



SUPPLIER COMPLIANCE

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EVO BUSINESS SUPPLIES LIMITED
Company Number 09060494



Contents

1. Introduction.....	3
1.1 Purpose of this Document.....	3
1.2 Introducing Evo.....	3
1.3 Our Warehouses.....	3
2. Packaging and Labelling.....	4
2.1 Packaging.....	5
2.2 Labelling	5
2.3 Barcodes.....	6
2.4 Evo branding.....	6
2.5 Batch traceability.....	6
2.6 Fragile products.....	6
2.7 Heavy products	6
2.8 Hazardous materials.....	7
2.9 Polythene bags	7
2.10 ISO 780:1997.....	7
2.11 “This Way Up” arrows.....	7
3. Pallets	8
3.1 Palletised deliveries.....	8
3.2 Pallet sizes	8
3.3 Pallet weights	8
3.4 Pallet strapping and security	9
3.5 Other pallet requirements.....	9
4. Booking a Delivery Slot	10
4.1 Contacts	10
4.2 Information Required	10
4.3 Next Steps.....	11
4.4 Suppliers with Fixed Booking Slots	11
5. Making Deliveries.....	12
5.1 Delivery process	12
5.2 Subcontracted drivers.....	13
5.3 Delivery notes.....	13
5.4 Booking slots.....	14
5.5 Delivery Refusals.....	14
6. Packaging Waste.....	15



7. Quality Assurance.....	15
7.1 Quality Inspection	16
7.2 Non-Conforming Stock	16
Appendix 1 – Agreement	17



1. Introduction

1.1 Purpose of this Document

This document sets out our requirements for deliveries and stock received into the Evo warehousing and distribution network. It is a condition of supply to Evo (and all its subsidiaries) that suppliers adhere to it.

As a supplier to Evo, it is your responsibility to advise your Evo Group Inventory contact of any discrepancies to the requirements set out in this document, or to our Purchase Order, before the goods are despatched to us, so that an alternative solution can be agreed. Please note that all products may be quality inspected at different points during the distribution cycle.

All suppliers are required to comply with the guidelines laid down in this booklet. Failure to do so will result in products being refused, frozen, subject to re-work or collection, with costs being charged back to the supplier.

1.2 Introducing Evo

Evo is the leading provider of business products and supplies in the UK and Ireland. We operate a centralised distribution network, with stocked distribution centres complemented by regional cross-dock sites.

Evo trades through the following brands:

- VOW Wholesale
- Banner
- Complete
- Staples (and other online brands via our e-Trading business)
- Premier Vanguard
- Truline

With only a very few exceptions, VOW Wholesale buys (and pays for) all the Group's stock, which is sold to both its own customers and to the other Evo brands.

1.3 Our Warehouses

This document applies to all deliveries made to the following Evo warehouses:

a) Arrow (also known as "ADC", "Lutterworth", "Branch 24")

VOW Wholesale
Harrier Parkway
Magna Park
Lutterworth
Leicestershire
LE17 4XT

Order numbers: start with "9", followed by 5 digits
Booking-In email: vowadc.bookingin@vowwholesale.co.uk
E-mail booking times: 06:30 to 13:00 (Monday to Friday)



b) Newland House (also known as “NDC”, “Normanton”, “Branch 11”)

Banner Business Supplies
Tuscany Park
Express Way
Normanton
WF6 2TZ

Order numbers: start with “W”, followed by 6 digits
Booking-In email: ndcgoodsin@evo-group.co.uk
Email booking times: 06:00 to 13:00 (Monday to Friday)

c) Dublin (also known as “IDC”, “Branch 23”)

VOW Wholesale
Units 3 & 4, Grants Drive,
Greenogue Business Park
Rathcoole
County Dublin
EIRE
D24 TD23

Order numbers: start with “8”, followed by 5 digits
Booking-In email: idc.goodsin@evo-group.co.uk
Email booking times: 07:30 to 13:00 (Monday to Friday)

d) Northern Ireland (also known as “NAW”, “Branch 16”)

Banner Business Supplies
16 Crawfordsburn Road
Newtownards
BT23 4EA

Order numbers: start with “N”, followed by 6 digits
Booking-In email: newtownardsupplychain@evo-group.co.uk
Email booking times: 08:00 to 14:00 (Monday to Friday)

Please see section 4 of this document for more information regarding booking-in deliveries.

Delivery to any other Evo locations should be agreed with your Evo Group Inventory contact and the relevant site management.

2. Packaging and Labelling

2.1 Packaging

Packaging must be appropriate to protect the product during its transportation through the end-to-end distribution network.

We require that all packaging utilises recyclable paper and board and that it is of the minimum quantity / size necessary to protect the products.

For products that are protected by polythene shrink wrap, we require that the polythene be a minimum thickness of 130 microns to ensure the products are completely encapsulated.

It is the supplier's responsibility to ensure that all legislative and regulatory requirements are met. Suppliers must provide Evo with all information requested regarding packaging, so that Evo can meet its quality assurance and reporting requirements (including, without limitation, information regarding plastic packaging).

We will constructively challenge the quantity and necessity of all internal, external and transit packaging, to ensure that it is environmentally responsible and cost-effective, without compromising on the overriding requirement to transport the product safely through the distribution network to our customers.

2.2 Labelling

Unless otherwise agreed by Evo in writing, all products must be labelled on 2 sides with the following information:

- Brief product description
- Evo part number (where appropriate; see section 2.4 below)
- Evo/Customer branding (where appropriate; see section 2.4 below)
- Barcode(s) (see section 2.3 below)
- Batch number / traceability (see section 2.5 below)
- Fragile product warning (where appropriate; see section 2.6 below)
- Hazardous materials warning (where appropriate; see section 2.8 below)
- Caution warnings for heavy products (where appropriate; see section 2.7 below)
- International packaging symbols in accordance with ISO 780:1997 (see section 2.10 below)
- "This Way Up" arrows (where appropriate; see section 2.11 below)

Any other relevant information should also be included on all labels. The supplier will be responsible for ensuring that all legal / regulatory requirements are met.

Each label should be at least 40mm x 25mm in size or (if this is not practicable) as large as the product allows. This requirement is to ensure easy recognition during the delivery process.

Labels should be white with black text, unless otherwise requested / agreed by Evo in writing.

Please ensure that samples of the labels to be used are provided to and agreed with your Evo Group Inventory contact, prior to supply of the product commencing and before any subsequent changes are implemented.

2.3 Barcodes

We require that all packaging includes EAN 13 / UPC and ITF 14 barcodes to GS1 standard. They should be properly sized and sited for ease of scanning, whether manually or automatically.

The barcode **MUST** be clearly visible on the front and back face.

The barcode **MUST** be horizontal on the label surrounded with a bold border.

The barcode **MUST** be spaced away from the encroachment of other graphics. These are known as '5mm quiet zones', which are required so the barcode can scan correctly.

The above recommendations allow "Machine Readable Data", in compliance with our Warehouse Management System.

Barcode examples (EAN on the left, UPC on the right):



2.4 Evo codes and branding

Unless otherwise agreed, the VOW Wholesale part number must be clearly visible (min. 135-point font, in Bold).

Where appropriate – e.g. for VOW/Banner own label products – suppliers may be required to place artwork or stickers on the external area of the product. This could be on the standard product label or as a separate sticker.

Branding guidelines will be supplied by the Evo Group Merchandising Department. The style, position and size must be agreed with the Evo Group Merchandising Department prior to applying the artwork / stickers to products or packaging.

2.5 Batch traceability

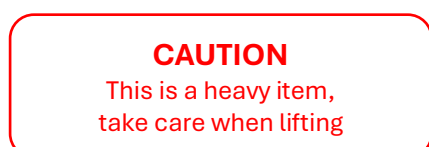
All products must be supplied with a form of batch traceability, which must be readable from the outer carton.

2.6 Fragile products

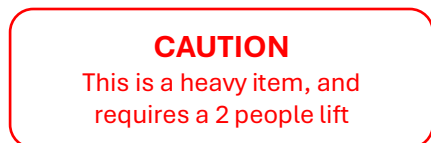
This includes products made of glass and/or which are otherwise fragile. All such products should be suitably packed to avoid potential damage and marked "Fragile - handle with care".

2.7 Heavy products

Any product weighing 25kgs or more must have a label displaying a 'Caution Warning', e.g.:



If the product requires two people to lift it, all necessary instructions must be provided, and this requirement must be displayed on the 'Caution Warning' label. For example:



2.8 Hazardous materials

If a product (e.g. a chemical) supplied could cause harm, the supplier is expected to provide specific information and warnings about this on the label (including pictograms), in accordance with prevailing legislation.

The supplier must provide MSDS sheets for any stock that is classed as hazardous.

2.9 Polythene bags

If polythene bags are used as part of the internal packaging, the warning shown on the example below must be printed on the bag if its opening perimeter is greater than 380mm.



This warning should be repeated at 600mm intervals and should be printed in characters that are a minimum of 5mm high.

2.10 ISO 780:1997

International packaging symbols in accordance with ISO 780:1997 must be displayed on the appropriate products. These symbols must be clear, legible, and accurate and agreed with the Evo Group Merchandising Department.

2.11 “This Way Up” arrows

“This Way Up” arrows are used to indicate the correct orientation of products when in storage and during ongoing transport. They must be applied to all relevant packaging.

If products are suitable for storage in more than one orientation, then the supplier must advise their Evo Group Inventory contact, so they can discuss and agree whether additional directional arrows should be shown on the packaging.

All products must be delivered the correct way up, in accordance with the “This Way Up” arrows.

3. Pallets

3.1 Palletised deliveries

Wherever possible, suppliers must deliver on pallets. Individual products should be palletised together wherever possible.

If you believe that your delivery is too small to deliver on pallets, please contact the relevant Goods-In team prior to despatching the goods. Please see section 4.1 for contact details.

We recognise that some products cannot be palletised. Before making any delivery of such products, the supplier must contact their Group Inventory contact and ensure that the loading plan has been agreed with Evo in writing. Deliveries that have not been agreed in advance will be refused.

3.2 Pallet sizes

Unless otherwise agreed by Evo in writing, all pallets must comply to one of our standard sizes:

Standard 1.6 (1.2m x 1.0m)



Euro 1.6 (1.2m x 0.8m)



3.3 Pallet weights

The maximum weights are as follows:

Standard Pallet:	850kg
Euro Pallet:	650kg

3.4 Pallet strapping and security

Please ensure that the following requirements are met:

- No loose stretch wrap tails on the pallets
- Plastic banding should be used to secure awkward or irregular loads to the pallet (no metal strapping is allowed)

If directed by Evo, suppliers will be required to use the following materials to secure products during transit:

- Four corner post protectors
- Stretch wrapped
- Banding (plastic only)

3.5 Other pallet requirements

The stacking height is not to exceed 1.6m, unless otherwise agreed in writing by Evo.

All pallets must be 4-way entry.

All pallets are to be of good quality, made from solid timber only and should be clean and free from contamination and no nails protruding. Evo does not accept any plastic pallets; any delivery of such pallets will be refused.

Pallets supplied with products from outside the EU must be stamped accordingly.

Note: Any palletised load where part of the product overhangs the dimension of the pallet must be approved. Pallet overhang should be avoided where possible when building the pallet configuration. If there is an overhang, you must agree it with your Evo Group Inventory contact prior to the delivery being made.

Most products (large or small) are lifted on and off the delivery vehicles by forklift trucks. This can be from the rear or the side, depending on the vehicle type (i.e. curtain-sided lorry or container). Please ensure that your delivery vehicle facilitates this requirement.

If pallets are to be shipped to us double stacked, they need to be shrink wrapped together for safe movement when unloading.

Where appropriate, the use of a plastic topper sheet is preferred and encouraged.

For pallets of high value products, the use of black shrink wrap and security / tamper evident tape is preferred and encouraged.

Evo accepts CHEP pallets, but it is not a CHEP bank. The supplier is responsible for transferring ownership via the CHEP Portal and must declare how much CHEP they are sending on the relevant paperwork.

Evo also accepts LPR (red) and IPP (brown) pallets.



4. Booking a Delivery Slot

All suppliers must request a timed delivery slot by e-mail.

4.1 Contacts

Arrow (ADC):

ADC booking-in email: vowadc.bookingin@vowwholesale.co.uk

Email booking times: 06:30 to 13:00 (Monday to Friday).

Any emails received after 13:00 will be dealt with on the next working day.

Newland House (NDC):

NDC booking-in email: ndcgoodsin@evo-group.co.uk

Email booking times: 06:00 to 13:00 (Monday to Friday).

Any e-mails received after 13:00 will be dealt with on the next working day.

Dublin (IDC):

IDC booking-in email: idc.goodsin@evo-group.co.uk

Email booking times: 06:30 to 13:00 (Monday to Friday).

Any emails received after 13:00 will be dealt with on the next working day.

Northern Ireland (NAW):

NAW booking-in email: newtownardsupplychain@evo-group.co.uk

Email booking times: 08:00 to 14:00 (Monday to Friday)

Any emails received after 14:00 will be dealt with on the next working day.

4.2 Information Required

When you send your booking request, please include the following information in the e-mail:

- Supplier's Name
- Number of product lines
- Number of pallets
- Number of totes
- Carrier's name
- Evo Purchase Order number(s)

As standard, we expect to receive deliveries in rear tip vehicles. You must advise us at the time of booking if you will be using a side tip vehicle.

Example Booking Request

From: AllSupply

Sent: Wed 08/01/2025 12:54

To: vowadc.bookingin

Subject: Booking Slot Request

Please find attached booking details for Friday 10/01/2025

- 1) Supplier – AllSupply UK
- 2) Number of Product lines – 24 Lines
- 3) Number of Pallets – 17 Pallets
- 4) Number of Totes – 80 Totes
- 5) Carrier name - AllSupply
- 6) Your Purchase Order – 983893/984335/984863/984870/985266

Regards

John Smith

AllSupply UK
0121 555 8888
AllSupply@uk.com



4.3 Next Steps

On receipt of the e-mail, we will confirm the booking for you and reply with a “Booking-In” reference.

Please ensure your driver/carrier has the “Booking-In” reference on arrival at the gatehouse and the required paperwork for the delivery.

4.4 Suppliers with Fixed Booking Slots

Suppliers with fixed pre-arranged booking slots must still email to confirm each slot is required.

It is essential that such e-mail booking requests are received by Evo before midday, two working days prior to delivery. If a slot is not confirmed by that time, the slot will be given to another supplier.

If your usual fixed delivery slot is not required, please inform our Goods-In department and/or Inventory Planning Team in advance, so that there is an opportunity to offer the slot to another supplier.

5. Making Deliveries

5.1 Delivery process

The following procedure is aimed at ensuring all deliveries run smoothly:

Arrival:

The driver must report to the Gatehouse on arrival.

The driver must present the appropriate Booking-In reference at the Gatehouse.

Drivers will receive a gatehouse pass, which provides details of all relevant on-site safety requirements. Please ensure that drivers adhere to these requirements.

Early Arrivals:

Where possible, we will bring deliveries forward for early arrivals. However, this cannot be guaranteed.

Late Arrivals:

If a delivery is going to fail to meet the scheduled time, either the driver or the company **MUST** inform the relevant Evo Goods-In department of the situation and an expected time of arrival. We will endeavour to accept delivery at the new time, but this cannot be guaranteed.

If we are unable to accept delivery at the new time, the supplier will need to re-book for a new slot. We will endeavour to unload the vehicle at the earliest opportunity, but please note that the re-booking may not be for the same day.

Entry:

Each dock door has a light outside. Green means “Ok to use”; Red means “Do not use”.

The vehicle will be allowed entry 30 minutes prior to the allocated delivery time, to allow preparation for unloading. During busy periods, drivers may be asked to arrive exactly on time.

Drivers must surrender their keys.

Unloading:

The driver will be advised to go to the appropriate Unloading Bay. The driver will be instructed regarding when unloading can take place and any other local administrative requirements.

It is the driver’s responsibility to open the vehicles and prepare the pallets for unloading.

Completion:

When the unloading is completed, the paperwork will be handed back to the driver.

If the load is fully checked whilst the driver is present, the paperwork handed back to the driver will be stamped or signed to confirm that it has been “100% Checked”. If the load has been tipped and the driver has left the site and is not present when the load is checked, the paperwork handed back to the driver will be stamped or signed as “Unchecked”.



Damaged goods identified during the unloading will be returned on the vehicle and the paperwork marked “Damaged”. If the damage is identified after the driver has left, we will send the details to the supplier of the damaged product, accompanied by photos of the damaged products and requesting an uplift within 3 working days.

Over-delivered goods identified during the unloading will be returned on the vehicle and the paperwork marked “Overage”. If the over-delivered goods are identified after the driver has left, we will send the details to the supplier and request an uplift within 2 working days.

Other Requirements:

High Visibility Jackets and appropriate footwear must always be worn whilst on the site.

A 10mph speed limit must be observed.

We use counterbalance forklift trucks for side or curtain unloads, where they are under a canopy. The canopy can take Curtain Sided Vehicles up to a double decker. The lowest point is 5.07m. Please ensure your delivery vehicles facilitate these requirements.

Powered Pallet Trucks (“PPT’s”) are used when a Trailer is placed on our bay doors for unloading and they are not covered by a canopy.

We accept Tail Lift deliveries.

5.2 Subcontracted drivers

Using sub-contractors for delivery is acceptable. However, please note that as our supplier, you retain full responsibility for the safe and timely arrival of the goods as well as the behaviour of the subcontracted driver.

It is essential that you advise all sub-contractors of Evo’s delivery and on-site procedures.

5.3 Delivery notes

All products must arrive with a copy of the Delivery Note for the goods being delivered. For each delivery, all Delivery Notes must be clearly visible and supplied to Evo before unloading commences.

It is the supplier’s responsibility to ensure that the Delivery Notes include (as a minimum):

- Evo Purchase Order Number(s)
- Trailer/Container ID
- Booking Slot Details (Date & Time)
- Delivery Address
- VOW Part Number
- Product Description
- Number of Pallets
- Number of Cartons
- Number of Lines
- Units per Pallet
- Units per Carton
- Box/Pack Quantity



If you are delivering FSC stock, it is important that you indicate this on your delivery note.

If the relevant paperwork is not provided at the point of delivery, then Evo reserves the right to reject the full delivery.

5.4 Booking slots

Booking slots are issued and agreed via the e-mail booking procedure (see section 4.1). The supplier must arrive at the allocated time, or the delivery is likely to be refused.

5.5 Delivery Refusals

If a delivery is refused (H&S issue, damaged stock, no delivery notes, missed allocated booking slot etc.) the supplier must re-book and obtain a new allocated slot.

The re-booking request must be e-mailed to Goods-In (see section 4.1).



6. Packaging Waste

Evo is required by law to provide information relating to packaging waste. The packaging materials covered in the regulations are Paper, Plastic, Metal, Glass and Wood.

To meet our legal obligations, we require a variety of information and data from our suppliers, which must be provided to us promptly on request. For example: we need you to supply the product and transit packaging weights (the latter is required on imported transit packaging only).

Please note that we use Valpak to manage our compliance scheme and they will issue most requests for information on our behalf.

Failure to provide the information we request from you may delay the introduction of your products to our range.



7. Quality Assurance

7.1 Quality Inspection

Evo will conduct regular Quality Inspections of the stock delivered into our warehouses by our suppliers.

7.2 Non-Conforming Stock

The procedure for non-conforming stock will be as follows:

- Goods In staff will isolate the non-conforming stock and remove it from sale

The non-conforming stock will then (at Evo's discretion) be rectified in accordance with one of the following:

- Returned to the supplier, for new stock to be supplied in its place
- Returned to the supplier for re-work
- Re-worked by the supplier in the Evo warehouse(s)

Evo Group Inventory Management will communicate all non-conformances to the supplier as soon as is practicable.

All overages, shortages and damages will remain the responsibility of the Supplier and will be treated in the same way as any other delivery discrepancy.

Liability for all costs associated with the supply of non-conforming stock to Evo shall lie with the supplier. This liability shall include (without limitation): the cost of uplifting / re-working / replacing the non-conforming stock; any costs reasonably incurred by Evo in handling the non-conforming stock; any costs reasonably incurred by Evo to recover the non-conforming stock that has been supplied to its customers and/or supply replacement stock to them; and any costs borne by Evo arising from breaches of its contractual and/or legal obligations arising from the supply of the non-conforming stock. Such costs shall be repaid to Evo promptly upon request.



Appendix 1 – Agreement

I have read and understood the Supplier Compliance document and agree to comply with all requirements detailed therein.

On Behalf of Evo:

Name: _____
Position: _____
Signed: _____
Dated: _____

On Behalf of the Supplier:

Company: _____
Name: _____
Position: _____
Signed: _____
Dated: _____