

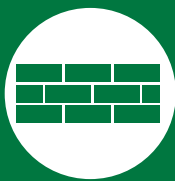
# Huws Gray Supply Chain Solutions



**HUWS GRAY**  
SUPPLY CHAIN SOLUTIONS

In partnership with Havebury Homes

**Havebury**  
Housing Partnership



Right product



Right place



Right time

[supplychainsolutionsuk.com](http://supplychainsolutionsuk.com)

**HUWS GRAY**  
SUPPLY CHAIN SOLUTIONS



# Who we are

Formed in 2008, we supply and co-ordinate the building material requirements of our partners through our sister 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; we can offer a unified interface to all these businesses at group procurement level, giving a complete materials solution for its customers.

Here at Huws Gray, 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 we cemented our position, but what differentiates us from other merchandising businesses is our passion for partnering. Our goal is to build long-term, mutually beneficial relationships with our partners, through transparency and diligence.

## Part of the Huws Gray Group family along with



Gin Close Way, Awsworth, Nottingham NG16 2TA  
 partnering@huwsgray.co.uk  
 www.supplychainsolutionsuk.com







# 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.

Trusted partner for clients including





NORTHAMPTON  
PARTNERSHIP HOMES



## Van Stock

A partnership with Huws Gray Supply Chain Solutions 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.

In keeping with the above ethos, our 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.
- 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.





## Weaver Vale Housing Trust Case Study

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.

Huws Gray Supply Chain Solutions have been supplying building, electrical, gas and plumbing materials to Weaver Vale Housing Trust since 2008.

## Material Supplier

Some of the key aspects and reasons for the success of the partnership are:

- Trading through the central location of our Northwich site. Weaver Vale stores was moved into the branch at the mobilisation stage, upon their request.
- Regularly reviewing KPI's. These include: Core range availability, number of stock outs, specials ordered in full-on-time deliveries, operatives feedback on service levels
- Proactive monthly review meetings that discuss:

Product  
innovation

New  
sites

Industry  
news

KPI'S

- Actively proposing and sourcing alternative products, where we are able to provide excellent savings in cost and/or time. Successful examples of this approach include: Supplying larger bathroom tiles, that are quicker to fit, providing an overall saving through reduced labour output. Changing external doors to a pre-primed finish, so decorators don't have to spend time priming them.
- Getting involved in community projects, such as donating painting materials to Cotswold House, a home for homeless women, and tools to tidy up community gardens.



# Managed Stores Solution

## Leading the way for a truly tailored service

Utilising our national network of over 800 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.





# Pop Up Store

## A store where you need it

The industry leading Huws Gray Pop up stores mean you can collect your materials from a location convenient for you.

No need to travel to your branch, Huws Gray will work with you to identify the areas of both high and low demand. We'll place our pop up store to ensure your team can have access to materials to help them complete the repair first time.

The pop up stores reduce travelling time for your repairs team and gives them access to materials in multiple locations. This solution is ideal for heavily congested areas where travel times can become a drain on resource, and also rural areas where the branch could be a number of miles away.

## Self Checkout

Our unique self checkout bar code reader is installed, enabling your operative to scan the materials required for the repair. The scanner can be integrated with your current job system, enabling employee and job validation if required.

Benefit from...

Secure storage containers

- Self storage facilities
- Totally flexible
- Stocked with your agreed range of materials
- Self serve and checkout
- Larger areas to cut down travelling
- Rural / Outlying areas
- Inner city areas

## Next Generation PopUp Store

Our new pop up smart store uses the latest UHF RFID tracking technology so no manual scanning of materials is required.

Your operative simply scans their unique Employee RFID fob and enters the job number on the integrated touch screen panel, collects the materials required & exits the store using their RFID fob. Our smart store knows what has been taken using the latest RFID technology.

Our unique smart store access door panel system is installed to convert a standard container into smart store. Our panel fits most standard container units.



# Stock and Go

## Exclusive For Huws Gray Partnering Clients

We recognise the unique challenges for the Public Sector and have therefore designed and developed the Huws Gray Stock and Go mobile app.

The Stock and Go mobile app enables you to manage your van stock materials on the go, increasing the productivity of your repairs team and keeping them on move, achieving improved 1st-time fix rates. Give your team control to easily reorder van stock and the special items they need whilst on the road or onsite. The Huws Gray Stock and Go mobile ordering app has been fully built and developed in-house by our expert development team, designed by listening to our clients needs.

Avoid the need to purchase expensive software, Huws Gray Stock and Go is 100% free for our partnering clients

- No Licence Fee
- No Set up fee
- No user fee
- No ongoing maintenance
- No training fee
- Save £1000's

## Stand Alone

The Stock & Go mobile app can be used as a stand alone van stock replenishment solution with no need for expensive IT costs.

## Integration

Can integrate directly with the customers job management software.

## Specials Ordering

Ability to order items outside of core product lists, including sending a photo of product directly to the branch for quick identification.

## Live Van Stock Balances

Enables your team to view stock balances per van at any time either on the mobile app.

## Replenishment

Orders through the app are automatically sent into your preferred branch. Orders can be collected straight away, scheduled for a preferred collection time or replenished using our other innovative solutions including our pop up stores and our unique secure lockers.

## Job Costing

Receive instant job costings to enable you to keep on top of your materials spend.

## Void Specification

The in built void specification solution, enabling your team to specify the materials required at survey and instantly place the order, ready for delivery when you need them.

## Collections & Deliveries

Ability to pre-book your delivery or collection slots at point of order.



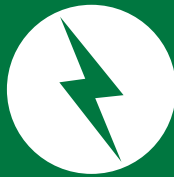


## The Hyde Group Case Study

Hyde's Property Maintenance team carries out responsive repairs, planned improvement work and gas servicing for 30,000 homes across the south and south-east of England. Huws Gray currently supplies building, electrical and plumbing materials through a managed store and delivery service, covering the south of England.



Building Materials



Electrical



Plumbing & Heating

**One of Hyde's requirements was to revolutionise how they procure and receive building materials. To achieve this, they required a managed store with van stock solution, supported by efficient delivery processes across the South of England.**

Huws Gray's solution to these requirements was the delivery of a one-stop-shop solution, combining Huws Gray Buildbase, Electricbase and Hirebase - to operate under one roof. Through internal discussion with Hyde, it was determined that the most efficient solution would be through direct delivery of materials, which now forms 99% of the contract. Deliveries are fulfilled through our onsite Rapid Response Vehicles, ensuring all materials are delivered within 1 hour to the required sites. Store staff process orders through multiple channels: PDAs, email, online portal, or the dedicated phone line. Van stocks are replenished daily to keep in line with Hyde's dynamic schedule.

Since the partnership began back in 2017, Hyde Housing have saved over £440,000 on their materials cost including taps, flooring, alarms and lighting



# Collection & Deliveries

If the scale, location or complexity of your business requires a dedicated solution, we 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.

If you operate in extensive rural locations or urban areas with high volumes of traffic, we can offer our pop-up store solution. This can aid the efficiency of your operations and provide out-of-hours access if your operatives require materials urgently outside of normal business hours. Our pop-ups provide a cost-effective, unmanned solution to store materials and can be sited at a convenient location to suit our customers. For peace of mind, operatives will require validation to enter and serve themselves and our pop-ups are monitored by CCTV for added security.

We have ample experience of running delivery services for our customers; we carry out our deliveries using our branches' vehicle fleets. We can look into using dedicated delivery vehicles to accommodate your requirements, along with back-up from local branch fleets if required.

Branch staff use the Electronic Proof of Delivery and Collection (EPOD/EPOC) mobile application to coordinate deliveries. Thanks to the application's built-in satellite

navigation system, it identifies the most efficient delivery routes, ensuring that we carry out our deliveries as quickly as possible. 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.

We can incorporate stock replenishments into pre-existing, pre-organised deliveries, should the locations of each drop provide additional efficiencies. Furthermore, we can also collect all packaging associated with our deliveries; our drivers can transport this waste back to our branches. Our staff ensure that this waste is segregated into as many waste streams as possible to maximise recycling and landfill diversion.

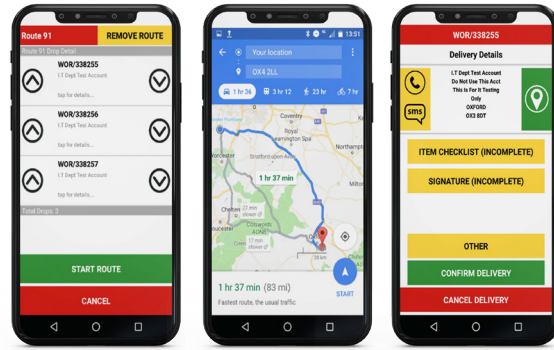
We can work with customers to identify muster points within their areas of operation where we can deliver materials at the beginning of a working day. Our dedicated drivers meet our customers' operatives at convenient locations, allowing them to collect replenishments en route to their jobs, or we can deliver materials directly to site, reducing travel time and increasing operatives' productivity.

We are fully aware of the environmental impact our operations can have on the environment, including carbon emissions resulting from our deliveries. To ensure our vehicle fleet is up to date, reduces fuel use and is more environmentally friendly, we have procured over 400 new vehicles over the last 4 years. We aim to ensure 100% of our delivery vehicles are up to the EURO 5 and 6 standard and undergo regular maintenance and health checks. Additionally, we are committing to our target to procure vehicles which rely on alternative fuel; for example, 100% of our new cars will be alternative fuelled by 2025.



# EPOD / EPOC

We carry out our deliveries using our Electronic Proof of Delivery and Collection (EPOD/EPOC) mobile application, allowing our branch staff to load and plan their delivery routes. Before departure, they will use the application to scan and record the order details for every product due for delivery. This prompts the built-in satellite navigation system to calculate the shortest available route to the delivery addresses. By minimising unnecessary driving time, the application optimises on-time delivery and reduces carbon emissions resulting from our operations.

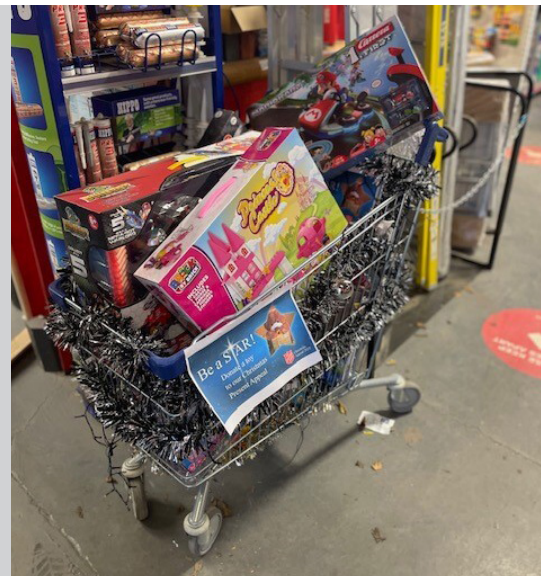


The multi-functional application allows our staff to communicate with operatives. With the touch of a button, our drivers can either call the operatives to provide them with updates and ETAs or send them an automated text message 10 minutes prior to arrival. Additionally, there is a satellite navigation option which opens Google Maps when prompted, providing directions to the delivery address.

Our EPOD solution empowers our staff to complete an item checklist and to capture operatives' signatures at the point of delivery. Upon completion, it stores all the EPODs on our portal for future reference. In the exact same way, EPOCs are also transferred to our portal for your convenience. This negates the need for manual POD/POC checks and reduces the use of paper, therefore resulting in both time and cost savings.

## Supporting the local community

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.



We 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 Community Impact fund is set up during Partnerships with the aim of supporting multiple projects across the community.



## 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.

Our procurement ID cards can aid procurement of materials for our customers; each card displays the operative's name and photograph (optional). If required, they can be set with a further 11 reference fields to facilitate validation checks and to help create more bespoke reports. Additional reference fields include:

- Employee ID number
- Job reference
- Vehicle registration
- Site address

The procurement cards are produced and controlled by our in-house data team. They have a database which monitors all cards in circulation. If an operative loses a card, a replacement will be produced and sent to the customer, ready for

the operative to use. The original card will also be cancelled, mitigating the risk of improper use if the card is found by an unauthorised person.

### **Our procurement cards have numerous advantages, including:**

- Spend Limits: Control your operatives' spend on materials. This can be adjusted so 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.

# Apprenticeships

We have recently seen more of our employees complete their Apprenticeship Programme, they are working in roles across the business including Branch and Yard staff, Key Accounts Managers and Support Services

“ During my apprenticeship I have learnt about key pieces of legislation and how these impact my daily role within branch, the apprenticeship is an excellent way to develop on the job skills while also gaining an education. I particularly liked that the apprenticeship had direct relation to what I am doing on a day to day basis. The support from my team at Alford has further progress me beyond my apprenticeship. ”



*Aaron Marsh*

## Social Value

We're committed to having a positive impact on our customers, colleagues and communities. One of our core values is "we stand together"; our people are proud of the part they play in their local communities and we all do our bit to protect the environment and support charities large and small.

As a social value-conscious business, we ensure that we support local communities and residents through every contract we undertake, providing better access to employment and training opportunities. Instead of adopting a "one size fits all" attitude, we work closely with our customers to understand their individual requirements and aspirations. By offering a bespoke approach to every contract, we ensure that we contribute positively to the local communities in which we conduct our operations, taking into consideration the issues that matter most to our customers.

### Community

To help us make a positive contribution to the communities around us, we are actively encouraging our colleagues to:

- Get involved in our charity campaigns for the benefit of both national and local charities
- Help us choose our future charity partners
- Encouraging the next generation to start a career in the builders' merchants industry

### Charity Partnerships

We have a long history of supporting charities and our 'We Stand Together' value showcases our commitment to supporting charities large and small. We recognise the brilliant efforts of our colleagues with our annual Charity Champion award, celebrating those who have gone above and beyond for a good cause.

We have raised over £150,000 for our charity partner Cancer Research UK, with colleagues across branches and support services getting involved from long distance biking and marathon running, to charity beard shave and chest wax! Over the years many of our branches have also raised £'000s for local charities and supported community groups with donations of building materials.





## Ongo Homes Case Study

Ongo wanted to explore their options into remote supply services, moving away from operating from their internal store department, supplying materials to their repair and maintenance team.

### Solution

To increase productivity of operatives and value for money, we provided a managed store solution from our Scunthorpe Branch. We hold all required materials for Ongo Operatives at the Scunthorpe store, managing stock levels and ensuring availability, facilitating Hirebase and Electricbase. The contract is managed by the Store Manager, overseeing 5 staff, delivering 3 solutions: van stocks, delivery of materials and collections from the managed store. We have streamlined the van stock solution, ensuring all 45 Ongo Operatives have the required materials, completing 85% of their workstream. Our van stock service is supported by branch collection and delivery via the rapid response vehicles kept on site. To improve Ongo's first time fix rates, we are currently completing an average 5 deliveries per day direct to site in the North Lincolnshire area.

#### Achievements:

- ✓ Van stock are replenished twice daily, providing a 4-hour turnaround of van stocks
- ✓ Interface between our and Ongo's work/job planner allowing for better information sharing, accurate lead times, informing tenants, advising Operatives on products for next jobs mitigating unnecessary travel and allowing for next day material deliveries through access to void surveys
- ✓ Supporting social value and community initiatives through volunteering and materials donations
- ✓ For ease of ordering and invoicing, Grafton created 3 sub-accounts: core-stock account, van stock account and non-core / specials account
- ✓ Working alongside Reconomy, to provide 3 skips, allowing their Operatives to dispose of waste efficiently



# Sustainability & Environment

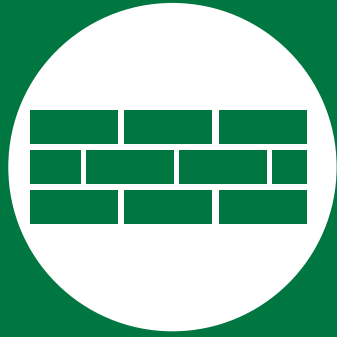
The Huws Gray Group of businesses are fully committed in supporting the Government's target to reduce greenhouse emissions to net zero by 2050 and to cut emissions by 78% by 2035 against the 1990 baseline.

**Our over-riding mission** is to drive sustainability throughout the supply chain by understanding the embodied carbon within our business so we can drive sustainability within the procurement process

**Our goal** is to understand our scope 1, 2 and 3 carbon footprint and implement measures to reduce our environmental impact. Through environmental impact assessment we can target carbon hot spots to action the greatest carbon emitting processes.

**Our immediate target** is to reduce the businesses greenhouse gas emissions by 15% over a 3-year period from 2022. This will be achieved through:

- Use clean energy sources – Purchase more green electricity
- Reduce travel - minimise business travel and utilise electronic communication systems for smarter more efficient working. Plan delivery routes which optimise loads and reduce journeys resulting in carbon footprint reduction
- Be energy efficient – Adopt energy saving measures throughout our property portfolio
- Recycle everywhere possible - waste management and the requirement of Zero to landfill
- The Group & management teams are fully committed to ensure adequate resources information and training are provided to the business.



**Right product**



**Right place**



**Right time**



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