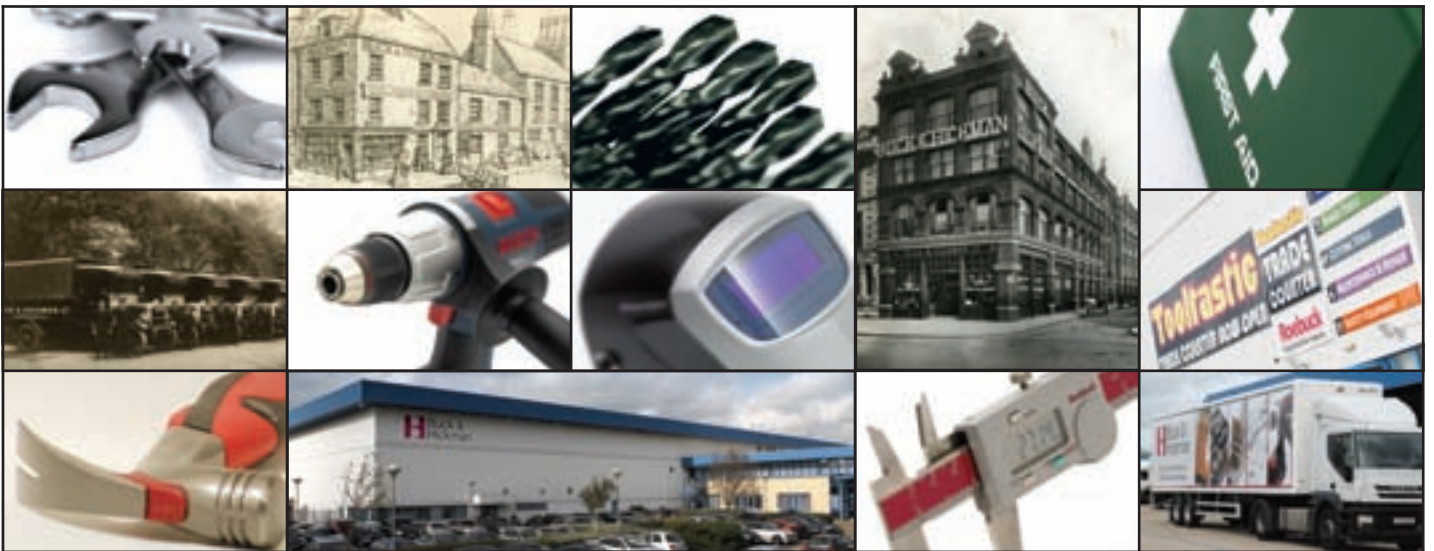


Buck & Hickman



An introduction to the UK's Leading
Distributor of Tools, Maintenance
and Health & Safety products

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Dear customer

2011 sees Buck & Hickman celebrating an incredible 181 years of continuous trading with our original founder, Matthew Buck, having first started to supply tools to customers in 1830.

Much has changed since then but in all that time we have remained steadfastly focussed on our core business and today still sees Buck & Hickman offering the UK's largest stocked range of Tools and Maintenance products along with all the Health & Safety products that are now required to be able to use them.

In December 2010 we became part of Travis Perkins plc and I am confident that this is a fantastic development for Buck & Hickman and heralds another exciting chapter in our history. The last 3 years have seen an incredible amount of investment in the company. This has included a brand new IT system, the complete refurbishment of our entire branch network, the on-going development of our fully-transactional website (www.buckandhickman.com) and the launch of 'Tooltastic' trade counters at all our branches.

This investment has greatly enhanced our capabilities as a business and leaves us well placed to respond to the needs of our customers in the 21st century. As well as our continuing commitment to offer the widest possible product range backed up by great customer service and competitive pricing, our range of services now also includes market-leading capabilities in areas including e-Procurement, Vendor Managed Inventory and vending machine solutions.

In an ever-changing and increasingly uncertain world I find that more and more customers are looking for stable and dependable supply partners that they can rely on to provide continuity of supply, consistently high levels of customer service and on-going support and advice.

After 181 years we believe that as a company we have demonstrated our ability to deliver all of these things and now, as then, you can rely on Buck & Hickman to provide 'Everything for the Engineer' and 'Tools for all the Trades'.

We look forward to doing business with you.



Howard Luft
Managing Director
April 2011



Introducing Buck & Hickman

Buck & Hickman are the UK's leading distributor of Tools, Maintenance and Health & Safety products. We have been successfully trading for over 180 years and were in fact the first major tools distributor to be established in the UK.

This heritage has given us a unique perspective on our market-place and we have responded over the years to many changes in technology, legislation and supply-chain requirements as British industry has itself developed and evolved.

Buck & Hickman has been part of Travis Perkins plc since December 2010. Born out of the merger in 1988 of Travis & Arnold and Sandell Perkins, Travis Perkins can trace its history back over 200 years and is a leading company in the builders merchant and home improvement markets, and is a main supplier to the building and construction market.

Your one-stop shop for Tools, Maintenance and Health & Safety products

With a massive stocked range of over 60,000 products we can provide a complete 'one stop shop' for all your needs. We can supply products from all the leading brand names as well as the Roebuck range of products available exclusively from Buck & Hickman.

Our entire product range is summarised in a 2,100 page catalogue which is still regarded by many as the 'Engineer's Bible'. Virtually everything in our catalogue is stocked in our 100,000 sq.ft National Distribution Centre which provides an overnight delivery service to our network of branches throughout the UK.

Our product range isn't just limited to what you can find in our catalogue. If you're struggling to find the product you need just call your local Buck & Hickman branch. With their product and industry knowledge, plus the support of procurement specialists at our National Distribution Centre we're confident we can source whatever you need.

Branches throughout the UK

Buck & Hickman is committed to offering a truly local service and operates a national branch network of 28 branches. All our branches hold their own stock, operate their own fleet of delivery vehicles and include 'Tooltastic' trade counters so you can 'call and collect' products if you prefer.

Orders placed with our branches up to 5.00pm will be delivered next working day and delivery is free on orders over £50 (except for certain bulky items).



Helping you source the products you need

Buck & Hickman can also provide a wide range of other services designed to help you simplify the process of sourcing the Tools, Maintenance and Health & Safety products you need. We are also a pre-approved supplier to a number of key industries via the 'Achilles' vetting system.

Tenders

Buck & Hickman have an experienced Bids and Tenders team who can respond rapidly and efficiently to any tenders you may issue. Remember to include us on any tender shortlists and let us demonstrate how we can save your business time and money.

Kits

We can put together tool kits to meet the exact requirements of any process or function. Our extensive range of tools and suppliers gives us the flexibility to meet your tool kit needs whatever you require.

Calibration

We offer a full calibration service carried out by a UKAS accredited calibration laboratory.

Power Tool Repair Service

There's no need to throw away broken or damaged power tools. We offer a comprehensive power tool repair service for electric and pneumatic power tools and equipment throughout the UK. As an authorised warranty/repair agent for most manufacturers, fully qualified Buck & Hickman service engineers carry out all inspections and repairs.

Quality Products, Quality Company

Buck & Hickman has complete ISO 9001 2008 (Quality Management System) accreditation as well as OHSAS 18001:

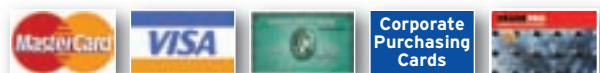
2007 (Health & Safety Management) and ISO 14001: 2004 (Environmental Management System). Copies of all our certificates can be downloaded from the 'Company Policies' section of our website. We are also a pre-approved supplier for a number of key industries via the 'Achilles' vetting system including:

- Oil and Gas - FPAL
- Rail – Link-up
- Utilities – UVDB and Verify

Open a Buck & Hickman trade account today

Opening a trade account with Buck & Hickman couldn't be easier. Simply contact your local Buck & Hickman branch to ask for an account application form or download the online version available on the homepage of the Buck & Hickman website at www.buckandhickman.com. Subject to a satisfactory credit check we'll have your account open within a couple of days and you'll receive a 'Welcome Pack' containing everything you need to know about ordering with Buck & Hickman.

If you don't have a trade account we also accept payment by Mastercard, Visa, American Express, Corporate purchasing cards and Tradepro cards.





Buck & Hickman's History 1830 - 2011

1830's – The Buck & Hickman story begins. Matthew Buck a saw maker from Sheffield comes to London sometime around 1829. By 1830 he is successfully set up in business near the present day site of Waterloo Station. His daughter, Ann Buck marries a printer called John Roe Hickman and the origins of the Buck & Hickman name are born.

1840's – John Roe Hickman dies in 1840. To help provide for her family Ann Hickman opens a tool shop in Whitechapel on Backchurch Lane called 'Buck & Co'. Her son (also called John Roe Hickman) is apprenticed as a tool maker to his Uncle George Buck and eventually goes into partnership with him.

1850's – John Roe Hickman leaves his Uncle's business and comes to work with his mother. The business flourishes and moves to bigger premises in Whitechapel Road. Although the company is still formally called Buck & Co it is already becoming known as 'Buck & Hickman'.

1860's – John Roe Hickman continues to expand acquiring an Ironmongery business and transferring the entire stock to his premises in Whitechapel. He also starts up a Smith's shop and a Steam Tool and Grindery works in Union Street.

1870's – Buck & Hickman win an important government contract to supply specialist linesman's tools for the Postal Telegraph service. Further large government orders follow and John Roe Hickman begins to source tools from other specialist tool makers to meet demand.

1880's – The expansion of the business continues. Iron, Steel and Power Transmission are added to the existing Tools and Ironmongery departments. Additional premises are leased in Vallance Road, Stepney where an Engineering works is installed. John Roe Hickman visits America and acquires a number of agencies for prestigious machine tool manufacturers including Bowne & Sharpe, Pratt & Witney and Bradley Power Hammers.

1890's – Buck & Hickman take space at the 1896 National Cycle Show at the Crystal Palace to demonstrate automatic machines for machining parts for bicycles. Many of the UK's leading bicycle manufacturers start to place orders for the new machinery. The origins of the Motor Car industry are also developing in the UK and further orders follow.

1900's – In 1902 the business becomes a private limited liability company with John Roe Hickman as chairman. Sadly just one year later John Roe Hickman dies and his son John Roe Hickman junior takes over as Chairman. During the 1900's Buck & Hickman begins to expand outside of London and opens it's first branches in Glasgow (1901), Manchester (1905) and Birmingham (1909). The London premises in Whitechapel are also greatly expanded.

1910's – During the 1st World War Buck & Hickman plays an important part in supplying the tools and machinery needed in the country's armament and munitions factories. 14 Buck & Hickman employees are killed fighting for their country during the Great War.

1920's – John Roe Hickman junior dies in 1921 and is succeeded by his younger brother Frank but he too dies in 1926. Frank is succeeded by Charles George Twallin who remains Chairman of the company right through into the 1950's.

1930's – Charles Twallin successfully steers the company though the depression of the early 1930's but storm clouds are gathering over Europe and in September 1939 war is declared on Germany. The next 6 years prove some of the most challenging of Buck & Hickman's entire history.

Serving Industry for over **180** years

1940's – The ravages of the 2nd World War take a heavy toll on the manpower, premises and plant of the company. The company's headquarters in Whitechapel suffer 13 direct hits between 1940 and 1944, the last coming from a V1 'Doodlebug'. At one point the business has to be operated from 25 separate addresses! 20 employees are killed fighting for their country during the conflict. Despite the fighting Buck & Hickman still manages to open its 4th branch in Alperton, Middlesex in 1942.

1950's – New branches are opened in Leeds (1956) and Bristol (1958). The head-office in Whitechapel is also extensively rebuilt and expanded in 1958 finally rectifying the last of the damage caused by the bombing raids during the war.

1960's – A completely new 'Machine Tool Department' is opened in Watford which provides large showrooms in which to display products from the many overseas agencies that Buck & Hickman now hold.

1970's – A period of significant change. In 1970 Buck & Hickman finally passes out of family ownership when it is acquired by the Sterling Guarantee Trust and in 1974 it moves its head-office from the historic Whitechapel site to a new building in Sheffield. New branches open in Hayes, Dagenham, Cardiff, Newcastle and Luton.

1980's – In 1985 the Sterling Guarantee Trust merges with P&O (the Peninsular and Oriental Steam Navigation company). The Branch network continues to expand with new branches opening in Southampton (1984), Aberdeen (1985), Crawley (1987) and both Ashford and Ellesmere Port in 1988.

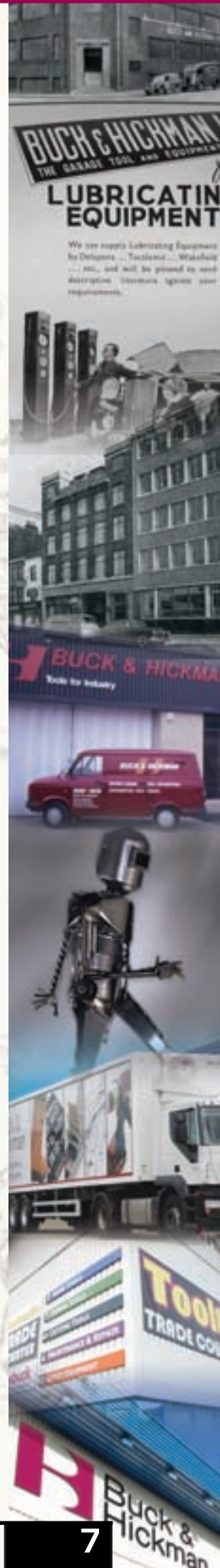
1990's – Another period of very extensive change. In 1993 P&O sells Buck & Hickman to Charles Baynes plc. Buck & Hickman continues to expand under Charles Baynes' ownership acquiring Pillar Engineering in 1994 and UK Tools in 1995 and by the late 1990's it has 30 branches throughout the UK. In 1996 the head-office moves from Sheffield to a new state-of-the-art distribution centre just outside Coventry.

2000's – In 2001 Buck & Hickman is bought by Premier Farnell plc and briefly sees its name changed to 'BuckHickman InOne'. However Farnell's period of ownership is only 6 years and in April 2007 the company is acquired by the BSS Group plc who relaunch the 'Buck & Hickman' name. In 2005 the company launches its first fully transactional website and in 2009 it opens 'Tooltastic' trade counters across its branch network.

2010 – Buck & Hickman celebrates 180 years of continuous trading having served the needs of its customers in British industry from before the reign of Queen Victoria through to the present day. Its product range is now over 60,000 products and its services include market leading Vendor Managed Inventory and e-Commerce solutions.

In December 2010 Buck & Hickman becomes part of Travis Perkins plc.

2011 - The Buck & Hickman story continues...





Our Product Range

Buck & Hickman prides itself on being able to offer a complete 'one stop shop' for all your Tools, Maintenance and Health & Safety requirements. Virtually our entire product range is actually stocked and we maintain industry-leading levels of product availability on all key product lines. We can supply products from all the leading brand-names and our long-standing relationships with many of these suppliers gives us access to additional product and technical support whenever it's required.

- **Abrasives**

- Adhesives & Sealants

- **Air Tools**

- Bearings & Power Transmission

- **Cutting Fluids, Lubricants & Greases**

- Cutting Tools

- **Electrical and Electronic Hand Tools**

- Fasteners

- **Hand Tools**

- Janitorial Supplies

- **Machine Tools**

- Office Supplies

- **Packaging Materials**

- Personal Protective Equipment

- **Power Tools**

- Precision and Engineering Materials

- **Site Maintenance and Security**

- Spanners & Sockets

- **Storage & Handling**

- Test Equipment

- **Welding, Brazing and Soldering**

- Wheels & Castors

- **Workholding & Toolholding**





The Roebuck Brand

The Roebuck brand is available exclusively from Buck & Hickman and offers a unique combination of range, industrial quality and outstanding value for money. With over 23,000 products available there is a Roebuck product for virtually every application.

Roebuck is one of the oldest and longest established tool brands in the world and is already used and trusted by some of the biggest names in some of the most demanding industries in the UK. Roebuck products are designed specifically for professional users working in demanding industrial environments.

Switch to Roebuck and reduce your annual purchasing costs

Roebuck products offer you the opportunity to reduce your annual spend on Tools, Maintenance and Health & Safety products without compromising on quality or performance.

Roebuck products are designed and engineered to the same standards as more expensive branded alternatives and are subject to rigorous independent testing to the appropriate industry standards. This means you can be confident that they will deliver the same levels of performance and durability. They provide a proven and effective solution for customers who need to reduce their overall purchasing costs but without compromising on quality or performance.

For some of our customers switching to Roebuck has enabled them to save tens of thousands of pounds in reduced spend on

Tools, Maintenance and Health & Safety products.

Lifetime Warranty

All Roebuck Hand Tools and Spanners & Sockets are covered by a Lifetime Warranty. This means we will repair or replace free of charge any Roebuck Hand Tools or Spanners & Sockets which prove defective due to faulty materials, workmanship or design during the normal life of the tool.

Innovation as Standard

Roebuck products aren't simply an exclusive industry alternative to more expensive branded products. A number of Roebuck products feature genuinely unique features and benefits not available from any other manufacturer, products like the Roebuck 'Uniwrench'. With a worldwide patent the Uniwrench is the most effective spanner ever made. At one end a unique open end non-slip design allows you to remove damaged fasteners including nuts and bolts that are up to 70% rounded off. At the other end the spherical box end design fits virtually every kind of fastener type. It's the perfect tool for all maintenance engineers and a great example of the design and quality that underpins the Roebuck brand.



Our Branch Network

Buck & Hickman is committed to offering a truly local service and operates a national branch network of 28 branches. All our branches hold their own stock, operate their own fleet of delivery vehicles and include 'Toolastic' trade counters so you can 'call and collect' products if you prefer.

Order today, use tomorrow

You can contact your local branch by phone, fax or e-mail. Branches receive an overnight delivery service from our National Distribution Centre which means that orders received by 5.00pm for anything in our entire stocked range of 60,000 products can be delivered to you next day.

Delivery is free on orders over £50 (except for certain bulky items). Special delivery options are available if you need delivery early morning or before a specific time.

Our branch teams are always available to provide any technical support or advice you may need and our field-based sales teams can also visit you on-site to discuss any specific application problems or questions you may have.

Giving service a human face

Unlike other catalogue-based distribution companies who rely totally on call-centres, we believe that one-to-one local relationships are key to the way we do business.

Consequently we try to ensure that our customers have access to key contacts at every level within the business.

Your local branch team will act as your main point of contact for all enquiries and to place any orders. We operate our own dedicated fleet of delivery vehicles which deliver direct to our customers every day. Having our own vehicles gives us the ability to respond to any specialist delivery requirements customers may have.

Our field-based sales teams are always available to call-in on customers and can assist with quotes, enquiries and any technical advice you may need. They can also draw on the support of field-based sales engineers from our key suppliers.

National Distribution Centre

Our state-of-the-art National Distribution Centre based just outside Coventry stocks virtually our entire catalogue range of products and provides a regular overnight delivery service to all our branches. We can also deliver direct from the NDC to virtually any location in the UK via UPS.



Tooltastic Trade Counters

Tooltastic was launched in 2009 and is the new name for trade counters at Buck & Hickman branches. The change of name reflects our commitment to developing our trade counter business by providing our branches with the stock and marketing support they need to trade actively in their own local area.

Tools for all the Trades

Tooltastic trade counters stock a wide range of fully merchandised fast-moving products and are designed to appeal to tradesmen of all types as well as the serious DIY enthusiast.

The Tooltastic stocked product range includes:

- Hand Tools
- Power Tools
- Personal Protective Equipment
- Workwear
- Consumables

Call and Collect

Any product from the entire Buck & Hickman range can also be ordered at a Tooltastic trade counter for next day delivery. They are, therefore, perfect for mobile maintenance engineers who want to pre-order products and then 'call and collect' from the nearest Buck & Hickman branch.

New Tooltastic website

To support the launch of Tooltastic we've also created a new Tooltastic website to act as a 'virtual trade counter'. www.tooltastic.com features all the products actually stocked at our trade counters and offers next day delivery on products ordered up to 4.30pm as an alternative to having to call in and collect them.

Contractor 1st

All our Tooltastic trade counters also stock our new 'Contractor 1st' range of hand tools. The Contractor 1st range offers exceptional value for money and provides the perfect solution for customers who need a very competitive buying price combined with reliable levels of quality and performance.





Ordering Online at www.buckandhickman.com

Every month more and more of our customers are choosing to order online at www.buckandhickman.com and it's easy to see why. Buying online is quick, easy and simple and you can link your Buck & Hickman trade account details to your web user profile when you register.

This means that anything you order via the web will be charged direct to your trade account.

Buck & Hickman was one of the first suppliers of industrial products to offer online ordering and we have been developing and improving our website based on customer feedback for a number of years now to refine and improve the buying experience. The latest version includes a number of powerful new features that are not available from any of our major rivals.

Intelligent search – enter a Buck & Hickman order code, a Manufacturer's part number or just a basic description and the website's powerful search engine will search through over 60,000 products for you and only return relevant results.

Product drill-down – alternatively you can use the online catalogue to drill-down by product category and use specific technical attributes to refine your search.

Quick paste – The 'Quick Paste' box enables you to order any number of products by simply pasting order codes and quantities into a window. If you've got the codes you need in a spreadsheet you can copy and paste them straight in.

Real-time availability – our website shows real time stock levels so you can check whether an item's available before you place an order. Orders for stocked items placed before 5.00pm will be delivered next working day.

Simple one-page checkout – our new simplified checkout process makes completing and paying for your transaction even quicker. You can charge web orders to your Buck & Hickman trade account or pay by credit, debit or corporate purchasing card.

Exclusive offers and promotions – all registered web users are automatically entitled to join 'Click & Save' our exclusive online buyers club which offers special web-only offers and promotions and money saving e-vouchers.

So why not register today at www.buckandhickman.com and start to enjoy the benefits of buying online.



e-Procurement Solutions

Buck & Hickman can provide a wide range of e-Procurement solutions and have a proven track record of successful implementations for many leading UK companies.

e-Procurement solutions can deliver a number of important benefits including:

- Cost-savings through reduced processing costs
- Reductions in paper usage
- Reductions in errors and overall purchasing time
- Faster payment of invoices and fewer invoice queries

Buck & Hickman have also developed strategic relationships with all the leading B2B e-Procurement solution providers and can support customer's e-Procurement initiatives across a wide range of portals, catalogue formats and technologies including:

Catalogue Formats

BMECat	Microsoft Access	Text (various delimiters)
CIF	Microsoft Excel	XML

Portals and Solutions

Ariba	Exostar	Oracle Exchange	Vinimaya
BeX	Healy Hudson	Proserve	Wallmedien
Biomni Provida	IBX	Quadrem	Wax Digital
Buying Solutions	Marrakech	SAP	xchangewales
cc-Hubwoo	OB10	Science Warehouse	Zanzibar
EADS	OPEN	SciQuest	
Elcom	Oracle	TBI Connect	

Technologies

cXML	GXS Tradanet	Punchout	Tradacoms Invoice
eCI@ss	HTML	Roundtrip	xCBL
FTP	OCI	Tradacoms Corhdr	

The range of e-Procurement solutions available fall into 3 main groups:

Search & Select Solutions

- Static eCatalogues
- Procure Manager Custom Websites
- Direct Buy websites (equivalent to a Punchout/Roundtrip website)

Electronic Ordering Solutions

- Intergrated Ordering System (IOS)
- eMail
- Fax2eMail

Electronic Payment Solutions

- e-Invoicing
- OB10
- EDI

The specific details of each solution will vary depending on the customer's individual needs but typical features of our e-Catalogues and Procure Manager|Direct Buy websites include:

- Pricing set to the agreed contract terms
- Content can be restricted to subs-sets of Buck & Hickman's complete product range
- Approval workflows (based on spend)
- Customer specific products ("Specials")
- Customer part numbers
- Bespoke descriptions
- Bespoke 'Home' and 'Contract' pages
- Transparency of spend (commodity groups)



Vendor Managed Inventory

Buck & Hickman are the UK's leading provider of Vendor Managed Inventory (VMI) services.

We can provide the ultimate in Stock Management and Electronic Point-of-Use Ordering Solutions:

- No purchase orders, reduced inventory and automatic stock replenishment
- Supplier and product rationalisation
- Central stores, lineside stocking and controlled 'Point of Use' dispensing
- Comprehensive management information including reports on usage, budget control, stock utilisation and service

We have literally hundreds of customers who are already benefiting from the improvements that VMI can deliver including increased stock efficiency, increased productivity and greater control and accountability.

Increased stock efficiency

We can provide consignment stock for high usage items, stock profiling and obsolescence management.

Increased productivity

Our solutions release your resource to focus on your core activities through reduced purchasing administration and stock management. Lineside systems reduce production downtime by eliminating 'walk and wait'.

Greater control and accountability

Our systems provide you with detailed management information enabling you to track usage and apportion cost to departments, employees and job numbers.

A closer working relationship

We take the lead in driving costs down with monthly reviews and Key Performance Indicators. You will also enjoy direct access to our in-house specialists and the latest technology from the world's leading manufacturers.

Barcode driven stock check and replenishment

- Simple stock management
- Automatic replenishment to agreed stock levels
- Supports central stores or lineside stock management
- Usage information by cost centre

Controlled "Point of Use" dispensing

- Maximum control and traceability for tools and consumables
- Management information by cost centre, employee and job number
- Mix and match devices to suit your product control requirements
- Deploy stand alone or integrate with existing systems

Central Stores System

- Benefit from the latest inventory management software
- Automatic electronic ordering
- Comprehensive reporting
- Configure for use with multiple suppliers



Vending Machine Solutions

Our VMI services include low cost vending solutions designed to manage and control your company's consumable equipment and tooling, 365 days a year.

Vending can revolutionise the way you control and deliver consumables, instruments, and tooling at the point of use on your shop floor or factory floor.

Substantial cost savings and efficiency improvements can be released by using line side vending through a complete range of vending machines that are almost infinitely configurable. All Buck & Hickman vending machines are built on 'CribMaster' software and can be combined together to produce the exact configuration, ensuring that all your vending requirements are met.

Features and benefits of vending

- Reduction in consumption (from 10% to over 30%)
- 24/7 product availability on the shop floor, 365 days a year
- Complete audit trail (Who, What, When and Where)
- Simple and quick to vend items
- Elimination of down time
- Automatic re-ordering facility
- Optimised inventory management
- Secure control of consumables and reusable items
- Reduced production and procurement costs
- Extensive real-time reporting
- Supports Lean and Six Sigma initiatives

Our vending machine range includes:

The Pro-Stock 560

Carousel vending is the most flexible and efficient vending process on the market. The Pro-Stock 560 offers easy and simple on-site re-configuration and the flexibility to manage up to 560 individual products with a single unit in a small foot print of less than 1m².

The ToolBox

This is the main cutting tool vending machine and remains a favourite for expendable tools and MRO (Maintenance, Repair & Overhaul). The ToolBox offers affordable and secure point-of-use distribution and is available for a wide variety of items, such as tools, MRO and other indirect materials.

The ToolCube

Choose the product and the drawer opens giving access to only the tools, MRO items and other indirect material that you have selected using the configurable drawer divider system. This is a high security vending solution in a drawer system.

The Cab-Lock

The Cab-Lock modular cabinet storage system combines a proven electronically controlled locking modular cabinet with CribMaster Software to enable controlled distribution of inventory.

MagLock Cabinets

MagLocks are simple cabinets with magnetic locks that are the perfect add on to any of the any of the Buck & Hickman vending machines. They allow a greater range of products to be managed and controlled by the CribMaster software, ensuring that the benefits of vending are passed on to bulkier or less expensive items.

scotland & north east england

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