation is used to clearly define the breaks between products and/or date codes. Unless by prior agreement in writing, this should take the form of wooden pallets (where product stability/packaging allows).
- There are no mixed date codes/or products on any single layer.
- Case picked product is presented at the uppermost point of any pallet
- Ideally, the maximum number of individual products or date codes on an individual base pallet should be limited to two.

5.6.4 All pallets must be stretch wrapped. Care must be taken that stretch wrap is not 'over tensioned' so as to cause damage to palletised product.

5.7 Pallet Exchange Procedures (UK)

All Suppliers are encouraged to use Brakes preferred pallet pooling system, CHEP, for the managed recovery of pallets.

All non-managed pallets (UK whites) are deemed as one way trip only. In the event of Brakes personnel having to be involved in the management of any pallet discrepancies, Brakes reserve the right to charge an administration fee as detailed in Section 8 of this document.

This pallet procedure is applicable to all Brakes sites and their consolidation partners across all temperature ranges.

There are no pallet exchanges of any pallet type.

Any non-conforming pallets may be rejected or inverted and made good where the product allows and the cost of inversion and pallet provision will be levied in accordance with Section 8 of this document.

5.7.1 *Pallet Exchange Procedures (European Consolidation)*

No pallet exchange will be offered at our European Consolidation Sites. All products will be supplied on Brakes specified pallets and should be included in the product price.

5.8 Delivery Vehicle Standards

The following vehicle standards apply to all vehicles delivering goods to Distribution Centres.

5.8.1 The delivery vehicles must be clean, structurally and mechanically sound and fit for the purpose, conforming to the applicable Road Traffic, and Construction and Use regulations relating to safe condition and operation.

5.8.2 Where vehicles are used to transport various product types, particularly fresh fish, specific care must be taken to avoid cross -contamination or taint.

Suppliers should also ensure that when loading delivery vehicles, sufficient space is left between pallets to ensure safe unloading via the rear doors.

Vehicles not conforming to the delivery specification will be rejected unless otherwise agreed with the Distribution Centre Management, who will have the final decision. In such instances, the Supplier will be liable for charges under Section 8 of this document.

5.8.3 Product temperatures on all temperature controlled deliveries will be checked before unloading is authorised.

5.8.4 Vehicle doors must not be opened until authorised by a Brakes member of staff.

5.8.5 Vehicles will be rejected if mechanical loading equipment cannot be used.

5.8.6 All vehicles should be fitted with rear doors/shutters to facilitate unloading through doors directly into the warehouse.

5.8.7 Deliveries and collections for Brakes sites must not be made on vehicles over 16.5m in length unless specifically agreed with the site management team to ensure safe manoeuvring room is available.

5.9 Delivery Documentation

5.9.1 Suppliers must ensure that every delivery to Distribution Centres is accompanied by a legible and accurate delivery note. A pre-advice document should also be presented in advance of the delivery, which helps to streamline the delivery and minimise vehicle delays.

5.9.2 If the total Purchase Order quantity is in excess of a single vehicle, the Supplier must contact the Supply Team who will raise a new Purchase Order for the balance order. Both Purchase Orders will be required to be booked in at the depot. The Documentation must specify the content of each vehicle. Failure to comply will give rise to the risk of rejection and/or the application of relevant charges as defined in Section 8.

5.9.3 The delivery note should include the following information:

- Supplier name and address
- Date of delivery
- Booking reference numbers
- Delivery note reference number
- Units ordered
- Units delivered

- Total saleable unit quantity of each item
- Item descriptions including pack sizes and Brakes product codes
- Use by or BBE date per item

5.10 Intake Procedures

The following general guidelines apply to all Distribution Centres. Suppliers must ensure that their hauliers deliver product in the sequence agreed with the Distribution Centre.

- 5.10.1 All delivery vehicles must be registered on arrival at the depot, where they will be issued with security procedures for that site.
- 5.10.2 It is important that drivers adhere to their booking times, as vehicles will be unloaded according to the daily booking schedule. Any deviations from this will give rise to the risk of rejection or delays to vehicle turnaround.
- 5.10.3 Every commodity delivered will be checked by item description, pack size and quantity, and the details reconciled with the Purchase Order through the stock management system.
- 5.10.4 Perishable products may be sampled upon arrival and the date codes, temperature and weights will be checked and recorded onto Brakes stock management system.
- 5.10.5 The Distribution Centre may refuse any part of a load if the product being delivered is out of condition or damaged. The Brakes Proof Of Delivery (GR) document will record this.
- 5.10.6 In circumstances where there is a discrepancy between the delivery details and Brakes Purchase Order, the driver will be given the opportunity to verify this. Discrepancies will be recorded on the Proof Of Delivery (GR).
- 5.10.7 Upon completion of unloading and checking at a Brakes depot, the driver will be issued with a Goods Inwards Note signed by an authorised member of staff in the goods receiving area. This will record all delivery details including any discrepancies (i.e. under/over deliveries or rejected goods). This is the only acceptable proof of receipt for invoicing purposes; Supplier delivery documentation will not be signed.
- 5.10.8 Authorisation to leave the site will be completed and signed by the authorised member of staff in the goods receiving area.

5.11 Product Rejections or Returns

- 5.11.1 Product quality checks by a Technical/QC representative can be undertaken at a Distribution Centre before and after receipt. Brakes also reserve the right to check the quality of product held within our Primary Consolidation Centres. Without prejudice to Brakes other rights and remedies and Brakes' Terms and Conditions of Purchase, non-conformance charges will be applied in accordance with Section 8 of this document, in all instances of rejection.
- 5.11.2 At point of delivery, Brakes QC may reject product. In such cases:
 - It will be rejected by the goods in system and noted on the Supplier's GR.
 - The haulier will be required to uplift the product immediately. The QC representative will liaise with the Supplier via QC rejection notification.
- 5.11.3 Where product is rejected by a QC representative after delivery:
 - The QC representative will inform the Supplier via the QC rejection notification. The Supplier must arrange for the immediate collection of the goods. Failure to collect within 48 hours will result in storage charges being levied in accordance with Section 8 of this document.

5.11.4 Depots may also reject product during the normal receiving operation due to:

- Late arrival
- Unstable/unpalletised loads
- Mixed pallets improperly stacked
- Product outside of temperature range
- Damaged packaging
- Wrong product/goods not ordered
- Short coded/mis-rotation of dates
- Quantity in excess of order
- Poor labelling
- Pallet height/weight
- Poor quality pallets

During office hours:

- The Distribution Centre will inform Supply Chain.
- Supply Chain will liaise with the Supplier and instruct the depot on the appropriate action to be taken.

Outside office hours:

- The product will be rejected by the goods in system and noted on the Supplier's POD.
- Supply Chain will be notified of rejections via email.

5.11.5 Product rejected, or for return, must be handled under the correct conditions to ensure that it is destroyed or disposed of in a controlled manner. Evidence of this must be made available to Brakes upon request. Rejected product must be removed from Brakes packaging prior to disposal, unless disposed of via FareShare.

5.11.6 Goods authorised by Brakes for return to a Supplier, post delivery, will only be released on presentation of an authorised Supplier collection note. A standard delivery note document may be amended and used as authorisation to collect goods.

5.11.7 The Supplier and Supply Planner must agree quantities and a date/time for uplift at each location at least 48 hours in advance of collection. Once this is agreed the Supplier should then contact the respective depot to obtain a booking date, delivery time, booking reference number, stating the product to be uplifted and number of pallets.

5.11.8 Goods for collection must be uplifted within 48 hours of the date on the uplift letter communication by Brakes. Failure to do so will result in storage charges being levied and may result in disposal of the stock by Brakes and a further charge being raised against the Supplier as laid out in Section 8.

5.11.9 *Product Returns*

When it's been determined that a product will not sell across the Brakes Group supply chain, this stock will be returned to the Supplier (return to vendor (RTV)). The Supplier will be notified by email, and provided with the product description, depot location and a 30-day period for pickup from the depot.

Should the product not be picked up from the depot within the 30-day window charges will apply in accordance with Section 8 of this document.

5.11.10 *Returns of Discontinued Supplier-Branded Lines*

When Supplier-Branded product lines have been discontinued across the Brakes Group because of poor sales history, the Supplier will be required to pick up the stock from the depot (return to vendor (RTV)). The Supplier will be notified by email, and provided with the product description, depot location and a 30-day period for pickup from the depot.

Should the product not be picked up from the depot within the 30-day window charges will apply in accordance with Section 8 of this document.

5.11.11 *Product Recalls*

There will be occasions where Brakes have to recall products from our customer base, e.g., where non conforming products have been supplied. Costs for these recalls will be charged to the Supplier on the basis of the work involved with calls made to customers, collections made, credit issued and management time associated with the recall, as outlined in section 8.

5.12 **Safety and Security**

The safety and security of our personnel and visitors to our Distribution Centres is of paramount importance. Procedures are in place to ensure that risks are minimised. It is vital that these procedures are observed at all times. Local arrangements may apply at specific locations and Suppliers will be notified of these.

5.12.1 The wearing of safety footwear and high visibility clothing is mandatory. Drivers arriving at Distribution Centres with footwear deemed unsuitable may be refused entry at Brakes sole discretion.

5.12.2 In the event of emergency, drivers will be required to leave their vehicles immediately and proceed to nominated assembly points as directed by the Distribution Centre personnel.

5.12.3 Any injuries or damage to property or vehicles occurring whilst on site must be reported to a member of the Brakes management team before leaving the Distribution Centre.

5.12.4 Brakes reserve the right to refuse entry to any vehicle or driver who is deemed a risk to safety.

5.12.5 All vehicles may be subject to checking or search at any time before leaving the Distribution Centre. In any case of theft or suspicion of theft, the police will be called immediately.

5.12.6 In certain instances, drivers will be asked to surrender their vehicle key, whilst unloading takes place.

6. **E-COMMERCE**

6.1

The Supplier shall be a member of a recognised Datapool system, and any and all data interchange between the Supplier and Brakes (including, without limitation, in relation to any new listing or amendments to existing Goods) will be transmitted by such datapool, unless agreed otherwise in writing by the Buyer.

All communications between the Supplier and Brakes, and/or any nominated service providers, will require the use of GTINs. The Supplier acknowledges that their internal product codes will not be recognised by Brakes.

The Supplier shall be fully liable for any and all subscription monies (and associated charges) payable in connection with the requirements of this Clause (including, without limitation, any isupply!, Assure or datapool subscription charges).

6.2

It is Brake's intention to continue to develop its e-commerce systems and programmes and the Supplier shall ensure that its systems are fully compatible with the Brakes systems.

7. SUPPLIER INVOICING

7.1 Suppliers Delivering Direct to Brakes Invoicing Requirements

Supplier invoices should satisfy the following requirements to ensure 100% matching and facilitate payment, to contract terms:

- All must quote the Brakes Purchase Order number e.g. 4500000000/41000000.
- Invoices must match the delivery note signed by the Brakes depot on delivery.
- To assist in this process Proof Of Delivery (GR) information is now available via the Brakes i-supply! portal that is an important part of the Brakes supply chain strategic development programme to reduce administration.
- Any subsequent credit notes must also display the appropriate Purchase Order number.

Invoices and any other financial document, i.e. reminders, should be sent to the following address:

Accounts Payable, PO Box 541, Ashford, Kent, TN23 9UF

Please ensure that statements are sent each month to the Ashford address above, to aid with the reconciliation of your account. Failure to provide statements may result in non payment of your account.

7.2 Invoicing discrepancies

7.2.1 Price issues:

Where invoices are found to have price differences where the invoice price is higher than the Brakes file price, the Buyer may withhold payment of the full amount of the invoice pending agreement of the amount outstanding. Alternatively, the Buyer may raise and forward to the Supplier a detailed debit note for the difference and deduct such amount from the invoice.

Should the Supplier dispute the debit note, the Supplier should contact Brakes Purchasing Department. If the Supplier agrees with the debit note, please clear the debit from your records.

7.2.2 Quantity issues:

Should the Supplier invoice not match the Brakes Purchase Order Goods Receipt document (GR), an internal debit note will be issued. A copy of this debit note will be sent to the Supplier. Should the Supplier dispute the debit note, the Supplier should provide a signed delivery note to support the reported discrepancy.

If the Supplier agrees with the debit note, please clear the debit from your records.

If the Supplier finds their invoice to be incorrect, a credit note must be issued and accompany the invoice which is then returned to the invoicing address.

7.3 Suppliers Within Primary Consolidation Operations

Invoicing requirements for third party deliveries are the same as above. However, the following must be noted:

- Suppliers on consignment stock will not issue invoices at all. The Brakes self billing system will take care of all payments and any corrections for stock withdrawn.
- No invoices are to be raised/dated prior to the agreed delivery date.
- No invoices are to be issued to Brakes prior to the day two, midday, deadline for reporting of quantity discrepancies.
- Invoices must be corrected for any discrepancies prior to issue to Brakes.

- All pallet distribution from Consolidation Centres are managed by Brakes and charged based on an agreed National Pallet Rate (NPR). Charges for distribution are applied at point of delivery into the Consolidation Centres and invoiced based on the weekly activity. Any increase/ decreases to the rates will be communicated directly to Suppliers, with a minimum of four weeks notice.
- Outbound Distribution charges for Consignment stock in Brakes Consolidation Centres are charged weekly based on the number of pallets received in that week.

8. NON-CONFORMANCE CHARGES

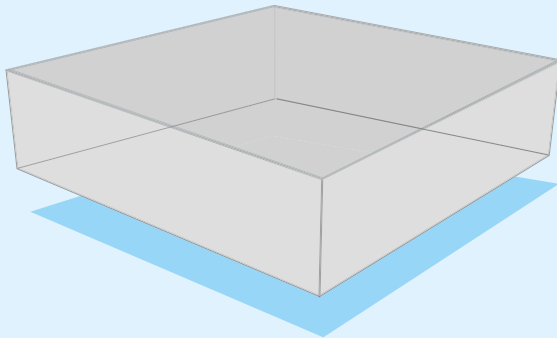
In the event of a delivery not meeting Brakes requirements, Brakes are likely to incur administration costs in addition to other associated claims and losses arising from the breach. Without prejudice to Brakes' other rights and remedies and Brakes' Terms and Conditions of Purchase the following charges shall therefore be payable by the Supplier:

Supplier Charging Summary

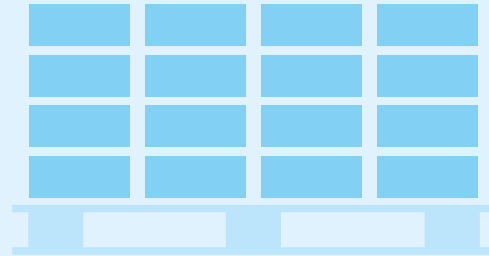
Charge Title	Description	Value	Responsibility
Short Delivery of Product	If you fail to deliver to an order fulfilment of 99.80%, or if a VMI / Consignment Supplier falls below two weeks stock holding you may be subject to commercial discussions with your buyer.		
Fail to deliver at correct time or day.	If you fail to deliver your order on the correct day or time and this results in redistribution across our network to fulfil customer requirements you will be charged the full costs, this includes an admin charge of £100. We will inform you before we charge and you will have a week to raise any appeal to your supply planner.	Full Costs	Product Supply
Quality Rejection at depot	First incident per product/pallet or part thereof	£100.00	Technical
	First repeat incident per product/pallet or part thereof	£200.00	Technical
	Subsequent repeat incidents per product/pallet or part thereof	£300.00	Technical
Customer complaint	Charge plus associated costs	£55.00	Technical
Product Recalls	Per customer contact.	£5.00	Technical
	Per customer contact where collection is required and credit issued	£55	Technical
	Management charge also applied based on recall size and management required	Variable	Technical
Making good poorly presented load	Charge based per case	£0.35	Depot
	Charge per white pallet board supplied	£13.00	Depot
	Admin charge	£63.00	Depot
Storage of uncollected rejections	Per pallet / week or part thereof	£13.00	Depot
Destruction of uncollected rejections	Per pallet or part thereof	£315.00	Depot
	Additional cost of skip, including rendering where applicable	Full Cost	Depot
Destruction of uncollected stock	Per pallet or part thereof	£315	Depot
	Additional cost of skip, including rendering where applicable	Full Cost	Depot

Example of saleable unit counts in layers and pallets

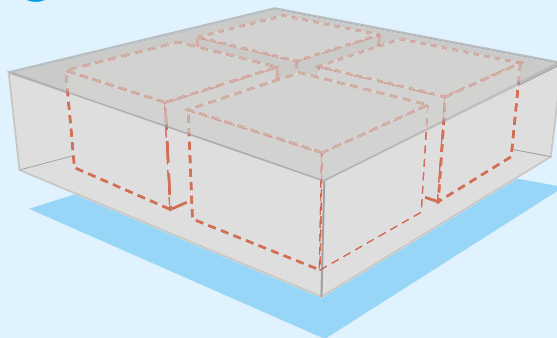
A Saleable units = 1 X 1



A



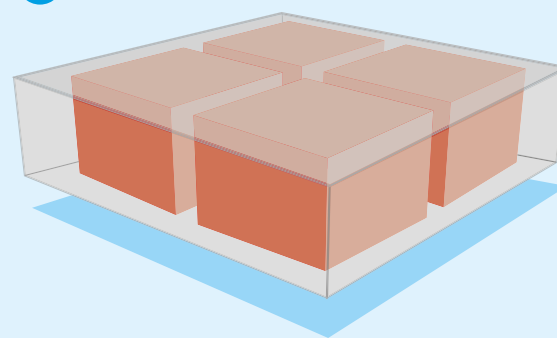
B Saleable unit = 1 X 4 (not to be split)



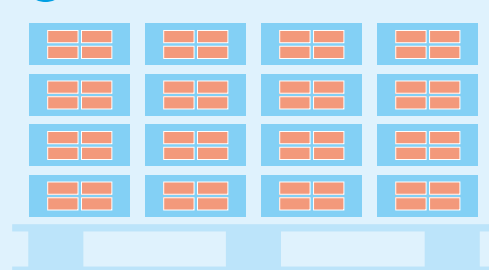
B



C Saleable units = 1 X 1 or 4 Individual units



C



A 1 Layer = 4 saleable units



B 1 Layer = 4 saleable units



C 1 Layer = 16 saleable units



The charges shown in the table above are subject to amendment from time to time on reasonable written notice to the Supplier. Due to the revised legislation regarding the disposal of animal by products each instance will be charged on an individual basis. The charges shown above are therefore included as a guide only.

9. KEY PERFORMANCE INDICATORS

Suppliers are expected to achieve the following key performance indicators, in addition to those set out in Brakes Terms and Conditions of Purchase, unless agreed otherwise in writing with Brakes from time to time.

KPI and measures Supply Chain	Reference
99.8% Order Fill – Key measure	Section 5.1
Order profile is at least Day 1 Day 3	Section 2.1
Have 3 deliveries per week Or is available if needed Or is in consolidation	Section 2.1
Subscribe to and use i-supply!	Section 5.2

KPI Depot and Deliveries	Reference
Book In Delivery 100%	Section 5.4.1
Delivery Arrives For Booking And On Time 30 mins +/- 98%	Section 5.4.3
Delivery Matches Purchase Order 100%	Section 5.3.2
Products Have The Correct Shelf Life 100%	Section 4.1
Quality, Labelling, Temperature Are Correct 100%	Section 4.1
Palletisation Must Conform To Specified Requirements 100%	Section 5.5 and 5.6

APPENDIX A

1 Costs

Artwork

The Supplier shall pay the following artwork charges unless otherwise agreed by the Buyer in writing:

- Lid/Label £125 + VAT
- Bag/Sachet £260 + VAT
- Case/Carton/Wrap Band £260 + VAT
- Product illustration (where used) £50 + VAT

The above costs include construction of artwork to Brakes approved style guide, two rounds of amends, pdf's and final artwork loaded to Brakepak. If further minor amends are required each version will be charged as follows: Lid/Label £100; Bag/Sachet/Case/Carton/Wrap Band £150. More significant amends may require the generation of new artwork. Please note for all case artworks, if a cutter needs to be redrawn an additional charge of £100 will be incurred.

The Seller shall be responsible for ensuring that all of its labelling and packaging complies with all prevailing and future legislation likely to come into force during the shelf life of the Goods. The Buyer reserves the right to reject any Goods that in its view do not comply with such legislation.

2 Assure

All Suppliers of products where the brand is registered to the Brakes Group of Companies are required to subscribe to the Brakes Assure system for Supplier management. This interactive system facilitates communication between Brakes and our own brand supply base, and also the maintenance of accurate and up to date product specifications, allowing Brakes to supply accurate product details to our customer base. The annual subscription for Brakes Assure is based on the own brand purchase value from the supplier and whether product supply is from a single production site or multiple sites. For more details please contact your Brakes Buyer.

NEED TO FREEZE YOUR LOGISTICS COSTS?



Photo credit: Stéphane Rambaud

Norbert Dentressangle provides the UK's leading food manufacturers and retailers with **bespoke, temperature-controlled logistics** operations. If you are looking for a reliable supply chain that gives you a competitive edge through higher service levels and lower costs, please give us a call.



NORBERT DENTRESSANGLE LOGISTICS UK

Telephone 01604 737100 or email: sales@norbert-dentressangle.com
Norbert Dentressangle House, Lodge Way, New Duston, Northampton NN5 7SL

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YOUR PARTNER IN FOOD LOGISTICS



Silotanker: dry bulk goods foodstuff



Temperature controlled transport



Tanker and container: liquid goods foodstuff



Intermodal bulkcontainer foodstuff



Container trucking - linerbags and rotary valve



Chemical transport

Other activities: Storage - cleaning station - logistics provider

All European countries covered, incl. Eastern Europe, Baltic States and Russia

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Head office :

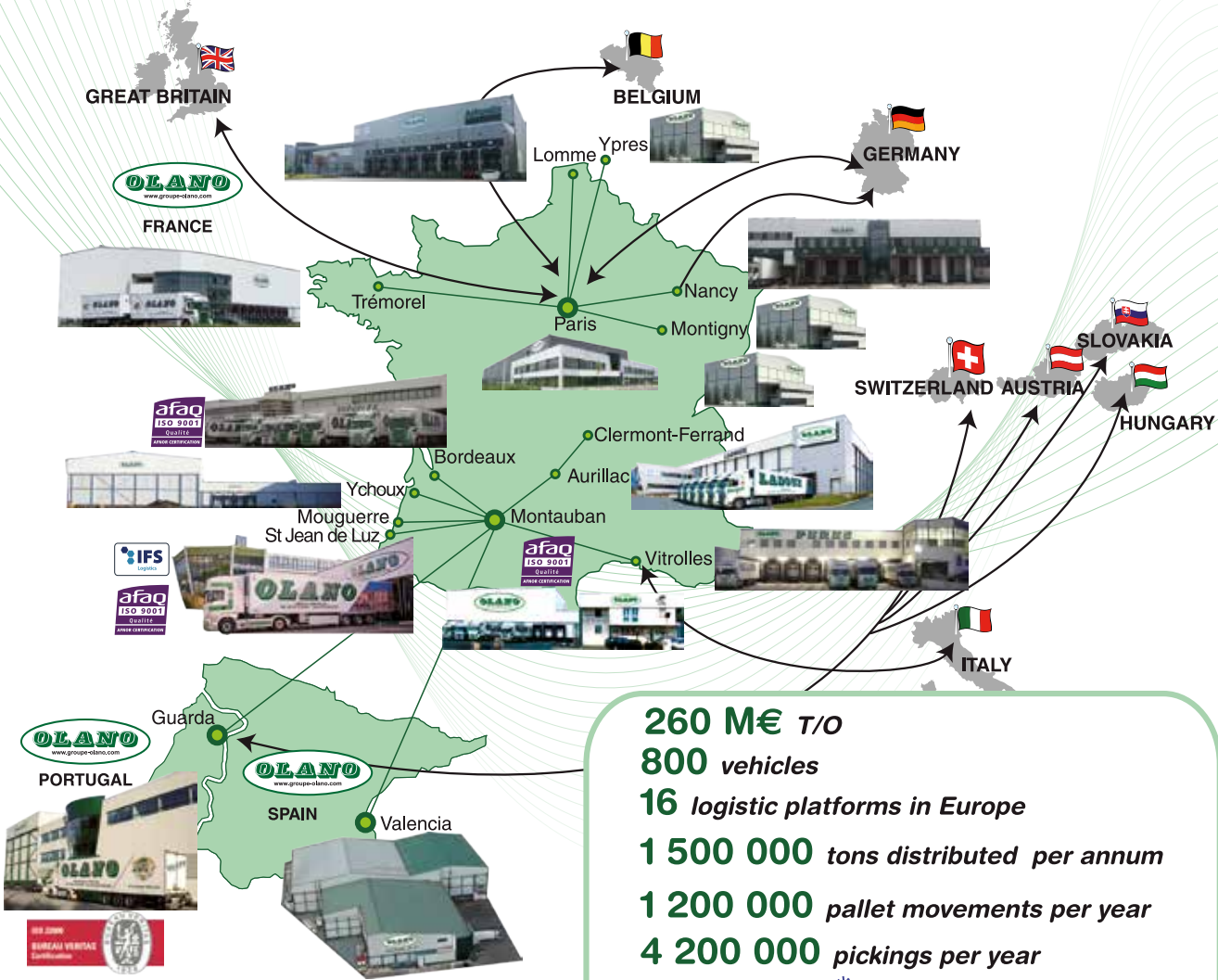
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sitra@sitra-group.com





A sustainable Organization

Frozen goods Branch



260 M€ T/O
800 vehicles
16 logistic platforms in Europe
1 500 000 tons distributed per annum
1 200 000 pallet movements per year
4 200 000 pickings per year
700 000 m³ warehousing
122 000 pallets

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DISTRIBUTION
DISTRIBUTION



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Your product is in safe hands

THE COMPLETE SOLUTION



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