

WAREHOUSE INBOUND BOOKING-IN POLICY

CENTURION SAFETY PRODUCTS LTD

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Purpose of this policy

This policy outlines the procedures and requirements for booking inbound deliveries into the Warehouse at Centurion Safety Products Ltd.

It ensures efficient planning, safe operations, resource allocation, and accurate stock management.

Scope

This policy applies to:

- All suppliers and transport partners delivering palletised goods to the warehouse.
- All warehouse staff involved in receiving, checking, and processing inbound stock.
- All palletised purchase orders and returns requiring receipt into the warehouse.

1. Booking Requirements

1.1 Booking Notice Period

- All deliveries must be booked in at **least 24–48** working hours before arrival.
- Same-day or unplanned arrivals will not be accepted unless authorised by the Warehouse Manager and could be subject to rejection.
- Deliveries are only accepted between the hours of **8am-4pm Monday to Friday**, anything outside of these hours will not be accepted unless authorised by the Warehouse Manager and could be subject to rejection.

1.2 Booking Method

Bookings must be made through authorised channels via the inbound email contact dispatch@centurionsafety.co.uk

1.3 Required Information

All booking requests must include:

- Supplier details.
- Centurion Purchase Order numbers.
- Quantity of pallets.
- Delivery Time requested – AM 8am-12pm, PM 12pm-4pm or All-day slot 8am-4pm. All-day slots will be provided less frequently due to resource allocation.
- Special handling requirements if applicable.

2. Delivery Requirements

2.1 Arrival

Deliveries must arrive within the booked time slot as agreed with the Centurion Warehouse team.

2.2 Driver Procedures

Drivers must report to goods-in, provide booking reference and paperwork and follow site safety rules.

2.3 Safety Compliance

Drivers must wear PPE which always includes Safety Boots and High Visibility Vest/Jacket. A bump cap will be provided if necessary. All Safety guidelines must be followed.

3. Pallet and Packaging Standards

3.1 Pallet Requirements



Only Standard UK 1200mmx1000mm 4-way entry fully boarded Pallets to be used.

Pallets must be safe, stable/unbroken, correct size, and securely wrapped.

Maximum loaded pallet height is 1900mm.

Any deviation will need to be discussed with the Warehouse Manager prior to delivery due to storage requirements.



3.2 Labelling Requirements

Labels must include SKU, quantity, batch and expiry if applicable – Centurion codes could be required depending on agreement between Supply Chain and the Supplier.

4. Documentation

4.1 Requirements

Deliveries must include:

- Delivery Notes.
- PO References.
- Hazardous Goods paperwork (if applicable).
- Certificates of Conformity (if available). Alternatively, these can be sent to Supply Chain and Quality using these e-mail addresses:

PurchasesDept@centurionsafety.co.uk

QI@centurionsafety.co.uk

5. Check-in and Inspection

5.1 Process

Goods will be unloaded, checked against PO, inspected for damage. Any discrepancies or issues will be reported within 24 hours/1 working day of receipt.

6. Rejected Deliveries

6.1 Rejection Criteria

Deliveries may be rejected for:

- Lack of booking a delivery slot.
- Incorrect paperwork.
- Unsafe/Incorrect pallets.
- Goods not matching PO.

This will add cost to the supplier for non-compliance and potentially cause delays in payment due to additional time added to booking in for Centurion.

7. Amendments and Cancellations

7.1 Delivery Changes

Change requests must be communicated and agreed at least 24 hours/1 working day before arrival.

8. Non-Compliance

8.1 NC Process

A Non-Compliance (NC) will be raised for every rejected delivery and will require both corrective and preventive actions to be completed within 4 weeks of the incident. Details of the NC will be forwarded either by Supply Chain or Quality.

9. Contact Information

9.1 E-mail

Warehouse inbound team contact - dispatch@centurionsafety.co.uk

9.1 Address Information

As below unless instructed otherwise by the Warehouse team

21 Howlett Way, Thetford, Norfolk, IP24 1HZ

Policy Owner

Nick Constantinou
Warehouse Manager

Review

March 2027

Version Control

Warning: Print copies not subjected to version control