

MMRG Specific Supplier – Delivery Guidelines

Goods that are destined for Martin McColl Retail Group's stores are initially delivered to the 11 ambient and 5 Chilled and Frozen Distribution Centres (as at October 2012) operated by Palmer and Harvey McLane Ltd. Palmer & Harvey take title to the goods, and then deliver these to Martin McColl's stores as and when the customer requires them.

Do you already trade with P&H?

The first thing to do when you secure a listing with Martin McColl Retail Group is to make sure that you are already set up as a supplier to Palmer and Harvey McLane Ltd. If you are not, then please make contact with Martin McColl National Account Manager (Telephone 01273 222100) at P&H Head Office who will guide you through the process that is needed so that everything is in place ahead of the stock being needed in store.

The process for listing a product

Once you have agreed a listing with the buyer at Martin McColl, then they will pass your details on to their planograms team, or a promotional planner. They will work out how much stock is required at each Distribution Centre, and will pass that information on to P&H who will make arrangements to order the stock from your business.

As soon as you have agreed a listing with the buyer at MMRG, you should make sure that the product is set up on P&H's system by contacting Martin McColl National Account Manager (Telephone 01273 222100). If the product in question is not live on the P&H system, then you will need to complete a P&H new line form and to send this to MMRG & P&H along with scannable outer and retail barcodes. P&H will then arrange to set the product up on their systems in readiness for receipt of the order from MMRG.

In order for P&H to distribute a product, in general it must be able to fit into a roller cage as all their deliveries are made using this medium. Appendix 1 shows the dimensions of a roller cage. Please contact the P&H Account Manager at the earliest possible moment if you have a product which will not fit.

Health and Safety requirements dictate that P&H cannot generally accept for distribution any outer which exceeds 20kg in weight. Please contact the P&H Account Manager at the earliest possible moment if you have a product which you need to get into store which exceeds this weight.

Please note that P&H make a standard charge for each new line to be set up, to cover the costs of administration that are involved with this process. Please refer to your P&H Commercial contact for information on this charge.

Placement of orders by P&H

P&H are very flexible in how they can place orders. The facility exists to send these by email, EDI or Fax. They will agree the best method to suit you for this at the time you are set up as a supplier. P&H will place orders with you showing the goods that are required, which Distribution Centre they are needed in, and the date when stock needs to arrive in the Distribution Centres.

It is important that if you receive an order, and you cannot deliver the goods within the timescales required by P&H, that you advise both the P&H Contact, and the relevant buyer at Martin McColl of this fact. This is far more acceptable than crossing stock off near to the date when stock is due in store, as it allows Martin McColl to plan their store offer more efficiently.

PALMER & HARVEY McLANE LIMITED

P&H House, Davigdor Road, Hove, East Sussex. BN3 1RE.

Telephone: 01273 222100. Facsimile: 01273 222101

Company Registered in England. Regd. No. 1874153.

Registered Office: P&H House, Davigdor Road, Hove, East Sussex, BN3 1RE.



Please note that P&H do not accept “to follow” orders – if you are unable to fulfil part of an order, then deliver what you have and mark the rest as “out of stock”, and providing Martin McColl are in agreement P&H will re-order the products that you have not supplied.

Please also note that you must not send substitute products in to P&H even if they are very similar to the line that has been ordered. As you would expect from a major retailer, Martin McColl operate a very disciplined system in their business, and if you sent a product with different characteristics into the supply chain (for example stock with a different barcode) then this will be rejected, and you may be liable for any costs incurred by Martin McColl or P&H in putting things right afterwards.

Making a delivery to a P&H Distribution Centre

P&H operate a system of “booking in” at all of their Distribution Centres. Once you’ve received and processed the order and are ready to ship the goods to P&H, you should contact the goods in staff at each Distribution Centre that you wish to deliver to, and arrange a mutually convenient booking slot.

If you find that you are unable to make a delivery slot, perhaps due to a hold up on the road, then please telephone the Distribution Centre and give the goods in staff a rough idea as to when you think that you may arrive. P&H will do their best to accommodate your revised arrival time, although in some cases this may mean that there is an extended wait at the site, and the possibility that your delivery may not be accepted until the following day.

Please do not just turn up at P&H Distribution Centres without having secured a booking in slot. P&H operate a disciplined, planned approach to the receipt of goods in, and if you do this, then there is a good chance that your delivery will be turned away and you will be asked to come back once you have arranged a suitable delivery slot.

Please note that P&H do not accept a minimum drop at all until a defined and stable rate of sale has been established for lines that are newly listed within MMRG’s stores. Once this has happened, then discussions about a minimum drop can be entertained.

Please note that all deliveries made into P&H depots must be made on CHEP Blue pallets. P&H cannot accept deliveries made on Euro pallets or any other type. If you need information on who to obtain Chep Pallets please refer to www.chep.com, or telephone them on 01932 850085. P&H are members of GKN Chep Palletbank. This means that when you deliver to one of their Distribution Centres, they will give you back an equivalent number of empty pallets to those which you delivered. If P&H are not able to do this, then you will be provided with a Pallet Exchange note to ensure that you do not get charged for these pallets by Chep.

Please note that P&H have a maximum pallet height acceptable of 1.6 metres, which must include the height of the pallet. P&H cannot accept pallets higher than this as they will not fit into the racking in their warehouses.

Payment terms

The P&H Commercial Department will advise you of their standard payment terms as part of your initial discussions when you are set up as a supplier.

Getting the administration right is key to being paid on time. Please note that P&H will require that you send an invoice to the delivery point with the goods, and that you send a consolidated monthly statement to their Head Office for the attention of the Bought Ledger Department.

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At the time you are set up as a P&H supplier, you will need to agree a mutually acceptable arrangement for handling any damages found on deliveries made by your business, including those that may be discovered once your haulier has completed the delivery in to the P&H Distribution Centre.

Residual Stock

If you have agreed SOR with Martin McColl Retail Group as part of agreed terms for a new listing, then you will need to make sure that P&H are made aware of this at the time the product is set up on their systems.

Pricing of goods

The price that you quote on the Product Specification Form for a new listing shall be the price that you charge P&H for the goods that they order. This in turn will form the basis of the charge that P&H will make to MMRG for these goods. It goes without saying that this must be correct from the outset, as if goods are charged to P&H at a higher rate than had been agreed, then their standard practice shall be to withhold payment on all affected invoices until such time as they receive credit for the difference.

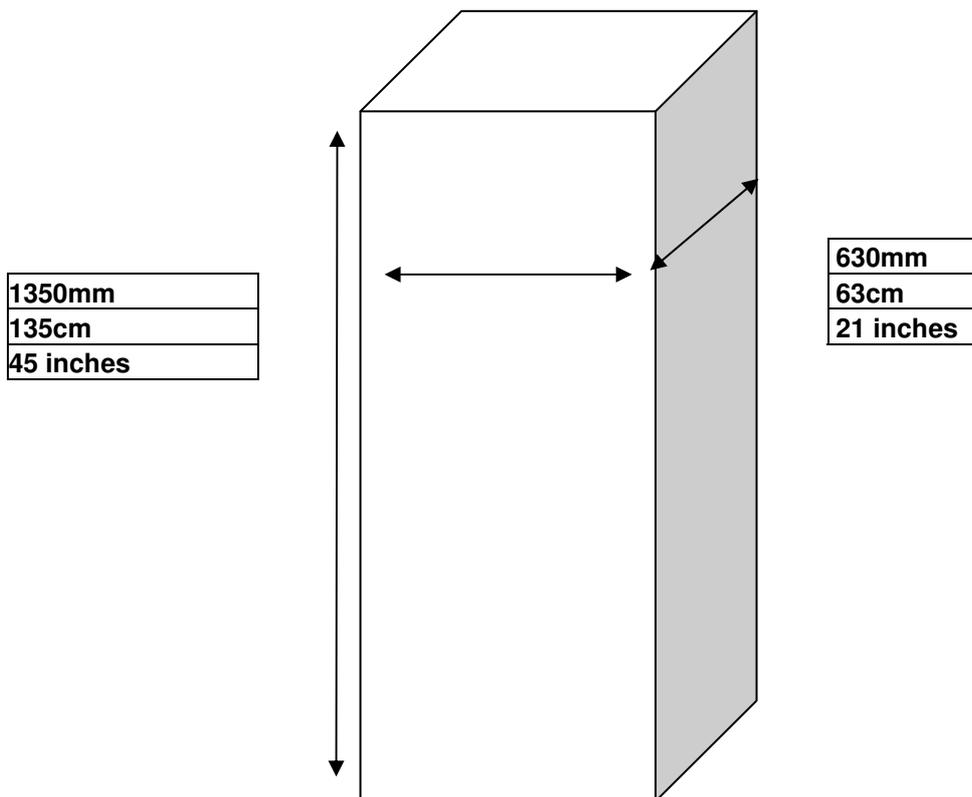
Price changes must be simultaneously notified to both the relevant Trading Manager at P&H, and the buyer at Martin McColl Retail Group. The proposed change must be confirmed in writing, giving at least six weeks notice of the change.

If you are supplying a line on an ongoing basis to Martin McColl via P&H, and you wish to offer Martin McColl a promotional price, then the correct way of handling this is that you should continue to supply P&H at the same back door price, and that any promotional funding should be paid to Martin McColl retrospectively at the end of the promotion. P&H cannot accept varying pricing based on suppliers promotional activity with Martin McColl Retail Group

As a rule of thumb, neither P&H nor Martin McColl Retail Group accept free stock into their businesses.

P&H Roller Cage Dimensions

750mm
75cm
25 inches



Other Points to Note:

- Total Volume of any one outer must not exceed 70 litres
- Total Weight of any one outer must not exceed 17kg
- Additional Charges may apply on larger than average outers

List of P&H "Ambient" Branches as at October 2012:

<p>BIRTLEY Shadon Way Portobello Trading Estate Birtley Co Durham DH3 2RN</p> <p>Tel: 0191 492 9700 Fax: 0191 410 8461</p>	<p>BRANDON Wimbledon Avenue Brandon Suffolk IP27 0PG</p> <p>Tel: 01842 816700 Fax: 01842 816880</p>
<p>BRISTOL St Annes Road St Annes Park Bristol BS4 4EB</p> <p>Tel: 0117 971 6000 Fax: 0117 972 3750</p>	<p>COVENTRY Dolomite Avenue Coventry Business Park Coventry CV5 6UQ</p> <p>Tel: 024 7685 4300 Fax: 024 7685 4301</p>
<p>DUNFERMLINE Pitreavie Business Park Fife KY11 8UJ</p> <p>Tel: 01383 848600 Fax: 01383 848666</p>	<p>FAREHAM 11 Barnes Wallis Road Segensworth Hants Fareham PO15 5TT</p> <p>Tel: 01489 555800 Fax: 01489 555883</p>
<p>HAYDOCK Millfield Lane Haydock St Helens Merseyside, WA11 9UA</p> <p>Tel: 01942 717757 Fax: 01942 271039</p>	<p>HEMEL HEMPSTEAD Maxted Road Hemel Hempstead Hertfordshire HP2 7DX</p> <p>Tel: 01442 281700 Fax: 01442 281701</p>
<p>LEEDS 20 Cross Green Approach Cross Green Industrial Estate Leeds LS9 OSG</p> <p>Tel: 01133 802200 Fax: 01133 802201</p>	<p>MEDWAY Mid Kent Business Park Sort Mill Road Snodland, Rochester Kent, ME6 5PX</p> <p>Tel: 01634 246500 Fax: 01634 244152</p>
<p>PLYMOUTH Moorlands Industrial Estate Callington Road Saltash Cornwall, PL12 6LX</p> <p>Tel: 01752 854100</p>	

List of P&H "Chilled and Frozen" branches as at October 2012

AYLESFORD 5 Mills Road Quarrywood Industrial Estate Aylesford Kent ME20 7NA Tel: 01622 711200 Fax: 01622 711229	FAREHAM C&F 3 Crompton Way Segensworth West Hants Fareham PO15 5SS Tel: 01489 865940 Fax: 01489 865948
DUNFERMLINE Pitreavie Business Park Fife KY11 8UJ Tel: 01383 848600 Fax: 01383 848666	FAREHAM C&F 3 Crompton Way Segensworth West Hants Fareham PO15 5SS Tel: 01489 865940 Fax: 01489 865948
HAYDOCK Millfield Lane Haydock St Helens Merseyside, WA11 9UA Tel: 01942 717757 Fax: 01942 271039	