



**POLICIES,
PROCEDURES
AND
CAPABILITIES**

INDEX

1) DELIVERIES

2) PACKAGING REQUIREMENTS AND RESTRICTIONS

3) QUALITY CONTROL

4) ADDITIONAL PROCESSING

DELIVERIES

All Deliveries should be booked in accordance with the booking procedure. Ics will try to be as flexible as possible to accommodate your deliveries and will always try to unload as quickly as possible.

If your delivery misses your time slot we will try and unload you as soon as possible but your driver will have to wait for an available slot and any demurrage charges will not be accepted. If you know your driver will be late please call to advise so that we can plan accordingly.

If you miss your booking completely and do not notify ICS 24hrs prior there may be a recharge for missed booking.

VEHICLE TYPES

All size vehicles will be accepted, however they must be back load, not side load. Double deckers and side tip vehicles can be accommodated but need to be specified at time of booking and may incur unload charges.

ACCESIBILITY

Stock to be unloaded must be at the back of the trailer, If stock needs moving to be able to get to BHS stock the trailer will be rejected or costs given to move or unload obstructive stock.

PALLETISED LOADS

Good quality standard pallets should be used, broken or incorrect pallets will be refused or charged.

Pallets should be securely stacked, and wrapped with shrink wrap to prevent movement or fallen loads.

Pallets should contain 1 style, 1 colour, 1 size. If a mixed pallet is sent it must be clearly marked and each variant segregated on pallet with paper layer.

Maximum pallet height accepted is 1m 70

Pallets received with Black wrap will not be checked at time of unloading.

If you require pallet exchange at time of unloading the driver MUST request this, pallets cannot be exchanged at a later time.

HANDBALL LOADS

Cartons should be securely loaded to prevent crushing, and fallen loads. Cartons MUST be snake loaded by style and size.

HANGING LOADS

Garments should be bagged in accordance with BHS requirement, and should be snake loaded by style and size.

COURIER PARCELS

Courier parcels can be accepted however they must be clearly marked, we receive a huge amount of parcels and if they are not labelled correctly they will not get to the correct department.

Parcels should clearly state supplier name and your contact at ICS. Ideally an email should be sent prior to arrival to advise parcel is being sent and with which courier.

PACKAGING REQUIREMENTS AND RESTRICTIONS

CARTONS

Maximum carton weight is 15kg

Cartons must not contain staples they must be glued

Cartons must not have strapping to secure them

Cartons must be clearly marked with:

Supplier

Bhs style no

Colour

Size

Qty

Franchise / UK

Cartons must contain only 1 style 1 size 1 colour, (unless ratio) lcs cannot accept mixed boxes

PACKAGING

Garments should be packaged as per BHS requirement, excess packaging is not environmentally friendly and is time consuming to remove. For example:

Hanging delivery singles.

Garments should not be individually bagged. Garments should be overbagged in sets (qty dependant on garments type) and cable tied or banded together. The overbag can then be removed and garments picked for order. If garments are received individually bagged you will be charged for removing bag.

Franchise garments SHOULD be individually bagged inside overbag and should be clearly marked on packing list as franchise qty.

Hanging delivery ratio

Garments should not be individually bagged. Garments should be overbagged in ratio qty and cable tied or banded together.

Boxed delivery stock on hangers

If your garments are prehung and placed in a box for transit, then you must bag garments as per BHS requirement. Garments should not be individually bagged. Garments can be overbagged in sets (qty dependant on garments type)

Franchise garments SHOULD be individually bagged inside overbag and should be clearly marked on packing list and outer carton as franchise qty, if boxes are not marked as franchise they will be mixed with uk stock at unloading and it is likely that the single bags will be removed at hanging stage. You will then be charged to un bag and then re bag for franchise orders!

Boxed delivery up to hang or process required

If your garments require hanger attach or any other process prior to declaration to BHS then they should not be single bagged for UK or franchise!

Garments should be neatly folded and overbagged in box.

Tissue or Paper

Tissue and paper should NOT be used in packaging unless absolutely necessary. It should only be used to protect delicate items such as beading.



This Is the result of excess tissue !

QUALITY CONTROL

Presentation

ICS have been working hard with Bhs to try and improve the presentation of the garments that are arriving in store. This process starts with how you package the goods in the factories.

The garments need to be packaged correctly to ensure when they arrive with us they need as little processing as possible before they are sent to store. Neat and tidy garments will sell better increasing sales and possibilities of repeats.

Ics are happy to discuss with you your packing details to ensure best results.

For example:

Linen trousers. It would be cheaper for you as supplier to send these to me already on hanger placed in box and bagged appropriately. However there is a strong possibility these would need steam tunnelling before being sent to store.

It is Cheaper to hang a product than to Steam one, so it would be better to neatly fold the trousers, overbag and pack in a box, so that when goods arrive they can be hung and sent straight to store.

Good Examples:



Tshirts are neatly folded and overbagged in 12's. the box then fits the pack tightly so there will be no movement of garments in transit.



Tops, overbagged in 6's lap layed in box. Hangers secured onto side of box with elastic to prevent movement. Box fits garments snugly to prevent movement.

Bad Examples:



Box is much too big for product, Box contained 6 packs packed 2 x 3, box was bigger than packs and so packs had moved in transit causing crushing.



Hangers have not been secured to box so garments have slipped down in box causing creasing. Only 1 pack in box, box is too big so garments move about in transit.

As soon as garments are unpacked a photo is sent to the office showing packaging and garment presentation, If a problem is discovered you will be notified immediately to discuss next step. No remedial work will be carried out without approval from yourselves first.

QC Inspection

ICS can carry out several levels of quality inspection dependant on your requirements. We have a dedicated roving Qc who will do general checks on the work being carried out by ourselves, but also on the quality of your garments.

If you have any concerns about issues that were found in your factories you can advise us and we will look out for specific problems.

We can also carry out AQL's and Full 100% inspections.

ADDITIONAL PROCESSES

ICS carries out a wide range of remedial work and can usually come up with a solution to any problem. Below is a list of regular procedures:

Steam Tunnel

Flat bed pressing

Ironing

Dolly press

Kimballing

Stickering (stickers printed in house)

Satin label stickers

QC

Metal detection (Cintex)

Reboxing

Sewing (minor repairs and label attach)

If you have any additional requirements please do not hesitate to ask.