



# COMPANY INTRODUCTION



# INTRODUCTION

Kays business has grown over the last 40 years to serve just about every major industry in the UK and Europe. We have achieved this through product diversity and exceptional value, combined with excellent logistics and customer service.

Across the industries of manufacturing, retail, aerospace, food production, engineering, offshore, leisure and education, we help organisations solve tomorrow's problems with unrivalled storage and logistics management.





## FACILITIES MANAGEMENT

Facilities Management (FM) and the increasing trend for large organisations to outsource significant parts of their operational activity has created a strong demand for good supplier relations.

Kays has developed a formidable reputation for working close with many large organisations in the FM space to ensure their customers receive the products they need when they need them.

## OIL, GAS & OFFSHORE INDUSTRY

Kays has significant experience dealing with some of the world's largest oil and gas producers, and their supporting partners.

In high risk areas such as offshore drilling platforms, Kays have worked with doctors and medics to tailor product and service delivery in areas where there is no room for compromise, ensuring unrivalled logistics management throughout the entire supply chain.


Some of the high priority medical deliveries we specialise in include timed cold chain and controlled drugs, where fast delivery is key.

## OCCUPATIONAL HEALTH

For many years, Kays was the only medical supplies company in the UK dedicated to supplying the emerging occupational health industry. Now the industry is booming, Kays is still one of the leading providers for many Occupational Health professionals throughout the UK.

Kays has continued to be the supplier of choice, not only for their wide range of products, but for their ability to achieve the fast delivery required in this time sensitive environment.



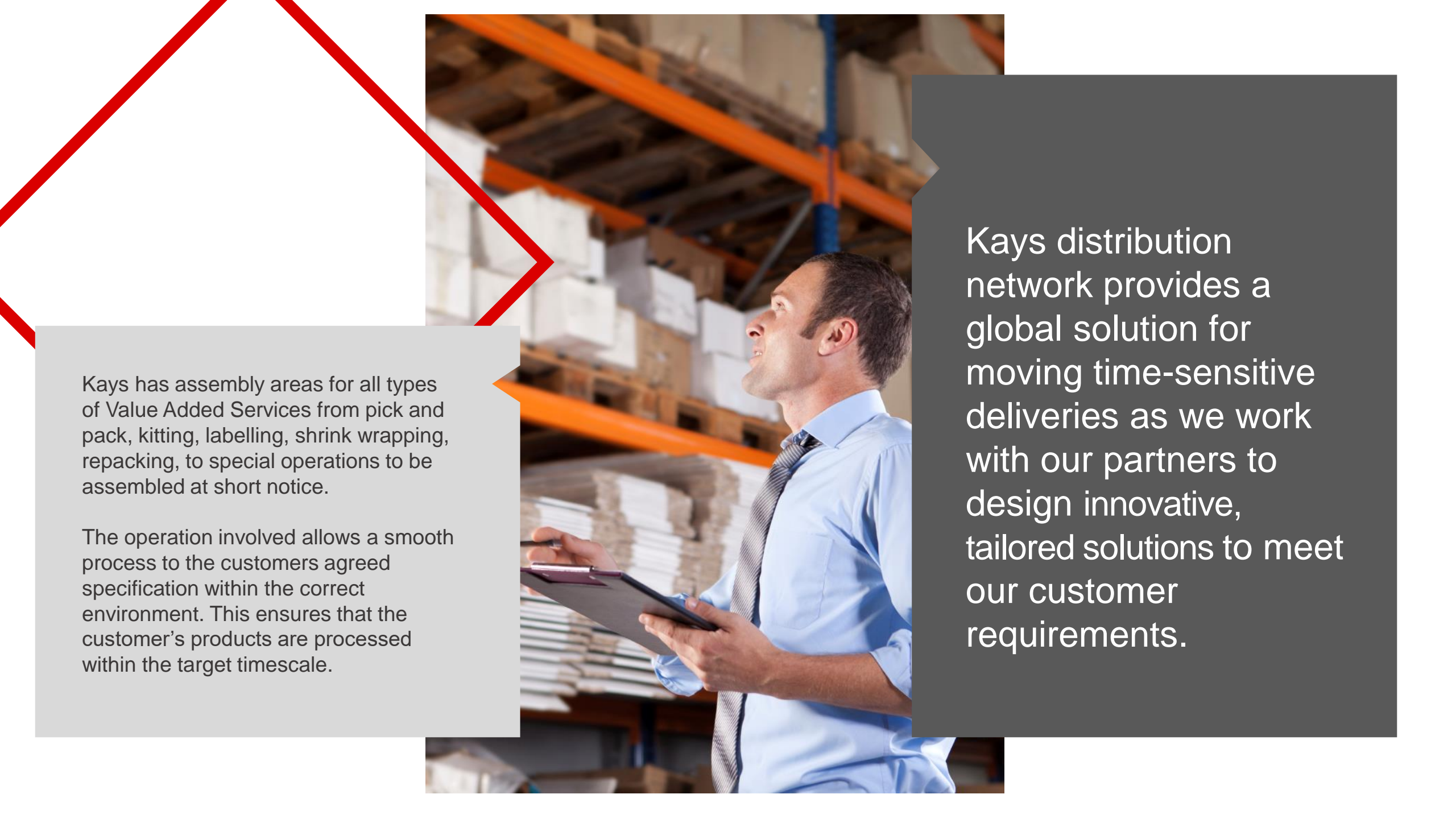


Kays understands the importance of warehousing within the wider supply chain.

We will store and manage your inventory in our strategically located state-of-the-art logistics site in the heart of the Estuary Commerce Park in Liverpool.

Powered with cutting-edge technology, we ensure that your storage requirements and inventory management needs are met while providing real-time visibility at all levels to help you control your stock levels, streamline purchases and improve your order cycle time.

# WAREHOUSING & LOGISTICS SERVICES

A man in a light blue shirt and tie stands in a warehouse, looking up at high shelves filled with boxes. He holds a clipboard and a pen. A large red geometric graphic, resembling a stylized 'K' or a series of connected lines, is positioned on the left side of the image, partially overlapping the text boxes.

Kays has assembly areas for all types of Value Added Services from pick and pack, kitting, labelling, shrink wrapping, repacking, to special operations to be assembled at short notice.

The operation involved allows a smooth process to the customers agreed specification within the correct environment. This ensures that the customer's products are processed within the target timescale.

Kays distribution network provides a global solution for moving time-sensitive deliveries as we work with our partners to design innovative, tailored solutions to meet our customer requirements.



# NETWORK

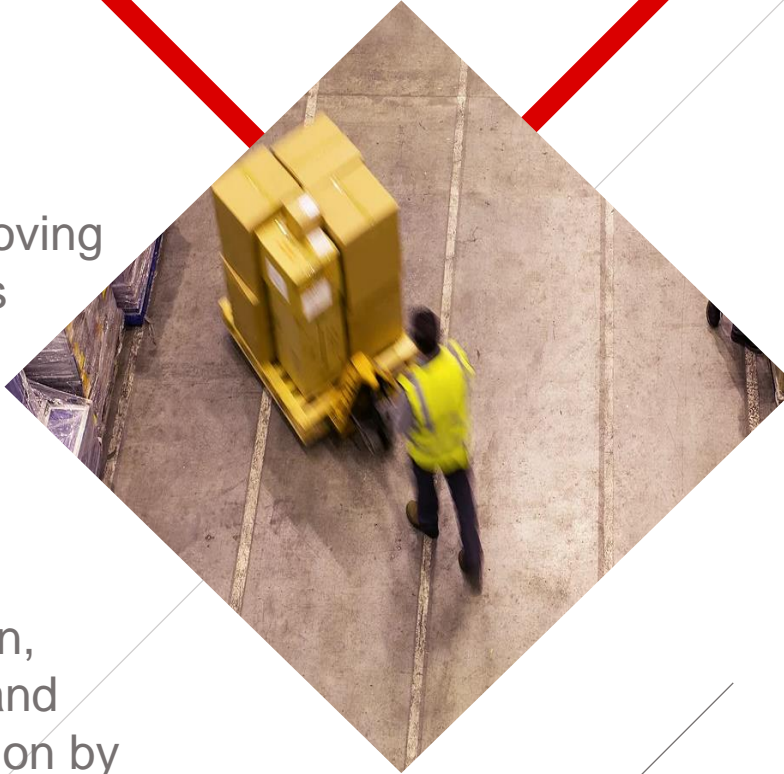
- ◆ European Road Services
- ◆ Express AM Services
- ◆ Customer Support Function
- ◆ Next-day guaranteed services
- ◆ International Air freight Services
- ◆ Warehousing & Logistics Services



# EXPRESS SERVICES

Kays provides a global solution for moving time-sensitive documents and parcels door-to-door around the world and within a variety of transit time options that will meet your every need.

Our International Express services offer you real-time tracking information, Proof of Delivery of your shipments, and the ability to request delivery notification by Email.



- ◆ INTERNATIONAL EXPRESS
- ◆ DOMESTIC EXPRESS
- ◆ EUROPEAN ECONOMY & EXPRESS
- ◆ TIME DEFINITE PICK UP AND DELIVERY
- ◆ VALUE ADDED SERVICES TO MAXIMIZE FLEXIBILITY

# UK & EUROPEAN ROAD SERVICES

- ◆ GPS tracking systems on all vehicles
- ◆ Full track and trace
- ◆ Next-day guaranteed services
- ◆ Express AM services
- ◆ Standard groupage services
- ◆ Rapid response for collection requests of urgent consignments

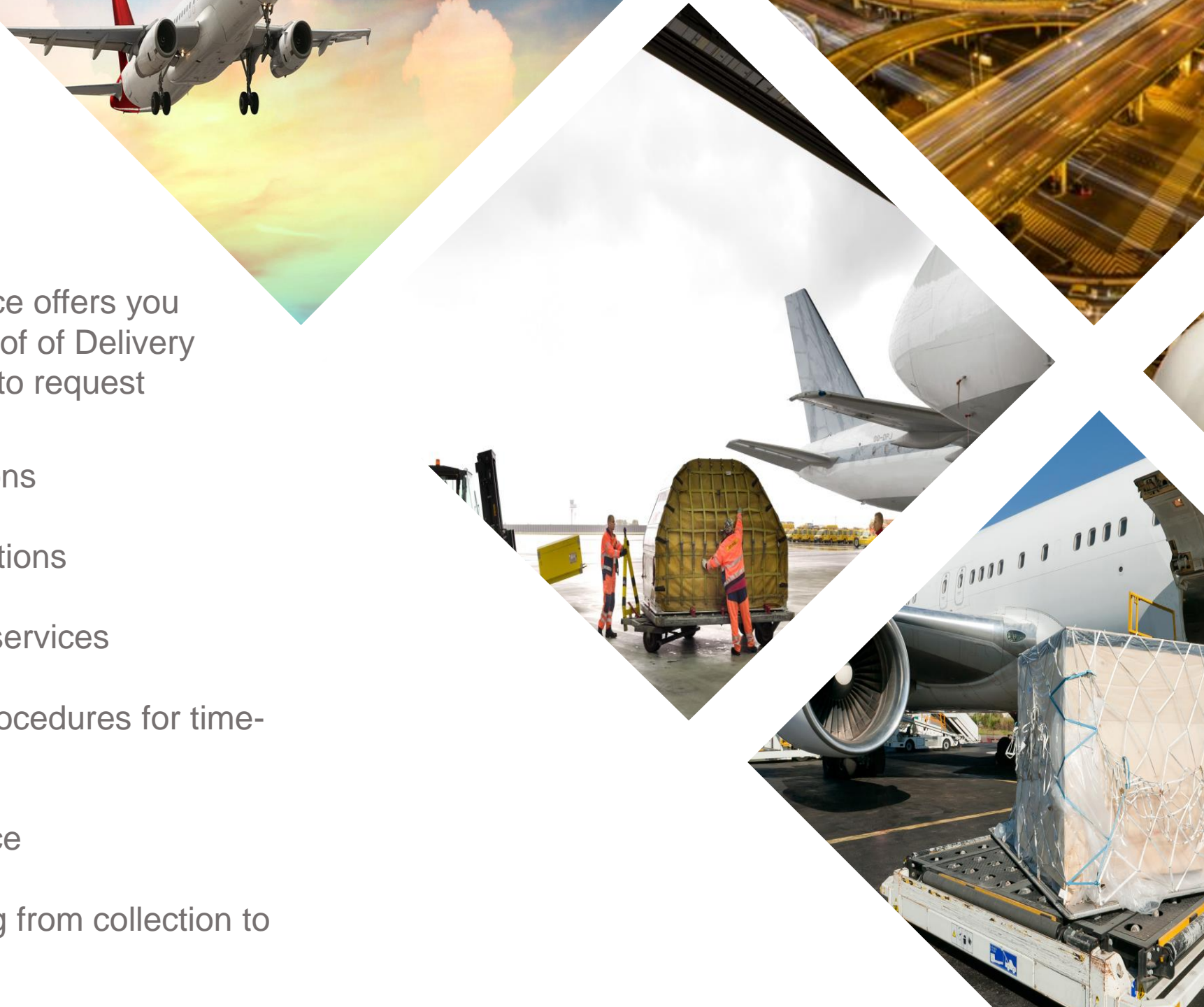
- ◆ National collections on request
- ◆ Flexible, integrated collection and delivery options
- ◆ Timed and book in deliveries
- ◆ Purpose built modern warehousing and transit facilities
- ◆ Temporary storage



# INTERNATIONAL AIRFREIGHT SERVICES

Our International Air Freight service offers you real-time tracking information, Proof of Delivery of your shipments, and the ability to request delivery notification by email.

- ◆ Daily freight consolidations
- ◆ No size or weight restrictions
- ◆ Door-to-door air freight services
- ◆ Dedicated operations procedures for time-critical shipments
- ◆ Worldwide courier service
- ◆ Online shipment tracking from collection to delivery



# PHARMACEUTICAL WAREHOUSING

Kays warehouse is fully optimized for the storage and processing of pharmaceutical products. The warehouse offers multiple temperature zones for the correct storage conditions for continuation of product quality.

We operate in accordance with the MHRA GDP guidelines to ensure your products reach their destination quickly, safely and under the right conditions. All products are recorded for batch and expiry and zones are constantly monitored for temperature.

- ◆ Temperature controlled storage (2-8°C to 15-25°C)
- ◆ Cold chain packaging when shipping products between +2°C to +8°C
- ◆ AM services for time sensitive deliveries
- ◆ Specialist handling for short shelf life products
- ◆ High-security storage



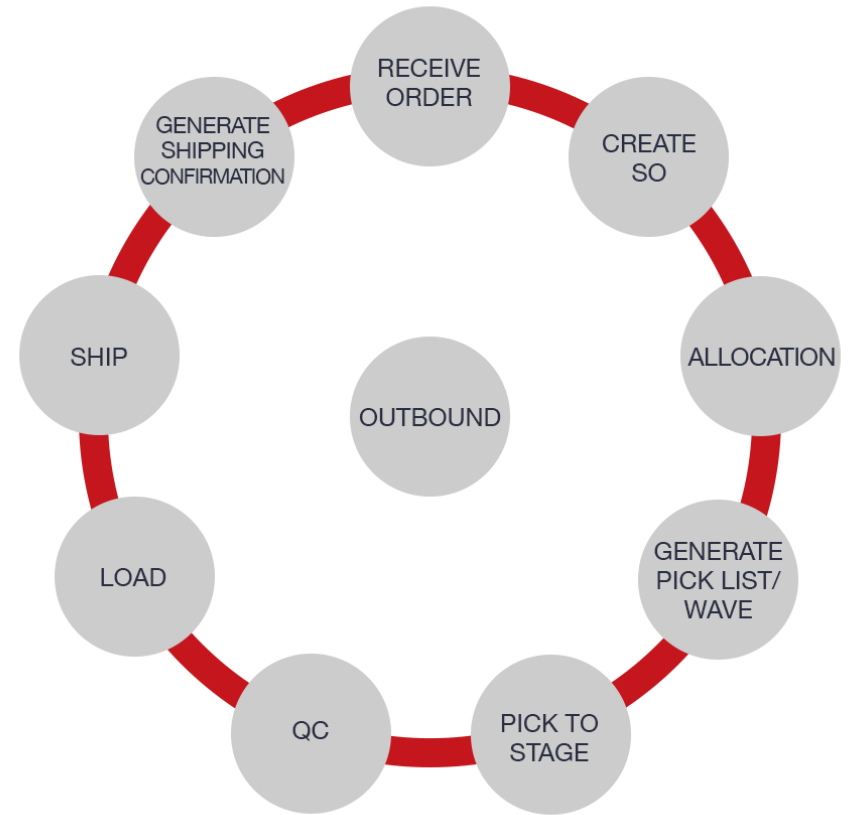
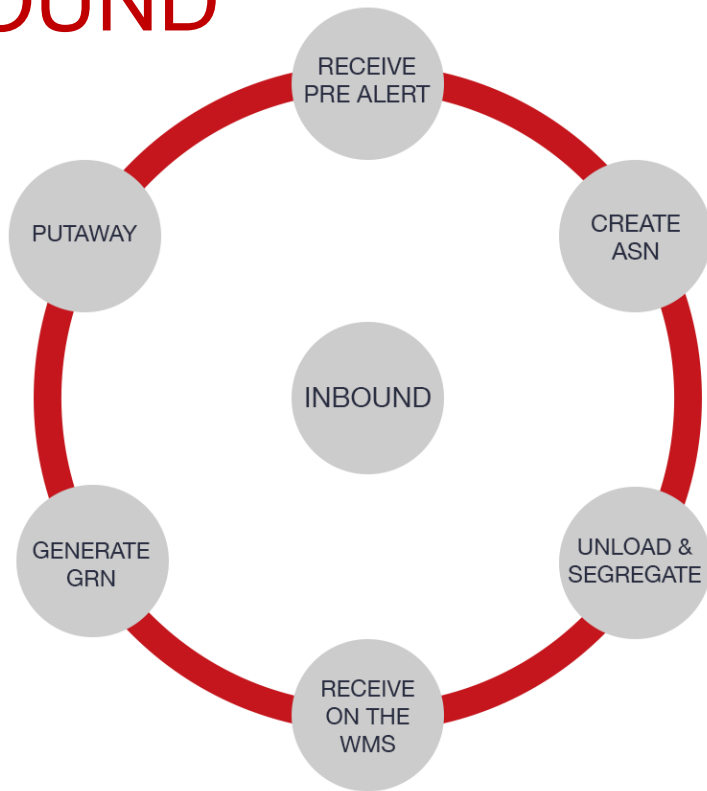
# WAREHOUSING

- ◆ Fully secured storage 40,000 Square foot facility
- ◆ Short or long term storage options
- ◆ Pick and pack operations
- ◆ Cross-dock operations
- ◆ Inventory management
- ◆ Value added services
- ◆ Product serial number scanning

- ◆ Reverse logistics
- ◆ Product re-work and repair programmes
- ◆ Product receiving, verification and storage with directed pick and pack
- ◆ Serial, batch, FIFO & FEFO
- ◆ B2B and B2C logistics
- ◆ Full range of supply chain management and logistics solutions



# WAREHOUSE PROCESS FLOW INBOUND



# WAREHOUSE PROCESS FLOW OUTBOUND

# TECHNOLOGY

# WAREHOUSE MANAGEMENT SYSTEM

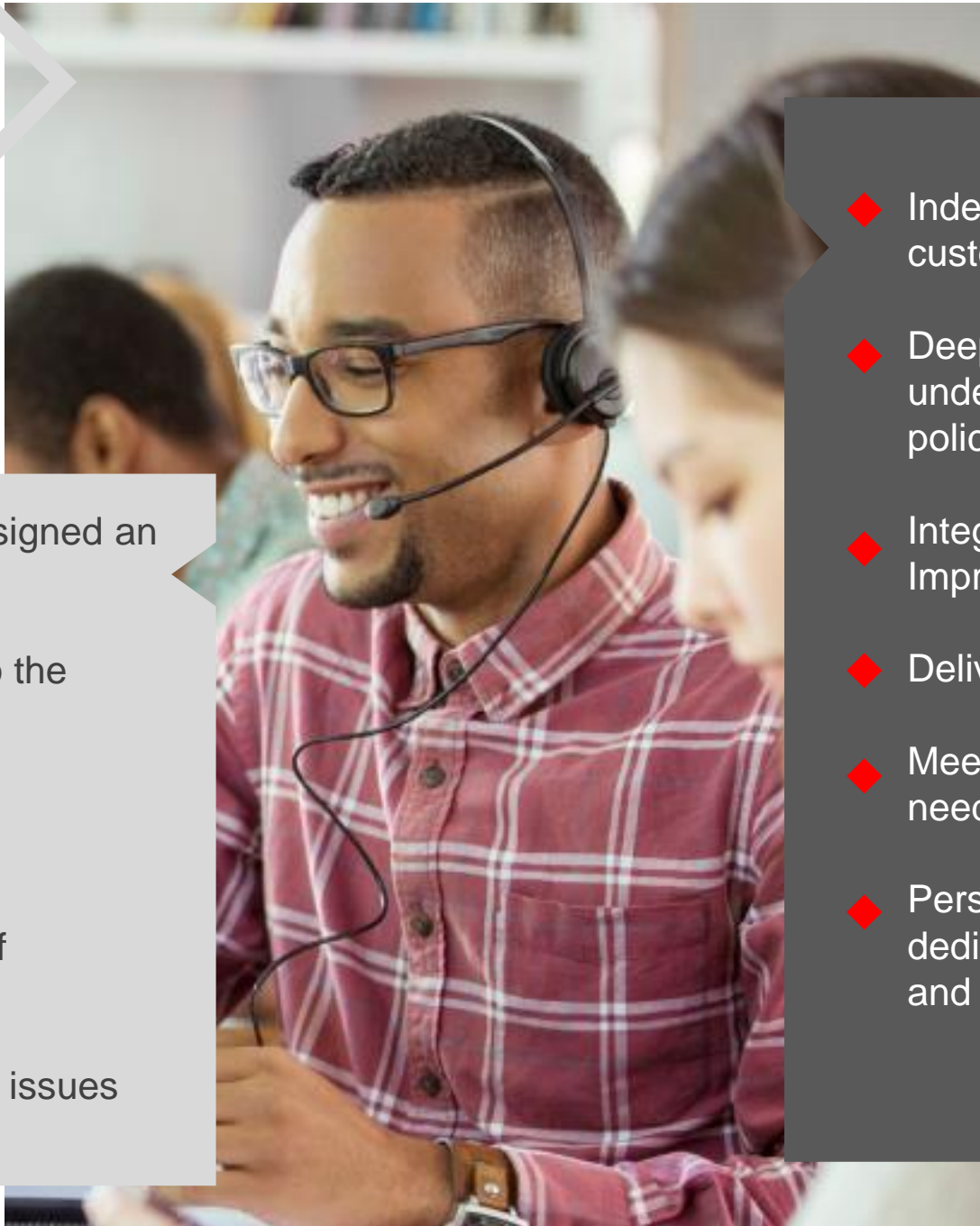


- ◆ Highly customizable to fit all different logistics needs
- ◆ Serial number capturing and reporting
- ◆ Expiry date rotation
- ◆ Batch number handling
- ◆ Reorder level notifications
- ◆ Electronic data interchange (EDI)
- ◆ Real-time inventory monitoring

# CUSTOMER SUPPORT FUNCTION

All Kays customers are assigned an account manager:

- ◆ To oversee the transition to the Kays service
- ◆ For day-to-day contact for operational queries
- ◆ Hosts regular KPI review of performance
- ◆ Authority to quickly resolve issues



- ◆ Independently monitors all customer issues
- ◆ Deep product knowledge and understanding of processes and policies
- ◆ Integral part of our Continuous Improvement program
- ◆ Delivering value
- ◆ Meeting & exceeding business needs
- ◆ Personalised service with dedicated account managers and customer support





## CONTACT US

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