

Introduction and Objectives

Nationwide Hygiene Group is pleased to offer a range of Added Value Opportunities to support its service approach. These opportunities are designed to enhance traditional contract methods, where appropriate, and should be discussed and agreed on an individual basis.

The various potential opportunities are detailed herein.

Scope of Application

The Group will take account of this policy throughout the organisation including within:

- Policies & procedures
- Administration of the supply of products from suppliers
- Distribution of hygiene products
- Management of the Group's Chesterfield facilities

Related Policies

None

Added Value Opportunities

Management Reporting

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

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

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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, the Group also operates regional training centres 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 Group centres offering training are based in:

- Hull
- Bradford
- Nottingham
- Cardiff
- Portsmouth
- Hailsham

Advice

All Group branches are operated by staff with extensive experience in the cleaning and hygiene marketplace. Advice is constantly given on product development and improvements as well as the benefits of product rationalisation. The role of the 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.

The Group also has 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 out of 35 branches.

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Helpline

The Group does not operate a 24 hour, 7 days a week helpline. However, via the Group Sales Director, the Group does utilise the 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 35-branch network. All 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 the Group's web site and ordering is increasingly being made through this medium. In addition, the Group operates a dedicated product EDI link for key contract partners whereby their individually agreed product list is downloaded 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

The Group'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. The Group's reputation for delivery service in the marketplace is unequalled by any other group, largely because of the owner manager capability. In effect, each branch has a local decision-maker who can operate autonomously. These decision-makers also value the national business as a personal asset and not a corporate requirement.

Dedicated Personnel

The Group 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 Group head office. All technical and on-site product issues will be dealt with initially by the local branch.

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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. The Group has 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, using simple auto-dosing equipment, the end-user adds water to controlled measures. Packaging is reduced as are deliveries and, more importantly, pilfering. Without the secured auto-dosing equipment, the product usually cannot be dispensed. Also, removing a concentrate would be far more noticeable to any supervisor. The Group has installation engineers available to install and maintain this equipment.
- The Group works continually with manufacturers to improve not only the size of packaging but also its safety. As an example, one of the major paper manufacturers changed its packaging of a particular brand following representation from the Group regarding its unsafe construction.

Ownership, Approval Process, Changes and Deviations

This Policy was approved by the Board of Directors of Nationwide Hygiene Group and is reviewed annually. The policy is owned by the Chief Executive, and all updates, changes, deviations and supplements will be authorised by this role.



Darren Broad
Chief Executive Officer

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