

Supplier Guidelines - Anglian Water Logistics – Gateway 46

This document sets out the processes and policies suppliers are required to adhere to when delivering materials to the Anglian Water logistics facility at Gateway 46.

DELIVERY BOOKING

All suppliers must notify Anglian Water Logistics via email of all inbound deliveries using the inbound notification form (sent on request). Emails must be sent to supplier-orders@anglianwater.co.uk. All information in the form must be completed, incomplete forms are not able to be processed and a booking slot will not be given. If the delivery exceeds the total number of pallets booked we reserve the right to only offload the number of pallets booked.

Upon receipt, Anglian Water Logistics will reply to confirm the arrival date and time and provide a booking reference. Anglian Water Logistics can only accept inbound shipments Mon-Fri 0930-1630 hrs, not including bank holidays. Van deliveries (boxes, cartons and up to 1 pallet) will just be given a date (open timing). If the requested date and time are unsuitable Anglian Water Logistics will suggest an alternative.

It is vital Anglian Water Logistics are informed of all shipments as the distribution centre has limited capacity to accommodate vehicles unloading at any given time. Therefore, Anglian Water Logistics request that all Inbound Notification Forms are submitted at least two working days prior to arrival.

UNLOADING INSTRUCTIONS

Single boxes and cartons. Drive directly to the van point in the car park and ring the doorbell.

Palletised/heavy loads. Park outside the gates & ring 01733 245 136 for entry into the HGV yard. All PPE must be worn in the yard (hard hat, full length hi-vis top and bottoms, safety boots, gloves), with safety glasses and hearing protection available to drivers on their vehicle. Drivers who do not meet the standard will be asked to wait in the car park during unloading.

- **Pallet only deliveries.** For full HGV loads (not multi-drop), deliveries must use the dock leveller and rear door unload system. The leveller is 1.22m high off the yard floor and unloading bays have a max vehicle width (tyre to tyre) of 2.6m. Unload is conducted with an Electronic Pump Truck (EPT) (supplied and operated by the Warehouse). Drivers must adhere to the Safe System of Work (SSOW) for dock door operation.
- **Non-pallet deliveries (Pipe and large pumps/equipment).** This will be side-unloaded by the yard operative (reach truck or counterbalance). Loads should be placed near the edge of the HGV bed, allowing forks to get all the way under the load.

DELIVERY PAPERWORK

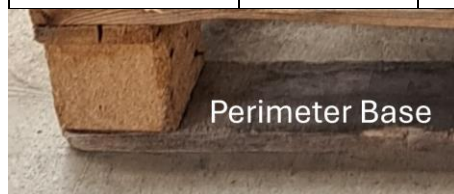
Materials cannot be booked in without the correct paperwork; therefore payment cannot be released to suppliers. See below for required information:

- PO reference number
- Anglian Water Material Number (as stated on the PO), supplier part number, quantity and description for each material
- Supplier contact details should we need to contact you if required

PACKAGING / MATERIALS

- **Safety.** All stock must be packed in a Health and Safety conscious manner. In particular, materials should not be stacked on top of one another if there is a risk that they will fall when the packaging is opened (an additional pallet should be used under these circumstances). Materials that pose a Health and Safety risk will not be accepted/unloaded.
- **Pallet Height.** Maximum height for a pallet (including pallet) is 1.9m to fit in racking and remove topple risk. Double stacking acceptable up to 2.6m (combined) as long as pallets banded together.
- **Pallet Criteria.** Pallets/creates must be fully serviceable and meet criteria below. Inventory must not overhang pallet/container.

Item's shortest length/width	Under 0.8m	0.8m-1.2m	1.2-1.7m	Over 1.7m
Conditions	Must be on EURO pallet	GB pallet (or perimeter base)	Perimeter based custom pallet where possible	Centre of Gravity must be marked
Max Weight per container/pallet	800kg	1050kg	1,050kg	2,150kg



- **Heavy items (over 20kg).** Where individual items weigh over 20kg, they must be retrievable by mechanical means (forklift or lifting hooks) from the pallet/container.
 - Flat bottomed items should be separated by 80mm of space (to allow forklift tines to get underneath)
 - Irregular objects must have sufficient hook apertures to enable a safe gantry lift
- **Labelling.** All materials should be separated and labelled with the Anglian Water Material Number and/or the supplier's part number. Ideally one part number per pallet or one part number per box or layer on a pallet. This allows the materials to easily be matched to the delivery paperwork.
- **Materials In Contact Regulations.** All materials or equipment supplied or any work undertaken that introduces any product, substance, or material in contact with, treated or untreated water that is intended for potable use shall comply with the current relevant regulations including (but not restricted to) the Water Supply (Water Quality) Regulations 2000, and Water Supply (Water Fittings) Regulations 1999. Key points:
 - All apertures should be capped and/or protected dirt ingress
 - Exceptions may be granted for larger diameters (over 340mm), but uncapped items will be inspected, and rejected if internal surfaces are observed to be unhygienic (dirty, chemicals, organic matter)



- Anglian Water are developing an MIC approvals database and suppliers will be required to provide Reg 31 (or other) certification. Ideally this will be captured before delivery to GW46.

SUPPLIER PERFORMANCE MEASURES

On a monthly basis supplier inbound performance will be collated. The metrics are:

- Number of unadvised deliveries
- Failure to adhere to key supplier guidelines:
 - Mixed product on pallet
 - No delivery paperwork with delivery
 - Paperwork Quantity and Physical Quantity do not match
 - No Part Numbers on Paperwork
 - Packing/MIC not to correct standards

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