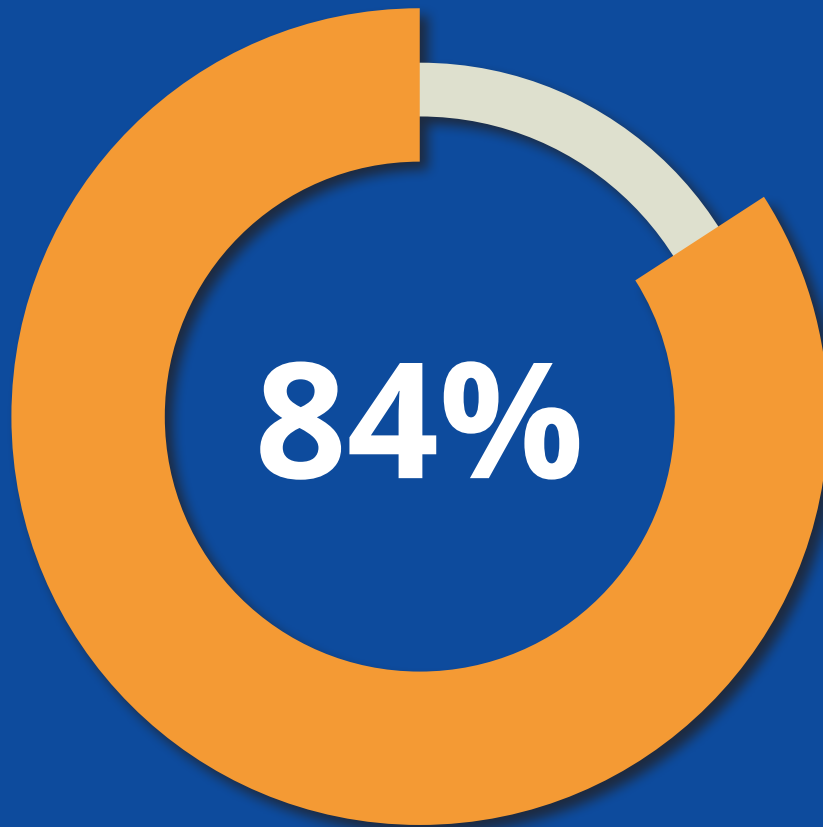


TOOLBANK

National Voice
Local Accent



**RAINY
DAY
TRUST**
THE CHARITY OF THE HOME IMPROVEMENT
AND HOME ENHANCEMENT INDUSTRY



84% of our customers say that Toolbank has made a noticeable and positive difference to their business.

We could do the same for you.
Visit [whytoolbank.com](https://www.whytoolbank.com)



TOOLBANK

Statistics based on customers that expressed an opinion.
Independent research conducted in September 2022 by MRA Research

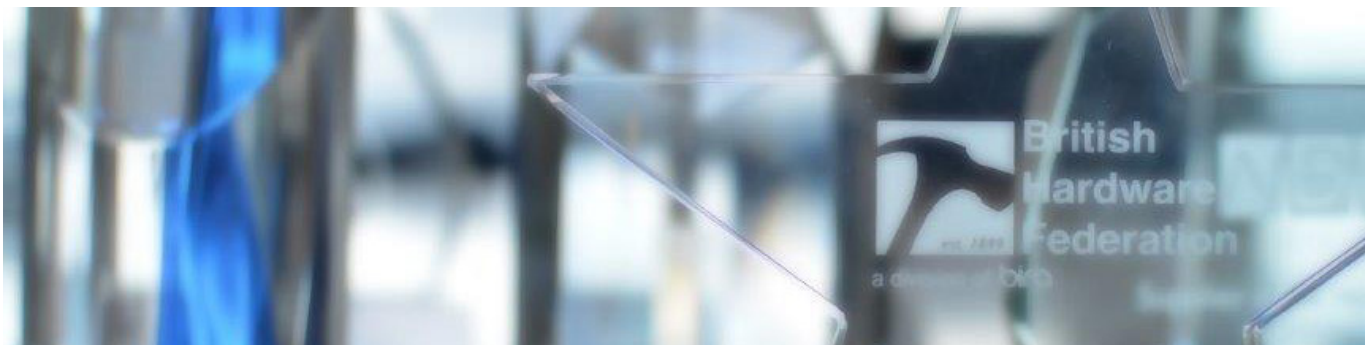
About us:

Founded in 1972, Toolbank is a market leading, independent, privately owned business dedicated to providing customers with the most competitive distribution service, product range and marketing package available.

Our major strength and benefit to you is in the stocking of 250 major brands across 30,000 products. By holding products locally as well as bulk stocks centrally, it allows us to deliver to most customers within 24 hours. This means you never need to worry about supply. Our range consists of hand tools, power tools, accessories, hardware, workwear, consumables, lighting, security and much more besides.

National coverage, local accent. We have 12 branches situated throughout the UK and Ireland dedicated to servicing local demands and requirements. We have over 100 external sales representatives supported by an additional 100 based in branches, meaning you get first-class account management, no matter what your location.

Our business is built on being able to provide tailored and bespoke range offers and solutions for all our customers which is why we work closely with you to make sure the service we deliver meets your needs.



We are also proud to partner with The Rainy Day Trust.

Since 1843, The Rainy Day Trust has been helping people who have worked in the UK's home improvement and enhancement industry. This includes DIY, builders merchants (and their suppliers), housewares and garden centres.

If you are reading this brochure then you will likely qualify for our support.

Some help, such as telephone counselling and legal assistance is free to all. If you need financial help, we also support those that are struggling and receive lower incomes, including those working part-time.

Everything that we do is free at point of delivery and completely confidential.

If you or a colleague need help, then please visit www.rainydaytrust.org.uk or call 0800 9154627.

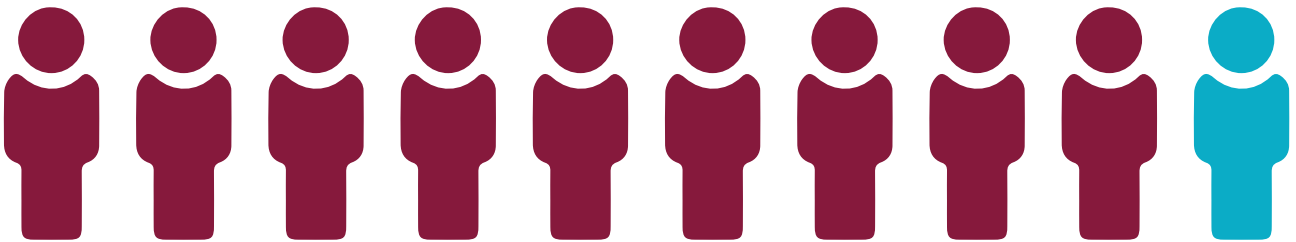
We are committed to offering the highest level of service and being the best in class solutions provider.

That's why we value our customers' feedback

We commissioned an independent research agency to carry out 150 in-depth Qualitative customer surveys so we could get a better understanding of how we were performing and where we could further enhance our already high level of service offering.

Here's what our customers think of us.

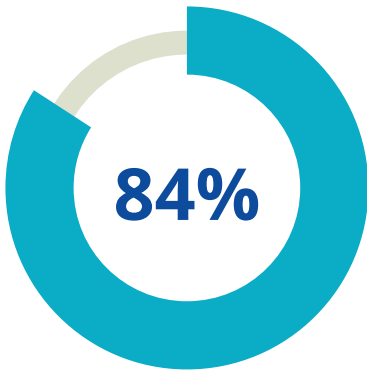
9/10 are more concerned about overall service level offer than about price alone



of customers trust the promises, marketing & claims made by Toolbank

Why Toolbank's service stood out versus competitor's:





84% believe Toolbank has made a noticeable positive difference to their company

Why Toolbank's customer's feel valued:

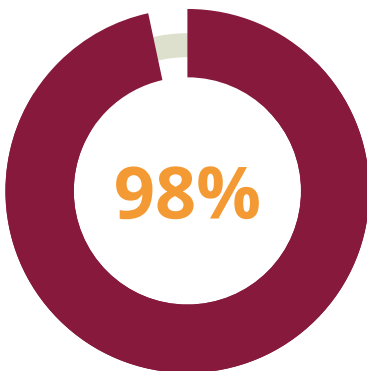
Personalised Service
Stock Availability
Product Availability Efficient
Informative Go the Extra Mile
Fast Response
Consistent Prompt
Friendly Problem Solver Polite
Priority Access
Relationship Helpful
Competitive Prices Long Relationship
Detailed Competitive Pricing
Pricing Effective Problem Solving
Good Relationship Good Stock Availability
Caring Knowledgeable
Service Regular Contacts



92% of customers feel valued by Toolbank

9 out of 10

say that service levels are at least the same, if not better, over the last 12 months. That despite supply chain issues and COVID.



98% said Toolbank were the same (45%) or better (53%) than other suppliers they deal with



92% average satisfaction score given by customers

6

CDL

Wednesfield, Midlands
184,000 square feet
30,000 pallets
Bulk container deliveries



TSS

Halesowen, Midlands
30,000 square feet
4,360 pallets
Dropship deliveries

Regional branches and distribution



13 Locations

National coverage
Next day deliveries
Same day collections

Next day delivery is crucial for a customer's stock management

Over
200,000 sq. ft
of storage space

Next day deliveries



Stock levels

You can reduce your stock levels and so minimise investment in residual stock

Enhanced selling space

Our warehouse becomes your stockroom, freeing up storage space to turn into selling space

One-hour window

'Bus route' system means that you can depend upon your order arriving within a one-hour window

Sales support

In-field sales

100+ strong sales team

Dedicated group account and branch support

F2F training to compliment online webinars

Regional branches and distribution



In-branch support

100+ strong sales support team

Technical specialists and helpline

Place orders remotely



Over 2,200 deliveries made every day

83% of customers say a sales team is essential to them

8

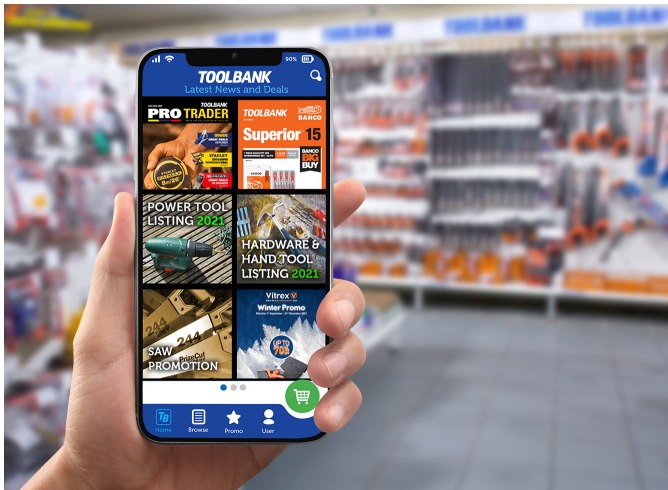
Web-based platform

24/7 online ordering platform for easy ordering

View pricing and check real time stock info

Visibility of over 30,000 products: showcase the products you may not stock

Latest news and promotions



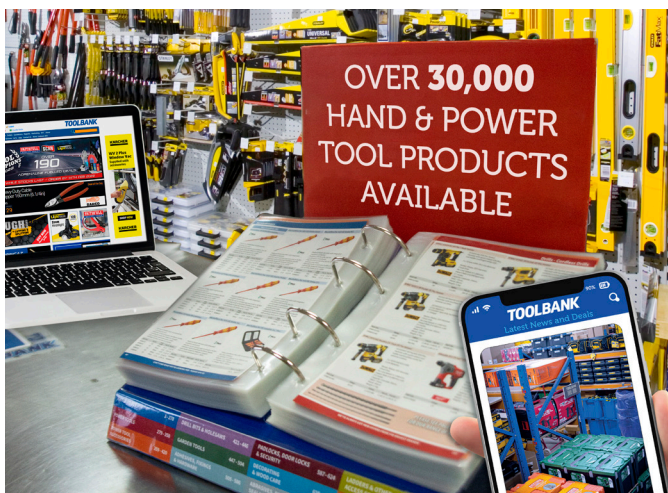
B2B app

All of the standard B2B features

Quick search function and barcode scanner

Place secure and fast orders on the move

Marketing support



Merchandising units and POS

Two expansive sell-through catalogues (26,000 or 16,000 products) that can be personalised for your business

Rich national and bespoke regional promotions

Strong visibility at local trade shows

**Over
30,000 SKUs
(£100m stock)
available to order
at any one time**

93% of customers state that a transactional website is essential for a good customer relationship

What is category management?

We manage the ongoing planogram and stocking of products for your point of sale (POS) display stands

What's the starting point?

We discuss the dedicated merchandising area with you and how best to maximise the space through higher sales and profit margins from our recommended tool stocklist

How is the POS maintained?

We merchandise the range, complete with stock number cards, so it's easy to replenish out of stock products. A fortnightly call by your dedicated sales rep will see us carry out product checks and ensure the area is kept clean and tidy. All activity is monitored and recorded by us centrally to ensure you've always got the optimal stocking. All we ask in return is that stock is put away in between our visits

What if I don't sell the stock?

Subject to products being in a resalable condition, we'll take back any category managed item, that hasn't sold within a reasonable time period, for a full credit and replaced with another product. This is part of our ongoing partnered approach and all agreed in advance of the program being implemented.



What if I already have display stands?

We welcome the opportunity to discuss the various displays and range option that we have available, some of which can be seen within this booklet. These can then be inserted on to your existing stands, keeping a uniformed appearance across your store(s). Alternatively manufacturers' stands can be utilised, subject to minimum requirements

**You've got
our guarantee!**

Bespoke solutions for your business

Why Toolbank?

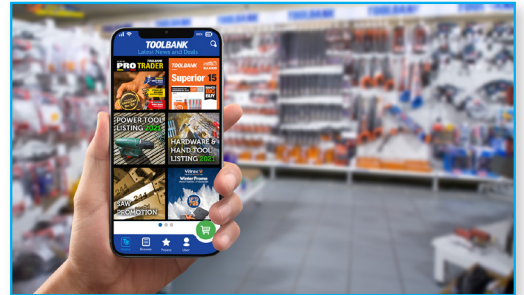
1

30,000 Products from
250 leading Tool brands



2

24/7 access to toolbank2b.com



3

Outstanding availability

4

Tailored merchandising



5

Immediate dispatch of orders

6

Industry leading promotions and
catalogues



7

We only deal with genuine retailers

8

Local support from the national
tool distributor



Find out more at whytoolbank.com



**A BRAND AND PRODUCT
FOR YOUR BUSINESS'
EVERY REQUIREMENT**



30,000
products
from over
250 brands



TOOLBANK



Cleckheaton
Tel: 0344 463 6020
Attn: John Connett
cleckheaton.sales@toolbank.com

Cwmbran
Tel: 0344 463 6060
Attn: Rob Wilcock
cwmbran.sales@toolbank.com

Dartford
Tel: 0344 463 6001
Attn: Adam Geary
dartford.sales@toolbank.com

Exeter
Tel: 0344 463 6080
Attn: Mike Thomas
exeter.sales@toolbank.com

Glasgow
Tel: 0344 463 6040
Attn: Jason Nicol
glasgow.sales@toolbank.com

Halesowen
Tel: 0344 463 6050
Attn: Pam Fergusson
halesowen.sales@toolbank.com

Hatfield,
Tel: 0344 463 6035
Attn: Ritchie Bywaters
hatfield.sales@toolbank.com

Newcastle
Tel: 0344 463 6085
Attn: David Walton
newcastle.sales@toolbank.com

Norwich
Tel: 0344 463 6010
Attn: Christian Paine
norwich.sales@toolbank.com

Southampton
Tel: 0344 463 6070
Attn: Martin Herridge
southampton.sales@toolbank.com

Widnes
Tel: 0344 463 6025
Attn: Paul Dickie
widnes.sales@toolbank.com

For more information, please visit www.whytoolbank.com or scan the QR code

