

Working With

The Tibbetts Group Ltd

(All Divisions)

Tibbetts Group Ltd, Tibbetts House, Beaumont Road, Banbury, OX16 1RH, UK
Tel: +44 (0) 1295 257 010 **Email:** info@tibbettsgroup.com **www.tibbettsgroup.com**
Company Registration No. 5536038 VAT No. GB 864 445601

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Delivering Goods and Materials into The Tibbetts Group Limited (*all divisions*)

1.0 INTRODUCTION & AIM:

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

The Tibbetts Group Limited (all divisions) has a policy of positive co-operation and partnership with their suppliers and customers. The guidelines detailed below are designed to assist suppliers to ensure that they supply goods and materials in an acceptable manner to each division.

Specifically the purpose of this document is to clearly define the requirements of the Goods Inwards Department and other departments of the division, in order to ensure that all goods are efficiently and safely unloaded and processed.

The Tibbetts Group is committed to provide adequate controls of the health and safety risks arising from our work activities; therefore will undertake to provide adequate resources in order to maintain high standards of health and safety so far as reasonably practicable. However this may involve the refusal to process deliveries that are considered unsafe to handle.

The Tibbetts Group is committed to improving efficiency and working towards a better environment for us all to work in.

Many parts of this document are designed in conjunction with our ISO certificates and therefore strict adherence is requested from supply chain partners.

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2.0 ADMINISTRATION OF THE SUPPLIER:

The supplier has the responsibility to acknowledge all orders, including costs, quantities, delivery dates and any other instructions.

The supplier has the responsibility to deliver on time / in full as per the purchase order.

Any deviation must be notified ahead of delivery and approved by the Tibbetts procurement team.

Documents that will be sent to the supplier in hard copy or e mail:

- 2.1 Purchase order
- 2.2 Schedule of goods required by due date
- 2.3 Schedule of goods required by shipment date
- 2.4 Outstanding purchasing order list by date or purchase order number
- 2.5 Supplier order book reconciliation report

3.0 DELIVERY ADDRESSES:

The Tibbetts Group Limited has different divisions with separate delivery addresses. You should ensure that goods are delivered to the correct address. Opening times for delivery vary and you should check times before delivering. The appropriate delivery address is confirmed on the purchase order.

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3.1 DELIVERY TIMES:

The different delivery sites have different opening times. **Please ensure you note these times accordingly.**

The Goods Inwards department of Tibbetts Group (**TGL**) is open Monday to Friday between the hours of 07.30 and 16.30 at the following address:

TGL

Tibbetts House
Beaumont Road
Banbury
Oxfordshire
OX16 1RH
United Kingdom
Tel: + 44 (0) 1295 257010

The Goods Inwards department of Tibbetts Group Limited (**BFC**) is open Monday to Friday between the hours of 08.30 and 16:30 at the following address:

BFC

The Heights Business Park
Ibstone Road
Stokenchurch
Bucks
HP14 3BG
United Kingdom
Tel: +44 (0) 1494 565151

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4.0 NOTIFICATION:

All proposed deliveries into the Tibbetts Group Limited should be advised to the Purchasing Department 24 hours in advance of delivery. This notification should include the number of pallets in the consignment and an advanced electronic copy of the delivery note(s) and packing list(s).

All unplanned deliveries are likely to experience a delay or possibly refused delivery, therefore all deliveries should be advised in advance.

5.0 LOAD CONFIGURATION:

All deliveries must be configured to ensure that they are secure, to minimise the risk of transit damage and allow the minimum of handling times.

In order to reduce or eliminate the requirement for manual handling, wherever possible:

- Pallets should **not to exceed 665 kg** in weight. **Appendix 2**
- Single boxes or packages should **not exceed 25 kg** in weight (Any deviation to this requirement must be agreed in advance and must be identified by a 'Red' sticker indicating 'Heavy container' **Appendix 3**
- Parts should be consolidated together in a single pallet. **Appendix 4**
- Mixed pallets (pallets containing different product) should be packed with the heaviest items at the bottom and lightest items on top. **Appendix 5**
- Heavy pallets must not be stacked on top of lighter or smaller pallets. **Appendix 5**
- All deliveries should be stacked to allow the unloading to be conducted from the curtain-side of vehicles (unless shipped by container).
- Mixed pallets (pallets containing different product) should have the majority of product in the bottom of the shipper/box.
- Mixed pallets / boxes must be marked "mixed".
- All bar-codes and part number identification marks should be placed facing upwards. **Appendix 6**
- Docking Bay facilities for loading and unloading are available within Tibbetts Group. **Appendix 7**

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Please note failure to comply could result in delays in processing or refusal to accept delivery and non-conformance reporting.

6.0 DOCUMENTATION:

All deliveries must be accompanied with the appropriate documentation, in order to help the Goods Inward process:

- Advanced Shipping Notes (ASN) &/or Packing Lists should be emailed/faxed to the Purchasing department of Tibbetts Group, 24 hours before planned arrival.
- Each pallet should have a packing list attached detailing a list of contents. This packing list should clearly indicate part numbers, PO number and the quantities enclosed. **Appendix 8**
- All delivery notes (including invoices) should include all relevant purchase orders and cross reference supplier parts numbers with Tibbetts Group part numbers when applicable.
- Failure to comply could result in delays in processing and non-conformance reporting.
- All quality related documentation as specified on the Purchase Order **must be supplied on shipment** of the product by email or fax.

6.1 SUPPLIER REQUIRED DOCUMENTATION:

So that the Tibbetts Group procurement team can transact correctly with a supplier, we ask that you complete the following supporting documentation:

- Tibbetts Group Secrecy Declaration (QMF17) enclosed
- Vendor Assessment Questionnaire (QMF15) enclosed

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6.2 COMMERCIAL DOCUMENTATION:

The following documentation will be required to be provided by all suppliers to the Tibbetts Group

Document		UK/EU Suppliers	Overseas Suppliers Standard Delivery	Overseas Suppliers Emergency Freight	Comments
1	Pre Advice Note	Required 24 hours before delivery to allow efficient processing of the consignment			Required 24 hours before delivery to allow efficient processing of the consignment
2	Advice Note	To be received with the consignment	To be received with the consignment	To be received with the consignment	Should contain details of the: part numbers quantity Containers Purchase Order number
3	Acknowledgement of TGL/BFC order	On receipt of Order	On receipt of Order	On receipt of Order	Supplier must confirm that: the shipment dates can be met The price is correct Confirm any carriage costs
4	Pro forma Invoice		After confirmation of Order - earliest possible		Allow TGL to pay any deposit as covered in the Terms of Trade
5	Commercial Invoice		On preparation of the shipment of the consignment		Required by TGL to confirm and agree to the shipment
6	Bill of Lading		On preparation of the shipment of the consignment		Required as confirmation of transfer of ownership
7	Airway Bill			Once consignment has been collected by the forwarder	Required as confirmation of transfer of ownership
8	Additional - on request	The supplier will be required to supply any documents specified on the Purchase Order. Examples of which are: Certificate of Conformity Heat Treatment certificate Material Certificates			

- 1 The Port date on the PO is the date that we expect the supplier to have the goods at the Freight forwarders premises
 - a. There will be a process ahead of this, which will include
 - i. Obtaining approval to ship the consignment. This request should be sent to TGL in the form of an ASN. The exact form doesn't matter too much, but it should be consistent and should include the part number, quantity, PO#
 - ii. TGL will review the request and as long as the request is within a reasonable time frame of the Port dates i.e. max 2 weeks, it will be approved
 1. Any parts on the request outside of this are likely to be rejected
 - iii. When the consignment has been accepted, TGL will respond to
 1. Andy Ming
 2. The Supplier (if appropriate)

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3. The Local Forwarding Agent (LFA)
 - a. Once received, the LFA'S local representative can contact the supplier directly to agree local arrangements for collection/delivery LFA cannot agree any collection until they specifically have approval from TGL
- 2 If any supplier wants to ship ahead of the Port date, they should specifically write to TGL to request this. Please do not try to 'slip it into the packaging list' as it will then be rejected
- 3 If TGL want to change a Port date, they will request the change of the supplier. Only agreed changes will be implemented
- 4 LFA local Chinese representative have no authority to agree a shipment without the express agreement of TGL
 - a. Chinese suppliers should not assume this for any reason, they should act on an approval TGL

6.3 QUALITY CONSIDERATIONS

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

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

Tibbetts Group strives to reduce environmental impact and requests all suppliers adhere also. All parts supplied that are COSHH registered must be advised when ordered and acknowledged by the supplier.

All COSHH registered parts must be accompanied at delivery or prior to delivery with all relevant documentation.

Tibbetts Group has a policy that we will not purchase any product which is manufactured using conflict minerals. Tibbetts Group will require their suppliers to confirm on an annual basis that they are fully compliant with this policy.

Tibbetts Group expect all suppliers to be conscious of and compliant with the requirements of the Modern Day Slavery Act including future updates and amendments.

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7.0 PACKAGING:

All goods and materials should be packaged in a secure and safe manner. The packaging should be fit for purpose and conform to industry standards. Individual component parts should be securely packaged with clear indication of contents on labels and bar-coding; readable by TGL/BFC scanners (13 digit barcode number barcode style 128 bar width ratio 2:1, bar code height 14mm. **Appendix 3**

Reusable packaging can be returned to the supplier at the cost to the supplier.

Products shipped within a shipping case or carton, should be shipped within a shipping case that is fit for purpose and securely attached to a pallet. Additionally the shipping case should be:

- Packed in a manner that allows product to be unpacking in a safe manner and minimises the risks of manual handling injuries. **Appendix 9**
- Packed in a secure manner to eliminate any risk of transit damage to contents.
- Stacked on a pallet and adequately secured to the pallet. **Appendix 10**
- 2 Pallets should not be wrapped together. **Appendix 9**

7.1 PALLETS – STANDARDS

- Tibbetts Group will only accept the following pallets sizes:
 - 1200mm x 800mm (Standard euro pallet) **Appendix 11**
 - 600mm x 400mm (Standard half euro pallet)
 - 1200mm x 1000mm (Standard 4 way pallet)
- All goods must be supplied on pallets that conform to International Standards for Phytosanitary Measures No. 15 (**ISPM15/IPCC**) from 01/07/2018. **Appendix 10**
 - Any Non-conforming pallets delivery should be agreed by TGL purchasing before the shipment effected.
- Packaging height, including the pallet, must not to exceed 1000 mm in height.
- Pallets should have an access-clearance gap of at least 80mm for pallet truck access. **Appendix 12**
- Product should be packed on single pallets only. **Appendix 13**
- Broken pallets must not be used.

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7.2 SPECIFIC PART PACKAGING

In certain cases, a specific packaging specification will be required. This will be agreed at the quotation stage it will be agreed at the quotation stage at part number level and should be considered in all quotations.

- If there is no “other” agreement, suppliers are asked to work to the “working with Tibbetts” document.
- Part number specific packaging will be included on all Purchase Orders issued for that part number.
- Part number specific packaging will be documented and supplied to the supplier by e mail. An acknowledgement of the packing specification will be required from the supplier.

8.0 CONTAINER SHIPMENTS

The Tibbetts Group Limited has the capability to unload containers. The following points should be noted:

- Pallets stacking should be limited to 2 pallets stacks high only **Appendix 7**
- Pallets must be able to allow for a pallet truck, the opening to be at least 80 mm. **Appendix 12**

Each supplier is responsible for ensuring that the products packed in the container are not polluted or affected by any odour or substance from overseas transport.

An estimated time of arrival should be quoted when booking the delivery, to ensure the delivery is processed promptly without any undue delay.

9.0 UNLOADING PROCESSES & STANDARDS

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

All visiting delivery drivers are required to conform to The Personal Protective Equipment at Work Regulations 1992. Hi-Vis vests must be worn at all times in the designated areas.

All unloading and loading of vehicles will be conducted in accordance with the Health and Safety Executive guidelines: Safe driving loading and unloading.

In order to minimise the amount of manual handling, Tibbetts Group staff will use mechanical handling equipment whenever possible.

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Where a fork lift truck (FLT) is used to unload vehicles this process will be conducted in accordance with Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)

All case of Near Misses; Incidents & Accidents should be reported to a member of Tibbetts Group staff and the appropriate forms are readily available.

10.0 NON-CONFORMANCE ISSUES

All instances of non-conformance create delays and additional costs. Each instance of non-conformance will be recorded and reported. A copy of each Non-Conformance Document (NCD) will be issued to the suppliers at the earliest opportunity after delivery.

Tibbetts Group requires a response from the supplier within 24hours acknowledging the NCD. A formal problem resolution report such as an 8D is required within 7 working days. This should clearly identify;

- Containment action
- Root cause analysis and resolution
- Clear timings

10.1 CHARGEABLE NON-CONFORMANCE ISSUES

All instances of non-conformance that create additional cost will be communicated with the supplier and agreed beforehand. The amount will be debited from the supplier account.

10.2 GOODS BEING RETURNED TO SUPPLIERS

All goods that are not required and agreed to be returned must be collected by the supplier within 10 working days or risk that the goods are scrapped. All returned goods will be debited from the supplier account.

10.3 GOODS BEING RETURNED AS FAULTY OR WARRANTY

All goods being returned to the supplier as faulty or warranty must be dealt with within 10 workings days. After this point Tibbetts reserve the right to debit the warranty amount.

Important note - Deliveries cannot be processed until all items detailed on the NCD are resolved, therefore a prompt reply is essential.

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Copies and details of all NCD are used in the analysis of Supplier Performance review and monitoring reports.

11.0 IT & DIGITAL INTERFACE WITH SUPPLIERS

The Tibbetts Group operate a fully integrated EDI interface with suppliers and this connection is our preferred method for order to transact from PO, Order Acknowledgement, Delivery and Payment. Please complete the additional information sheet to ensure this facility is fully used and implemented.

12.0 BANK DETAILS

We all need to take responsibility in today's world regarding the bank accounts that suppliers request payment to. We ask you always instruct the bank details on the supplier order acknowledgement and invoice.

Any changes in bank account must be communicated by email and in person face to face or by telephone by a recognised employee within both businesses.

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