

SERVICE & KNOW-HOW
TO DO YOU PROUD



*DOING OUR
CUSTOMERS*
PROUD

SERVICE & KNOW-HOW
TO DO YOU PROUD



BSS AT
A GLANCE





LEGEND THAT
IS BOSST™

WIDEST PRODUCT
LINE-UP

TOOL &
EQUIPMENT HIRE

OVER 1300
EXPERTS

NATIONAL
BRANCH NETWORK

TECHNICAL
SERVICES





STOCK, SERVICES AND SOLUTIONS

As the UK's largest, leading distributor of pipeline and heating solutions, BSS serves a wide range of sectors and trades. We provide bespoke solutions to our customers which include products, specifications, technical support and aftersales care.

We partner with the best brands and brains in the game and have worked hard to put the right products, services and solutions in the one place. It's our job to do you proud every day – here's how we do it...



BSS
JOINTING COMPOUNDS
TAPES, FLANGE GASKETS
& ASSOCIATED PRODUCTS
All Manufacturers the range & specialists

**You'll notice it as soon
as you walk into one of
our branches, talk on the
phone or take delivery.
BSS is also home to
specialist teams to help
you do your job well.**

BSS
STEAM SPECIALITIES
TRADE MARK

**Mini
Control Van**

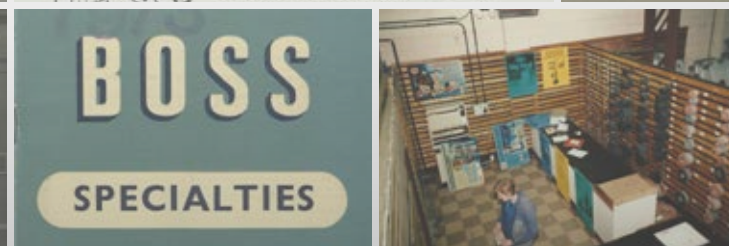
BSS was established 120 years ago.
Back in 1899 we were known as British
Steam Specialities (our full name to

BSS
LTD
LONDON

this day) and were based in the East Midlands. Over the years we acquired other companies to help develop and grow our business. Then in 2010, BSS accepted an offer to become part of the Travis Perkins plc group. The rest as they say is history.

S
TAIN

A collage of three images. The left image shows a woman working at a desk in a library or study area. The middle image is a close-up of a book spine. The right image shows a person's feet on a rug.



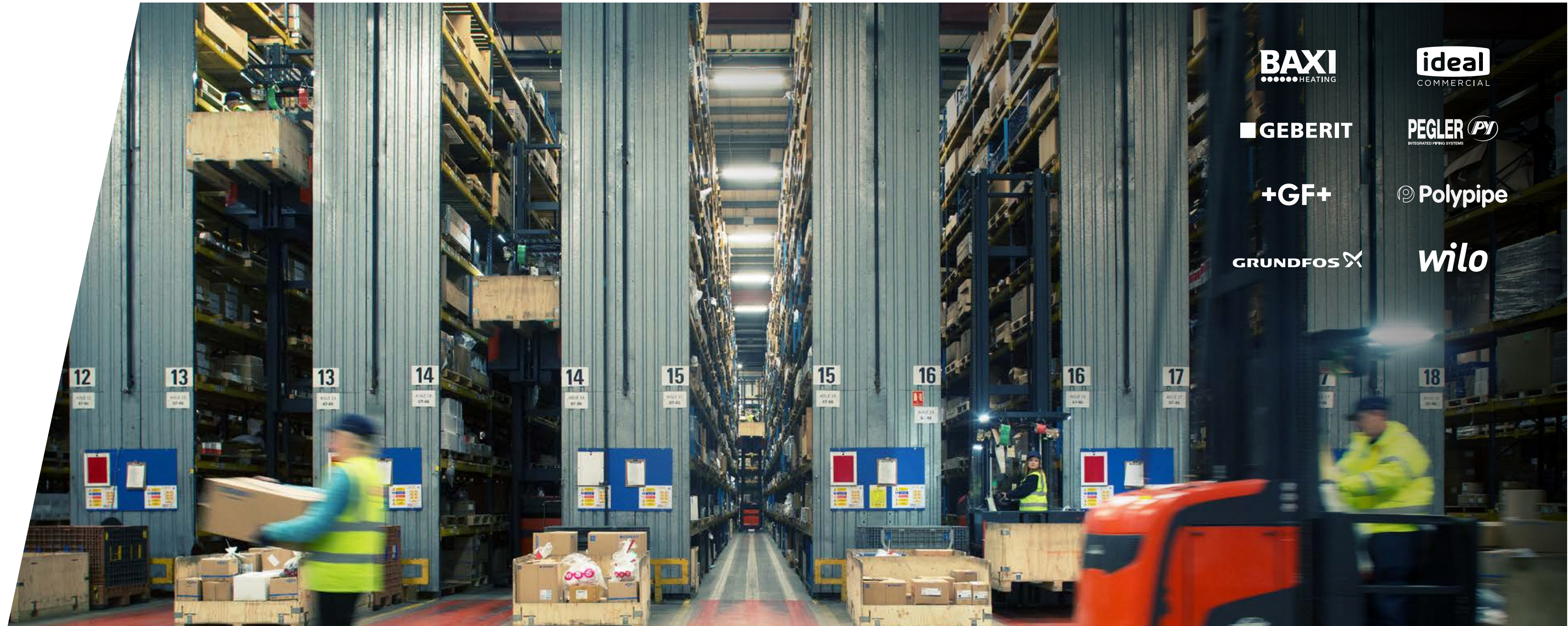
With no two jobs the same and project demands becoming ever more challenging, it's good to know we've got the widest product range in the industry.

In fact, we have over 84,000 products ready to go - so you can be certain we'll always have the best possible options for the solutions you need.

Quality suppliers

For BSS, it's always about quality (not just quantity). That's why we work in partnership with leading suppliers to bring you the most reputable, reliable and innovative of products. Our relationships with top suppliers also mean we're the first to bring you new product launches and technology to keep you ahead of the game.

WE'VE GOT
THE LOT



Our BOSS™ brand has been around almost as long as the BSS business itself. We launched our first BOSS™ product way back in 1907, and today the range offers the same high quality and outstanding value as those first products over a century ago.

We know our customer relationships are based on trust. That's why we have built a brand you can rely on day in, day out.

BOSS™ delivers products for professionals who demand guaranteed quality and service. We are proud of the history and reputation of our brand and the respect it has in our industry.

BOSS™

THE LEGEND

We understand that your projects rely on professional and efficient delivery of quality products.

Our national distribution centres and nationwide network of 60+ BSS branches ensure that you always get what you need, when you need it.

Next day nationwide delivery

Our National Distribution Centre is home to our primary fleet and operates 24 hours a day to deliver to our branches and locations. So you can be certain of next day delivery of any product if you order by 5pm. The same goes for tool hire through our Hire-It service.

WE GO OUT
OF OUR WAY
TO DELIVER



**ORDER BY 5PM
FOR NEXT DAY
DELIVERY**

SAFETY DELIVERED AS STANDARD

Much more than a badge of honour, less than 300 businesses in the UK have achieved the FORS Gold Standard - and we're proud to be one of them.

Delivering products to your projects nationwide safely, efficiently and by fully trained drivers is just how we do things.

As a FORS Gold Standard business we pride ourselves on the safety of our drivers, the public and the products we deliver. Our entire fleet has these safety features as standard, with the exception of *Roof Mounted Load Securing* which is exclusive to our primary fleet of vehicles.



DRIVER STANDARDS

You're in safe hands with all our drivers being fully trained in the following areas:

- » Safe Urban Driving
- » Dangerous Goods
- » Fuel Efficient Driving
- » Lone Working
- » Working at Height
- » Banksman
- » Driver CPC
- » Manual Handling
- » Fire Awareness
- » Load Security
- » Vehicle Roadworthiness
- » Driver Distraction
- » Every vehicle fitted with a spill kit



**Every project needs tube.
Based in the heart of
the Midlands, our Tube
Distribution Centre stocks
over 700 different tube
products, so you can be
assured that we can get
you what you need, when
you need it.**

We know your projects take you all over the country, so our branches and tube distribution centre work hand in hand to ensure availability for you wherever you're working.

Handling such a bulky product as steel tube is a real challenge. We have the expertise to ensure this difficult product is delivered to you safe and sound.

TUBE
DISTRIBUTION
CENTRE



There are over 60 locations in our nationwide BSS branch network which covers England, Scotland, Wales, Northern Ireland and the Republic of Ireland.

Each branch has its own delivery fleet and on-site experts for support and advice. It's all about helping your project run smoothly – wherever it takes you.

WE'VE GOT
UK & IRELAND
COVERED



<div></div> <div>Aberdeen</div>	<div></div> <div>Edinburgh</div>	<div></div> <div>Nottingham</div>
<div></div> <div>Barking</div>	<div></div> <div>Exeter</div>	<div></div> <div>Oldham</div>
<div></div> <div>Belfast</div>	<div></div> <div>Glasgow</div>	<div></div> <div>Oxford</div>
<div></div> <div>Birmingham</div> <div>(Minworth)</div>	<div></div> <div>Gloucester</div>	<div></div> <div>Peterborough</div>
<div></div> <div>Birmingham</div> <div>(Smethwick)</div>	<div></div> <div>Grimsby</div>	<div></div> <div>Plymouth</div>
<div></div> <div>Borehamwood</div>	<div></div> <div>Hull</div>	<div></div> <div>Portsmouth</div>
<div></div> <div>Bournemouth</div>	<div></div> <div>Inverness</div>	<div></div> <div>Preston</div>
<div></div> <div>Brentford</div>	<div></div> <div>Kings Cross</div>	<div></div> <div>Reading</div>
<div></div> <div>Bristol</div>	<div></div> <div>Leeds</div>	<div></div> <div>Romford</div>
<div></div> <div>Cambridge</div>	<div></div> <div>Leicester</div>	<div></div> <div>Sheffield</div>
<div></div> <div>Cardiff</div>	<div></div> <div>Lewes</div>	<div></div> <div>Slough</div>
<div></div> <div>Carlisle</div>	<div></div> <div>Lincoln</div>	<div></div> <div>Southampton</div>
<div></div> <div>Colchester</div>	<div></div> <div>Liverpool</div>	<div></div> <div>Stockton</div>
<div></div> <div>Coventry</div>	<div></div> <div>London Docklands</div>	<div></div> <div>Stoke</div>
<div></div> <div>Crawley</div>	<div></div> <div>Luton</div>	<div></div> <div>Swansea</div>
<div></div> <div>Croydon</div>	<div></div> <div>Maidstone</div>	<div></div> <div>Swindon</div>
<div></div> <div>Dartford</div>	<div></div> <div>Manchester</div>	<div></div> <div>Wandsworth</div>
<div></div> <div>Derby</div>	<div></div> <div>Newcastle</div>	<div></div> <div>Wigan</div>
<div></div> <div>Dublin</div>	<div></div> <div>Northampton</div>	<div></div> <div>Wirral</div>
<div></div> <div>Dundee</div>	<div></div> <div>Norwich</div>	

<div></div> <div>TECHNICAL CENTRE</div> <div>Nottingham</div>
<div></div> <div>SUPPORT CENTRE</div> <div>Leicester</div>
<div></div> <div>CROSS POINT</div> <div>Coventry</div>
<div></div> <div>MAGNA PARK</div> <div>Lutterworth</div>

SUSTAINABLE LOGISTICS

Our BSS Delivery fleet is made up of 210 delivery vehicles that travelled just under 5 million kilometres annually - so it's essential that we minimise the environmental impact of our logistics operation.

We are doing this through training, better planning, measurement and control and switching to less CO2-intensive vehicles.



BACK HAUL RECYCLING

On a daily basis we offer the following to be returned on the overnight trunker to help mitigate the build up of waste in the branch network. In essence the business returns the following items back to National Distribution Centre daily:

- All types of pallets
- Film wrap
- Cardboard
- Plastic fittings
- Plastic pipe
- Confidential waste paper

We also take branch site returns back into the National Distribution Centre. If there are any items not fit for resale, damaged or simply unwanted, we will recycle them. This includes the different types of stainless steel, carbon steel, brass, copper and the normal plastics as described above.

HOW WE'RE IMPROVING FUEL EFFICIENCY

Our telematics system helps us to see how fuel efficient our fleet and drivers are and has led to to all kinds of improvements in fuel economy. These include spotting habits that aren't fuel efficient such as harsh braking, cornering and accelerating, idling and green-band driving. We've then been able to adapt our driver-skills training to help build more fuel friendly driving habits.

We've carried on making positive progress in fuel efficiency in 2018 and have reduced our absolute fuel usage by just under 10% in 2017 compared to 2016. It's an encouraging result especially as our driver behaviour fuel saving initiative is in its first year.

We use data from our telematics system to measure and track our driving performance against an A-G scoring system. A quarterly fuel bonus payment for all drivers meeting fuel-efficient targets is a great incentive and has encouraged healthy competition to drive standards even higher. Another great benefit is that our carbon emissions have been reduced since the installation of our telematics system.

TRAINING OUR EXPERTS

We know that our ambition to increase fuel economy is, for the main part, in our drivers' hands, so supporting our employees to operate their vehicles in the most efficient way possible remains an on-going focus.

All HGV drivers undergo seven hours of compulsory Driver Certificate of Professional Competence (DCPC) training each year, rotating through different modules of training every five years.

In 2019, to cover Safe and Fuel Efficient Driving, our training team will be delivering our bespoke Eco Driving programme; this will be supported by bespoke Virtual Reality using our own BSS vehicles and drivers to enhance both the training delivery and training outcomes. Our delivery fleet already performs well on safety and fuel economy, so Eco Driving is being designed to support marginal changes in driving style that will deliver continuous improvement. By using data gathered from the telematics system, we were able to identify these opportunities for improvement across our fleet, and tailor the programme to have the biggest impact.

Following roll out of the module early in 2019, we're anticipating further positive results in both fuel efficiency and safety throughout 2019.

TOOL & EQUIPMENT HIRE

Our nationwide Hire-It service means you can get hold of the tools you need to fit the products we sell. So wherever you're buying your tube, you can pick up a press gun to finish the job at the same time.

It's a service that's built around your jobs and projects – whether commercial, domestic or industrial. We have a wide range of tools and equipment for hire, with each and every item from leading suppliers.

As a business that's committed to safety, you can be certain that everything is fully serviced, calibrated and tested before each hire. Our expert Hire-It teams can also provide working demonstrations and safety advice and guidance.



QUALITY, COST EFFECTIVE EQUIPMENT

- Low trade prices
- The latest quality equipment from the top brands
- Every hire item can be fully covered in case of theft or damage



IN SAFE HANDS WITH BSS SERVICE & KNOW-HOW

- Experts advice and know-how to ensure you have the right tools to get the best results
- Every item is fully serviced, checked and ready to go before every hire
- Safety equipment and operation guides with every hire



EVERYTHING YOU NEED TO GET THE JOB DONE

- Next day delivery available nationwide
- Extensive range of must-have products available from press guns to access towers
- Part of the Travis Perkins hire network



ALL THE PRODUCTS AND TOOLS YOU'LL NEED, UNDER ONE ROOF

- We don't just hire. We have the widest H&V product line-up in the industry, under the same roof
- We stock the best brands in the business, so you can be assured that you can get the products you need as well as the tools to fit them

Sometimes the solutions you need are complex. We have Technical Service teams within our business and experienced staff in every branch to ensure you get the right advice, every time.

TRUST IN
KNOW-HOW

TECHNICAL SERVICES TEAM

Our specialists in heating, valves, plastics, pumps, controls and carbon and stainless steel are here to help you choose and source the right solution for your project potentially saving you both time and money.

SITE CLEARANCE & RETURNS

We understand that managing the end of a project can be time consuming. That's where our Site Clearance & Returns service comes in – we'll take care of clearing up the site while handling any products to be returned at the same time.

BOSS™ TECHNICAL TEAM

Our established BOSS™ Technical Team gives expert advice on our specialist BOSS™ products and systems. The technical support given could range from solutions for heating and cooling systems though to selecting building services and industrial products, or even providing CAD drawings for BOSS™ system solutions.

ENGINEERING TEAM

We have a team of highly-qualified technical engineers to assemble machines and adapt products such as plate heat exchangers and actuated valve packages to meet your needs. They also provide bespoke pipe flanges to suit your project's needs from the BSS Machine Shop.

We all want to work with people who do the right thing and put safety first.

Our Stay Safe commitment is strong throughout our entire business – from the quality products we sell to the serviced and checked tools we hire through to the regular safety training that all of our people benefit from.

Everyone that works for or visits us is protected as much as possible, and all branches are regularly audited to continuously improve health & safety performance. We're always looking for new ways to reduce risks – both in our branches and at the sites we visit.

ACCREDITATIONS

Keeping colleagues, customers and suppliers safe is key for BSS and we've gained a number of accreditations in recognition of our safety culture.

ROSPA - Award Winning

We are really proud that our efforts to manage and improve our health and safety performance and culture resulted in us winning a Silver award from the Royal Society for the Prevention of Accidents two years in a row.

CHAS & Safe Contractor

We believe it is important, for your reassurance, that the approach we take to Health and Safety management is sound. To this end we have achieved and will maintain our CHAS & Safe Contractor accreditations. To get these well known accreditations, our safety arrangements, approach and performance has been independently scrutinised.



OUR SAFETY EXPECTATIONS

At BSS, we want everyone to go home safe every single day.

To help our colleagues, our Safety Expectations set out clear principles related to the key risk areas across our business and the way we expect colleagues to work in our business to keep themselves and others safe.

Not following these Safety Expectations could result in a serious incident or injury to the people that we have a duty of care to keep safe.

If we see anyone working unsafely it's our personal responsibility to keep them safe by stopping the unsafe activity and reporting the incident so we can learn and put something in place to prevent the incident from happening again.



VEHICLE MOVEMENTS

- > Always make sure commercial vehicles reverse under the supervision of a trained banksman at our branch or DC.



FIRE SAFETY

- > Always make sure that fire exits and escape routes are unlocked and kept clear when the branch or DC is occupied, and kept in a good working condition at all times.



LEARNING FROM EACHOTHER

- > If any of us are involved in an accident or experience a near miss, we always tell our manager so we can do something to stop it happening again.



PRODUCT STORAGE

- > Across the branch network, all products stored at height must be branded or shrink wrapped to prevent movement of loose stock; and in our toaster racking we keep the third bay free for safe access.



LIFT

- > Always try to avoid lifting or carrying heavy and awkward things yourself; use the equipment provided at the branch has as much as possible, like trolleys, to take the strain.



MOBILE DEVICES

- > Never use mobile devices like mobile phones if you are operating plant, equipment or vehicles or if plant, equipment and vehicles are nearby.



PPE

- > When you're in any of the yards or warehouses, always wear a high visibility vest and safety footwear.
- > You must wear suitable gloves when handling products, a bump cap when working in the racking, and a hard hat when the overhead crane is in operation or you're working on the bed of a vehicle.



DELIVERIES

- > Before leaving the branch or DC, or on any onward journeys, secure your loads on your vehicles ensuring they are safe and legal.
- > Wherever possible, avoid the need to work at height on vehicle beds; if you need access to the vehicle bed wear a skyworker helmet and ensure any fall protection is in place.
- > When delivering to customers always create a safe exclusion zone around the work area to keep others safe from our activities.



PLANT, EQUIPMENT & VEHICLES

- > Always check your plant, equipment, and vehicles at least daily for defects and only operate those that you have been trained and authorised to use.
- > Always segregate overhead crane operations by creating a safe exclusion zone.
- > When you operate a piece of mobile plant you must do so in a safe and considerate way. If you need to go near forklifts when they're in use, always get the OK to do so from the driver.

THE WAY
WE WORK

The sheer number of major projects planned for the city means that London's skyline continues to grow and develop every day. In turn, the support that we give to our contractors has evolved too.

Many of these projects are taken care of by contractors based in various locations all over the country. Our Project Skyline office is here to offer the right level of support. So, we can find a branch that meets logistical demands and holds the right stock for your project's needs while providing a single point of contact.

PROJECT SKYLINE

It's all about building a partnership that helps your projects run smoothly and seamlessly. We do this by working with your offices and local site teams as well as building effective relationships with suppliers. We also work in partnership with the wider BSS business to offer an extensive support network you can rely on.

From pre-commencement meetings to regular project visits and managing product returns, our Skyline Office takes care of it all. You can be sure of the best support from tender stage all the way through to completion. This includes building relationships with branches and site teams alongside managing stock, quotations and full technical data requirements.

With mental health problems affecting one in four people every year, hundreds of thousands are struggling to cope.

Both Mind and SAMH provide much-needed support and advice as well as raising awareness of mental health problems and campaigning for better services.

We have an ambitious fundraising programme of charity events and activities to support the work of our mental health charities. All that matters is that we make a real difference to the lives of people affected by mental health problems.

PROUDLY
SUPPORTING
MENTAL HEALTH

OVER 250K
RAISED IN 2018

BSS has a long-term commitment to supporting Mind and SAMH (Scottish Association for Mental Health), the leading mental health charities in the UK.

mind
for better mental health

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