

Added Value Opportunities

Management Reporting

All national business with contract partners is controlled, managed and invoiced from the Nationwide head office in Chesterfield. All orders are routed through the head office and transferred automatically to the branch nearest to the delivery point via our linked EDI network. This ensures that all orders are processed immediately. All data regarding orders and invoices are stored centrally and all invoices are produced by the Nationwide head office.

Data is available in a wide range of options normally produced to suit the contract partners specific requirements.

Some examples of the type of reports available are as follows:

- * Product supplied by delivery site
 - When
 - Frequency
 - By item
 - Total by week, month, quarter, year etc
 - By value

- * Delivery time compared to order report

- * Product split by manufacturer - per site and as a whole.

- * Any combination of data to suit the contract partner

Training

In addition to its head office training facility, Nationwide also operates regional training centres within the group to provide specific skills and product safety and awareness. These include floor and surface cleaning techniques and product usage courses plus simple equipment care and maintenance techniques. Product health and safety guidance is provided by all 35 sites and regular use of manufacturers training staff and courses are also offered to contract partner company personnel.

The Nationwide centres offering training are based in:-

Hull, Bradford, Nottingham, Cardiff, Portsmouth and Hailsham

Advice

All of our branches are operated by staff with extensive experience in the cleaning and hygiene market place. Advice is constantly given on product development and improvements as well as the benefits of product rationalisation. The role of our National Account Managers is to work with contract partners to improve supply benefits through product evaluations, site surveys, moves to product concentrates and new systems.

We also have within the Nationwide group the only auto-dosing installation and maintenance operation within the whole of the UK distribution sector. This operation was established in 1996 in conjunction with Diversey to initially support the catering sector and is now available from 20 of our 35 branches.

Helpline

We do not operate a 24hr, 7 days a week helpline. However, through our Sales Director we do utilise our 10 head office account controllers and the 4 National Account Managers to solve problems, should they arise. In addition all of this is supported, where necessary, by the whole of our 35 branch network in times of emergency. All of our branches are aware that they may be required to support problems on an overnight basis in their local areas.

Internet

Up to 6000 products can be viewed on our web site and ordering is increasingly being made through this medium. In addition Nationwide operates a dedicated product EDI link for key contract partners whereby their individually agreed product list is down loaded to the local ordering point. This allows total security of data, minimal link up time and automatic updates of product and price data following any changes agreed with the contract partner head offices.

Using the dedicated EDI link information can be viewed on outstanding orders and a range of data to suit the contract partner, including invoices.

Delivery

Nationwide's normal delivery time is 2-3 days but is variable for specific contract partners. Emergency same day delivery can be organised on an exception basis as and when required. Our reputation for delivery service in the market place is unequalled by any other group, largely because of our owner manager capability. In effect each branch has a local decision maker outside of any corporate guidelines. They also value the national business as a personal asset and not a corporate requirement.

Dedicated Personnel

Nationwide provides each contract partner with a list of dedicated contacts at each branch covering sales, admin and management. In support of these there will be two dedicated

National Sales Managers and six internal sales personnel at the Nationwide head office. All technical and on site product issues will be dealt with initially by the local branch.

Waste Minimisation

There are several ways in which waste can be reduced from current levels:-

- Product rationalisation is an obvious candidate and it is almost certain that the existing product range could be reduced. Nationwide have considerable experience of working with groups who have pulled together a central arrangement for previously fragmented operations. We would undertake site surveys and make recommendations for product rationalisation. Some contract partners wish to have trials carried out before accepting recommendations and these can be arranged free of charge.
- Substituting existing bulk products for concentrates is another area of consideration. With this approach much less material is delivered and through the use of simple auto-dosing equipment the end user adds water to controlled measures. Packaging is reduced as are deliveries and more importantly so is pilfering. Without the secured auto-dosing equipment the product in most cases cannot be dispensed, plus to remove a concentrate would be far more noticeable to any supervisor. As was mentioned earlier Nationwide have installation engineers available to install and maintain this equipment.
- Nationwide work continually with manufacturers to improve not only the size of packaging but also the safety of it. Recently one of the major paper manufacturers changed its packaging of a particular brand following representation from Nationwide regarding its unsafe construction.

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