



WHO WE ARE

Grafton Merchanting GB (GMGB) is a leading builders merchant in the UK, with over 550 branches. Formed in 2008 as an integral part of the Grafton Group, we supply and co-ordinate the building material requirements of our partners through GMGB brands, to form a seamless 'one-stop shop' service.

Our businesses are leading merchants, or specialists in their own fields. By combining the strengths and experiences of these market leaders; GMGB can offer a unified interface to all these businesses at group procurement level, giving a complete materials solution for its customers.

Here at GMGB our strategy for business is to ensure we are the first-choice supplier to our customers. This is achieved by implementing our core values of providing engaging customer service from the ground up and delivering efficient and flexible solutions to our client's supply chain problems.

All the above is our history of how Grafton cemented its position, but what differentiates GMGB from other merchanting businesses is our passion for partnering. Our goal is to build long-term, mutually beneficial relationships with our partners, through transparency and diligence.



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Grafton
Supply Chain Solutions
THE PUBLIC SECTOR MATERIALS SUPPLIER



OUR SOLUTIONS

Unlike traditional suppliers, restricted by rigid services and standard systems, our approach is different. We deliver personalised supply-chain solutions that are built around you.

We understand how important it is for your business to be able to react swiftly to changes in market conditions and to be the most cost-effective. With our end-to-end supply chain management, you are assured of a responsive and forward-thinking partner.

We listen to you and take the time to understand your needs and goals and then build a solution to suit.

Find out more about our family of customize solutions and see how we will create the best route for you. Depending on your needs we can supply these solutions in one or more of our leading market segments; building, hire, electrical or plumbing and heating.

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VAN STOCK

A partnership with Grafton Merchating GB acknowledges the pressure placed on both the private and public sector in terms of reducing operational expenditure and at the same time, preserving a high standard of quality across the service, materials and products supplied.

Our Van Stock Solution offers our customers an easy and cost effective solution which promises to equip operatives with the right materials to carry out their work in an efficient manner.

Our solution offers:

- Robust and efficient van stock management – backed up by live data and an experienced team.
- Flexible solutions tailored to customer requirements.
- Van stock audits.
- IT integration to suit specific requirements.
- The ability to load an individual van stock profile onto an operatives PDA.

With these solutions addressed, operatives can focus on the task in hand, reassured by the fact that the materials they need to complete their work are always readily available within their individual van stock. This means less frequent trips to branch to pick up additional materials and therefore more time on the job in hand.

- High quality materials and brand names you can trust.
- True account management support via an experienced team.
- A focus on value for money throughout the contract life cycle.

In keeping with the above ethos, Grafton's van stock solutions work to keep costs down in the following ways;

- Operatives have access to the right materials at the right time.
- Great majority of repairs completed within one visit.
- Correct volume and type of materials always held within store.

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COLLECTION & DELIVERIES

If the scale, location or complexity of your business requires a dedicated solution, Grafton Merchandising GB have the people and expertise you need.

For some of our customers a more cost-effective solution is to provide a dedicated trade counter service within our existing branches. By using our dedicated fast-track counter and the 'call and collect' service, we can keep operative waiting times to an absolute minimum, driving productivity to enable faster working processes.

Our collection service includes stock management, order processing, packaging and access to specialised-industry knowledge. You'll not only get a more efficient and streamlined end-to-end supply chain solution, but you'll also get total peace of mind that 'we're on it' and you can leave us to do the heavy lifting.

Before we load, we listen. To provide you with Grafton-levels of care, we take time to understand your precise requirements. This insight allows us solve your delivery problems and focus our efforts on delivering a more efficient solution.

Whether you need Plot Pack deliveries to support VOIDS or Rapid Response deliveries for emergency jobs, we will deliver high levels of service, reliability and control over your material movement to you.

Our dedicated delivery teams work diligently to ensure our partners receive the best possible delivery service. Even if it's hazardous or high-value, our team of experts will get it there safely and keep you updated on what's going on.

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PARTNERING STORES
IN PARTNERSHIP WITH
BUILDBASE

IN PARTNERSHIP WITH
BUILDBASE
ELECTRICBASE

Part of **Grafton Group plc**

MANAGED STORES SOLUTION

Leading the way for a truly tailored service

Utilising our national network of over 550 branches has shown to be extremely successful in satisfying the requirements of the great majority of our contracts. There are times, however when a more tailored service is required, in these cases we are pleased to offer our Managed Stores Solution.

The provision of a Managed Stores Solution allows us to work extremely closely with the customer, to fully understand their goals, challenges and aspirations - both short and long term. By doing this, we are able to integrate fully and carry out delivery of the contract requirements in the most effective and efficient way possible. This allows all efforts to be focused on further development of the relationship throughout and beyond the contract life cycle.

With a Managed Stores Solution, customers can expect;

- Dedicated premises for sole use of the customer.
- Size, location and layout mutually agreed on a best fit requirement.
- Full in-house IT integration.
- Staff integration – utilisation of our products alongside customer operational knowledge under one roof.
- Highly efficient day to day operations.
- Potential to save money.
- Increase in maintenance teams efficiency through managing the stock of products within the fleet of vehicles.

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ACCOUNT MANAGEMENT

If project management is about day-to-day effectiveness, account management is where we take a long-term view of our partnerships. Our Account Management Team serve as customer advocates within your organisation. They understand and share your business goals and help ensure that everyone, from the head of the business unit to our frontline employees, knows what's important to you and your customers.

Our Account Management solutions offer full contract support, from IT mobilisation to cost-saving KPI meetings making sure our solutions are aligned with your business goals.

We achieve this by designing a clear contact hierarchy, so your needs are addressed quickly and consistently. We provide open lines of communication with industry specific specialists, making sure you receive a straight answer from someone who can provide it, or knows how to get it quickly. Someone you can count on, to be there every step of the way.



E-TRADING

Whether you are fully integrating, partially integrating or simply wanting to receive electronic consolidated invoices, Grafton Merchating GB IT services are designed and implemented to be consistent, reliable and cost-effective.

Some of our services that we offer are:

- Record orders electronically and validate information such as – Job References, Operative ID or Van Registrations.
- Paperless invoicing systems – EDI.
- Create detailed management information reports showing material usage, tradesmen's purchases.
- Stock management.
- Improved visibility for supply chain transactions with increased security.

All data can be produced in any format and transported using a variety of mechanisms. From this, we like to work with our partners on a case-by-case basis ensuring our service fits your IT needs like a glove. And with just one contact, one system and one invoice – we make things simple for you too.

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PROCUREMENT ID CARDS

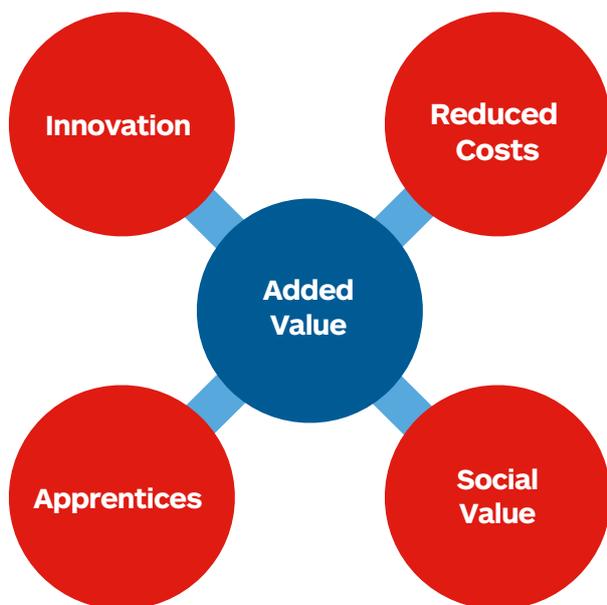
We pride ourselves on the ability to provide the most in-depth, flexible detail on our purchasing cards when compared with our competitors.

Safety, Security, Visibility

- Spend Limits: Control your operatives spend on materials. This can be adjusted so that each one has a different spend limit.
- Line-Level-3 Control: The card can be tailored to restrict the materials an operative can collect; this can be controlled to limited specific items rather than a range of materials such as timber.
- The ability to run reports on daily/weekly/monthly transactions and spend.
- Provides information on where the card has been used; is the operative using the closest branch to avoid time on the road?

Whatever the requirements, we create solutions that give you complete control and visibility.





ADDED VALUE

Not only do we work with our partners to drive down costs and explore innovative ways of working, we also deliver positive economic, environmental and social impacts in the places we operate.

Grafton Merchanting GB believe there is enormous social value in supporting and engaging with communities, partners and our workforce that go far beyond contractual requirements.

Our Added Value work achieves a lot, from helping apprentices develop skills, repairing a roof of a local church, to providing Christmas presents to the local Children's Hospital.

Contrary to other local community funding, our Grafton Community Impact fund is set up during Partnerships with the aim of supporting multiple projects across the community.

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CASE STUDY: MATERIAL SUPPLIER FOR WEAVER VALE HOUSING TRUST



Since its formation in July 2002, Weaver Vale Housing Trust have built and maintained over 6,000 affordable homes in Northwich, Winsford, Frodsham, Helsby and outlying rural areas. They build dwellings to cater for all ages and as such require solutions to ensure we provide value for money and high quality service to suit all their customers.

GMGB have been supplying building, electrical, gas and plumbing materials to Weaver Vale Housing Trust since 2008. The contract value is £1.2m per annum and later this year we will enter into the 10th year of a very successful partnership

Some of the key aspects and reasons for the success of the partnership are as follows;

- Trading through the central location of our Northwich Buildbase site, we were able to move Weaver Vale stores into ours at the branch in the mobilisation stage, upon their request.
- The account is overseen by a partnering and account manager to ensure all work is progressing. They have monthly review meetings with an equivalent member of WVHT to discuss product innovation, review KPI's, new sites & industry news.
- Monthly KPI reports are produced and discussed at the regular meetings held between GMGB and WVHT representatives. Including; 'Core Range Availability', 'Number of Stock Outs', 'Specials Ordered' and 'In-full-on-time Deliveries'.
- o In addition, these meetings are based around a 'Comments Book' which is left in the stores counter for operatives to provide feedback around the current service levels.
- GMGB source and supply alternative products through our sister company – Suregraft – to provide excellent value for money savings; examples include, but are not limited to;
- o We supply larger bathroom tiles, these are quicker to fit and therefore provide an overall saving through reduced labour output.
- o We changed their external doors to a pre-primed finish, meaning they now don't need to have their decorators prime them.
- We proactively get involved in community projects, such as donating painting materials to Cotswold House, a home for homeless women, and tools to tidy up community gardens.

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CASE STUDY - APPRENTICES



Daniel's Story:

Daniel joined Grafton Merchanting GB in August 2015 at the age of 18, hoping to find a new, exciting challenge after college. Two years on and he remains an integral part of our team. This is what he said about his time here;

"I was made aware of the opportunity with Grafton Merchanting through a family member who worked for the company. They had spoken highly about their time here and I was excited to get started to see if it could benefit my career.

The process into the position was seamless and made me feel extremely comfortable; shortly after providing my CV, I was given an interview. That day I was offered the job, started work a week later and have been supported every step of the way since.

Although most of my training was done at work, on the job, I was provided with access to Grafton Merchanting GB's online learning which guided me through a variety of e-learning modules. This helped to accelerate my progress and enhanced skills like working independently and organising my time.

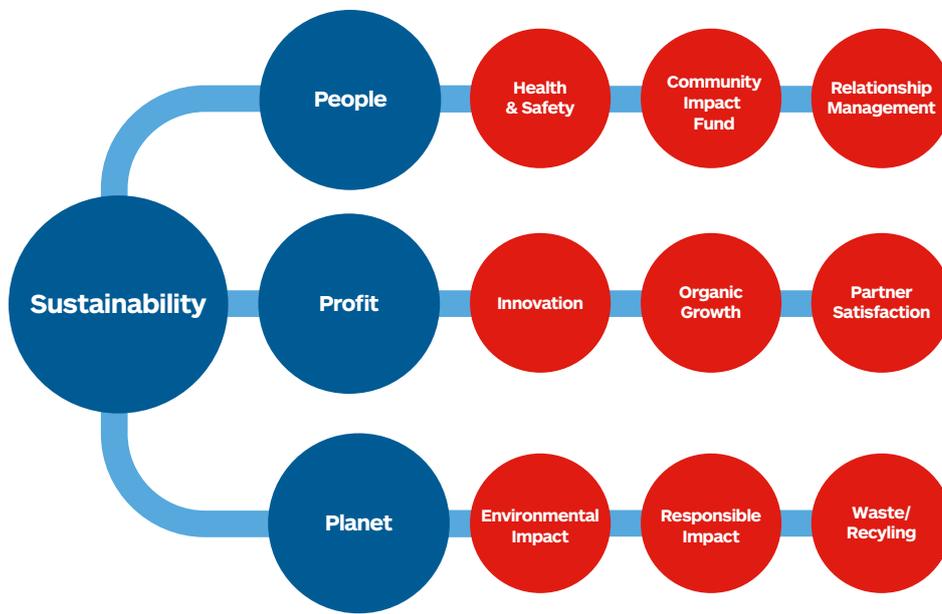
I mostly enjoy the camaraderie of working as part of team during activities such as; supplier meetings,

a tender process and project management. It means I am constantly learning from others around me, whilst feeling part of something.

My favourite aspect of working at Grafton Merchanting GB? If you work hard and show enthusiasm, you will be rewarded. I completed my apprenticeship a year ahead of schedule, when I won the 'Apprentice of the Year' award and shortly after I was promoted to sales. I have immensely enjoyed my time at Grafton Merchanting GB – it has provided me with structure and helped me to form some great relationships along the way. It has allowed me to pursue interests outside of work, such as my football coaching and has provided me with the drive to pursue a career in the industry and progress through the ranks."

Grafton Merchanting GB Quote on Apprenticeships;
"Grafton's success is built on having great people doing a fantastic job, day in day out. Apprenticeships are an important part of our strategy for finding and developing talented and ambitious young people. We have over 50 Apprentices working through their programmes at any one time and plan to increase this number significantly over the next few years".

Adrian Rowley | Learning and Development Manager | Grafton Merchanting GB



SUSTAINABILITY

Grafton Merchating GB is committed to working to a set of business principles and standards which ensure the sustainability and improvement of both our company and the environment in which we conduct business.

Throughout the company we work hard to increase focus on the balanced consideration of economic, social and environmental matters.

Our sustainability model which is based around the well renowned three pillars of; 'people, profit and planet'. When we break this down into 9 focal areas, it allows us to tackle sustainability across the business in a more manageable and succinct manner.

Targets are set within each focal area; these are reviewed and updated on an annual basis, to indicate whether progress is being made or if improvements can be made in specific areas.

HEALTH & SAFETY

At Grafton Merchating GB, Health & Safety is a key principle of our company. It is paramount that our policy is executed by all employees to provide a safe and competent workforce for all.

Policies, standards and strategies are developed by our Health, Safety and Environment team, which are then agreed and committed to by operational leaders.

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