

# Corporate Brochure

2018/19

Over  
**60 years**

of local authority trading

HERTS  
FULLSTOP



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# Company Information



Herts FullStop is a Local Authority controlled business with a trading history of over 60 years; built on the premise of a 'supermarket' of common goods and management services for the public sector.

We have partnerships with over 4,000 clients with our attention focused on delivering a unique and personal experience, centred on the services our clients trust us to deliver to their end users.



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Herts FullStop



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Herts FullStop

## Herts FullStop

Mundells, Welwyn Garden City,  
Hertfordshire, AL7 1FT  
VAT Number: GB 214 52 78 77  
DUNS Number: 210381517  
Data Protection Register: Z6406154



Herts FullStop is a member of the British Educational Suppliers Association.

## Our vision

is to enable schools to deliver an education that every child deserves.

## Our mission

is to continually satisfy our customers through delivering educational services and resources that teachers trust, that purchasers value and that brings quality to life.





# Our Partners

**At Herts FullStop our vision is to enable schools to deliver an education that every child deserves.**

We are proud to partner with organisations that share this ethos, which is why we are trusted by a multitude of external organisations and neighbouring local authorities to deliver our goods and services to their end users, these include:

- Hertfordshire County Council
- Hertfordshire Catering Limited
- Herts for Learning
- Luton Borough Council
- Buckinghamshire County Council
- Central Bedfordshire Council
- Suffolk Schools' Choice
- Suffolk County Council
- + Many more





# Facilities Management Services

**Herts FullStop Facilities Management Services offer a full contract procurement process, including the mobilisation process for the provision of cleaning and grounds maintenance contracts.**

In addition we provide the full management of the contract throughout its duration including any extension periods.

Our team is also available to help with other works, such as in-house services support, specialist cleaning services and window cleaning.

## Grounds Maintenance

Our grounds maintenance contracts are comprised of a core package, with additional options including border maintenance, leaf clearance, minor tree work and playing field maintenance. We also carry out specialised work such as fencing, conservation/wildlife areas and site development works.

## Why use HFS?

- 20 years contract management experience
- Bespoke services designed around the customer
- Fully qualified, professional contract staff and processes

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“The team at Herts FullStop have been very helpful and consistently provide a great service. The schools are pleased with the speed and accuracy of orders, and I would happily recommend Herts FullStop to any other school looking to buy office products.”

Nathan Stone, Head of Procurement,  
The Paradigm Trust (Multi Academy Trust)





# Product Range

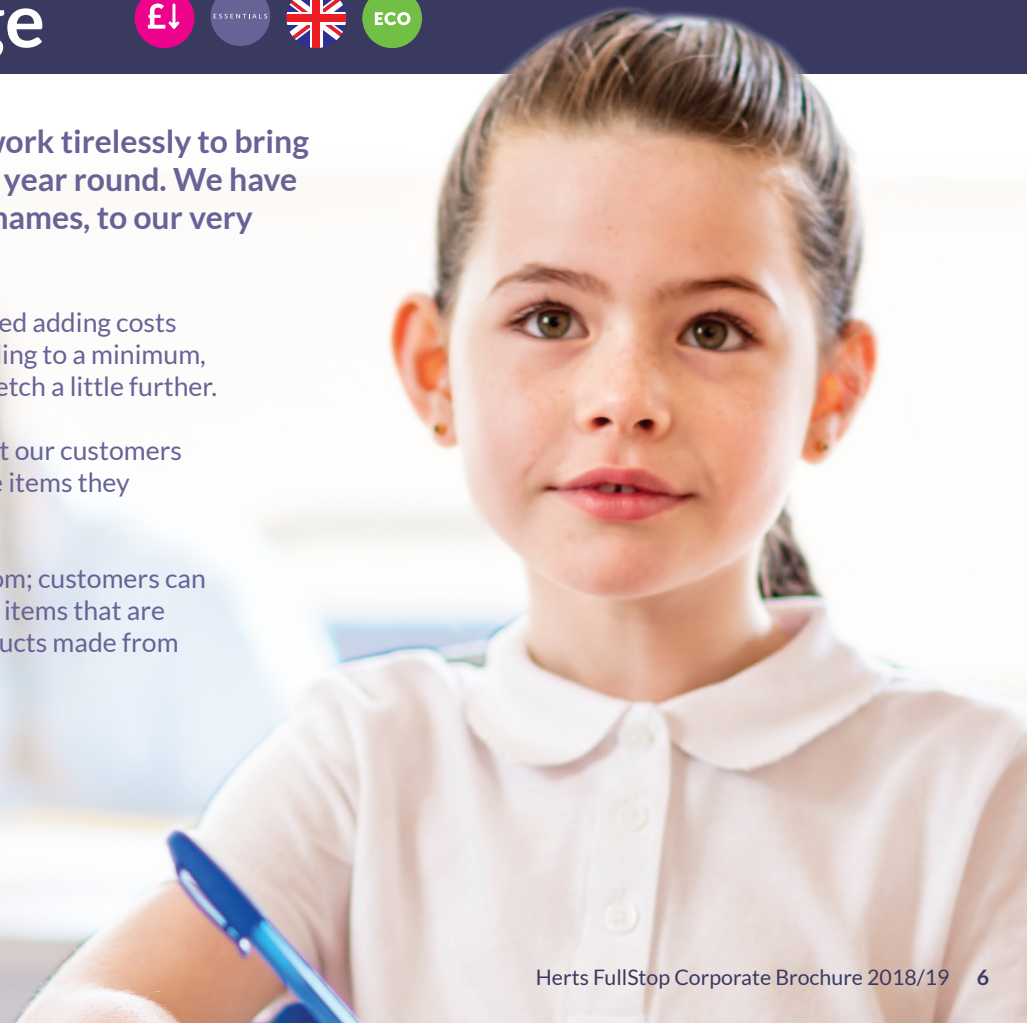


**Our experienced buying team work tirelessly to bring our customers new products all year round. We have everything from famous brand names, to our very own 'Essentials' range.**

For our Essentials range we have avoided adding costs by keeping packaging simple and branding to a minimum, allowing our customer's budgets to stretch a little further.

We clearly label all our products so that our customers can make informed decisions about the items they are buying.

We know where our products come from; customers can rest assured we stock a wide variety of items that are British made, as well as a range of products made from sustainable resources.



# Customer Service & Order Capture

**We have a dedicated team of highly skilled customer service advisors on hand to help you through every step of the ordering process. Whether you are calling to place a regular order, or you just want to ask a few questions about a new product, our friendly staff are here to make your ordering experience a positive one.**

Our integrated order capturing software allows our customer service team to communicate seamlessly with our operations department, where your order can then be picked, packed, and dispatched on a date that suits you.

Our Customer Service team can capture your order in a wide variety of formats, so the choice is yours – whether you prefer to place your order over the telephone, via email, or through our website, we have an option to suit your way of working.



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# Stockholding & Warehouse Distribution

## Stockholding

At our Headquarters in Welwyn Garden City, we have a purpose built modern warehouse facility, measuring an impressive 80,000 square feet. This allows us to stock a huge number and variety of products, all ready for speedy dispatch or collection.

We deliver over 3 million items per year, and with over 8000 lines held in stock at our warehouse, we can ensure our customers get the products they want, when they want them.

## Distribution

We also have our own team of drivers, with a modern fleet of 28 vehicles, boasting a range in payload from 3.5 to 10 tonnes, all fitted with route planning software to ensure our customer's orders are dispatched and fulfilled as efficiently as possible.

Our delivery routes cover vast areas of South East England, including Hertfordshire, Bedfordshire, Berkshire, Cambridgeshire, Essex and Suffolk. We can also fulfil orders as far afield as Devon and Yorkshire using a range of third party parcel and pallet carriers, arranging a delivery schedule to suit our customer's needs.



# Customer Account Management

**At Herts FullStop we understand that time is precious for our customers, which is why we are determined to make every customer journey as smooth and efficient as possible so that more time is available for the really important matters like delivering a top quality education.**

We pride ourselves on our customer focussed, personal service. If you have complex or bespoke requirements you will be appointed a dedicated Customer Account Manager (CAM).

Our CAMs are a valuable point of contact for our customers, helping them stay fully informed of the

latest products and offers available. Delivering customer best value is at the heart of what we do when you are in partnership with Herts FullStop.

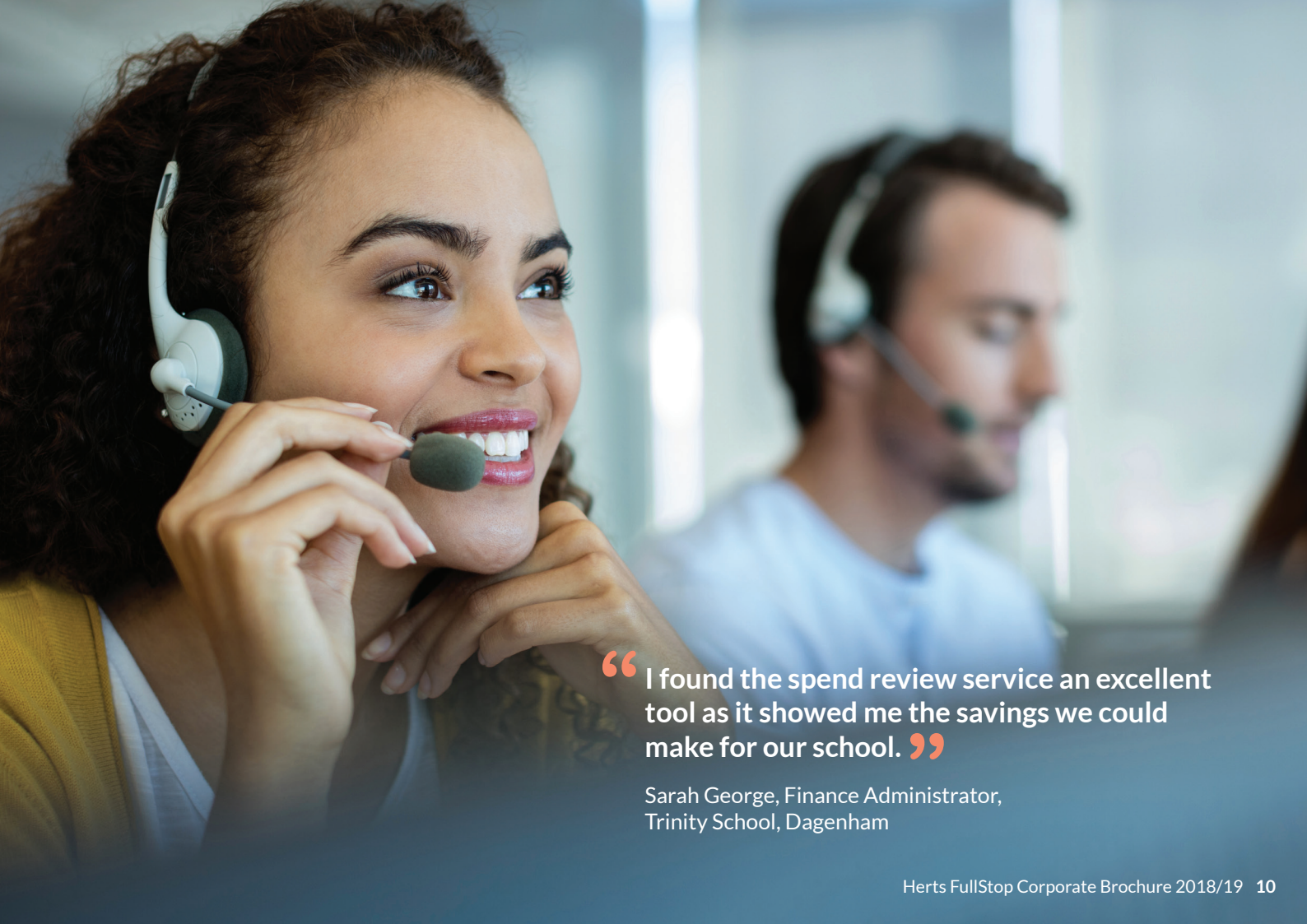
## **Spend Review Service**

All of our CAMs have a detailed understanding of the educational supplies market. We understand the pressures of shrinking budgets, which is why we offer a free spend review service to assess our customer's current costs.

By providing a tailored savings report, our CAMs are able to make recommendations and advise on how Herts FullStop can help make budgets go further.







“ I found the spend review service an excellent tool as it showed me the savings we could make for our school. ”

Sarah George, Finance Administrator,  
Trinity School, Dagenham

# Sustainability



**At Herts FullStop we are committed to playing our part by encouraging the use of sustainable products.**

We stock a wide range of products that are manufactured from recycled materials, such as:

- copier paper
- refuse sacks
- hand towels
- toilet rolls

We regularly update this list, just look for the 'ECO' symbol (above) – we place this symbol beside products that have been manufactured using recycled materials, to make it easier for our customers to make informed decisions about the products they buy.

## Material Safety Data Sheets (MSDS)

Material Safety Data Sheets, or MSDS, are an important source of information regarding the safe handling of potentially hazardous substances.

MSDS are available for products listed in our catalogue and are important in helping you make the workplace safe. If you require a MSDS, please contact a member of our customer service team:



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# Corporate Social Responsibility

**The principles of social value are rooted in the way we work here at Herts FullStop; from the way we make decisions, to the way we work and provide goods and services, we ensure that:**

- We are accountable for delivering on the promises we make and take responsibility for our actions and the outcomes achieved
- We are committed to the fair treatment of customers and employees; treating everyone with dignity and respect
- We take pride in delivering quality goods and services that are community focused and based on feedback from our customers

- We act with integrity, and carry out our business in an open and transparent manner
- We have a positive and collaborative attitude to delivering the best goods and services we can

## Human Rights, Employment and Ethics

At Herts FullStop, it is our policy to adhere to all legislation relating to employment rights and equal opportunities, with particular reference to non-discrimination on the basis of the Equality Act 2010, and compliance with the Modern Slavery Act 2015.

# Quality Management & Assurance

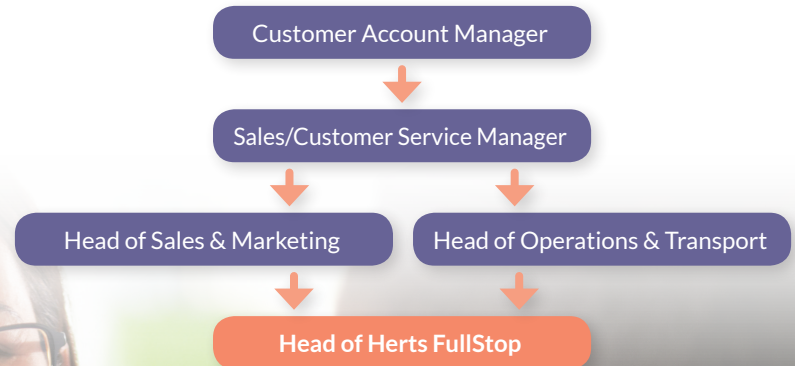
**We strive to provide our customers with products and services which meet and even exceed their expectations.**

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance. We have the following systems and procedures in place to support us in this aim:

- Regularly monitor customer feedback
- A robust resolution procedure
- Performance monitoring
- Training & Development
- Internal auditing
- Measurable quality objectives
- Management reviews

## Resolution Process

We are committed to providing a professional service, however if for any reason our customer account managers are unable to resolve any issues, we have a robust escalation procedure in place to ensure a resolution is achieved for our customers. Our current resolution process ensures that 97% of escalated issues are resolved within 2 hours of being raised.



# Testimonials



At Herts FullStop, we love hearing from our customers. We want our customers to feel valued, and enjoy their experience with us, which is why we are proud to have established the relationships we have with our clients.

“ We have a long association with Herts FullStop. They have supplied all the furniture for our new school building, both in the classrooms and administration areas, in addition to installing a library and refurbishing existing classrooms. We have received fantastic support and advice throughout the project and are delighted with the workmanship and quality of the installations; their team of installers are very efficient and extremely accommodating. I highly recommend Herts FullStop and will be using them again this summer to install a learning wall in our family room. ”

Catherine Franchi, School Business Manager at Selborne Primary School

“ For quality, service and best value – Herts FullStop is always our first port of call. ”

Sally Bailey, Finance Officer, Ormiston Sudbury Academy



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