



Supplier Charter

Summary

23 Multi-temperature Depots + 3 Chilled/Fresh/Produce Hubs; you are expected to deliver to all depots if required.

Product must be delivered to Bidfood with a shelf life no less than **80%** of the total manufactured shelf life.

Our costs incurred due to late/failed/short delivery may be recovered from you, especially where we need to move stock around our network as a result of your shortage, to minimise impact on the end customer.

All products must be underwritten before listing.

You must deliver over **98.5%** of cases ordered on the day of expected delivery.

Orders can be placed via email or EDI.

Product labels must be easily visible, clearly legible, and written in English, shown on two adjacent sides of a single case, with product description matching the one entered through New Line Form.

Bidfood provide various routes to market, direct or consolidation, across all depots, temperatures, in UK and Europe.

Some of our depots are open Saturdays and Bank Holidays. These are standard working days for us and we will expect our suppliers to deliver on these days upon request.

You should notify affected depots if you are unable to supply. If this is a longer term issue, you should notify Supply Chain and Commercial teams. Communication is key.

Standard order lead time Day 1 for Day 3

Deliveries must be booked in no later than 24 hours before the expected delivery day, via the online portal.

Max. Individual case weight is **25kg.**

Max. Pallet height: **1.68m** including pallet. If over, contact a member of the Central Supply Chain for agreement.

Max. Pallet weight: **1,000kg**

Please use online "Goods In" portal to book your deliveries in.

Summary

Cont.

Temperature rejected product will be marked with a UV pen, and must never be redelivered to any Bidfood depot.

Suppliers must rectify any short deliveries within 24 hours if receiving depot requires.

Any products delivered on sub-standard pallets, or in an unsafe condition, may be rejected or restacked, in which case the cost of doing so will be recovered from you.

Bidfood do not move recalled or quarantined stock around our network.

GTINs and barcodes are required on all outer and inner case labelling.

Only blue Chep, four way entry, standard pallets, or equivalent, are acceptable. Euro pallets will be rejected.

Substitute products will be rejected unless previously agreed with Central Supply Chain.

Post Goods-In rejections must be collected within 2 weeks of notification, otherwise you may be charged for storage and disposal costs incurred.

Bidfood may be able to offer factory collections and/or load efficiencies. Please enquire with your Central Supply Chain contact.

Frozen goods must be delivered at below **-18°C**, chilled goods up to a maximum of **+5°C**.

Different Best Before dates of the same product must be clearly separated if on the same pallet.

All instructions for product recalls/quarantines should be made to Bidfood Technical Services, never direct to depots. You are liable for all Bidfood costs resulting from these.

Minimum of 2 deliveries per week are required for each depot, unless otherwise agreed.

Abbreviation	Explanation
Bacs	Bankers' Automated Clearing Services is the organisation with responsibility for the schemes behind the clearing and settlement of UK automated payment methods.
Barcodes	Are a visual, machine-readable representation of data; the data usually describes something about the object that carries the barcode.
Cadge	A product which is supplied on a pre-emptive basis, or pre-booked basis to allow the spoke to sell, but is not the normal RTM for that product.
Consolidation Centres	A location designed to provide a number of suppliers a combined route into depots.
DDP	Delivery Duty Paid (Incoterm)
EDI	Electronic Data Interchange is the computer-to-computer exchange of business documents in a standard electronic format between business partners.
EORI number	Economic Operators Registration and Identification number
Factory Collections (FC)	Bidfood collecting the stock from supplier's factory, for a fee.
FOB	The incoterm "Free on Board" means, that the buyer takes delivery of goods being shipped to it by a supplier once the goods leave the supplier is shipping dock.
Goods In Portal	Bidfood online delivery booking platform.
GTIN	Globally unique 14-digit number to identify trade items, products or services
Hub	A depot that stocks and supplies product on a Day 1 for Day 2 basis through other sites.
IBT	Inter Branch Transfer, stock sent from one Bidfood depot to another.
Incoterms	International Commercial Terms published by the International Chamber of Commerce
Lead Time	Lead-time is the amount of time that passes from the start of a process until its conclusion.
Load Efficiencies	Discount provided from suppliers to purchase goods in larger quantities
MOQ	Minimum order qty at the point of placing an order.
NCS – Consolidation	National Consolidation Scheme
Order to Order	Product not stocked in any location, but would be ordered on receipt of customer order and delivered in via network – either direct or hubs.
Own label	Suppliers product provided in "Bidfood" packaging
POD	Proof of delivery
RTM	Route to market, this is the term to identify how each supplier delivers into each Bidfood depot.
SKUs	Stock keeping unit – suppliers product
Split	A product, which can be split and sold into a smaller size.
Spoke	A site which supplies end customers through own transport with product stocked locally on site and / or product stocked / supplied via Hub
Sub Standard pallets	Any pallet which does not conform in design to ISO 6780:2003
Sub Supply	A product that is sourced from the hub depot overnight to meet a definite customer sale
Transit Case	A larger carton used for goods in transit of smaller cases, usually for protection.
VMI	Vendor Managed Inventory. Product which is 'in the Bidfood network' or a 3 rd party consolidation centre, but is owned by the supplier until transferred to Bidfood depot / customer

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1. Bidfood Locations

Depot	Address	Post Code	Telephone No
Basingstoke	Hamilton Close, Houndsmill Industrial Estate, Basingstoke, Hampshire	RG21 6YS	01256 60 1601
Battersea	78 Silverthorne Road, Battersea, London	SW8 3HJ	0207 41 42600
Bedford	Symmetry Park, Gold Road, Biggleswade	SG18 8YY	TBC
Bicester	Charbridge Way, Bicester, Oxford	OX26 4ST	01869 22 2060
Birmingham	Hickling Rd, Kingswood Lakeside, Cannock, Staff	WS11 8JH	01543 40 5500
Bradford OK	Roydsdale Way, Euroway, Bradford, Yorkshire	BD4 6SE	01274 470 216
Chepstow RDC/Chepstow OK	Newhouse Farm Road Industrial Estate, Chepstow, Monmouthshire	NP16 6UD	01291 44 2200/ 01291 442206
European Consolidation Centre [Belgium]	Vanmarcke, Foulon, Ghesquiere nv Oostlaan 14, Gullegem	8560	3256439980
Edinburgh	Junction 2 Industrial Estate, Claylands Road, Newbridge, Midlothian	EH28 8LF	01315 35 2000
Gateshead	Green Lane, Felling-on-Tyne, Gateshead	NE8 1YQ	01914 02 4622
Glasgow	30 Barnwell St, Paisley, Renfrew	PA3 2EU	0141 445 8450
Harlow	Greenway, Harlow Business Park, Harlow, Herts	CM19 5QB	01279 82 3000
Hoddesdon OK	2, Charlton Mead Lane, Hoddesdon.	EN11 0DJ	0208 233 8423
Larbert	Unit K, Lochlands Industrial Estate, Larbert, Stirlingshire	FK5 3NS	01324 40 2100
Lee Mill	Central Avenue, Lee Mill Industrial Estate, Ivybridge, Devon	PL21 9EW	01752 63 2000
Liverpool	4 Garston Shore Road, Speke, Liverpool	L24 8AA	0370 3663 002
Manchester	Langley Road South, Salford, Manchester	M6 6TZ	01619 31 1000
Nottingham	Access 26 Business Park, Off Derby Road, Langley Mill, Nottingham	NG16 4HY	01773 84 4000
Oban	Glengallan Rd Glenshellach, Oban	PA34 4HG	01631 569100
Paddock Wood RDC	Transfesa Road, Paddock Wood, Kent	TN12 6UU	01892 59 5000
Reading NDC	Worton Drive off Imperial Way, Worton Grange, Reading	RG2 0TG	01189 16 9600
Penrith	Unit 43, Gilwilly Road, Gilwilly Ind Estate, Penrith, Cumbria.	CA11 9BL	03703663204
Salisbury	Road, Downton, Salisbury, Wiltshire.	SP5 3HY	01752 72 1000
Slough	814 Leigh Road, Slough.	SL1 4BD	01494 555900
Stowmarket	Needham Road West, Stowmarket, Suffolk	IP14 2QU	01449 60 8900
ACS&T Wolverhampton, Frozen Consolidation	Park Lane, Wolverhampton	WV10 9QD	01902 731611
Wakefield RDC	Express Way, Wakefield Europort, Wakefield	WF6 2TZ	01924 66 9432
Worthing	32 Chartwell Road, Lancing Business Park, Lancing,	BN15 8TU	03703663204

1.1 Route into Depots (Route to Market)

During the listing process, Bidfood Supply Chain will agree with each supplier the correct route into the depots for your products. If your minimum order quantity or lead-time precludes stock availability, we will work with you to supply your product through a consolidation service, which you will be required to pay for and manage.

Operationally supplier funded consolidation services are available for all products.

1.2 Underwriting

All products must be underwritten by each supplier, before listing, unless agreed in advance.

2. Labelling and packaging of products

In accordance with the Food Information To Consumers Regulation (EU) No. 1169/2011 and Bidfood's requirements for food labelling, we require all suppliers to provide the following mandatory particulars and will be product specific.

2.1 Outer and Transit Case Labelling

Labels must be easily visible and clearly legible.

Product descriptions must be written in English and should be submitted through the New Line Form process. The description on the New Line Form which is entered into the Bidfood system must match what is applied to the case labels.

All labels are to be located on **at least two adjacent sides** of a single case, containing the following details as a minimum:

- Name of Food
- Name & Address of manufacturer/packer/seller. If pre-packaged products are imported into Great Britain, they must have a manufacturer's or importer's address which is based in the UK, Channel Islands or Isle of Man
- Durability
- Storage conditions (and special handling conditions i.e. 'Freezing', 'This Way Up')
- GTIN and barcode – these must conform to scanning protocols (see www.gs1uk.org for full details)
- Net weight

If the product cannot be split and sold separately, the following will also apply:

- List of ingredients
- Allergens emphasized within ingredients list
- Nutritional information
- Instructions for use

Bidfood will accept no over-labelling of product, unless agreed previously by Category Management and Technical Services teams.

2.2 Inner Split Labelling

Where you have indicated to us your products can be sold individually, through the completion of a Manual New Line Form, each split must be labelled individually containing the legislated FIC requirements (<https://www.food.gov.uk/business-guidance/packaging-and-labelling>).

2.3 Bidfood Own Brand Labelling

If you supply Bidfood Own Brand products, you must comply with all signed off artwork that has been previously agreed by Bidfood.

2.4 Barcodes

The presence of GTINs and Barcodes on all outer and inner case labelling is mandatory, to conform to changing business practices.

The only exception to this requirement are lines identified as non-splittable where we will accept the barcode and GTIN on the outer case label only.

Following criteria must apply:

- Barcode is present on the label.
- Barcode is legible – of good quality to scan.
- Barcode on the label matches the barcode data held in our system.

Full details on the Bidfood expectations can be found here - <https://www.gs1uk.org/support-training/help-to-use-and-implement-gs1-standards/barcoding-getting-it-right>

Bidfood will not agree to list your product if there is no barcode applied to your product packaging.

Bidfood will require you to send in product packaging at the point a product is being listed in the Bidfood system. The barcode will be verified for suitability prior to the listing taking place. Any issues with product barcodes will need to be resolved before stock is able to be ordered into the network.

Should any issues be identified with a product barcode after listing, Bidfood will immediately delist the product until the issue is resolved and will claim back any associated costs as a result of this.

2.5 Brand Owner Responsibility

The responsibility lies solely with the Brand Owner to routinely notify Bidfood of any changes made to their products. Customers' expectations and Bidfood disclaimer statements refer customers to the product labelling for the most up to date product information.

Please ensure the information printed on your labels being delivered into our depots matches Bidfood data holding for your products by continually updating and completing Manual New Line Forms for all changes. Please send completed forms to your buyer who will ensure existing records are updated. This allows us to communicate product attributes effectively, accurately and legally to all of our customers for an informed choice when purchasing/menu planning.

2.6 Packaging

All foodstuffs must be in food grade packaging that conforms to EC Regulation 1935/ 2004 and related individual material regulations.

All packaging must meet the criteria in The Packaging Essential Requirements Regulations 2015.

All goods need to be suitably boxed for onward shipment.

The packaging must completely enclose the products.

Packaging of “splits” must also meet these requirements.

Suppliers must account for and submit directly to HMRC any packaging tax due on goods supplied to Bidfood. Guidance is available from HMRC at <https://www.gov.uk/government/collections/plastic-packaging-tax>

2.7 Maximum individual case weight

25kg

3. Receiving and dispatching orders

3.1 Order method

The standard format for suppliers to receive their purchase orders is by email. Orders will be emailed to the suppliers contact details as submitted on the new supplier form. Bidfood also have the option of sending EDI orders, this function is available by contacting Bidfood Product Management (There is a setup fee applicable per supplier to configure this option).

3.2 Order locations and frequency

As a supplier, you are expected to deliver to each Bidfood location if required, a minimum of twice per week.

3.3 Order lead times

Orders will be placed Day 1 for Day 3 unless otherwise agreed with Bidfood Supply Chain.

3.4 Supplying substitute products

Bidfood do not except substitute products at the point of delivery, in the event this happens all stock will be rejected. Suppliers who may need to introduce a product substitution; must contact the central supply chain team for agreement.

3.5 Product supply issues

You should notify affected depots if you will be unable to supply.

Products, which are likely to be out of stock over a long period, account managers are to notify Bidfood Commercial Team for substitutes or alternative products.

Effective communication is paramount, in maintaining service excellence, if suppliers fail to notify Bidfood Supply Chain of a product supply issue and we then have to ask for an explanation, you may be required to attend an explanatory meeting within 1 week of the meeting request at our convenience.

Prior to dispatch, any shortages should be discussed directly with the Bidfood Supply Chain, who will ensure available stock is prioritised to the appropriate depot in order to maintain availability to our customers.

3.6 Delivery notes

- Must be printed rather than hand written, duplicated and in English
- Contain your supplier name as entered on the new supplier form
- State the Bidfood purchase order number (1 per delivery note)
- Quote each product by Bidfood Product code
- State the product description as entered on the new line form
- State the quantity per product and if sold by weight, the weight per product
- State the number of pallets being delivered by pallet type

4. Making deliveries

4.1 Delivery booking in

- Bidfood operate an online Goods In portal for suppliers/hauliers to book in deliveries. You can register at: <https://www.bidfoodsuppliers.co.uk/goods-in-login/>
- Upon Registration you will be given a how to guide although the process is quite straightforward.
- Deliveries must be booked into the receiving depot as soon as you are able to by quoting the Bidfood purchase order numbers(s) to be delivered.
- Deliveries must be booked in no later than 24 hours before the expected delivery day.
- Delivery slots are available on a first come first served basis.
- If the slot you require is not available contact the depot from address list (4.7)
- Depots set their own goods-in hours to meet their own requirements.
- Some of our depots are open Saturdays and Bank Holidays. These are standard working days for us and we will expect our suppliers to deliver on these days upon request.
- Depots may offer fixed bookings to regular suppliers or hauliers.
- The goods in portal operates, on a 24/7 to allow ease of booking but will cut off at 13.00 for deliveries the following day.
- If you have any problems with registration or using the portal contact Portal Admin team on the below contact list 4.6.

4.2 Delivery vehicles and drivers

- Your vehicle must be clean, legal and able to be rear unloaded using a loading bay, and have a deck height of 1.3m.
- Couriers and van deliveries are only accepted in emergencies and by agreement.
- No pets or children are allowed in delivering vehicles.
- Drivers must wear safety shoes and hi-visibility vests at all times
- Vehicle refrigeration should be left on at all times unless otherwise instructed.
- All pallets delivered need to be moved to the back of the vehicle for removal.
- All vehicles and delivery drivers are liable to be searched.
- Vehicles should not arrive more than 30 minutes before the booked time.

4.3 Delivery condition and temperature

- Goods must be delivered in a good and undamaged condition.
- Frozen goods must be delivered below -18 degrees centigrade.
- Chilled goods by agreement up to a maximum of 5 degrees centigrade.

Product Type	Target Temperature
General Chilled/Deli	+1°C to +5°C
Fresh Red Meat – Steaks/Joints	+0°C to +5°C
Minced Meat	+0°C to +2°C
Poultry	+0°C to +4°C
Meat Preparations	+0°C to +4°C
Offal	+0°C to +3°C
Bacon	-6°C to +5°C
Fresh Produce	+1°C to +5°C
Liquid Egg	+1°C to +4°C

4.4 Delivery shelf life and rotation

- Product must be delivered to Bidfood with a shelf life greater than 80% of the total manufactured shelf life as entered on the new line form, unless otherwise agreed with Bidfood technical services and central supply chain.
- Products must not be delivered with a best before end date shorter than the previous delivery.

4.5 Late deliveries

- You must let the depot know as soon as you can if a delivery is going to be late and they may choose to rearrange delivery for another day.
- We may recover our costs incurred due to late / failed deliveries from you.
- Your delivery vehicle will be considered late if it fails to arrive by the booking time arranged.

4.6 Depot booking in contact details

- Please be aware for issues pertaining to booking purchase orders or issues such as late, delayed or cancelled deliveries please contact the depot direct using the information below.

Depot Goods In Contact Details		
Basingstoke	01256 601 646	basingstokegoodsin@bidfood.co.uk
Battersea	0207 414 2618	batterseagoodsin@bidfood.co.uk
Bedford	01234 395 576	bedfordgoodsin@bidfood.co.uk
Bicester	01869 222 079	bicestergoodsin@bidfood.co.uk
Birmingham	01543 405 524	birminghamgoodsin@bidfood.co.uk
Bradford	01274 470232/470200	bradfordgoodsin@bidfood.co.uk
Chepstow	01291 442 225	chepstowgoodsin@bidfood.co.uk
Chepstow OK	01291 442206	okchepstowgoodsin@oliverkayproduce.co.uk
Edinburgh	0131 535 2041	EdinburghGoodsIn@bidfood.co.uk
Gateshead	0191 402 4622	gatesheadgoodsin@bidfood.co.uk
Glasgow	0141 445 8451	GlasgowGoodsIn@bidfood.co.uk
Harlow	01279 823004/ 823003	harlowgoodsin@bidfood.co.uk
Hoddesdon	0208 2338423	hoddesdongoodsin@bidfood.co.uk
Larbert	01324 402 100	LarbertGoodsin@bidfood.co.uk
Lee Mill	01752 632 019	leemillgoodsin@bidfood.co.uk
Liverpool	0370 3663 002	Liverpoolgoodsin@bidfood.co.uk
Manchester	0161 931 1081	mcrgoodsin@bidfood.co.uk
Nottingham	01773 844 119	Nottinghamgoodsin2@bidfood.co.uk
Oban	01631 569 100	obangoodsin@bidfood.co.uk
Paddock Wood	01892 595 043/044	pwbookings@bidfood.co.uk
Penrith	0370 3663 204 option 3	helenrobinson-coward@bidfood.co.uk
Reading	0118 9169 601	ReadingGoodsIn@bidfood.co.uk
Salisbury	01725 550 005	salisburygoodsin@bidfood.co.uk
Slough	01628 426 955	sloughgoodsin@bidfood.co.uk
Stowmarket	01449 608 911	stowmarketgoodsin@bidfood.co.uk
Wakefield	01924 669433	wakefieldgoodsin@bidfood.co.uk

Worthing	01903 846 727	Worthinggoodsin@bidfood.co.uk
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4.7 Goods In Portal administration

- If you have a problem logging on to the portal or with your login or password please contact the portal admin team on.

Portal Administration	
0118 9131 471	centralgoodsin@bidfood.co.uk

5. Pallets

5.1 Pallet specifications

- Only 1000 x 1200mm four way entry pallets with a full perimeter base board conforming to ISO 6780:2003 are acceptable i.e. Blue CHEP standard or equivalent are delivered against the appropriate “Global ID” number listed on page 14.
- Euro pallets will be rejected.
- The CHEP, LPR and IPP pallet pools are acceptable.
- Any white pallets delivered will **become the property of Bidfood_** (no pallet exchange or pallet notes will be issued)

5.2 Products per pallet

- Different Best Before dates of the same product must be clearly separated if on the same pallet and the quantity per date identified on a pallet label.
- If we order less than full pallets, each product must be stacked altogether within a single pallet and not split across a number of pallets.
- A layer of cardboard must separate bagged products from the pallet.
- Haulage consolidators delivering multiple suppliers on the same vehicle must deliver each suppliers stock on separate base pallets (except Bidfood consolidation services).

5.3 Pallet stability

- Goods should be stacked and secured in such a way to form a stable unit, with no Overhangs and must remain stable during picking, i.e. no column stacking.

5.4 Pallet labelling

- Pallets should be labelled with the following:
- Your company name as entered on the new supplier form.
- Bidfood depot name.
- Delivery date.
- X of Y pallet count.

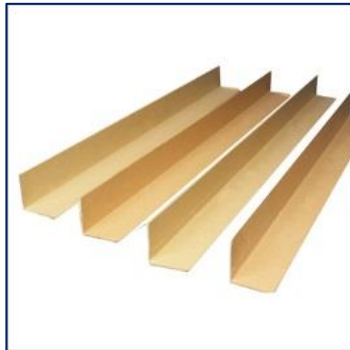
5.5 Maximum pallet weight and height

- 1000kg including the pallet.
- The standard pallet height across all temperatures is 1.68m including the product & pallet, however there may be exceptions to this rule. Any exceptions must be agreed in advance prior to supplying Bidfood, by discussing with your appropriate central supply chain contact.



5.6 Pallet Corner Posts

- It is strongly recommended the use of corner posts to provide additional security for all pallets whilst in transit. This will reduce the levels of damage and rejections due to product crushing, leaning and moving on vehicles. Damaged boxes rejected at the point of deliver effect each supplier's service to Bidfood.



5.7 Pallet Specifications ISO 6780:2003

- The specification of the pallets used to transport products into Bidfood are crucial to the on-going security of goods in transit, along with the ultimate safety of the various warehouse staff who have to handle the pallets on a daily basis.
- Bidfood support a number of pallet pooling schemes which provide and maintain a set standard of pallet design, such as Chep, LPR and others. There are also many suppliers of grade 1 pallets who are able to provide and maintain the industry standard.



Dimensions - in millimetres		Length	Width	Height
		1200	1000	162
Window / Pallet entry - in millimetres			Width	Height
1200 mm side			390	95
1000 mm side			357	120
Nominal Capacity and Weight		Tare weight		28 kgs

5.8 Sub-standard pallets/Load stability

- Any products delivered on sub-standard pallets or in an unsafe condition, will be checked against the stock requirement of the depot, this could result in the full pallet/part pallet being rejected.
- Where stock is required, it will be restacked onto a suitable pallet.
- In all events of pallet, rejections and re-stacking the full details will be escalated to the appropriate supply chain contact who will attempt to recover all costs from each supplier to cover the rejections and any re-work carried out. Cost to restack a sub-standard pallet is £125 per pallet.

Euro pallet not accepted into Bidfood



Sub -Standard White Pallet side struts missing weaker in design and thickness of wood used.



- Suppliers who are identified as continuous offenders of using sub-standard pallets will be strongly requested to move across to one of the pallet pooling companies; failure to adhere to any request may put their business with Bidfood at risk.

5.9 Chep Global ID Account Numbers

Bidfood Depot Global ID	De-Hire Account Number
Basingstoke	5000505371
Battersea	5000471103
Bedford	1000120069
Bicester	100931010
Bidfood Bristol (Catering)	100139903
Bidfood Oban	5000497364
Birmingham	5000474489
Bradford	5000531750
Chepstow	100975690
Dundonald	0101517781
Edinburgh	5000512772
Gateshead	5000528705
Glasgow	1000078495
Harlow	5000521809
Larbert	5000512456
Lee Mill	5000472189
Liverpool	101294226
Manchester	5000482308
Nottingham	5000474230
Paddock Wood	100599432
Penrith	101246758
Reading	5000808728
Salisbury	5000475396
Slough	101042981
Stowmarket	5000496901
Hoddesdon	100928901
Wakefield	100915971
Wolverhampton c/o ACS&T	100660313
Worthing	5000465319

Suppliers can use these individual global id numbers to de-hire Chep pallets once the goods arrive at a Bidfood depot. Pallets should not be de-hired in advance of any delivery.

6. Managing Deliveries

6.1 Proof of delivery and 'Drop & Drive'

- All deliveries will be checked whilst your delivery vehicle is still on the loading bays.
- Bidfood do not offer "drop and drive" (unless otherwise agreed with Bidfood supply chain)
- All drivers will receive, a signed delivery note as proof of delivery (POD) all shortages will be noted.
- Drivers are not permitted to enter our warehouse, but may be invited in to witness counting if discrepancies to the counts on your delivery note are found.

6.2 Rejections

- Must be taken away by the delivering vehicle
- Temperature rejected product must never be redelivered to any Bidfood depot and will be marked with a UV pen.
- Rejection may occur post goods-in if the fault was not immediately evident – e.g. damaged cases found in the middle of a pallet
- Rejection is not limited by subsequent sale
- Post goods-in rejections must be collected within 2 weeks of notification, otherwise you may be charged for storage and disposal costs incurred at the local Bidfood depot.

6.3 Delivery performance and failures

- You must deliver over 98.5% cases ordered vs. cases received on the day of expected delivery.
- Performance is measured and reported on a weekly basis to the email address on your new supplier form.
- Bidfood may recover our costs from you if you fall below this level.
- Bidfood may require you to adopt a Service Level Agreement.
- Bidfood may recover from you any costs incurred due to your failures.

6.4 Recalls and quarantines

- All instructions should be made to Bidfood Technical Services on 01494 555941, never direct to depots.
- Instructions outside of Monday to Friday 08:00 to 17:00 should be made to 0844 879 1038.
- You are liable for all Bidfood costs resulting from these, as detailed in Section 11.
- Suppliers must undertake to provide an annual certificate of product liability insurance cover to a minimum of two million pounds sterling in respect of a single claim.

7. Accounts Payable

7.1 Goods received information – Supplier Stock Dashboard

Bidfood can provide access to our Supplier Stock Dashboard which provides weekly stock figures, goods received data over the last 6 weeks and outstanding purchase order information. This is provided weekly and can be used to assist you with forecasting and successful invoicing. Please contact your Bidfood Central Supply Chain contact to discuss further.

7.2 Invoices

Please be aware of the following requirements, to enable us to process your invoices for prompt payment. Please also note that the applicable price for the goods shall be that as at the date of order placement. Failure to do so will result in invoice queries.

Each invoice must quote a valid Purchase Order Number, we are unable to process invoices that do not quote a valid PO (purchase order).

Each invoice must quote the correct legal entity, depot name and full delivery address including post code, where the goods were delivered. If the depot name or post code is missing or incorrect, this will go into query and will need to be investigated, this may cause a delay in payment to you.

When you receive a PO, this is the price that has been confirmed and is what you should charge on your invoice, where there is a discrepancy with the price on the invoice, this will go into query and we will not be able to process your invoice for payment until the Buyer has instructed us to accept or reject. If they reject, you will need to raise a credit quoting the original invoice number. The credit and invoice will be passed together. If they accept, you do not need to do anything, the buyer will need to arrange for the system to be updated and for confirmation sent to the AP team before the AP team can accept the invoice.

The quantity invoiced should be the quantity delivered, this will be what the depot will receipt. If there is a discrepancy with the quantity, this will go into query and we will not be able to process your invoice for payment until the depot has instructed us to accept or reject. If they reject, you will need to raise a credit quoting the original invoice number. The credit and invoice will be passed together. If they accept, you do not need to do anything, the depot will accept in the system.

If you have any invoices that have fallen into either price or quantity query, you will receive, on a weekly basis the query report. This will show you the variances. The invoice will remain on the query report until the issue has been resolved and the invoice has been passed for payment.

You can query the variances directly with your Buyer/National Account Manager. You may send a copy of the stamped POD, signed by the depot to your AP contact.

We request that you do not send invoices, until goods have been delivered, as we will be unable to process them until they are showing as delivered and this may cause delays in your payment.

If multiple invoices are raised against one PO, all the invoices relating to the PO will go into query and they cannot be released until the full PO has been invoiced. This will cause delays in payments, therefore please only raise one invoice, per PO.

Unless otherwise instructed please send your GBP invoices, via email to:

bidfresh@webflo.co.uk

bidfood@webflo.co.uk (including Oliver Kay)

Cimandis@webflo.co.uk

elitefinefoods@webflo.co.uk

Acceptable invoice formats are TIFF (black & white 300DPI Group4 compressed); JPEG; PDF; MS Word.

Statements should be sent directly to your AP contact, on a monthly basis.

You should receive a remittance for each payment that we make to you. If you receive a payment, but not a remittance, please send an email to your account handler with the correct email address and we can update our records accordingly.

For all new vendor accounts, please email your account handler your company bank details, they need to be submitted on your company letter headed paper and signed by a director. One received, your account handler will telephone you to introduce themselves to you and verbally verify your bank details.

In the first instance, if you have any queries with your account, please liaise with your account handler.

Inventory: Bidfresh, Cimandis & Elite	(Alpha split dependent on first letter of vendor name)	Email address:	Direct Line:	Ext:
Denise Prescott	Bidfresh & Elite: A-F	DenisePrescott@Bidfood.co.uk	01704 861015	1415
Patricia Gardner	Bidfresh & Elite: J-R	PatriciaGarner@Bidfood.co.uk	01704 861158	1558
Lewis Thornton	Bidfresh & Elite: G, H, I & S - Z	LewisThornton@Bidfood.co.uk	01704 861095	1083
Kim Lowe	Cimandis A-Z	CimandisAP@Bidfood.co.uk	01704 861117	
Natalie Orritt	Supervisor For Bidfresh, Cimandis and Elite	EliteAccountsPayable@Bidcorpfinance.co.uk NatalieOrritt@Bidfood.co.uk	01704 861047	1447
Inventory: Bidfood				
	(Alpha split dependent on first letter of vendor name)			
Jasmine Laven	A, B	JasmineLaven@Bidfood.co.uk	01704 861016	1416
Isabelle O'Connor	C, X, Y, Z plus Creams and Numeric	IsabelleO'Connor@bidfood.co.uk	01704 861123	1523
Kristopher Nando	D, F	KristopherNando@Bidfood.co.uk	01704 861166	1566
Susan Waddington	E, G, H & Lamb Weston	SusanWaddington@Bidfood.co.uk	01704 861044	1444
Amir Amel	J, K, L & Youngs	AmirAmel@Bidfood.co.uk	01704 861008	1083
Drew Warnock	M, O, U & "GDK" Vendors	DrewWarnock@Bidfood.co.uk	01704 861167	1567
Gillian Lally	N, P, Q, R	GillianLally@Bidfood.co.uk	01704 861051	1451
Julia Gore	S, I	JuliaGore@Bidfood.co.uk	01704 861111	1511
Mike Dring	T, V, W	MikeDring@Bidfood.co.uk	01704 861106	1506
Helen Catty	Supervisor for Bidfood	HelenCatty@Bidfood.co.uk	01704 861001	1401

If you need further support, please contact NatalieOrritt@Bidfood.co.uk Bidfresh AP Supervisor – or HelenCatty@Bidfood.co.uk Bidfood AP Supervisor.

8. Factory Collection (FC) and Load Efficiencies

8.1 Factory collections

Bidfood may be able to offer a FC service please enquire with your Bidfood Supply Chain contact if you would like to learn more.

8.2 Load efficiencies

If shelf life to our customers is not impaired, Bidfood may offer purchasing load efficiencies.

9. Other Bidfood businesses

9.1 Requirements

These requirements only apply to deliveries to Bidfood and Oliver Kay; they do not apply to other Bidfood Businesses.

10. Delivery failures

Bidfood operate in an incredibly competitive marketplace with demanding customers with very high expectations. Bidfood suppliers are an integral part of our success and it is important that our expectations be met with every delivery.

Therefore, every supplier failure is likely to have a direct knock on to Bidfood customers experience and the costs of rectifying these failures should be borne by the failing supplier. Suppliers must rectify any short deliveries within 24 hours if the receiving depot requires.

10.1 Failure charges and cost recovery

The following charges are indicative, not exhaustive and are provided as a guide only:

Activity	Charges
Restacking of Sub – Standard & unstable pallets at the point of delivery	£125 per pallet
Storage of uncollected rejections after 2 weeks following notification	£30 per pallet per week
Destruction of uncollected rejections either out of date or after 8 weeks	£38 per pallet + £4.60 per case for deep burial non landfill or £1.90 per case landfill
Redistribution around the network of stock following a rejection, short or failed delivery	Courier costs + internal costs of transfer where applicable
Insufficient stock in a consolidation centre (any temperature band)	Cost will be advised by your Central Supply Chain contact where applicable

11. Charges for Quarantines & Product Recalls

11.1 Product Quarantines

Bidfood take the safety, legality and quality of all products we distribute very seriously, including Own Brand and Branded products.

Products that do not meet the safety, quality or legality expected could be quarantined or recalled by Bidfood. This decision could be driven by either the supplier or Bidfood.

The additional costs associated with managing the increasing requirements of our customers and suppliers in relation to product quarantines and recalls is set out below.

11.2 Product Quarantine Instruction

Issue of a Product Quarantine Instruction	£1400 per product *
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**£1500 If more than 3 quarantines per supplier in a Bidfood financial year*

** Should any information be amended / changed and a second quarantine issued, you will be charged more than once as applicable. This charge does not include any associated depot disposal costs if applicable.*

N.B. Bidfood financial year – start date 1st July to end date 30th June.

11.3 Redelivery of previously quarantined products

Should Bidfood depots discover previously quarantined goods being redelivered, Bidfood will seek to recover all associated costs and a minimum fee of £5000 per redelivery will be applied.

11.4 Full Product Recall

Issue of a full Product Recall Instruction	£2000 per product **
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***£2500 If more than 3 recalls per supplier in a Bidfood financial year*

***This covers the central administrative functions of the Recall*

N.B. Bidfood financial year – start date 1st July to end date 30th June.

11.5 Additional Product Recall charges

These will also apply:

1. The cost of disposing all stock by customers
2. A £40 administrative cost per customer credit issued
3. The exact cost of contacting customers by both phone call and letter by 3rd party agencies
4. The overall size and scope of the recall may include higher charges if additional resource is required over and above the standard recall process or if it occurs out of standard business hours.

12. Allergen Management Changes

Bidfood will continue to conduct checks to verify our centrally stored product data, provided by suppliers on the New Line Form, that it matches what appears on product packaging. If Bidfood identify errors relating to allergen declarations, Bidfood will manage this as per our Quarantine process and as such the relevant Quarantine costs will apply.

Errors associated with incorrect allergen information	£1400 per product ***
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***£1500 If more than 3 errors associated with incorrect allergens information per supplier in a Bidfood financial year.

***An issue relating to allergens will cause the product code to be changed and likely involve stock transfers of the product from the current code to the new code. This work involves all the elements of a Product Quarantine and will be treated as such. NOTE - these charges are not a full settlement in the case of an allergen complaint.

N.B. Bidfood financial year – start date 1st July to end date 30th June.

12.1 Standard Product Complaint Charges

1. £60 for a branded product
2. £40 for an own brand product

12.2 Misleading Claims

In addition, if misleading claims relating to certifications for example MSC, RSPO, and Red Tractor are made in error on the New Line Form, which are later identified by Bidfood these products will be managed via our Quarantine and Recall procedures.

Obviously, should you ensure the products and data you supply Bidfood do not require any of the above actions, then such costs will not be applicable to you.

NB: these costs are standard within Bidfood quarantine management and are non-negotiable

13. Imports

Bidfood trades with suppliers across the world. Where products are imported into Great Britain, the supplier must ensure that products, and packaging, meet all legal requirements, including marketing standards, for the GB marketplace and that any local duties and taxes are paid in full. This includes a UK importer address on packaging.

Guidance on UK marketplace requirements is available at <https://www.gov.uk/guidance/finding-commodity-codes-for-imports-or-exports>

As well as the details above, there are specific requirements in relation to the labelling of products which are imported into Great Britain.

- All pre-packaged products must have a manufacturer's or importer's address which is based in the UK, Channel Islands or Isle of Man from the 1st October 2022. This must be a physical address where mail can be received.
- If the country of origin is stated on the pack, it must be accurate and, if necessary, reflect the fact that the UK has now left the EU. Some examples of food which require mandatory country of origin labelling include:

Eggs - From countries that do not meet UK egg trade regulations, the eggs should be marked as 'Non-UK standard'.

Minced Meat – Where the label does not list the individual countries of origin, it should use the phrase 'origin non-UK'.

Blended honey and olive oil - Must list each country of origin on the label or state 'blend of [honeys/olive oils] from more than one country' (or similar wording) on the label.

Beef and veal - Must state 'Origin: non-UK' if the animal your beef or veal came from was born, reared or slaughtered outside of the UK.

- The UK has set up its own Geographical Indication schemes and therefore any new products applying for this status and logo must apply to the UK scheme to protect the name in the UK.

As well as many food items, Bidfood also offers a wide range of non food items such as personal protective equipment, chemicals, food packaging, janitorial items, napkins, tablecloths and food storage products. For the majority of these products, there are no extra requirements to import them. However, there are specific regulations surrounding chemicals and personal protective equipment as described below.

- Following the UK's withdrawal from the EU, the EU REACH Regulation has been brought into UK law. Previously, GB companies could take advantage of the EU REACH registrations, but now any company manufacturing or importing a substance, either on its own or in a mixture, above 1 tonne per annum, and placing on the GB market, must hold a UK REACH registration. Companies are required to identify and manage the risks present by substances they manufacture and market in GB. They must be able to demonstrate how the substance can be used safely and they must communicate the risk management measures to the users.
- Under the GB CLP regulation, GB companies will continue to classify, label and package in line with the EU regulations that were in force on the 31st December 2020. However, the supplier details on the label will need to be those for a GB entity.

- Some non-food products, including personal protective equipment, which are placed on the market in Great Britain require a UKCA (UK Conformity Assessed) marking.

Unless specifically agreed in writing by Bidfood's Supply Chain or Commercial Team, all products supplied will be deemed to be supplied on DDP (Delivered Duty Paid) Incoterms with supplier having full liability and ownership to delivery Bidfood location and hence will be fully responsible for any insurance, and related liabilities such as duties, taxes (including packaging tax) etc.

Any differences to the above must be confirmed in writing from appropriate Bidfood Supply Chain or Commercial Team contact.

Suppliers based outside of the UK need to make ensure they hold GB EORI number to clear goods, or have a UK agent/representative willing to act as UK importer on their behalf. Suppliers must not use Bidfood's EORI. Guidance for UK EORI is available at <https://www.gov.uk/eori>. Do ensure your UK EORI number is also shared with your logistics provider, which can be done through a letter of empowerment. Bidfood's EORI number will not be utilised to import suppliers' goods.

All goods imported on pallets must meet ISPM 15 standards. Details are available at <https://www.gov.uk/wood-packaging-import-export>.

14. Collaboration with Community Groups

At Bidfood, we proactively seek to do everything we can in the reduction of wasted food products, and have a business wide target of sending **0% waste to landfill**.

We strive to ensure we take every precaution in protecting our stock, and take pride in delivering to the highest standards the condition of products to our customers, and take every precaution to ensure we minimise waste from our operations.

To further support our food waste target, we have a number of local and nationwide collaborations with food charities and foodbanks, who we use to redistribute our unsellable stock bearing our supplier brands and ours. We seek to redistribute as much of our stock as possible to local charities for the stock to be fully utilised and converted into healthy and nutritious food meals for the wider community.

One of our close partners are a nationwide food charity called 'FareShare', a charitable organisation focused on fighting hunger and tackling food waste. FareShare redistribute surplus food to charities who turn it into meals.

In addition to providing food, these charities and community groups help tackle the root causes of poverty and provide vital services such as domestic violence shelters, breakfast and after school clubs and older people's lunch clubs.

At Bidfood, our intentions are to work closely with the charity in providing edible and nutritious food products to charities and community groups, putting good food to great use, and ultimately diverting from disposal at landfill.

We encourage our suppliers to support and develop further a sustainable supply chain, you may / may not, have food waste locally at your warehouses to support local initiatives like FareShare. To further, explore avenues with the charity, please follow the link below to find more out about the work they do across the UK.

<http://www.fareshare.org.uk/>



15. Sustainability

13.1 Bidfood holds sustainability at the core of its business, many of the products used in the packaging of the food come from sustainable sources and all waste packaging is recycled. One of the largest areas across the total supply chain is the use of shrink-wrap to secure goods to pallets whilst in transit. Recently it has become known that suppliers have introduced coloured wrap into their operations, this adds no value to the shipping of products but adversely any coloured wrap added to the recycling bales at Bidfood depots results in a penalty as each bale is then re-classed as contaminated waste.

13.2 With immediate affect all suppliers are only to use clear shrink-wrap to deliver goods direct into Bidfood depots or one of their nominated consolidators.

13.3 Whilst there is a requirement to have pallet labels added to pallets, consideration should be taken to see if the pallet label can be inserted under the wrap rather than being stuck on the outside of the shrink-wrap. Once again shrink –wrap found in the bales with labels is considered contaminated, this also limits the recycling options available.

Protecting the environment by recycling is a commitment we have all signed up to, please support Bidfood by these simple steps.

Any suppliers who feel strongly that they cannot revert to clear wrap should contact their central supply chain contact for further advice.

16. Contacts

Central Supply Chain contacts below:

Frozen Direct:

Petra Laumerova
National Supply Chain Manager
petralaumerova@bidfood.co.uk

Frozen Consolidation UK:

Leanne Deakin
National Supply Chain Manager
LeanneDeakin@bidfood.co.uk

Chilled Direct & Consolidation (Bradford, Hoddesdon & Chepstow):

Natalia Szumilowska
Supply Chain Manager
nataliaszumilowska@bidfood.co.uk

Ambient Direct & Consolidation:

Connor Ranby
National Supply Chain Manager
danjackson@bidfood.co.uk

Ben Jones
Supply Chain Manager
benjones@bidfood.co.uk

Non Food Direct & Consolidation:

Ben Jones
Supply Chain Manager
benjones@bidfood.co.uk

Commodities & European Frozen Consolidation (Belgium):

Christopher Deane
National Supply Chain Manager
christopherdeane@bidfood.co.uk

Imports:

Thomas Hoarty
Supply Chain Manager
thomashoarty@bidfood.co.uk

For all other enquiries, please contact the Bidfood Advice Centre

0870 3663 000 @: advice_centre@bidfood.co.uk



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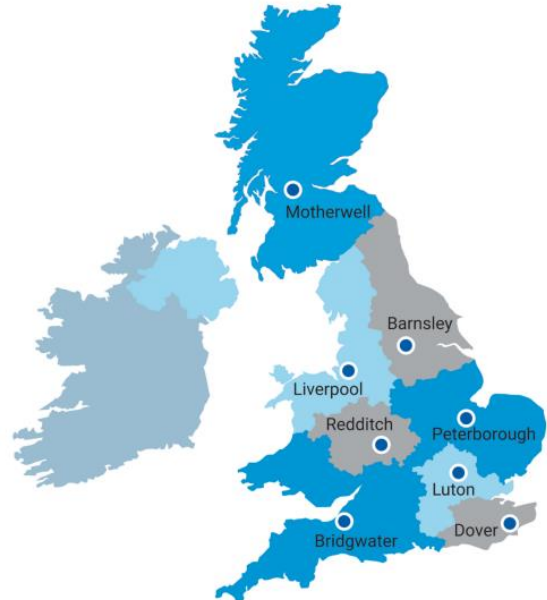
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