

~ Strength of Company Profile ~

- Established 157 years ago in 1854.
- Built a strong relationship with over 100,000 craftsmen in this period.
- Solely independent Company, family-run for five generations.

~ Forming long term relationships ~

- We deliver bespoke solutions for the supply of all construction products to the county's public and private sectors.
- Based on old-fashioned family values, we have forged strong bonds in Gloucestershire, with a current customer base of over 2,000 live accounts.
- We have a firm belief that working in partnership with our customers is the best way to effectively manage their accounts, working closely with all stakeholders to develop long and mutually rewarding relationships.
- We strive to understand the genuine needs of the customer and work with them to find the best way to meet those needs.
- We work to continuously improve the supply process, bringing improved efficiency and increased value for both parties.

~ Service Promise ~

- A dedicated account manager will work closely with the customer on a day to day basis ensuring that the account runs smoothly and is developed to its full potential.
- Whenever possible, potential invoice queries will be reconciled before the 30-day account statement is issued, reducing administration time.
- Tenders and quotations will be returned in a timeframe as set and requested by the client.
- External account managers will share best practice, trends and spot opportunities for improvement, also sharing potential leads and cross-overs in business when possible.
- We strongly advocate the use of KPI's to monitor progress and hold regular review meetings with customers to target key areas of relationship development.
- Each customer will have a dedicated internal account contact within our sales office or key accounts team who is responsible for supplying the following:
 - o Comprehensive range of materials at competitive pricing.
 - o A next day delivery service for all in-stock products within our normal delivery area.
 - o A superior level of service including prompt answering of telephone calls and client enquiries, and a quick response to account and invoicing queries.
 - o Administrative accuracy and attention to detail.
- The Company can act quickly in the marketplace making fast track key decisions at Director level, to the benefit of the client.

~ Stock Holding ~

- With over ten thousand product lines and a stock inventory in excess of £1 million pounds, we are one of the largest and most comprehensive one-stop shops of building materials in the county.
- An in-house purchasing department effectively manages the entire buying and stocking process.
- All products are high quality intended for trade use and suitable for the purpose for which they are intended.
- Our computerised stock management ensures that a stock availability of over 95% is regularly achieved.

~ Strength of Supplier Backup ~

- George Bence is a founder member of Cemco, a national buying group consisting of the largest and most proactive independent builder's merchants in the UK. As part of this group, our buying power enables us to compete strongly with national merchant chains.
- We trade with all the major building product suppliers, keeping us at the forefront of all industry developments.

~ Strength of Supply ~

- Collections – with four entrances, three car parks, and four sales counter areas at our Cheltenham premises, no customer should have to wait more than two minutes to be served. We realize that time spent at our depot is often time away from the site and provide an efficient service to keep this to a minimum.
- Deliveries – 18 vehicles including curtain side box lorries, 7.5 tonne Canter-style flatbeds and 4.5 to 14 tonne six-wheel crane options. We pride ourselves on our ability to deliver to any site within 24 hours.
- We can respond positively and rapidly when emergency deliveries are required!
- Flexible delivery timings – We understand that some sites are time constrained for deliveries and will work with you to deliver when required.
- Bulk deliveries to site direct from the manufacturer are possible.

~ Sustainability ~

- We are proud of our heritage and currently employ over 90 members of staff, making a significant social and financial contribution to the community and the local economy.
- The majority of our customer base is local and whenever possible we deal with local businesses and suppliers.
- Our company is a strong supporter of local charities and community projects.
- We are strong supporters of 'green' initiatives in business and construction, and are experts in our field, sourcing materials which are both sustainable and energy-efficient; helping local customers to become more eco-compliant. We are already complying with the 'Green Deal' regulations, ready for their launch in late 2012.
- George Bence is committed to minimizing our impact on the environment, recycling all internal packaging within the branch.
- All our stock lines are ethically sourced.
- Customers can opt to go paperless, receiving invoices and statements by email; these can be collated as required.

~ Training ~

- All staff receive regular training on all aspects of their work, including product innovations, technical specifications and new building regulations.
- All employees are trained in manual handling, a significant number are also qualified first-aiders.
- Our site is managed under strict health and safety rules, and is commended by Cheltenham Borough Council's Safety at the Workplace initiative.

~ Specialist Services ~

- Cheltenham's only sawmill, offering a bespoke timber moulding service for softwoods and hardwoods.
- Obsidian, our state of the art award-winning retail showroom, showcasing the world's finest kitchens and bathrooms and offering a bespoke site measuring service.
- A separate kitchen and bathroom showrooms for budget trade and retail projects.
- Contract bathroom department specializing in bulk orders for multiple dwelling developers.
- Computerised paint mixing service using the latest equipment
- Scheduled plot deliveries for lintel, door and landscaping projects. We specialize in working with clients to project-manage site supplies.

~ Recent Accolades ~

Showroom of the Year 2009-10 - Builders Merchants Awards for Excellence.

Best Customer Service 2009-10 – Builders Merchants Awards for Excellence.

Apprentice of the Year 2010-11, Rebecca Townsend - Builders Merchants Awards for Excellence.

Finalist, Family Business of the Year 2010 - Business Awards South West.

Winner, Young Business Person of the Year 2010, Paul Bence – Business Awards South West.