

Supply Chain Service Charter

Ordering

A dedicated Customer Account Manager will contact you at specified time each week to take your drinks order. We are also available to take any query you may have. You should call **03333 20 20 85** from 07:00 to 18:00 Monday to Friday. You can now also register to order online. Many of our publicans are enjoying the freedom of being able to order using this service.

Our Brands

We have agreements with all the major drinks suppliers including Heineken, Carlsberg, AB InBev, Molson Coors, Diageo. We also deal with many smaller drinks companies to ensure we can offer an industry leading selection.

We offer an extensive range of international, national, regional and local brands, including an exceptional range of cask ales.

We work with SIBA, the Society of Independent Brewers, to give our publicans access to hundreds of products from regional and micro-breweries.

We can also supply an extensive range of wines, spirits and minerals.

Delivery

Our delivery service is provided by Heineken UK Ltd and sub-contracted to Kuehne & Nagel Drinks Logistics (KNDL). All orders placed are transmitted to this contract partner ready for picking and onward delivery. Each week we deliver thousands of items ranging from beer line cleaner to keg lager.

All deliveries are subject to minimum order quantity requirements (except where special arrangements have been made).

Your Customer Account Manager will advise you of minimum order requirements when you place your order.

Drinks Ordering

There are several aspects of drinks ordering.

COMMITMENTS

We are committed to our relationship with our publicans. To ensure that this relationship is of the highest quality, we commit to certain actions described below.

Our commitments to you

- We will call you on the agreed day at the agreed time
- We will ensure that core products are available at all times
- We will advise you of promotional offers
- We will deal with ad hoc requirements efficiently
- We will address and resolve all issues raised, as efficiently as possible

Your commitments to us

- To be available on your agreed day and agreed time for placing your order
- To have your order requirements ready when we call
- To order sufficient stock to cover 10 days normal trading

The Sales and Service Centre telephone number is **03333 20 20 85**.

Emergency Orders

In exceptional circumstances, we offer an emergency delivery service to cover exceptional trading and unforeseen stock shortages.

The emergency delivery lead time is two working days and every reasonable effort will be made to minimise the time you are without goods.

Please note that this service may incur an additional charge.

We will only make a charge for an emergency delivery after we have informed you at the point of order capture and it is accepted by you.

We do not charge for emergency deliveries where us or our Supply Chain Partner Contractors are at fault.

Depot Collections

Although used on rare occasions, a customer collect facility for beer from some depots is available.

We do not offer a collection facility for wines and spirits.

No cash transactions are accepted at depots. You will need suitable photo identification which must be produced on arrival to gain access to the depot.

You cannot collect containers larger than 11 gallons to comply with health and safety legislation. Two people are required to lift 11 gallon containers.

Orders placed for collection on the same day must be received at the depot by noon.

You can collect your order between 2pm and 4pm.

Suitable transportation should be used. Only vehicles with a flat back will be accepted such as Estate cars, 4 wheel drive, pick up, trailers and vans e.g. transit, other vehicles with only a boot are not suitable.

Please be aware that distribution depots are industrial areas. There are strict rules to protect employees and visitors.

You should make yourself aware of these rules. Please park in the designated areas and pay particular attention to large moving vehicles

Drinks Deliveries

COMMITMENTS

We are committed to our relationship with our publicans. To ensure that this relationship is of the highest quality we commit to certain actions described below.

Our commitments to you

- To deliver your order on the agreed day and within the agreed time window.
- We will collect empty containers on a like for like basis.
- We will deliver the goods into the cellar according to your requirements. Please note that you will not be required to assist with any scheduled delivery.
- When we get it wrong, we will endeavour to put it right within a reasonable timescale.

Your commitments to us

- Please ensure that a responsible person is available to receive and sign for the goods.
- It is your responsibility to make sure that the delivery area is in accordance with Health and Safety legislation.
- It is vital that all goods are checked before signing the delivery note.
- In addition you should check that you have received the relevant pub co pack packaged goods.
- You should ensure that empties are stored in a secure place prior to their collection.
- Please note that if you refuse all or part of your delivery we may apply a charge. You will be advised before any charges are made.

Goods invoicing and payment

There are procedures for the payment methods for goods and rent, and there are consequences for non-payment by the due date. It is important to maintain up to date payments according to your payment schedule. This will avoid the risk of your account being placed on hold.

Payment methods

The preferred method of payment is by Direct Debit. This guarantee is offered by all banks and building societies that take part in the Direct Debit scheme. The efficiency and security of the scheme is monitored and protected by your own bank or building society.

If the amount to be paid or the payment dates changes, we will notify you at least four days in advance of your account being debited or as otherwise agreed.

If an error is made by us or your bank or building society, you are guaranteed a full and immediate refund from your branch of the amount paid.

You can cancel a Direct Debit at any time by writing to your bank or building society.

Please also send us a copy of your letter.

Rent

Rent is due monthly in advance, on the first day of the calendar month.

The preferred method of payment is via Direct Debit. Queries relating to rent payments may be addressed either to your Regional Manager or your Regional Credit Control Manager.

Consequences of non payment

Returned Direct Debits must be paid by electronic bank transfer (CHAPS), or by debit or credit card. This should be paid via your Regional Credit Control Manager, within 24 hours of notification of returned Direct Debit.

Failure to do so will put your beer delivery at risk, as your order will have been automatically put on hold.

Payment by cheque is not acceptable.

Ullage

If you have received a faulty product, please contact the Sales and Service centre on **03333 20 20 85** to register the fault whilst the product is still within its best before date. Your Customer Account Manager will then process the claim for credit on your behalf.

We will register the ullage return with our distributor and the brand owner. If appropriate, a technician will visit you to verify the fault product.

We will make arrangements for the container to be uplifted and returned to the depot. A credit decision will be made once the assessment is complete and you will be informed of the decision.

Credit will only be given if there is a genuine fault with the product.

Any of the following may result in non-payment of credit:

- Evidence of tampering
- Evidence of product adulteration
- Outside best before date on initial reporting of the fault
- Defaced or illegible product label
- Less than minimum required volume in the container
i.e. more than 3 gallons dispensed