SERVICE & KNOW-HOW
TO DO YOU PROUD
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...
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.

120 YEARSDOING BRITAIN PROUD

BSS was established 120 years ago. Back in 1899 we were known as British Steam Specialties Ltd, but over the years we have grown and developed 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.
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 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 know our customer relationships are founded 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.

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 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.

ORDER BY 5pm FOR NEXT DAY DELIVERY
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.

SAFETY DELIVERED AS STANDARD

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
- Bankman
- Driver CPC
- Manual handling
- Fire Awareness
- Load Security
- Violence Workplace
- Driver Distraction
- Every vehicle fitted with a spill kit

![Diagram showing safety features of a commercial vehicle, including:
- Roof Mounted Load Securing
- On-Board Weigh Scales
- Cyclist Blind-Spot Sensors
- Satellite Vehicle Tracking
- Accident Recording Cameras
- Low Level Euro 6 Engine
- Advance Warning Breaking System
- Low Emission
- Four Way Blind-Spot Cameras
- White Noise Reverse Alarm
- Low Level Cab to Aid Driver Vision](image-url)
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 the difficult product is delivered to you safe and sound.
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.
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 Rapid 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.

Our telematics system helps us to see how fuel efficient our fleet and drivers are and has led to a number of improvements in fuel usage. These include spotting habits that aren’t fuel efficient such as harsh braking, cornering and accelerating, then working with drivers to change these. We’ve now been able to adapt our driver skills training to help build more fuel friendly driving habits.

We’ve continued 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.

Our training team 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.

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.
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 with everything that’s committed to safety, we 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.

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.

TOOL & EQUIPMENT 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

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 job done
• Safety equipment and operation guides with every hire

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, pumps, controls, and carbon and stainless steel are here to help you choose the right solution to suit your project perfectly saving you from time and money.

**SITE CLEARANCE & RETURNS**

We understand that managing the end of a project can be time consuming. That’s why we have a Site Clearance & Returns service to clear your site of everything you don’t need while handling any products to be returned at the same time.

**BOSS™ TECHNICAL TEAM**

Our established BOSS™ technical team provide expert technical advice on our specialist BOSS™ products and systems. The technical support given ranges from assistance for heating and cooling systems through to selecting building services and industrial products, or even providing CAD drawings for BOSS™ system solutions.

**ENGINEERING TEAM**

We have a team of highlyqualified 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.

**SITE CLEARANCE & RETURNS**

We understand that managing the end of a project can be time consuming. That’s why we have a Site Clearance & Returns service to clear your site of everything you don’t need while handling any products to be returned at the same time.
ACCREDITATIONS

Keeping colleagues, customers and suppliers safe is key to 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 have resulted in a Silver award from the Royal Society for the Prevention of Accidents for four years in a row.

CHAS & Safe Contractor
We believe in a strong, fair, open relationship, that the approach we take to health and safety management is right for us and we have achieved and maintained our CHAS & Safe Contractor accreditation. To put these new and existing accreditations, our safety arrangements, approach and performance has been independently assessed.

OUR SAFETY EXPECTATIONS

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

To help our colleagues, our Safety Expectations will outline clear principles central to how we run our business and the way we expect everyone to work to help themselves and others stay safe.

And ensuring these Safety Expectations result in a serious incident or injury for the people that we have a duty of care to keep safe.

If we see anyone working unsafely it’s our personal responsibility to help our potential colleagues by stopping the unsafe activity or simply to stop and say something to the person to ensure the incident doesn’t happen again.

LEARNING FROM EACH OTHER

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.
Many of these projects are taken care of by contractors based in various locations all over the country. So it’s important for us to offer the right level of support. So, we can help develop the right support network and hold the right stock for your project’s needs while providing a single point of contact.

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

It’s all about building a partnership that helps our contractors to be successful. To that end, we ensure that our support is both effective and local as well as delivering optimal service through our dedicated Skyline Office. The office is staffed by a team of specialists who ensure a seamless relationship with our contractors.

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The Skyline Office is here to offer the right level of support. So, we can help develop the right support network and hold the right stock for your project’s needs while providing a single point of contact.

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.

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

PROUDLY SUPPORTING MENTAL HEALTH

Over 250k raised in 2018

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

Problems like depression, anxiety, and Schizophrenia can be devastating. But here in Scotland, there are thousands of people who are making a difference to the lives of others by fighting to raise awareness of mental health problems.

We have an incredible fundraising campaign called the Mental Health Marathon. It’s a virtual event where participants can choose to run, walk or cycle any distance in any location at any time. By taking part, you can make a real difference to the future of mental health services in Scotland.