



Welcome to PHS Teacrate
the UK's Local Crate Rental Company



WELCOME TO PHS TEACRATE, PART OF THE PHS GROUP

PHS Teacrate became part of PHS, the workplace services group, in 2002. The PHS Group offers a diverse portfolio of services designed to improve work and leisure spaces, while making life easier for facilities, buildings and people managers.

Being a customer-focused organisation, PHS has achieved healthy growth through the development of innovative, market-leading products and services and by working hard to continually improve customer service.

PHS focuses on the following key business areas:

- Hygiene (including washrooms services, mat supply and laundry)
- Waste Management
- Other (Plant rental, crate rental, water dispensing, records & data management and compliance services)

Each PHS company is autonomous and expert in its own field, but driven by a common ethos and disciplines aimed at satisfying core customer needs across the Group for reliability, responsiveness and innovation.



PHS takes care of the workplace needs of over 250,000 customers at over 300,000 locations. The Group employs more than 5,000 staff and has a wide network of over 100 regional service branches, strategically located throughout the UK. It offers the strength and security of a national organisation with the reassurance of fast, friendly local service. As a result many customers use more than one PHS service.

The PHS Group has a presence in several European markets including Ireland, the Netherlands and Spain and is an active exporter of own manufactured products to washroom service providers in over 20 countries worldwide.

For further information on the PHS Group and its divisions, please contact:



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Caerphilly
South Wales, UK
CF83 1XH

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Email: enquiries@phs.co.uk www.phs.co.uk

Hygiene Businesses

phs Washrooms

Washrooms products and services including sanitary disposal, hand dryers and soap dispensers. Also offers innovative energy and water saving products

phs Direct

Supply of consumables for the workplace and washroom such as toilet tissue, soap, hand towels and cleaning chemicals. All on next day delivery

phs Besafe Garment & Laundry Solutions

Complete laundering and maintenance service for workwear and specialist hi-visibility clothing. Direct sale of workwear also

phs Treadsmart

Mat rental and mat laundry specialists

Syncros Barrier matting systems

Specialists in the fitting and maintenance of barrier matting systems



Hand Dryers for specifiers, architects and wholesalers

Laundryserv

Supply and maintenance of commercial laundry equipment

Matta Products Safety Underfoot

Supply, fit and maintenance of safety surfacing for playground environments

Waste Management Businesses

phs Allclear

Waste collection and disposal for healthcare and leisure markets

ORWAK **Environmental Services**

Supply, installation and servicing of waste compactors and balers

phs Datashred

Confidential waste disposal and recycling

phs Wastemanagement

Healthcare, hazardous and difficult waste management

Other Businesses

phs Greenleaf

Interior and exterior landscaping, replica plants and flowers and Christmas displays

phs Recordsmanagement

Secure storage, archiving and retrieval of commercial documents

phs Waterlogic

Supply and maintenance of water dispensers and hot water boilers

phs Compliance

Compliance services for gas, electricity, fire and lighting

phs Teacrate

Crate rental services and packaging consumables



NEXT DAY DELIVERY

0800 980 7000 www.teacrate.com

REMOVALS & STORAGE

With over 20 years experience in providing crate rental services to professional movers, you can be sure that you are dealing with a company who fully understands the dynamics of your industry.

Experience

PHS Teacrate has key people with backgrounds in domestic and commercial moving and as a company we have grown and evolved with the industry over the last two decades.

For your peace of mind PHS Teacrate is totally independent of any removals company. Our independence is your security.

PHS Teacrate is a long standing Affiliate Member of the British Association of Removers (BAR).

We are committed to supporting the ongoing work of the BAR and are actively involved in various BAR networks and events as well as official sponsors of the prestigious Commercial Mover of the Year Award (CMoTY). Teacrate is also a supplier member of the IAM.

Products & Services

Our products and services for the Removals & Storage industry fall into three categories:

- Crate rental and sales
- Manual handling equipment rental and sales
- Direct sale of removals packaging consumables

For commercial moving we offer a wide range of crate types and styles, all designed and manufactured to industry specification. PHS Teacrate has invested in the production tooling for several of its industry-leading crates, so is able to supply these in large volumes on both a rental and purchase basis.

Our industry specific crates include the computer crate (IT2), the standard lidded crate (LC3) and the lidded metre crate (LC6). Every crate supplied by PHS Teacrate arrives spotlessly clean and ready to pack.

We offer a comprehensive range of manual handling products, including skates, trolleys, dollies, power lifters and sack barrows.



For domestic moving PHS Teacrate supplies an extensive range of high quality packaging consumables. Products range from general cartons to specialist items such as furniture and floor protection.



Why deal with separate suppliers when you can source all your packaging and handling requirements with PHS Teacrate.

Our unique loyalty reward scheme "Bank on Teacrate" benefits customers with significant savings. You can receive up to 3% rebate on additional year on year spending. So if you don't source all your crates, packaging and handling equipment with us, it will pay you to move it to PHS Teacrate.

Service & Support

Providing first class service and continuing support is our top priority. Our team of field based Business Development Managers are dedicated to helping and supporting you with all your business needs. Alongside them are our office based Customer Services team as well as local teams in each of our 8 Service Centres.

PHS Teacrate offers additional IT based support for its customers via 'Cratelink' a market leading online crate management system. This innovative system is accessible to all customers 24 hours a day and in just a few clicks you can place or amend an order, specify deliveries or collections, access historical information, and produce reports – all at your convenience.

We run two buy-on-line websites, teacratepackaging.co.uk and rentacrate.co.uk, for purchasing packaging supplies and ordering crates. The sites are tailored to the home mover, and so provide domestic removals companies a mechanism for supplying their clients with packaging materials through referral to our sites.



"We've been a customer of Teacrate for over 5 years now, and their service has been excellent. They are the largest crate supplier in the UK and their strategically placed depots can supply us crates in the volumes and timescales that we require. We can be confident of the support we get from Teacrate". **Ian Smith, Director of Relocate London**

"Teacrate's on-line management system, processes and ability to invest in the product range offers a distinct advantage to our customers and operational teams." **Mark Herrington, Director of Business Moving, Pickfords**

"We selected Teacrate as our exclusive crate supplier because of the logistical synergies between their national network of depots and our own locations. With their market leading product range and their comprehensive package of support services, Teacrate were the obvious choice". **Steve Durbin, Purchasing Manager, Crown Relocations**

"Our domestic moves customers are seeing the benefits of using our websites as a means of supplying the end user with the materials they need on a nationwide basis. It takes the burden of storage and delivery off our customers and we are ideally placed to deliver direct to the end user on their behalf"

Simon Johns, Sales Director, PHS Teacrate



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FOOD & DRINK

Returnable Transit Packaging (RTP) is replacing one trip packaging as the preferred carrier for transporting and storing a wide range of food and drink products. The re-use of packaging provides clear economic, social and environmental benefits across the entire supply chain.

Manufactured from durable plastic, Teacrate's RTP products are specifically designed for multiple trips over an extended life. They offer a rapid return on investment and a lower cost-per-trip than single trip packaging products.

The use of plastic RTP removes wood, cardboard and other fibrous materials from food production areas promoting good hygiene. Better product protection, particularly with chilled and frozen goods is a further advantage of plastic RTP over single trip packaging such as cardboard.

Experience

PHS Teacrate supplies hundreds of food and drink producers across the UK, from small family run businesses to wholesalers to huge multinationals. The product sectors that we service are diverse including fruit and vegetables, baked products, dairy, meat and poultry.

Products & Services

PHS Teacrate manages the delivery and collection of RTP wherever and whenever required. We offer a wide range of plastic transfer products including crates, containers, totes, hygiene pallets, trays and boxes. We also offer a range of collapsible, folding containers, ideal for space saving when transporting empty. All our food and drink industry products are available for rent, lease or to buy outright. Products may be ordered in a variety of colours, with or without logo branding.

Service and Support

Hygienic Wash Service

We recognise that RTP hygiene is a major consideration in the food and retail supply chains. That's why we offer an integrated wash service, with 100% compliance to food industry standards. Our in-house wash facilities are available on a fully serviced contract basis or as a stand-alone service to customers owning their own crates, trays or pallets.

Dynamic Pooling™

Our Dynamic Pooling™ service is particularly suited to food and drink producers commonly faced with seasonal fluctuations in demand. It provides the convenience and reliability of a product pool, with the flexibility of ad hoc rental. The result is a guaranteed supply all year round, whilst only paying for the crates used. You agree an optimum pool size with us, which is charged on a monthly basis, and we will store up to 20% of that pool for you, available washed and ready to use at 24 hours notice.



Sustainability

Our core business at PHS Teacrate is crate rental, and with our re-useable plastic crates we can offer a returnable transit packaging (RTP) solution that is inherently sustainable – with clear economic, environmental and social benefits.

Many of our food sector customers in particular, have seen increased efficiency and slashed costs as a result of introducing reusable packaging into their processes. Replacing disposable cardboard packaging with plastic RTP can pay for itself in less than 20 trips, and with a useable life of well over 100 trips, can result in significant ongoing savings.

Here are 10 reasons why plastic RTP from PHS Teacrate can deliver significant economic and environmental savings over one-trip packaging options:

- Durable with a lifespan of up to 10 years
- Cuts packaging waste – saving cost and the environment
- Rental or purchase – with rental your stockholding will be minimised
- Space saving features (stacking and nesting)
- Secure protection of contents (minimises damages)
- Weatherproof
- Folding/collapsible crates offer further space saving efficiencies and cut transport costs
- Hygienic and easy to clean
- Various colours available with logo branding if required
- 100% recyclable at end of life

PHS Teacrate shares in the sustainability vision of its parent, the PHS Group. For further information on PHS and sustainability please go to phs.co.uk.

“Teacrate are recognised for their outstanding contribution to the Cargill business. They have continued to work with Cargill providing leading and innovative solutions for our business that have allowed us to standardise equipment used not only in our processes but those of our suppliers too. As a result of their continued support and focus we have been able to react quickly and efficiently to customer and internal needs allowing us as a business to focus upon our core competencies.” **Cargill Meats Europe Recognition Award for Innovation & Customer Focus**

“I was amazed at the promptness of the service. I placed the order and by 8am the following morning the trays were being delivered. All the Teacrate staff that I dealt with were very polite and we have bright purple trays, which we are very pleased with. Overall, I am very, very happy with the service.”

Betty Howell, Owner, Heacham Bakery

“Since introducing re-usable crates, we have had many positive comments from staff and customers. The plastic crates are easier to handle and stock doesn't get damaged, which is essential for a fresh produce business like Direct Fruit Supplies. As an added bonus, my staff are pleased that they don't have to spend hours folding boxes and can use their time more effectively, a great help at particularly busy periods. Personally, I am looking forward to re-investing the savings in other parts of the business and providing further benefits for our customers.”

Michael Marcus, Managing Director, Direct Fruit Supplies



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RETAIL, DISTRIBUTION & LOGISTICS

Totes, crates, distribution containers, attached lidded containers, returnable transit packaging (RTP) ... whatever you call it, it all does the same thing – gets products from A to B. What makes the difference is their availability and delivery – which have to be spot on to keep the supply chain moving.

In line with increasing demand for RTP and in response to customer feedback, we have redesigned some of our more popular crates, such as the LC2 lidded crate for retail and distribution sector compatibility. Other products, for example the BC12 bottle crate, have been specifically designed to fulfil particular customer requirements. PHS Teacrate has invested heavily in the design, manufacture and ownership of tooling for crates. Our suite of tools allows us to supply high quality crates in large volumes.

PHS Teacrate supplies a comprehensive range of industry specific totes, pallet boxes and roll cages from 8 fully stocked Service Centres located throughout the UK. Our fleet of more than 50 vehicles ensures that next day delivery is standard. What's more, our in house wash facility ensures all containers arrive clean, dry and ready for use.

Reduced product damage and easier handling are proven advantages of re-usable plastic containers in the retail distribution and logistics sector, not to mention the environmental benefits compared to one trip packaging.

All products are available on both a rental and purchase basis.

“From our central hub in Cramlington, Northumberland, stock is distributed nationwide to our 118 Officers Club and Petroleum stores. Our reverse logistics operation requires a returnable packaging solution that can fully support our needs. We chose PHS Teacrate. With their Sunderland depot conveniently located to supply us the large quantity of containers we require on a rental basis and the local service on hand to respond to our changing needs at short notice, they proved the ideal partner.”

**Ian Hoy, Warehouse & Distribution Manager,
Officers Club 1979 Ltd**



TEACRATE LOCATIONS

London (Head Office)

151 Scrubs Lane, London NW10 6RH
(T) 020 8282 0000 (F) 020 8282 0022
Service Centre Supervisor: Peter Baldwin

London East

Unit 26, Gemini Business Park, Hornet Way,
Off Armada Way, London E6 7FF
(T) 020 7055 6860 (F) 020 7474 0974
Service Centre Manager: Tony Rogers

Scotland

Unit 5&6 Block I, Hunting Park
Houston Industrial Estate, Livingston, EH54 5DL
(T) 01506 430 154
(F) 01506 437 167
Service Centre Manager: Andy Green

Birmingham (Curdworth)

Food & Retail Service Centre & Crate Wash

Unit I, Fairview Industrial Estate,
Kingsbury Road, Curdworth, B76 9EE
(T) 01675 477 720 (F) 01675 470 848
Service Centre Manager: Ian Cairns

Birmingham (Coleshill)

Unit 25 Roman Way, Coleshill, B46 1HQ
(T) 01675 466 703 (F) 01675 464 790
Service Centre Manager: Ian Cairns

Bristol

Unit B Poplar Park, Cabot Park,
Sevenside, Bristol, BS11 0YH
(T) 0117 938 0057 (F) 0117 982 8744
Service Centre Supervisor: Marcel Green

Manchester

Units 8&9 Stakehill Ind Estate,
off Finlan Road Middleton, M24 2RW
(T) 0161 653 5353 (F) 0161 654 0010
Service Centre Manager: Jason Ainsworth

Sunderland

De Vere Building, Riverside Road
Sunderland, SR5 3JG
(T) 0191 549 2612 (F) 0191 548 8627
Service Centre Manager: Keith Minikin



“Our 8 service centres are located so that Teacrate can offer its customers a local service with the reassurance of dealing a nationally recognised company.”

Alan Thomas, Operations Director, PHS Teacrate

SERVICE CENTRE FOCUS

LONDON & SOUTH EAST

London West – Scrubs Lane (NW10)

'Scrubs' is Teacrate's Head Office, and also a service centre for West London and the surrounding region. It houses the Customer Service, Accounts, Telesales, Purchasing and IT functions.

London East – Beckton (E6)

This 29,000 sq ft facility is based in London's East End, and is well within 30 minutes drive of London's City Airport and square mile. Being located just off the A13 junction with the A406 North Circular Road, Beckton is ideally placed to service London, the Home Counties and much of Eastern England.



"The scale of Teacrate's facilities across the country allow us to stock our full ranges of crates and packaging in optimal volumes to satisfy customer demand on next day delivery.

Our locations are ideal for servicing all the major population and industrial centres".

**Alan Thomas, Operations Director,
PHS Teacrate**

SOUTH WEST

Bristol

Teacrate's newest service centre based at Cabot Park, Avonmouth. At 25,000 sq ft this state of the art facility serves the South West region and Wales.

SCOTLAND

Livingston

A 30,000 sq ft facility serving the whole of Scotland and strategically located on the Edinburgh Glasgow corridor.



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TEACRATE PEOPLE

We want to make dealing with PHS Teacrate as straight-forward as possible, that's why we dedicate both a field based Business Development Manager and an office based Customer Services Advisor to your account.

One single freephone number 0800 980 7000 will get you through to any of the teams below:

- Sales
- Customer Services
- Accounts

Our lines are open 8.30am - 5.30 pm
Monday to Friday.

In addition, 'Cratelink' Teacrate's online crate management system is available to all Teacrate customers 24 hours a day.



Staff at each of our Service Centres can provide local 'on the ground' support and advice to customers in their areas.

"Our Service Centre staff and service drivers have a wealth of local knowledge and can provide a rapid response directly to customers in their areas."

**Alan Thomas, Operations Director,
PHS Teacrate**



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***Thank you for choosing PHS Teacrate
as your supplier of crate rental services
and packaging.***

Please use this folder as a central reference source
for all matters concerning your account with us, as
well as any other related information.



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Certificate Number 8295
Insurers: AIG, Policy Number: 21521566