

B2B ACCOUNT MANAGEMENT

AUTUMN/WINTER 2024



TOOLSTATION

Toolstation, part of the Travis Perkins Group, is one of Britain's fastest-growing suppliers of tools, accessories and building supplies to the trade, home improvers and self-builders. We deliver this through our network of almost 600 stores and our industry leading digital solutions. As a business we are informed and driven by customer insight and powered by over 5,000 knowledgeable and friendly Toolstation colleagues in store.

Our nationwide team of Business Development Managers work with companies across the UK to offer tailored solutions for all building, maintenance and refit projects – solutions for medium and large businesses through to multinationals, all delivered through simple to use technology.

Our Business Development team will work to find how Toolstation can help your business be more efficient and save you money.

We look forward to working with you

Angela Rushforth



WHO ARE WE?

Multi-channel retailer of tools and building materials. Founded in 2002 with headquarters in Bridgwater, and registered office in Northampton.

Part of the Travis Perkins Group
Growing Network of 580+ Stores
 3 Distribution Centres - **Redditch, Middleton** (Store Replenishment) and a new, future-proofed 500,000 square-foot premises at **Pineham** in Northampton (Next Day Deliveries)

Comprehensive Product Range
 30,000+ SKUs across 20+ categories

Growth Plan
 Target of 800+ stores and 50,000+ SKUs by 2026

Our Mission
 Convenience, Fast & Efficient Service, Value, Leadership

Travis Perkins ^{plc}

Being a member of the wider **Travis Perkins Group** means we have strength in our business across the broader construction industry.

We do a lot more than provide tools.






The Group is further strengthened by





TRADE ACCOUNT

5% OFF ALL ORDERS

- ✓ No minimum spend
- ✓ Available across our entire catalogue range via all channels
- ✓ Include job references/PO on all orders
- ✓ Net (end of month) +30 days terms

ADD TRUSTED EMPLOYEES

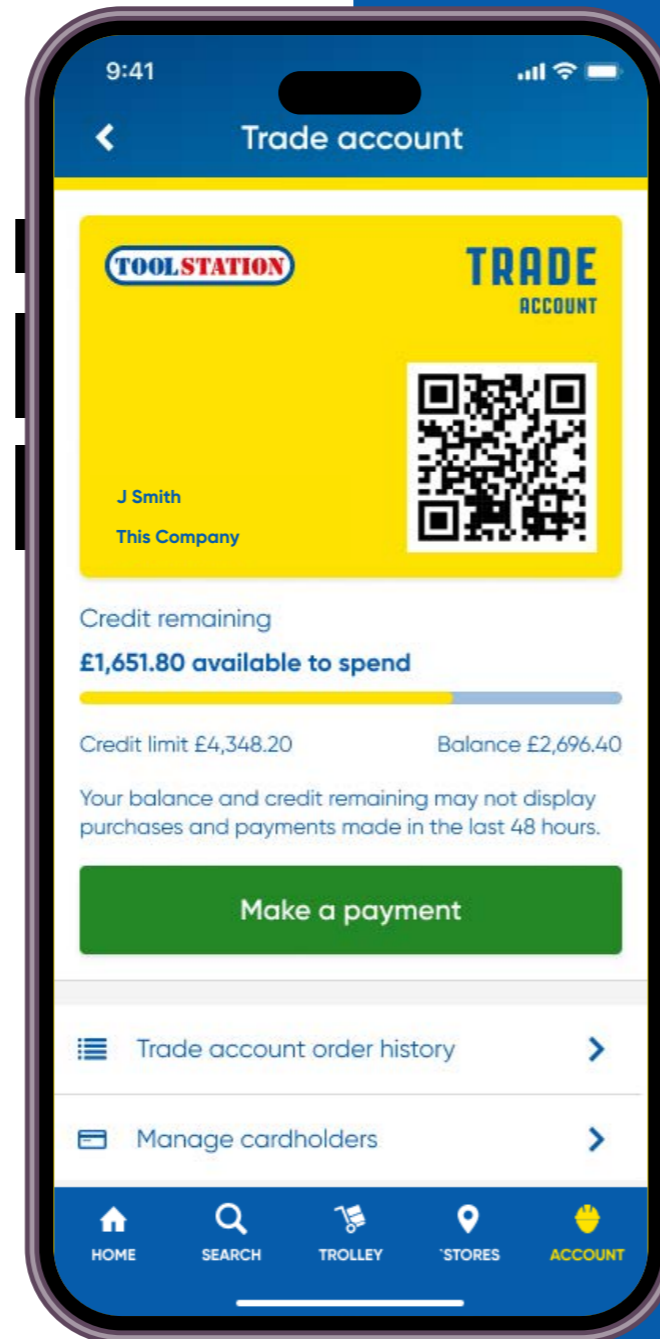
- ✓ Add an unlimited amount of additional card holders
- ✓ Individual access for each colleague (with restricted admin visibility)
- ✓ Visibility of all invoices through the primary account within 48hrs
- ✓ Add monthly, transaction spend limits to users and option to make reference/PO mandatory

SIMPLE SELF SERVE PORTAL

- ✓ Secure Payment Portal via BACs, Card & Direct Debit
- ✓ View, download and print invoices and statement
- ✓ Invoices sent within 48hrs of purchase
- ✓ Remittance advice accepted

DEDICATED ACCOUNT SUPPORT

- ✓ Your own dedicated account manager
- ✓ Dedicated support center solely for Key Accounts
- ✓ Purchase orders accepted via Email



TRADE BRANDS

Toolstation offers far more than just tools, with extensive ranges from top brands we offer a huge choice of trade-quality products to pros, DIY home improvers and self-builders alike



INCLUDING OUR OWN SUCCESSFUL BRANDS



WE'RE HERE TO HELP

Our experienced Account Managers understand your company's needs. From construction, manufacturing and agriculture to hospitality, leisure and healthcare, we're here to support businesses in any industry – we offer nationwide coverage, and will always be on hand to help.

These companies are just a few of our customers enjoying the many benefits of being a Key Account holder.



South West Water



LEWIS ELLIS

National Trade Sales Manager

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STUART SMITH

National Key Account Manager

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ROB COSGROVE

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LOUISE HOLDEN

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MULTI-CHANNEL PURCHASING



CLICK & COLLECT



Order online at [toolstation.com](https://www.toolstation.com) or via the App, with live stock availability



Quick check out with the Trade Account



Stock available to collect from 5 mins within store, or next day if out of stock.



IN STORE

In any of our 570+ Stores
Over 13,000 products in every store



CONTACT CENTRE

Available 5 days a week*
Dedicated Key Account Team available

Monday to Friday 9am-5pm
Orders can be made via email (Account only)

*Bank Holidays may vary



DELIVERY

FREE delivery on all orders to store,
no minimum spend

FREE next business day delivery
to site on orders over £25

£5 delivery fee for orders below
£25 when delivered to site



30K+ SKUS WITH
13K AVAILABLE SAME
DAY IN STORE



30 DAY MONEY BACK
GUARANTEE ON NON
FAULTY & FAULTY GOODS



RETURNS CAN BE MADE
IN-STORE, VIA POST*
OR COLLECTION*

*may incur additional charges

TOOLSTATION CLUB

UPGRADE TO THE TOOLSTATION CLUB & YOU'LL RECEIVE EXCLUSIVE MEMBERS ONLY DISCOUNTS

TAKE PART IN OUR YEAR-ROUND COMPETITIONS FOR A CHANCE TO **WIN** REWARDS AND PRIZES.

ENJOY ADDITIONAL **PERKS** AND **SURPRISES** AS PART OF OUR LOYALTY SCHEME.

ALL ADDITIONAL CARDS CAN BENEFIT TOO BY **UPGRADING**

YOU CAN **OPT OUT** AT ANY TIME THROUGH YOUR ONLINE ACCOUNT SETTINGS

AUTOMATION AT PINEHAM



UNLOADING CONVEYORS & SCANNING GLOVES

- Reduces manual handling & injuries
- Allows us to unload deliveries quicker
- Removes manual errors keying in deliveries



AUTOMATED STORAGE & RETRIEVAL CRANES

- Reduces manual handling & injuries
- More product stored in a smaller space
- Increases accuracy



AUTOMATIC BOX CREATION

- Creates the boxes from flatpack
- Automated "tamper seal" sealing of boxes
- Improved customer experience



MOVEMENT CONVEYORS

- Reduces manual handling & injuries
- Reduces damages
- Reduces colleagues travel



AUTOMATED TROLLEYS "CHUCKS"

- Increases accuracy
- Reduces Manual Handling & injuries
- Supports replenishment
- Reduces operator travel



AUTOMATED ORDER SORTATION

- Automated sortation by courier which reduces errors
- Speed efficiencies and less travel time
- Reduces Manual Handling & injuries

Pineham Distribution Centre is located just off the M1, west of Northampton. This purpose built facility has greater capacity to support the future of Toolstation. **Some interesting features:**

600,000+ square foot warehouse has been designed to be able to dispatch **11,650,637** orders a year! **247,500+** locations for stock & capacity for future development.

40 Goods-In and **40 Goods-Out** Bays
6 different types of automation present to increase efficiencies and accuracy

The first customer order left our Pineham DC in **August 2023** and within 12 months we had despatched over 2 million orders from this site. It is run by GXO, one of the world's biggest logistics companies (around 215 employees).

ENVIRONMENTAL, SOCIAL & GOVERNANCE

Travis Perkins plc is committed to driving meaningful change on the Environmental, Social and Governance (ESG) agenda in the construction sector.

As a leading partner to construction, the Group touches millions of lives every day and is trusted by customers and suppliers to help build and maintain the places that are important to them

and their communities. This means the company is well positioned to listen, influence and lead the sustainability changes the industry needs. The Sustainable Business Framework, which the Group refers to as Building for Better, highlights 11 ESG focus areas, including 4 strategic focus areas and seven 'Doing the Right Thing' focus areas, that the Group is focusing on to drive meaningful change in the industry.

Our approach to sustainability has been developed in consultation with colleagues, customers, suppliers and investors, to make sure we're addressing the most material risks and opportunities and to ensure that we lead the change towards a sustainable future. It is underpinned by our values and aligns with a number of the UN Sustainable Development Goals. The Group reports ESG data and information in line with SASB requirements.

For the latest information, browse to: www.travisperkinsplc.co.uk/sustainability





FOR MORE DETAILS ON THE **ADVANTAGES** OF JOINING AS A KEY ACCOUNT CUSTOMER, GET IN TOUCH WITH OUR HELPFUL TEAM.

Email us today at key@toolstation.com