

# B2B ACCOUNT MANAGEMENT

WINTER 2025





# TOOLSTATION



Toolstation, part of the Travis Perkins Group, is one of Britain's fastest-growing suppliers of tools, accessories and building supplies to the trade, home improvers and self-builders. We deliver this through our network of almost 600 stores and our industry leading digital solutions. As a business we are informed and driven by customer insight and powered by more than 5,000 knowledgeable and friendly Toolstation colleagues in store.



Our nationwide team of Business Development Managers work with companies across the UK to offer tailored solutions for all building, repairs and maintenance, and refit projects – solutions for sole traders to multinationals, all delivered through simple to use technology. Through our Toolstation proposition we can offer our customers access to over 30,000 products on their account, accessible to multiple team operators ensuring they are purchasing with the best terms for their business.

Our Business Development team will work to find how Toolstation can help your business be more efficient and save you money.

We look forward to working with you.

**Lakhvir Sanghera**



## WHO ARE WE?

Multi-channel retailer of tools and building materials. Founded in 2002 with headquarters in Bridgwater, and registered office in Northampton.

### Part of the Travis Perkins Group

#### Growing Network of 580+ Stores

3 Distribution Centres - **Redditch, Middleton** (Store Replenishment) and a new, future-proofed 500,000 square-foot premises at **Pineham** in Northampton (Next Day Deliveries)

### Comprehensive Product Range

30,000+ SKUs across 20+ categories

### Growth Plan

Target of 800+ stores and 50,000+ SKUs by 2026

### Our Mission

Convenience, Fast & Efficient Service, Value, Leadership

# Travis Perkins <sup>plc</sup>

Being a member of the wider **Travis Perkins Group** means we have strength in our business across the broader construction industry.

**We do a lot more than provide tools.**



The Group is further strengthened by



# TRADE ACCOUNT

## 5% OFF ALL ORDERS

- ✓ No minimum spend
- ✓ Available across our entire catalogue range via all channels
- ✓ Include job references/PO on all orders
- ✓ Net (end of month) +30 days terms

## ADD TRUSTED EMPLOYEES

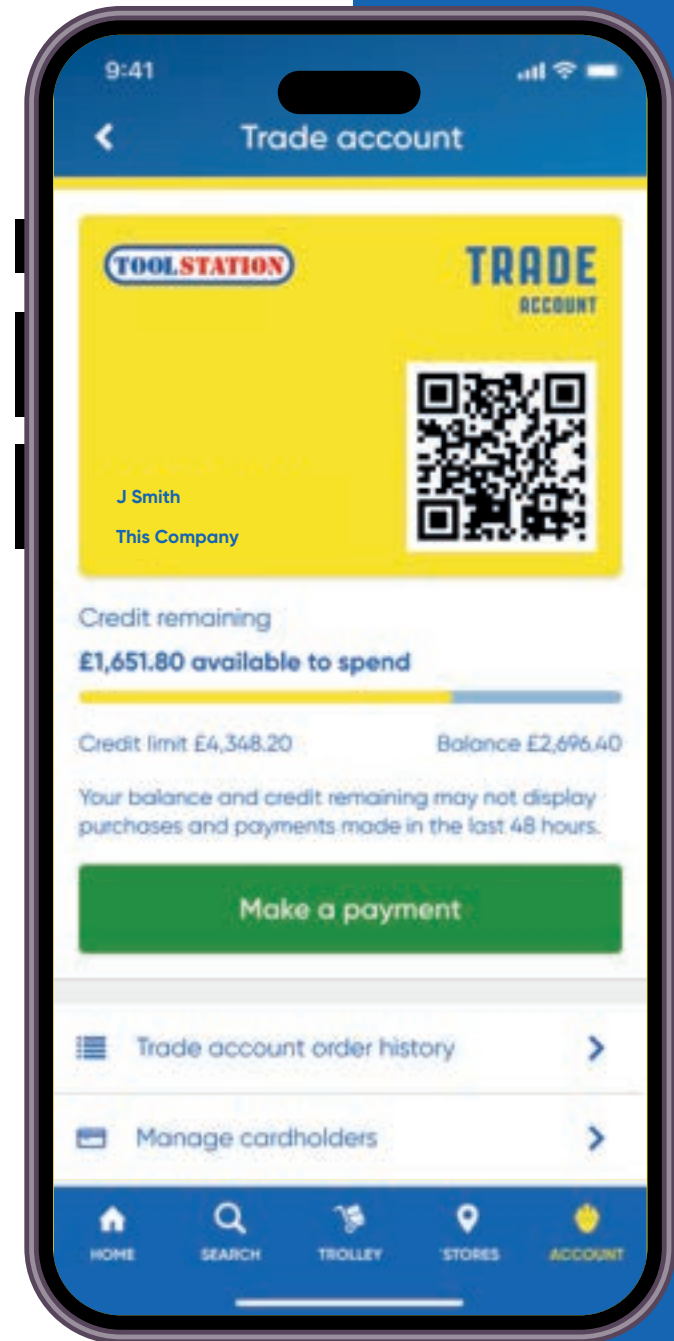
- ✓ Add an unlimited amount of additional card holders
- ✓ Individual access for each colleague (with restricted admin visibility)
- ✓ Visibility of all invoices through the primary account within 48hrs
- ✓ Add monthly, transaction spend limits to users and option to make reference/PO mandatory

## SIMPLE SELF SERVE PORTAL

- ✓ Secure Payment Portal via BACs, Card & Direct Debit
- ✓ View, download and print invoices and statement
- ✓ Invoices sent within 48hrs of purchase
- ✓ Remittance advice accepted

## DEDICATED ACCOUNT SUPPORT

- ✓ Your own dedicated account manager
- ✓ Dedicated support center solely for Key Accounts
- ✓ Purchase orders accepted via Email



# TRADE BRANDS

Toolstation offers far more than just tools, with extensive ranges from top brands we offer a huge choice of trade-quality products to pros, DIY home improvers and self-builders alike



## INCLUDING OUR OWN SUCCESSFUL BRANDS



# WE'RE HERE TO HELP

Our experienced Account Managers understand your company's needs. From construction, manufacturing and agriculture to hospitality, leisure and healthcare, we're here to support businesses in any industry – we offer nationwide coverage, and will always be on hand to help.

Here are just a few  
of the sectors we work with:

FM

Construction

Health & Housing

Hotel & Leisure

Industry & Retail

Buying Groups



**LEWIS ELLIS**

National Trade Sales Manager

☎ 07990 339 788  
[lewis.ellis@toolstation.com](mailto:lewis.ellis@toolstation.com)



**GRACE GIBSON**

North East

☎ 07825 401 527  
[louise.holden@toolstation.com](mailto:louise.holden@toolstation.com)



**GARY WEMYSS**

Scotland

☎ 07342 072 461  
[gary.wemyss@toolstation.com](mailto:gary.wemyss@toolstation.com)



**STUART SMITH**

National Key Account Manager

☎ 07388 960 042  
[stuart.smith@toolstation.com](mailto:stuart.smith@toolstation.com)



**DAMIEN TORRANCE**

South East

☎ 07787 750 362  
[damien.torrance@toolstation.com](mailto:damien.torrance@toolstation.com)



**REBECCA WARD**

East Anglia

☎ 07759 771 319  
[rebecca.ward@toolstation.com](mailto:rebecca.ward@toolstation.com)



**RACHEL DAWKINS**

West Midlands, South Wales  
& South West

☎ 07775 229 495

[rachel.dawkins@toolstation.com](mailto:rachel.dawkins@toolstation.com)



**RICKY SMITH**

South Mids & South Coast

☎ 07909 982 863

[ricky.smith@toolstation.com](mailto:ricky.smith@toolstation.com)



**ROB COSGROVE**

North West & North Wales

☎ 07552 008 935

[robert.cosgrove@toolstation.com](mailto:robert.cosgrove@toolstation.com)



**ELENA RACOVITA**

South Yorkshire and East Mids

☎ 07979 168 054

[elena.racovita@toolstation.com](mailto:elena.racovita@toolstation.com)



# MULTI-CHANNEL PURCHASING



## CLICK & COLLECT



Order online at [toolstation.com](http://toolstation.com) or via the App, with live stock availability



Quick check out with the Trade Account



Stock available to collect from 5 mins within store, or next day if out of stock.



## IN STORE

In any of our 570+ Stores  
Over 13,000 products in every store



## CONTACT CENTRE

Available 5 days a week\*  
Dedicated Key Account Team available

Monday to Friday 9am-5pm  
Orders can be made via email (Account only)

\*Bank Holidays may vary



30K+ SKUS WITH  
13K AVAILABLE SAME  
DAY IN STORE



30 DAY MONEY BACK  
GUARANTEE ON NON  
FAULTY & FAULTY GOODS



## DELIVERY

**FREE** delivery on all orders to store,  
no minimum spend

**FREE** next business day delivery  
to site on orders over £40

**£5** delivery fee for orders below  
£40 when delivered to site



RETURNS CAN BE MADE  
IN-STORE, VIA POST\*  
OR COLLECTION\*

\*may incur additional charges

# TRADE UP WITH **TOOLSTATION CLUB**

**TS CLUB**

CLUB ACCOUNT

**£75+**  
MONTHLY  
SPEND

**TS TRADE CLUB**

TRADE CLUB ACCOUNT

**£150+**  
MONTHLY  
SPEND

**TS TRADE CLUB**

CREDIT

TRADE CLUB CREDIT ACCOUNT

**WANT  
FLEXIBLE  
PAYMENT  
TERMS?**

**UPGRADE TO THE CLUB OR TRADE CLUB & YOU'LL RECEIVE 5% DISCOUNT OFF EVERYTHING**

**TS CLUB**

**TAKE PART IN OUR YEAR-ROUND COMPETITIONS FOR A CHANCE TO WIN REWARDS AND PRIZES.**

**TS CLUB**

**ENJOY ADDITIONAL PERKS AND SURPRISES AS PART OF OUR TRADE LOYALTY SCHEME.**

**TS TRADE CLUB**

**UNLIMITED FREE NEXT BUSINESS DAY DELIVERY**

**TS TRADE CLUB**

**FLEXIBLE PAYMENT TERMS WITH UP TO 60 DAYS TO PAY**

**TS TRADE CLUB CREDIT**

# AUTOMATION AT PINEHAM

Pineham Distribution Centre is located just off the M1, west of Northampton. This purpose built facility has greater capacity to support the future of Toolstation.

## Some interesting features:

**600,000+** square foot warehouse has been designed to be able to dispatch **11,650,637** orders a year! **247,500+** locations for stock & capacity for future development.

**40 Goods-In** and **40 Goods-Out** Bays  
6 different types of automation present to increase efficiencies and accuracy

The first customer order left our Pineham DC in **August 2023** and within 12 months we had despatched over 2 million orders from this site. It is run by GXO, one of the world's biggest logistics companies (around 215 employees).



### UNLOADING CONVEYORS & SCANNING GLOVES



- Reduces manual handling & injuries
- Allows us to unload deliveries quicker
- Removes manual errors keying in deliveries



### AUTOMATED STORAGE & RETRIEVAL CRANES



- Reduces manual handling & injuries
- More product stored in a smaller space
- Increases accuracy



### AUTOMATIC BOX CREATION



- Creates the boxes from flatpack
- Automated "tamper seal" sealing of boxes
- Improved customer experience



### MOVEMENT CONVEYORS



- Reduces manual handling & injuries
- Reduces damages
- Reduces colleagues travel



### AUTOMATED TROLLEYS "CHUCKS"



- Increases accuracy
- Reduces Manual Handling & injuries
- Supports replenishment
- Reduces operator travel



### AUTOMATED ORDER SORTATION



- Automated sortation by courier which reduces errors
- Speed efficiencies and less travel time
- Reduces Manual Handling & injuries

# ENVIRONMENTAL, SOCIAL & GOVERNANCE

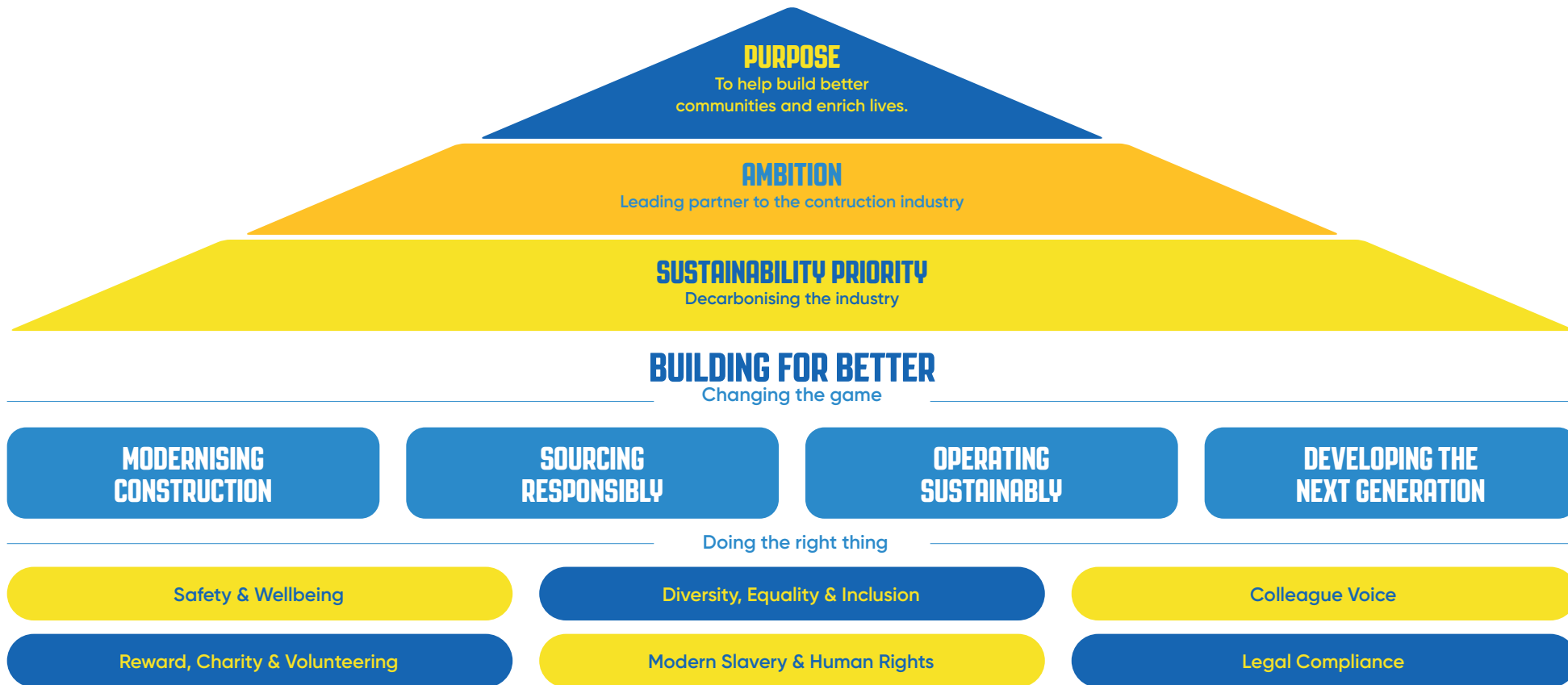
Travis Perkins plc is committed to driving meaningful change on the Environmental, Social and Governance (ESG) agenda in the construction sector.

As a leading partner to construction, the Group touches millions of lives every day and is trusted by customers and suppliers to help build and maintain the places that are important to them

and their communities. This means the company is well positioned to listen, influence and lead the sustainability changes the industry needs. The Sustainable Business Framework, which the Group refers to as Building for Better, highlights 11 ESG focus areas, including 4 strategic focus areas and seven 'Doing the Right Thing' focus areas, that the Group is focusing on to drive meaningful change in the industry.

Our approach to sustainability has been developed in consultation with colleagues, customers, suppliers and investors, to make sure we're addressing the most material risks and opportunities and to ensure that we lead the change towards a sustainable future. It is underpinned by our values and aligns with a number of the UN Sustainable Development Goals. The Group reports ESG data and information in line with SASB requirements.

For the latest information, browse to: [www.travisperkinsplc.co.uk/sustainability](http://www.travisperkinsplc.co.uk/sustainability)



**TOOLSTATION**

FOR MORE DETAILS ON THE **ADVANTAGES** OF JOINING AS A KEY  
ACCOUNT CUSTOMER, GET IN TOUCH WITH OUR HELPFUL TEAM.

Email us today at [key@toolstation.com](mailto:key@toolstation.com)