

Supplier Guidelines - Anglian Water Logistics – Gateway 46

This document sets out the processes and policies suppliers are required to adhere to when delivering materials to the Anglian Water logistics facility at Gateway 46. Email any queries on this to supplier-orders@anglianwater.co.uk.

COURIER DELIVERY (no MHE required to offload). Van deliveries can be accommodated anytime Mon-Fri, and should offload and reverse in the marked area next to the warehouse reception, keeping to the 5mph site speed limit.

HGV DELIVERY BOOKING (requiring MHE or Dock Door unload)

All suppliers using HGVs to deliver to GW46 must book 2 working days in advance using the [delivery slot booking app](#). All information in the form must be completed. If the delivery exceeds the total number of pallets booked we reserve the right to only offload the number of pallets booked. Gateway 46 can only accept HGV deliveries Mon-Fri 0845-1545hrs, not including bank holidays. It is vital Anglian Water Logistics are informed of all shipments as the distribution centre can only unload one HGV at a time, and only has room for two waiting HGVs outside the gate.

HGV UNLOADING INSTRUCTIONS. Park outside the gates & ring 01733 245 136 for entry into the HGV yard. Complete the induction by scanning the QR code on the sign. All PPE must be worn in the yard (hard hat, full length hi-vis top and bottoms, safety boots, gloves), with safety glasses and hearing protection available to drivers on their vehicle. If the driver does not have full PPE, make it known to the Yard staff, who will lock down the yard whilst the HGV driver prepares for unload (slide back curtains & unclips load restraints). During the unload process, drivers should remain in their cab, or in the reception area of the warehouse.

- **Pallet deliveries.** Unless the HGV has other [non-GW46] loads at the rear of the trailer, drivers must use the dock leveller and rear door unload system. The leveller is 1.22m high off the yard floor and unloading bays have a max vehicle width (tyre to tyre) of 2.6m. Unload is conducted with an Electronic Pump Truck (EPT) (supplied and operated by the Warehouse). Drivers must adhere to the Safe System of Work (SSOW) for dock door operation, guided by the Yard staff.
- **Non-pallet deliveries (Pipe and large pumps/equipment).** This will be side-unloaded by the yard operative (reach truck or counterbalance). Loads should be placed near the edge of the HGV bed, allowing forks to get all the way under the load.

DELIVERY PAPERWORK

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

- PO reference number
- Anglian Water Material Number (as stated on the PO), supplier part number, quantity and description for each material. Ideally one part number per pallet or one part number per box or layer on a pallet. This allows the materials to easily be matched to the delivery paperwork.
- Supplier contact details should we need to contact you if required

PACKAGING / MATERIALS

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

- **Pallet Criteria.** Pallets/creates must be fully serviceable and meet criteria below. Inventory must not overhang pallet/container.

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

- **Heavy items (over 20kg).** Where individual items weigh over 20kg, they must be retrievable by mechanical means (forklift or lifting hooks) from the pallet/container.

- Stacked items should be separated by >80mm (allowing forklift tines to get underneath)
- Irregular objects must have sufficient hook apertures to enable a safe gantry lift



- **Materials In Contact Regulations.** All materials or equipment supplied or any work undertaken that introduces any product, substance, or material in contact with, treated or untreated water that is intended for potable use shall comply with the current relevant regulations including (but not restricted to) the Water Supply (Water Quality) Regulations 2000, and Water Supply (Water Fittings) Regulations 1999. Key points:

- All apertures should be capped and/or protected dirt ingress
- Exceptions may be granted for larger diameters (over 340mm), but uncapped items will be inspected, and rejected if internal surfaces are observed to be unhygienic (dirty, chemicals, organic matter)
- Anglian Water are developing an MIC approvals database and suppliers will be required to provide Reg 31 (or other) certification. Ideally this will be captured before delivery to GW46.



SUPPLIER PERFORMANCE MEASURES

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

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



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