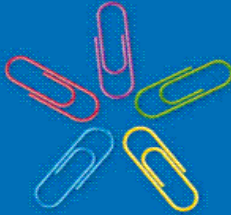




# The Essential Guide to Phase

*Experience the Difference*



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## 1. About Phase

Phase Office Supplies Limited was founded in 2002 by Managing Director Alan Sames and Co-Directors Peter Harte and Paul Farrow. Collectively, the three directors have more than 100 years experience in the Office Supplies industry.

Alan Sames, MD of Phase on Customer Service ...

*So often stated ... so seldom delivered*

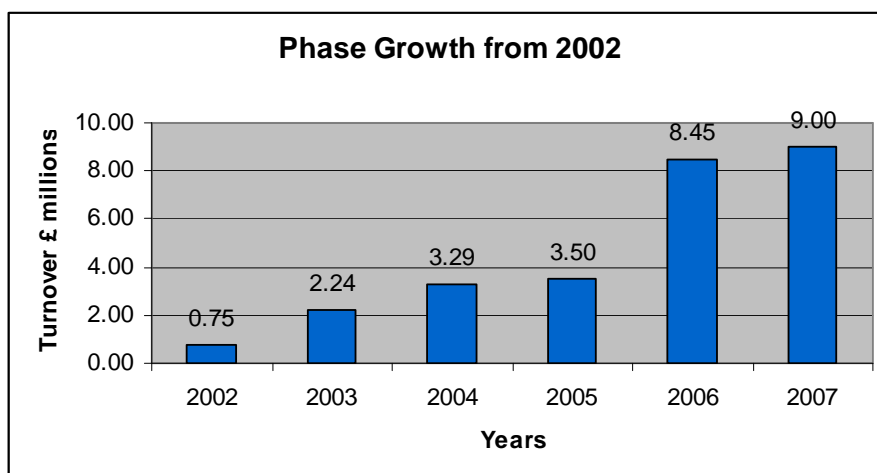
The Phase ethos is built on delivering a strong service relationship with customers, irrespective of their size and spend. A high degree of personal and professional involvement exists between Phase and its customer base.

In 2007, Ladbroke's plc named Phase as the winner of its prestigious 'Customer Service Award'. This award built on one made in 2006, naming Phase as Ladbroke's 'Best New Supplier'.

To provide its customer base with the best possible service, Phase has joined forces with logistics partner, OfficeTeam. This relationship enables Phase to offer a national next day delivery service, working from 7 main warehouses, with a further 30 distribution points.

### 1.2 Phase Growth 2002 - 2007

Since the first year of trading Phase has achieved a planned and steady growth. Sales for 2007 are projected to be in excess of £9 million. The Phase customer base is diverse and includes clients from Blue Chip companies, household names, as well as SMEs.





### 1.3 The Phase Team

Phase employs a team of 15 like-minded individuals who believe in providing outstanding levels of customer service. The Phase knowledge and experience is impressive and all members of staff interact with the customers, ensuring they 'Experience the Difference'.

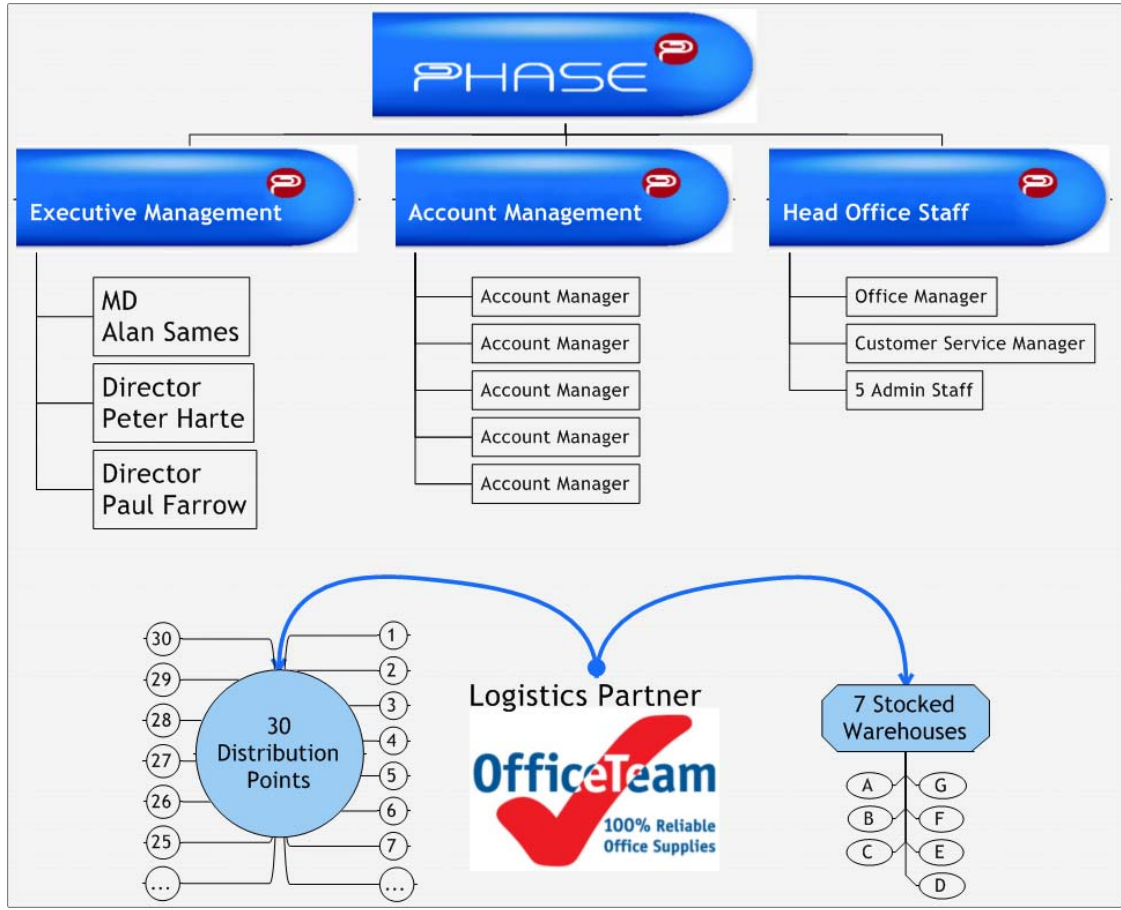
 I'd like Phase to speak to our other suppliers and tell "----- how they get it ht."



Andy Howells, Group Procurement Manager, Waste Recycling Group.

### 1.4 Dedicated Account Management

As an organisation, Phase understands every company's needs are different. Servicing these needs is the Phase team of experienced Account Managers. Phase is aware in today's competitive business climate, a company stands or falls by its standards of customer service. The Phase team is headed by its three directors, who all take a hands-on approach, not only in running the company, but also managing client accounts on a day-to-day basis.





## 4. Phase Product Range

With Phase your choice of products has never been greater. Offering a total range of over 50,000 items, Phase is a single source supplier for all your office essentials.

- Stationery
- Bespoke Print
- Business Cards
- Furniture
- Computer Consumables
- Business Machines
- Business & Promotional Gifts



### 4.1 Stationery Supplies

#### Branded Products:

- Over 7,000 catalogue lines
- The world's leading brand names from Avery to Zebra
- Products researched, tested and selected by specialist sourcing teams
- Fully priced catalogue
- Full range of eco-friendly products

#### Own Brand

- OfficeTeam branded products
- Focus on high volume products
- Fully guaranteed

#### Contract Lines

- Simple, no-nonsense products
- High volume lines
- Functional
- Fully guaranteed





## 4.4 Phase Furniture

As well as supplying individual items of furniture and equipping small offices, Phase can provide a complete design and installation service for corporate operations. The Phase team recently designed and installed a large 2-floor office suite. This involved over 750 system desks and other furnishings.

### 4.4.1 Furniture Range

Phase is your single source supplier for all your office furnishings. Phase can supply a wide range of office, reception, and meeting room furnishings. Equipping an efficient working environment calls for more than just desks and chairs. Phase offer an extensive range of office furniture which includes:

#### Desks

- Single desks
- System desking
- Hot desking
- Executive desks

#### Seating

- Operator chairs
- Ergonomic chairs
- Executive chairs
- Reception seating
- Meeting room seating

#### Storage furniture

- Filing cabinets
- Lockers
- Storage cupboards
- Fire-proof security cabinets
- 

#### Office Screening

#### Whiteboards



### 4.4.2 Help and Advice

Your Phase Account Manager can help you decide which furniture would be best to meet your needs. Like people, for example, chairs come in all shapes and sizes, and having the right chair can help prevent back pain and RSI (repetitive strain injury). The Phase team are trained to assess your needs, and can offer advice on which chairs are right for you or your staff. Phase can even help by arranging for you to have a chair on trial to see if it meets your needs.





## 4.5 Computer Consumables

Phase is a main distributor for all major brands of computer consumables. In addition, Phase can offer an extensive range of remanufactured inkjet and laser cartridges.



- Comprehensive range of consumables
- Main distributor for all major brands
- Extensive range of compatible products
- Technical support and product advice

## 4.6 Business Machines

Phase stock a wide range of business machines, including all the major brand leading models. A choice of machine sizes and specifications are available.



## 4.7 Business & Promotional Gifts

Phase can supply an outstanding selection of high quality business and promotional gifts from all the brand-leading manufacturers. These include:



- Pens
- Calculators
- Watches
- Leaded crystal
- Waterproof torches



## 5. Logistics

Delivery of your goods is a critical part of the Phase service. Phase work closely with logistics partner Officeteam, to bring you a nationwide, 24 hour delivery service.

Phase has a number of local distribution points, ensuring your deliveries:

- Are made by local people with a good knowledge of the area
- Reduce environmentally damaging, long-distance deliveries
- 



### Phase Logistics

#### South

- Croydon
- Chertsey
- London
- Poole
- Sayers Common
- Slough

#### Midlands

- Birmingham
- Cambridge
- Cardiff
- Coventry
- Milton Keynes
- Norwich
- Shrewsbury

#### Northern England & Scotland

- Bradford
- Darlington
- Glasgow
- Leeds
- Liverpool
- Manchester
- Maryport - Cumbria
- Newcastle





## 9. Phase and the Environment

### 9.1 Working with you for a Better Environment.

Phase is an ethical company with an environmental conscience, working towards ISO 14001 accreditation. Phase is the chosen supplier for the Waste Recycling Group, a leading independent UK waste management company. Phase is a member of London Remade which promotes recycling, and is working towards creating sustainable environmental solutions for the City of London.

Phase is committed to reducing its carbon footprint and has strict policies which include:

- Environmental management
- Waste management
- Purchasing
- Transport management
- Ethical trading and human rights



### 9.2 Entering a New Phase

As well as offering an extensive range of recycled and eco-friendly products, Phase is working with logistics partner OfficeTeam, to reduce the environmental impacts of waste, excess packaging, and its fleet management.

### 9.3 Saying 'No' to Packaging



Trials to eliminate excess packaging are currently being conducted in London, and will be implemented early in 2008 for 90% of Phase customers. Phase products will be delivered using a 'tote box' system, replacing the traditional cardboard boxes. As most stationery products are already boxed, there is no need for additional cardboard packaging. The products will be stored in 'totes' in the vehicles to prevent damage, and delivered to the end-user in plastic carrier bags. These bags will be collected during the next delivery, and re-used for subsequent deliveries. No unnecessary packaging will be used.



### 11.17 Environmental Services

- Unique infrastructure automatically puts Phase ahead of the game
- Local stocking points enable Phase to deliver efficiently, producing less emissions
- Introduction of electric and bio-fuel vehicles
- Reviewed the amount of packaging waste Phase supplied with customer orders
- Re-usable plastic bags collected from customers and re-used for future deliveries

### 11.18 Packaging Back Initiative Environmental Brochure

Working together for a brighter business future...

- By making small changes to the way you purchase, you can have a positive effect on the environment
- Taking advantage of the services Phase offer can help reduce your businesses' carbon footprint and reduce costs
- The Phase 'Make it Green' brochure will take customers through the ordering process and show how Phase consider the environmental impact at each stage

