



SUPPLIER INFORMATION LEAFLET

Financial Stability

We have been in business over 50 years, and are a successful PLC. We have a history of establishing long-term relationships with our Business Partners. Many of these businesses have been supplying Neville UK for many years, and together we have achieved huge growth during this time.

Feedback on Products and Service

We will regularly receive feedback from both our Sales Team and directly from our Distributors regarding products. At times we may pass such feedback on to our suppliers with the expectation of making necessary changes. It is in our best interest that we help you to improve products where applicable.

Access to the whole of UK and Eire Distributor and end-user network

We offer to you one Supplier for this market. We are supplying over 350 Distributors with more than 3,300 products supplied on a daily basis. It is easy for distributor customers to buy from us as we have already broken down barriers to trade; new products can be added to orders easily and if ordered by 5pm (4pm for Eire) the stock will be despatched the same day.

Access to European Markets

Neville UK has access to a growing distribution network throughout Europe and have many established contacts across the world.

Stockholding

Once we have decided to stock a product range, then we will provide the necessary resources to enable the product to be successful. We aim to do this by ordering the right stock, in the right quantities, at the right time and cost. We look to our Suppliers to support us in this process.

Access to Neville UK Promotions

We are active in promoting to end-users our product ranges, through many routes, incorporating full colour catalogues twice a year, product supplements twice a year, e-commerce web sites and promotional literature. With your products featured you will gain access, through Nevilles, to all of our markets and customers.

On-line Trading

We offer e-commerce trading at www.nevilleuk.com for our distributor customers to trade with us.

What do we expect from our suppliers?

Own Brand Products

We have developed our own brand, Genware, which is well established in the UK & Eire as a brand that stands for Professional Catering Products. We would expect, where possible, the ability to brand both the products themselves and the packaging within which the goods are delivered. When you brand products for Neville UK PLC you will be accessing years of sales of professional products, which will help in developing your sales.

Be Flexible

Neville UK boasts a strong Product Development program whereby up to 400 new products are added to our range annually. In order to give these products the best possible chance to succeed, whilst being able to sustain this level of development, we would expect our Suppliers to support us, by imparting key product and material knowledge. When we introduce new ranges of products, we may not have sales history or an existing customer base of similar products from our ranges. As a result, this means that we may need to have smaller quantities initially, with the expectation of increased sales over time.

See the Bigger Picture!

You may well get opportunities to supply other UK & Eire customers with products. They may well offer you a similar style of access into the UK market as Neville UK. We truly believe that few can provide you with the continuity & growth that Neville UK can. We are happy to deal with these requests on your behalf to enable your products to reach the widest audience.

Package to a High Standard

Packaging is paramount – we need quality products to be able to be dispatched by us in carrier-suitable cartons. We need branded labelling and clear coding to enable accurate and efficient stock management both here at Neville UK and throughout our distributor network.

Respond to us quickly

We need you to acknowledge orders quickly, respond to all queries and deal with problems promptly. We will always need to keep our customers informed and so timely responses are a necessity.

Ensure Quality

We expect our suppliers to support us in our business development. Neville UK is undergoing a sustained period of substantial growth. We believe, in part, this to be achieved through our desire for continuous improvement, enhanced by our ISO9001:2015 Quality Management System.

Our suppliers will need to be able to provide products to the correct specification in the agreed timeframe and in the approved packaging 100% of the time.

In order for us to promote your products effectively we need to be sure that the product quality is consistently high. This quality will be expected to be maintained shipment after shipment, year after year.

Exclusivity of Ranges

We spend a lot of time and money promoting manufacturers products. We would expect that we should have exclusivity on these products for the UK & Eire Catering & Hospitality Sector.