



## Working with BT

Guidelines and conditions for successful delivery to BT distribution centres and use of BT distribution services

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# 1 Introduction

- 1.1 BT procure services and products on a large scale. Large volumes of products move around our Business on a daily basis. It is therefore essential that any products coming into and moving through BT's internal supply chain are handled safely, securely and efficiently.
- 1.2 It is vital that all consignments arrive in the BT specified format to prevent delays in the receipts and payments processes. Exceptions to the requirements and processes described in this document can only be made in agreement with document owner.
- 1.3 BT has four key standard requirements for all inbound products into the business: They are as follows:
- a. Packaging
  - b. Labelling
  - c. Stillages (please refer to section 3 and also BT stillage portfolio)
    - Palletisation
    - Wire Cage
    - Pallet Converter
    - Vauxhall
    - Stick Pallet
  - d. Delivery - All deliveries must have an appointment. This appointment can be made prior to the day of delivery or on the day. Please refer to section 4.
- 1.4 The instructions apply to deliveries to all BT Supply Chain sites, specifically Distribution Centres, Staging & Configuration Centres, Forward Stock Locations (FSLs) and Managed Kit Rooms (MKRs). They are mandatory unless otherwise indicated. Failure to conform to specifications may result in refusal of deliveries.

|   |  |   |   |
|---|--|---|---|
| BT National<br>Distribution Centre<br>Hunter Boulevard<br>Magna Park<br>Lutterworth<br>Leicestershire<br>LE17 4XN | BT National<br>Distribution Centre<br>Darlington Road<br>Northallerton<br>North Yorkshire<br>DL6 2PJ | Staging and<br>Configuration Centre<br>Staines TE/GSC<br>Fairfield Avenue<br>Staines<br>Middlesex<br>TW18 4AB | BT Haydock Park<br>Distribution Centre<br>Unit 14 Stonecross Business<br>Park<br>Bridge Bank Close<br>Golborne<br>Warrington<br>WA3 3JD |
|---|--|---|---|

- 1.5 Throughout this document the following terms are interchangeable:
- a. For supplier also read vendor or carrier (working on behalf of supplier)
  - b. For contract also read blanket
  - c. For purchase order also read release
- 1.6 Any questions regarding this document should be made to:

Supply Chain Service Desk – tel: 0800 484844

## 2 Packaging and labelling

### 2.1 Introduction

- 2.1.1 This packaging specification covers all products which are supplied into BT's internal supply chain. The purpose of the specification is to give suppliers general and specific guidelines to pack and deliver a product for handling and storage at BT's Supply Chain sites.
- 2.1.2 It is the supplier's responsibility to ensure compliance with the specification and maintain adequate records of compliance.
- 2.1.3 Products must be securely packed and labelled at Unit of Issue (UOI, primary pack) and at over-pack level where appropriate. They must also be secured to a labelled stillage (see BT stillage portfolio) unless the individual product volume for that delivery is less than a quarter of a BT specified pallet. This will enable products received at all BT Supply Chain sites to be transferred efficiently to the storage locations.
- 2.1.4 All costs associated with meeting the requirements of this specification must be included in the price of the product. Details of packaging costs must also be provided separately if required.
- 2.1.5 The packaging and labelling specification is divided into three sections:

|             |   |
|-------------|---|
| Section 2.2 | General requirements - packaging, labelling, bar-coding and special characteristics for ALL products  |
| Section 2.3 | Additional requirements - packaging for products that have unit of issue dimensions less than 1200 x 1000 x 1000mm and unit of issue weighs less than or equal to 15kg            |
| Section 2.4 | Additional requirements - packaging for products that have at least one unit of issue dimension greater than 1200mm x 1000mm x 1000mm or a unit of issue weight greater than 15kg |

### 2.2 General requirements - packaging, labelling, bar-coding and special characteristics for ALL products

- a. The UOI is to be packed (and over-packed where required) using minimum, cost effective, environmentally responsible packaging. The use of plastics should where practicable be avoided or minimised by use of paper/ fibreboard alternatives.
- b. Products must be packed in their UOI quantity, e.g. if an item consists of several smaller parts, all the parts must be enclosed in one box or other suitable packing media upon delivery.
- c. Packaging must be sufficiently robust to ensure safe transit through the supply chain. All 'sharps' products such as screwdrivers, drill bits, chisels need to have a protective cap attached to ensure they will not protrude from BT Supply Chain internal delivery sacks while in transit.
- d. The supplier is responsible for providing all packing/labelling GS1-128 - EAN128. The following standards are mandatory:

|                     |   |
|---------------------|---|
| SI 2003 No.1941     | The Packaging (Essential Requirements) Regulations 2003 |
| BS EN 100015-1:1992 | Protection of electrostatic sensitive devices           |

|  |  |
|--|--|
| BS 1133: Section 7: Chapter 7.5:1990                               | Packaging code. Fibreboard cases and fitments  |
| BS 1133: Section 8: 1991   | Packaging code. Wooden boxes, cases & crate  |
| BS 1133: Section 19:1986   | Packaging code. Use of desiccants in packaging   |
| CHEMICAL HAZARD INFORMATION AND PACKAGING REGULATIONS 1994 (CHIP2) | Provides detailed information about contractors responsibilities when supplying hazardous products |

**2.2.2 Labelling**

- a. The UOI, any over-pack and stillage must be clearly marked or labelled with indelible, legible and clear black text.
- b. Type face to be minimum 2mm. Type face to be Helvetica/Roman or equivalent. Letters must be individually formed and not joined together and must not be condensed, expanded, italic, outline or shaded.
- c. Labels must be white in colour on the UOI pack and yellow in colour on the over-pack pallet, securely fixed to avoid peel or curl.
- d. Details should be minimum 10% of area with typeface in proportion. Minimum dimensions for a label are 25 x 40mm landscape.
- e. Details must be in the following format, this is the minimum requirement:

**It is mandatory to use the BT item code**

**UOI (PRIMARY PACK) (white label) (EXAMPLE)**

|                              |
|------------------------------|
| <b>UOI (PRIMARY PACK)</b>    |
| BT Item Code                 |
| Description                  |
| Quantity                     |
| Unit of Issue                |
| Contract No                  |
| Date of Manufacture/Delivery |
| Use by Date                  |
| Calibration Date             |

|                           |          |
|---------------------------|----------|
| <b>UOI (PRIMARY PACK)</b> |          |
| BT Item Code              | 123456   |
| Description               | ROD      |
| Quantity                  | 1        |
| Unit of Issue             | EACH     |
| Contract No               | 787878   |
| Date of Man/Del.          | 6/98     |
| Use by Date               | DD/MM/YY |
| Calibration Date          | DD/MM/YY |

**OVER-PACK (yellow label) (EXAMPLE)**

|                              |
|------------------------------|
| <b>OVER-PACK</b>             |
| BT Item Code                 |
| Description                  |
| Quantity                     |
| Unit of Issue                |
| Contract No                  |
| Date of Manufacture/Delivery |

|                  |        |
|------------------|--------|
| <b>OVER-PACK</b> |        |
| BT Item Code     | 123456 |
| Description      | ROD    |
| Quantity         | 10     |
| Unit of Issue    | EACH   |
| Contract No      | 787878 |
| Date of Man/Del. | 6/98   |

**STILLAGE (yellow label) (EXAMPLE)**

|                              |
|------------------------------|
| <b>STILLAGE</b>              |
| BT Item Code                 |
| Description                  |
| Quantity                     |
| Unit of Issue                |
| Contract No                  |
| Date of Manufacture/Delivery |

|                  |        |
|------------------|--------|
| <b>STILLAGE</b>  |        |
| BT Item Code     | 123456 |
| Description      | ROD    |
| Quantity         | 500    |
| Unit of Issue    | EACH   |
| Contract No      | 787878 |
| Date of Man/Del. | 10/98  |

- f. Please note:
- i. For the label on the UOI (Primary Pack), the quantity must always be '1'.
  - ii. UOI must be descriptive: either EACH, BAG, REEL, PACKET, BOX, PAIR, SET or METRE. Note the UOI must be the BT UOI and not the manufacturers.
  - iii. If the gross weight of the UOI is greater than 15kg, then the weight must be stated below the standard BT label e.g. GROSS WEIGHT 20kg.
  - iv. By nature of the products covered by this specification, some may present difficulties in labelling at individual item (UOI) level. Where this proves to be the case, the supplier should agree what is practical and acceptable with the BT Commercial Contact, but the minimum requirement at UOI is item code identification. Where agreement has been given to the above, the BT Commercial Contact should advise Magna Park and Northallerton Distribution Centres.
  - v. It may not be practical to write in full the 'Date of Manufacture' and 'Date of Delivery'; therefore the 'Date of Man' and 'Date of Del' will be acceptable. Additionally the month and year is acceptable as the date.
  - vi. Some products may require a 'Use by Date' or a 'Calibration Date'. This must be shown as DD/MM/YY on the UOI (primary pack) label below the Date of Manufacture/ Delivery.
  - vii. If an item requires a 'Warranty' label it should be affixed to each item containing the following information:

|                      |   |
|----------------------|---|
| BT Item Code         | <b>It is <u>mandatory</u> to use the BT item code</b> |
| Item Description     |   |
| Date of Manufacture  | DD/MM/YY  |
| Warranty Expiry Date | DD/MM/YY  |

- viii. Labelling and bar coding must be visible when the item is secured to the stillage.
- ix. A stillage label must be placed on two adjacent sides of the stillage.

### 2.2.3 Barcoding

2.2.3.1 Where required barcoding will be applied according to the international standards specified by the Article Number Association (UK) Ltd GS1-128, in addition to the labelling requirements detailed above.

2.2.3.2 Barcodes to be applied will be:

- a. A GS1-128 bar code label on both the product and the immediate packaging (primary pack) This bar code will normally include a unique serial number
- b. An EAN 13 label on the primary pack for products supplied through retail outlets
- c. A Serial Shipping Container Code (SSCC) on over-packs
- d. A SSCC label at pallet level

2.2.3.3 Requirements for barcoding and the information to be included will be determined on a product by product basis (the BT Commercial Contact will provide details to suppliers) however as a general rule where the individual product and carton does requires barcoding (e.g. MAC address and/or serial number on equipment intended for installation inside a customer's premises) the following is expected to apply.

2.2.3.4 Unless specifically agreed (e.g. due to product size) the MINIMUM bar code specification to be utilised for the carton is:

- a. Height greater than or equal to 8mm

- b. 4mm clear zone at each end of the barcode
- c. X Dimension/module width density of 0.3mm (12mils)
- d. Code 39 or code 128 symbology
- e. Eye-readable version to be printed below barcode

2.2.3.5 Unless specifically agreed (e.g. due to product size) the MINIMUM bar code specification to be utilised for the product is:

- a. Height greater than or equal to 3mm
- b. 3mm clear zone at each end of the barcode
- c. X Dimension/module width density of 0.15mm (6mils)
- d. Code 39 or Code 128 symbology
- e. Eye-readable version to be printed below barcode

## 2.2.4 Special characteristics

It is the supplier's responsibility to ascertain if any of the following special characteristics apply to the UOI and where applicable, to clearly mark or label the UOI and any over-pack as follows:

### 2.2.4.1 Static sensitive

If applicable each primary pack and any over-pack to be labelled or marked with a static warning to BS EN 100015-1: 1992.

### 2.2.4.2 Pictorial symbols

If applicable each UOI (primary pack) and any over-pack to be marked with the pictorial symbols in accordance with BS EN 20780:1993 for:

- a. FRAGILE HANDLE WITH CARE
- b. THIS WAY UP
- c. KEEP AWAY FROM HEAT
- d. KEEP DRY
- e. TEMPERATURE LIMITATIONS (This includes controlled temperature, controlled humidity, inflammable, heat and cold sensitive)
- f. PROTECT FROM HEAT AND RADIOACTIVE SOURCES

### 2.2.4.3 Dangerous Goods

Where suppliers supply to BT goods which are classified as dangerous goods under the European Agreement concerning the International Carriage of Dangerous Goods by Road (ADR), or the International Maritime Dangerous Goods Code (of the International Maritime Organization), or the Technical Instructions for the Safe Transport of Dangerous Goods by Air (of the International Civil Aviation Organization), ("Dangerous Goods"), suppliers will provide BT with relevant Material Safety Data Sheets ("SDS") and Battery Test Certificates conforming to UN38.3 Certification for Lithium Batteries. Such Safety Data Sheets and Battery Test Certificates to be sent by email to [dangerous.goods@bt.com](mailto:dangerous.goods@bt.com) before the first shipment of the relevant Dangerous Good to BT and whenever such Safety Data Sheets and Battery Test Certificates have been updated.

As well as the requirements specific to their transportation, suppliers of Dangerous Goods are required by law to label such items with hazard symbols, warnings and safety advice.

Manufacturers must also include instructions for use, either on the label or on a leaflet supplied with the product.

Should the SDS or UN38.3 Manual of Tests and Criteria test summary change for whatever reason, then a revised copy must be provided at that time as soon as is practicably possible and in any event within 30 (thirty) days. Documents should be sent by email to [dangerous.goods@bt.com](mailto:dangerous.goods@bt.com).

All Dangerous Goods supplied must be fully and accurately described in Section 14 of the SDS as a minimum, by the UN Number, Proper Shipping Name (including any technical name), Class, Subsidiary Hazard (if any), Packing Group (in roman numerals), Tunnel Code, Flashpoint and any Environmental Hazard/Marine Pollutant information.

All products identified and classified as Dangerous Goods for transport must be accurately and appropriately identified, classified, packaged, marked, labelled and documented in accordance with the applicable national and international government regulations for the mode of transport being used.

Dangerous Goods transport marking and labelling must not be obscured in any way.

**2.3 Additional requirements - packaging for products that have unit of issue dimensions less than 1200 x 1000 x 1000mm and unit of issue weighs less than or equal to 15kg**

2.3.1 The product(s) MUST be securely packed, sealed and labelled around its Unit of Issue (UOI), for delivery to BT Supply Chain sites. The supplier must also comply with any additional item specific BT specifications provided by the BT Supply Chain Manager or the BT Commercial Contact.

2.3.2 Small products will be stored in storage bins (totes) that have an internal dimension of 536mm x 356mm x 302mm. Maximum over-pack dimensions will thus be 530mm x 350mm x 300mm to enable easy decanting into these storage totes on receipt at the Distribution Centre. Arrangements can be made to accelerate the delivery of small products, please contact the BT Supply Chain Manager or the Commercial Contact.

2.3.3 The following table details specific guidelines on over-packing:

| Size of product (L x W x H mm)      | Weight of product (kg)   | Over-packing requirement   |
|-------------------------------------|--------------------------|--|
| Less than/equal to 530 x 350 x 300  | Less than /equal to 15kg | Over-pack only if required to provide load stability. Over-pack to be a maximum of 530mm x 350mm x 300mm and 15kg. |
| Less than/ equal to 530 x 350 x 300 | Greater than 15kg        | Do not over-pack.  |
| Greater than 530 x 350 x 300        | Less than /equal to 15kg | Over-pack only if required to provide load stability. Over-pack to be a maximum of 15kg.                           |
| Greater than 530 x 350 x 300        | Greater than 15kg        | Do not over-pack.  |

2.3.4 Over-packs for these products will have a limited life therefore minimum, but robust, packaging must be used.

2.3.5 Different products must not be mixed in these over-packs.

2.3.6 Products must be delivered to BT's Distribution Centres secured to a pallet specified by BT. Products are to be palletised as follows:



- Products must not overhang the pallet on any face nor exceed a height of 1000mm from the top of the pallet.
- A weight limit of 1000kg applies to each pallet.
- Products must be stacked squarely and evenly in such a way so as to prevent any crushing or damage of the lower layers.
- If required to achieve load stability in transit and storage, layer pads of sheet fibreboard, solid or corrugated fibreboard / cardboard may be used.
- Pallet loads must remain completely stable after overwrapping or strapping is removed.
- Any individual box which weighs greater than 15kg must be secured to a pallet and labelled as 'caution - heavy item'.
- If more than one product is delivered on a pallet, the whole pallet will be refused if the appointment has been made for one product only.



The only exception to this is:

- Where individual products have a container volume of less than a quarter of a pallet. In this case, a maximum of four item lines can be delivered on a single pallet providing each item is packaged and labelled individually. Specific container details must be provided at the time of making the appointment.
- Example: Four individual products being delivered on one single pallet must be declared as four item lines when booking an appointment.

2.3.7 For the BT pallet specification please refer to section 3.4. All deliveries will require a prior appointment (see section 4). Failure to comply with this process may result in the refusal of the delivery.

2.3.8 Packages must be strapped and/or wrapped to the pallet either by means of:

- a. Minimum shrink or stretch wrap used to cover the entire surface ensuring that forklift access is not impeded. Otherwise wrapped in accordance with: BS 1133: Section 21: 1991. Note: Transparent shrink wrap must always be used. OR
- b. Strapped vertically around the load and the underside of the pallet top deck boards with polypropylene or polyester strapping. Edge protectors may be required to prevent straps cutting into the load. If strap banding is applied horizontally then vertical edge protectors may be used to prevent the strap cutting into the load. Otherwise it should be strapped in accordance with: BS 1133: Section 15: 1991.

## 2.4 **Additional requirements - packaging for products that have at least one unit of issue dimension greater than 1200mm x 1000mm x 1000mm or a unit of issue weight greater than 15kg**

2.4.1 The item(s) MUST be securely packed, sealed and labelled around its unit of issue (UOI/primary pack), for delivery to BT's Distribution Centres. The supplier must also comply with any additional item specific BT specifications provided by either the BT Supply Chain Manager or the BT Commercial Contact.

2.4.2 Over-packing should be kept to a minimum and only used where the load is unstable.

2.4.3 Different products must not be mixed in over-packs.

2.4.4 Stillages - general requirements must be adhered to:

- Not all products are suitable for a BT metric flatwood pallet. Where this is the case a range of BT stillages may be used - please consult the BT Supply Chain Manager or the BT Commercial contact. If a BT stillage is suitable and available it must be used.
- Products must be delivered to BT's Distribution Centres secured to a stillage, such that load stability in transit and storage is achieved.
- A weight limit of 1000kg applies for each stillage including frames and covers (see para 2.5.4 on frames and covers, footway and driveway).
- BT will accept mixed stillages at Magna Park / Northallerton. However, a maximum of 4 item lines per pallet will be accepted. All mixed consignments must be clearly identifiable and segregated. All mixed consignments must have one overwrap label and one stillage label per item code on the consignment / delivery.
- Products must be stacked squarely and evenly to prevent crushing or damage of the lower layers.
- It is critical that the item can be safely transported and stored without damage, therefore the supplier must consider whether additional support over the full length/width is required.
- If required to achieve load stability in transit and storage, layer pads of sheet fibreboard, solid or corrugated may be used.
- If the load becomes unstable when the outer strapping is removed, then each layer of products must be strapped to the stillage vertically around the load. Strapping to be adequately tensioned to hold the products securely but without causing damage.

2.4.5 BT will not accept non-BT stillages (pallets) except where detailed in para 2.3.6, see section 3.4, for BT's pallet specification.

2.4.6 Strapping - All products must be secured to the BT stillage by means of polypropylene or polyester strapping, in accordance with BS1 133: Section 15: 1991. If strapping vertically around the load and the underside of the stillage, top deck boards vertical edge protectors must be used to prevent straps cutting into the load.

## 2.5 Products with special requirements

Some products have very specific stillage requirements due to their size and weight. These specific requirements are summarised below:

### 2.5.1 Duct 70

This duct is to be delivered on BT large steel post pallets, securely banded with polypropylene or polyester strapping in bundles of 8 x 6.375 metre lengths.

### 2.5.2 Split duct 3 metres

This duct is to be delivered on BT large steel post pallets strapped into triangular bundles of 3 lengths x 3 metres long. If BT large steel post pallets are in short supply then with the agreement of the BT buyer the following criteria must be met:

- a. The duct should be strapped into triangular bundles of 3 lengths x 3 metres long and delivered in non-returnable purpose built 'U' shaped softwood timber frames.
- b. Finish to be fine sawn or planed, square edged and be a minimum 75mm x 40mm.
- c. Timbers to be secured by nail plates at the corners.
- d. The base timber to be minimum 75mm off the ground to allow forklift access.

- e. The 'U' shaped timber frames together with a top timber, to be secured with strapping. The timber frames to be grooved to take this strapping.
- f. The strapping to be adequately tensioned so as to hold the duct securely but without causing damage. Strapping to be stapled to the framework to avoid movement.
- g. The length of each bundle must not exceed 3.3 metres.

### **2.5.3 Duct 6 metres**

As Duct 6 metres is not stable on a BT large steel post pallet it must always be delivered in non-returnable purpose built 'U' shaped timber frames (as described in split duct 3 metres). The timber frames must be placed 1.5m from ends of duct lessening the unsupported duct to 3 metres. The duct must be stacked with the socket ends staggered on alternate layers. The duct protruding from each end of the 'U' shaped frames must be strapped with polypropylene strapping to stop 'chattering'. The length of each bundle must not exceed 6.3 metres.

### **2.5.4 Frames and covers footway and driveway**

Due to Health and Safety considerations BT will not manually handle these products at Distribution Centres but will use forklift trucks. Therefore these products must be strapped to a BT 2-way non reversible open deck pallet 1600 x 1000mm with battening in-between. The supplier must ensure strong and secure battening to achieve safe transit and storage through the supply chain. Supplier is to source 1600 x 1000mm pallets to BT's specification (see section 3.4).

### **2.5.5 Frames and covers carriageway**

Each item is to be stacked and strapped onto 100mm x 100mm softwood battens the same width as the item. Finish to be fine sawn or planed and square edged.

### 3 Stillages

Deliveries to BT Distribution Centres will only be accepted on standard BT stillages (see BT stillage portfolio) to ensure that supplies can be handled with maximum efficiency.

BT will deliver stillages within the UK or alternatively, by agreement, the supplier may collect small quantities from the nearest BT storage location.

Stillages shall remain, at all times, the property of BT. They are to be used for delivery to BT and NOT for storage or internal use by supplier. In the event that deliveries are made on non-BT stillages, these stillages become the property of BT upon delivery to BT Distribution Centres.

#### 3.1 BT stillage requests

3.1.1 A stillage request form can be obtained by submitting a request to the BT Stillage duty (email [magna.park.stillage@bt.com](mailto:magna.park.stillage@bt.com)).

When ordering BT stillages for loan, the supplier must provide the following information:

- a. The supplier's name and address and BT contract number.
- b. The delivery address for stillages.
- c. The overall quantity required.
- d. The name, email address, telephone and facsimile numbers of the person ordering.
- e. Contact telephone number at the delivery address.

3.1.2 In order to allow sufficient time to organise deliveries, 15 working days' notice of stillage requirements is required. In exceptional circumstances the supplier should contact the BT Stillage duty who may be able to arrange emergency deliveries.

#### 3.2 Stillage duty contact details

|                |  |
|----------------|--|
| Opening hours: | 10:00: to 15:30 Monday to Friday (excluding Bank Holidays).                |
| Email:         | <a href="mailto:magna.park.stillage@bt.com">magna.park.stillage@bt.com</a> |

#### 3.3 Stillage usage

3.3.1 Any misuse, damage or theft of BT stillages will be charged to the supplier who is fully responsible for any stillage in their possession. Damaged or surplus stillages should be reported to the BT Stillage duty who will arrange collection; similarly any missing stillages should be reported to them in writing.

3.3.2 When suppliers receive goods for repair or disposal in stillages, the supplier should return the stillages to BT within 7 working days of receipt. Return of stillages should be arranged by contacting the BT Stillage duty [magna.park.stillage@bt.com](mailto:magna.park.stillage@bt.com)

### 3.4 Standard metric pallet specification, type and size

Size: 4 way entry perimeter base 1000mm x 1200mm

Type: 4 way entries open boarded top deck non-reversible, perimeter base

Top Deck: 9 of 1000mm x 95mm x 16mm

Top Stringers: 3 of 1200mm x 95mm x 18mm

Blocks: 6 of 138mm x 95mm x 95mm

Blocks: 3 of 95mm x 95mm x 95mm

Bottom Deck: 5 of 1000mm x 98mm x 18mm

The vertical edges of all bottom boards to be stop chamfered at an angle of 40 degrees +/- 5 degrees.

Each pallet to have an identification mark, as such, one face of each of the four blocks to be painted purple.

Timber used should be first grade, fine sawn Home grown or Baltic softwood (spruce or pine) or Baltic hardwood (Aspen, Alder or Birch). Blocks should be made from first grade, fine sawn Home grown or Baltic softwood (spruce or pine) or Baltic hardwood (Aspen, Alder or Birch) or composition woodchip. Adequate height and width must be given for entry by Fork lift truck.

#### Maximum Loads

Pallets shall be capable of bearing the loads as follows without distortion:

- Max. Load per pallet, evenly distributed = 1 Tonne
- Max. Superimposed load, i.e. crush load on bottom pallet of stack = 4 Tonne Delivery

### 3.5 BT stillage portfolio



BT Frame and Cover Pallet  
(1600mm X 1000mm)



Pallet Converter and Flat Wooden Pallet



Flat BT Wooden Pallet  
(1200mm X 1000mm X 145mm)



BT Wire Mesh Cage with Front  
(1220mm X 915mm)



BT Wire Mesh Cage Front



BT Long Stillage (Stick Pallet)  
(2438mm X 610mm)



4 Post Vauxhall (Removable Posts)



4 Post Vauxhall (Fixed Posts)

## 4 Delivery

### 4.1 Appointments

4.1.1 All deliveries will require a prior appointment.

4.1.2 Suppliers will contact the Distribution Centre to request an appointment as follows:

|  |  |
|--|--|
| Magna Park                             | <p>Opening hours: 09:00 to 15:30 Monday to Friday (excluding Bank Holidays).</p> <p>Telephone number 0800 731 6171 (Opt 1)</p> <p>Email address: <a href="mailto:magna.park.appointments@bt.com">magna.park.appointments@bt.com</a></p> <p><i>(Please note: If a supplier is subsequently unable to meet the agreed appointment for delivery to Magna Park, they must contact goods inwards on <b>0117 302 4008</b> and make alternative arrangements, if required.)</i></p>   |
| Northallerton                          | <p>Opening hours: 09:00 and 16:00 Monday to Friday (excluding bank holidays)</p> <p>Telephone number 0800 484844 (Opt 2, then Option 2 again)</p> <ul style="list-style-type: none"> <li>• Telephone products</li> <li>• Phonebooks</li> <li>• Phone-cards</li> <li>• All other deliveries</li> </ul> <p>Email address: <a href="mailto:Northallertonadmin@bt.com">Northallertonadmin@bt.com</a></p> <p><i>(Please note: When the driver parks his vehicle, trailer, container etc. and is ready to be unloaded, the Receipts Team will ask the driver to give up his vehicle keys. The keys are then hung on a 'Key Board' which is wall mounted in the Receipts Bay. The keys will be returned to the driver once the vehicle has been fully unloaded).</i></p>    |
| Staines Staging & Configuration Centre | <p>Opening hours: 09:00 to 13:30 Monday to Friday (excluding Bank Holidays).</p> <p>Telephone number 020 8280 4363</p> <p>Email address: <a href="mailto:staines.appointments@bt.com">staines.appointments@bt.com</a></p>  |
| Haydock Park                           | <p>To book an appointment email the team at Haydock: <a href="mailto:timothy.mcgregor@bt.com">timothy.mcgregor@bt.com</a> <a href="mailto:Johnathon.purnell@bt.com">Johnathon.purnell@bt.com</a> <a href="mailto:christopher.riley@bt.com">christopher.riley@bt.com</a> and request your preferred delivery date. The team will confirm the date and allocate the haulier with a time slot.</p> <p>Huawei deliveries: Please email the above team with delivery note (D15) before delivery.</p> <p>The following information is required and will be cross checked with the driver on arrival at site before items are booked in on the WMS system:</p> <ul style="list-style-type: none"> <li>• Product code</li> <li>• Quantity</li> <li>• SO reference</li> </ul> |

4.1.3 A maximum of four item lines may be booked in over the phone. Booking requests for deliveries over four item lines need to be submitted via email.



4.1.4 All emails received by the appointment desk by the opening times listed in para 4.1.2 will be actioned the same day. The appointment desk shall aim to allocate appointments that are within 48 hours of request, subject to availability of slots.

4.1.5 To make an appointment the supplier must provide the following information:

- Supplier name
- Carrier name
- Quote the Purchase Order number
- For each item, the BT item code and quantity to be delivered
- Number and type of containers that make up the delivery
- Preferred date and time of delivery
- Where a delivery is too large for one vehicle, separate paperwork and appointment references are required for each individual vehicle.

If the above information is provided, and it matches the expected delivery details, an appointment will be allocated, and a reference provided to the supplier. Bookings should not be made earlier than four working days prior to delivery.

If the information provided by the supplier/carrier does not match the expected delivery details, the supplier/carrier will not be provided with an appointment and referred to the relevant BT Supply Chain Manager or the BT Commercial Contact.

4.1.6 Where a delivery is urgent it will be possible to arrange an appointment to deliver to Magna Park between 06:00 and 11:30 on the following day. Emergency and non-emergency items may be mixed on the same appointment, but the Supplier must highlight emergency items when the appointment request is made. The emergency items will be highlighted on the 'booking-in sheet', which is given to goods-in by the appointment desk. Emergency items on a mixed appointment will need to be segregated from non-emergency items and clearly labelled as such. This will help suppliers by only having to make one appointment (where slots are available) per day.

Where the requested day is already up to the limit of pallets / item codes, suppliers will only be allowed to bring in emergency items on that day and will have to make another appointment for a future date for non-emergency items.

Suppliers will be able to amend items from 'non-emergency' to 'emergency' on existing bookings before 15.30 on the previous day. This will prevent the need to have to cancel existing bookings and create new ones at the last minute.

Supplier Discrepancy Proformas (SDP1s) will only be raised if a request was made on the actual day of delivery for an item to be put away as an emergency, which had not previously been booked as such.

The process contained within para 4.1.4 will still apply.

4.1.7 Amendments to bookings must be made in advance of the delivery date. No amendments will be accepted on the day of delivery. All amendments must be made in writing.

4.1.8 A maximum of two amendments can be made per appointment. Amendments that increase either the item lines or stillage quantity will only be made subject to availability on the day.

4.1.9 SDP1s will be raised against the Supplier and sent to the liaison duty in Swindon, for any of the following reasons:

- Stock Overhanging Pallet
- Items Mixed on Pallet
- Item Maintenance Updating
- No Item Maintenance
- Incorrect Storage Area
- Poor Over Packaging
- Unit of Measure
- Unsafe Loads
- Incorrect Labelling
- Unit of Issue Problem
- Incorrect ASN
- No Over-pack Label
- Shortages
- Excess Deliveries
- Non-BT Stillages
- Damaged Stillages
- Damaged items
- Incorrect Items

If an SDP1 is raised for any of the above reasons, where possible only the offending item(s) will be returned to the supplier with the driver.

SDP1s must be actioned and responded to within three working days from the date the SDP1 is received from the BT Commercial Contact before a new booking can be made.

In the event of 'missed appointments' an SDP1 will be raised. However, a new booking can be made, but a response to the SDP1 will still be required within the agreed timescales.

## 4.2 Deliveries

4.2.1 Deliveries will be accepted as follows:

|  |   |
|--|---|
| Magna Park                             | Between the hours of 06:00 and 13:30 Monday to Friday (excluding Bank Holidays) |
| Northallerton                          | Between the hours of 06:00 and 14:00 Monday to Friday (excluding Bank Holidays) |
| Staines Staging & Configuration Centre | Between 09:00 to 13:30 Monday to Friday (excluding Bank Holidays)               |
| Haydock Park                           | Between 10:00 to 16:00 Monday to Friday (excluding Bank Holidays)               |

4.2.2 The BT appointment reference (provided when the appointment was made) will be needed to make a delivery.

4.2.3 Suppliers/carriers will only be allowed access to the BT Distribution Centre within a 15 minute window either side of the appointment time. If a delivery is late, the driver may be offered the opportunity to wait until a time convenient for unloading, this may be several hours. This is by no means guaranteed and is dependent on that day's operational situation, if this is not possible then the delivery will have to be made on another day through the process in section 4.1.

4.2.4 Suppliers making deliveries for Card Control Centre items will need to contact 0800 731 6171 (Opt 1) to arrange an appointment, clearly stating delivery is for the Card Control Centre.

- Stock items and Card Control Centre items will not be accepted on the same pallet.
- Card Control Centre items must be clearly labelled with the appointment reference and marked for the attention of the Card Control Centre.

4.2.5 Deliveries will not be accepted for (also see para 4.1.6):

- products/orders not notified when the supplier made the appointment;
- damaged products;
- products that are not labelled or packaged as specified in the contract;
- palletised products delivered on non-BT pallets unless previously agreed with the Distribution Centre;
- palletised products that exceed guidelines on pallet load height/ weight or overhang;
- Consignments that would be hazardous to unload.

4.2.6 It is BT policy to sign for receipt of container numbers not specific products.

Carrier's advice notes will be signed "unchecked", as a detailed validation of specific item quantity does not take place at the initial unloading stage.

Physical receipt discrepancies resulting from detailed put-to-stock checks will be raised within 24 hours following the receipt of the container, via the relevant BT Supply Chain Manager or BT Commercial Contact.

4.2.7 Carrier's making deliveries using rigid sided vehicles will need to supply a Pump Truck in order that deliveries can be unloaded. Failure to supply will result in the delivery being rejected.

4.2.8 Suppliers/customers using BT Transport will contact the BT Collect service desk at [bt.collect@bt.com](mailto:bt.collect@bt.com) to arrange the collection and subsequent delivery of products. Requests need to be received by 15:00 the day before collection is required. The supplier/customer will be required to quote the following information:

- Supplier Name and Address
- Collection Name and Address
- Delivery Name and Address
- Purchase Order Number
- Individual item codes and quantities
- Number and type of containers to be collected

The transport request will be input on line and the supplier/customer will be given a unique reference number. This reference number will be displayed on the individual containers for collection and retained in the event of future enquiries. In the event of products requiring clearance by British Customs, when transport is requested the unique reference provided by British Customs must be quoted to the BT Collect service desk in order that the reference number can be incorporated within the request for transport.

All requests received prior to 15:00 will be collected the following day and delivered the day after. The BT Collect service desk will arrange the necessary delivery appointment at the Distribution Centre.

Section 2.2.3 regarding barcoding will be applicable to consignments moved via BT Transport. Each primary unit (e.g. pallet) will require a barcode displaying a unique serial number. Barcode labels are available from the BT Collect service desk on request.

### 4.3 Safety and security

4.3.1 When on site supplier personnel will be required to observe the safety policy. In particular:

- Protective footwear will need to be worn (supplier to provide)

- High visibility jerkin to be worn (supplier to provide)
- Hard hat to be worn in designated areas (Supplier to provide. BT will provide a reusable Hard hat for exceptions)
- Smoking is not permitted on site.

4.3.2 When on site the supplier or carrier's vehicle will be subject to random vehicle searches.

4.3.3 Failure to comply with the above will result in future admittance on site being refused. This will then be escalated to the relevant BT Supply Chain Manager or the BT Commercial Contact.

The high value of goods passing through BT requires the company to ensure that both its people and assets are safeguarded. The following mandatory condition sets out the security arrangements that apply when working with BT:

- a. The supplier shall ensure that supplier personnel, whilst on any BT site or customer premises, conform to all security, safety and works regulations and such other local instructions as may be notified by BT or the customer.
- b. BT may remove from and refuse entry and re-admission to a BT site or customer premises any person who is, in the reasonable opinion of BT, not conforming with these requirements or not a fit person to be allowed on BT premises.
- c. BT may at its discretion search any supplier personnel or their vehicles, huts, lockers or equipment upon any BT site or upon entry to and departure from any BT site or customer premises. The supplier shall use its best endeavours to ensure that supplier personnel are aware of and comply with these requirements and that no supplier personnel unwilling to comply will be employed on any BT site or customer premises.
- d. The supplier shall (and shall ensure supplier personnel shall) access only those parts of BT sites or customer premises strictly necessary for the purposes of the contract.
- e. The supplier shall ensure that no BT equipment, facilities or materials are used or removed from any BT site or customer premises without BT's written consent, and shall immediately notify BT of any known or suspected breach of security in relation to the contract and give BT full co-operation in any investigation.
- f. The supplier shall implement appropriate physical and electronic security measures to safeguard any BT property it holds (whether in vehicles or otherwise) against loss or theft. BT shall have the right to examine such arrangements and associated security procedures where necessary, and to inspect all BT property being held by or on behalf of the supplier, and the supplier shall implement such additional reasonable security measures as BT shall require.
- g. The supplier shall supply on request details (name, address, date of birth) of any supplier personnel who might have access to a BT site or customer premises under the contract.
- h. BT shall not be responsible for safeguarding any property or money of supplier personnel.

## 5 Booking an appointment

### 5.1 Northallerton appointment request

To book an appointment 0800 48 48 44 option 2, then 2 again.  
 Alternatively email: [northallertonadmin@bt.com](mailto:northallertonadmin@bt.com)

To complete the booking, the following information is required:

- The supplier name
- The carrier name
- The date the delivery will be made
- The BT item code & quantity
- The Blanket and release number (often beginning with a B or an S number)
- How the delivery will be made i.e. Pallets, Tri-packs, Cartons etc.

### 5.2 Magna Park appointment request

To obtain a copy of this form please contact 0800 731 6171 or email [magna.park.appointments@bt.com](mailto:magna.park.appointments@bt.com).

SUPPLIERS NAME / SC LOCATION: \_\_\_\_\_ CARRIER NAME: \_\_\_\_\_  
 DATE REQUEST MADE: \_\_\_\_/\_\_\_\_/\_\_\_\_ TIME: \_\_\_\_AM/PM TRAILER No: \_\_\_\_\_  
 CONTACT NAME: \_\_\_\_\_ CONTACT TEL: \_\_\_\_\_ TRAILER SEAL No: \_\_\_\_\_  
 BOOKING Ref: \_\_\_\_\_ DELIVERY DATE: \_\_\_\_\_ DELIVERY TIME: \_\_\_\_\_

| FOR COMPLETION BY:<br>SUPPLIERS / CARRIER OR SCP STOCK LOCATION |             |           |     |                         |                                       |                   |                  |                            |                            |
|---|-------------|-----------|-----|-------------------------|---------------------------------------|-------------------|------------------|----------------------------|----------------------------|
| PURCHASE ORDER /<br>MATERIALS REQUEST No.                       | RELEASE No. | ITEM CODE | QTY | NUMBER OF<br>CONTAINERS | ARE CONTAINERS MIXED ON<br>PALLET Y/N | CONTAINER<br>TYPE | POD<br>REQ'D Y/N | PREFERRED<br>DELIVERY DATE | PREFERRED<br>DELIVERY TIME |
|   |             |           |     |                         |                                       |                   |                  |                            |                            |
|   |             |           |     |                         |                                       |                   |                  |                            |                            |
|   |             |           |     |                         |                                       |                   |                  |                            |                            |
|   |             |           |     |                         |                                       |                   |                  |                            |                            |
|   |             |           |     |                         |                                       |                   |                  |                            |                            |
|   |             |           |     |                         |                                       |                   |                  |                            |                            |
|   |             |           |     |                         |                                       |                   |                  |                            |                            |
|   |             |           |     |                         |                                       |                   |                  |                            |                            |
|   |             |           |     |                         |                                       |                   |                  |                            |                            |
|   |             |           |     |                         |                                       |                   |                  |                            |                            |
|   |             |           |     |                         |                                       |                   |                  |                            |                            |

NOTE: Preferred Delivery Time is dependant on availability upon receipt of this form.  
 MAGNA PARK CONTACT NAME: \_\_\_\_\_ CONTACT TEL: 0800 7316171  
 MAGNA PARK EMAIL ADDRESS - 'magna.park.appointments@bt.com'

### 5.3 Magna Park or Staines appointment request for non-portfolio project stock

To obtain a copy of this form and the quick guide please contact:

- Magna Park: 0800 731 6171 or email [magna.park.appointments@bt.com](mailto:magna.park.appointments@bt.com)
- Staines: 020 8280 4363 or email [staines.appointments@bt.com](mailto:staines.appointments@bt.com)

#### Appointment Request for Incoming Project Stock (Non Portfolio) into Magna Park or Staines

(Please see Quick Guide above for guidance)

Staging Location (Magna Park or Staines): \_\_\_\_\_ Reverse Logistics (please state Yes or No): \* \_\_\_\_\_

Name of Shipment Carrier: \_\_\_\_\_ Name of Equipment Supplier: \_\_\_\_\_

Date Request Made: \_\_\_\_\_ Time: \_\_\_\_\_ am/pm

Contact Name: \_\_\_\_\_ Contact Tel: \_\_\_\_\_

Booking Ref: \_\_\_\_\_ Delivery Date: \_\_\_\_\_

| For Completion by Carrier / Supplier                        |                |                        |                     |                        |                            |                         |                         |
|---|----------------|------------------------|---------------------|------------------------|----------------------------|-------------------------|-------------------------|
| Purchase Order No. * (For Reverse Logistics - PO Not Req'd) | Project Name * | Item Code / Part No. * | No. of Containers * | Carriers Shipment ID * | Name of Staging Technician | Preferred Delivery Date | Preferred Delivery Time |
|   |                |                        |                     |                        |                            |                         |                         |
|   |                |                        |                     |                        |                            |                         |                         |
|   |                |                        |                     |                        |                            |                         |                         |
|   |                |                        |                     |                        |                            |                         |                         |
|   |                |                        |                     |                        |                            |                         |                         |
|   |                |                        |                     |                        |                            |                         |                         |

(\* - Mandatory Fields)

NOTE: Preferred Delivery Time is dependant on availability upon receipt of this form.

Magna Park Email Address: [magna.park.appointments@bt.com](mailto:magna.park.appointments@bt.com) or Staines Email Address: [staines.appointments@bt.com](mailto:staines.appointments@bt.com)

#### Quick Guide for Staging Project Equipment Booking In

All Incoming deliveries to Magna Park or Staines must be pre-booked and will be allocated a specific delivery time slot. Booking requests to be made via email:

**Magna Park:**

[magna.park.appointments@bt.com](mailto:magna.park.appointments@bt.com)

**Staines:**

[staines.appointments@bt.com](mailto:staines.appointments@bt.com)

Appointment Desk available: 09:00 - 15:30

Appointment Desk available: 09:00 - 13:30

If you require an urgent appointment you need to annotate this on your request.

Once the booking has been made, the requester (this can be your carrier) will be allocated a unique booking in reference prefixed TR. A booking slot will be allocated within 48 hours.

This booking will be confirmed by email to the requesting email address.

The following information will need to be supplied when requesting a booking in slot:

- Reverse Logistics \* (State Yes or No - If Yes, a Purchase Order no. is NOT required)
- Name of Shipment Carrier \* (UPS, Parcel Force, TNT etc)
- Name of Equipment Supplier \* (Cisco, Alcatel, Juniper etc)
- Purchase Order No. \* (Mandatory for asset tracking on the Inventory system)
- Project Name \*
- Item Code / Part No. \*
- No. of Containers \* (For SC to allocate space in advance)
- Carriers Shipment ID \* (Hard copy will be signed as confirmation of receipt and handed to driver)
- Name of Staging Technician (if known)
- Preferred Delivery Date
- Preferred Delivery Time

(\* - Mandatory Fields)

Address for Shipment and must be clearly labelled on Goods:

**Magna Park Address:**

Magna Park NDC  
 Project Name  
 Hunter Boulevard  
 Magna Park  
 Lutterworth  
 LEICS LE17 4XN

**Staines Address:**

Staines TE/GSC  
 Project Name  
 Fairfield Avenue  
 Staines  
 MIDDXX TW18 4AB

Failure to make an appointment or supply the information above will result in the delivery being refused.

In the event of a late delivery please telephone the relevant number below in advance to check if the delivery can still be accepted:

**Magna Park:**

Tel No: 01455 205915 or 205968

**Staines:**

Tel No: 0208 280 4363

#### 5.4 Haydock Park appointment request

To book an appointment email the team at Haydock: [timothy.mcgregor@bt.com](mailto:timothy.mcgregor@bt.com)  
[Johnathon.purnell@bt.com](mailto:Johnathon.purnell@bt.com) [christopher.riley@bt.com](mailto:christopher.riley@bt.com) and request your preferred delivery date.

One of the team will confirm the date and allocate the haulier with a time slot.

The following information is required and will be cross checked with the driver on arrival at site before items are booked in on the WMS system:

- Product code
- Quantity
- SO reference