

Cleveland Cable: Supporting Essential Telecoms and Internet During Global Pandemic

During the global pandemic, Cleveland Cable Company is available 24/7 to provide cables for temporary power installations and essential services including internet and telecommunications providers. As one of the largest independent cable distributors in Europe, operating throughout the UK, Dublin and in the UAE, we believe we are perfectly placed to offer all the support needed for the seamless supply of cables to new build Datacentres, essential and emergency upgrades and planned maintenance worldwide. Listed below are all of our reasons for such a bold claim

Commercial Management

In the current economic climate, it is more important than ever that projects are completed within programme and on budget in order to avoid liquidated damage charges, loss of performance warranties and damage to reputation. At Cleveland Cable we have taken measures to ensure that we deliver against every contract we undertake, ensuring that our partners in Internet and communication also meet their own programme and budget expectations.

Cleveland Cable only deals directly with all leading cable manufacturers. Due to the size of the company, and the purchasing power that brings, Cleveland Cable will always endeavour to deliver a leading value for money service from start to finish. In addition to providing the best value for money goods available, we build in additional value as standard, above and beyond what would ordinarily be expected of a supplier (refer to section: **Summary**)

We will endeavour to help essential service providers meet all budgets and programmes for which our element of supply is involved. We have the financial surety, stockholding capacity, and the leverage with our supply chain to ensure we supply only premium products, at the very best prices available. We have the resources available in house, to ensure that fully QA tested and approved items are sent to the site of their choice, in a timely manner, at the agreed price.

We currently carry in excess of 5 months stock of our fastest moving lines at current levels of demand; this is set to increase as more areas within construction are requested to close down. The majority of cable and containment items we would expect to supply to the communications sector are our standard stock items.

As we are also a wholesaler for the entire range of accessories, we can supply all cable, glands, lugs and cleats etc providing an end to end solution from quotation to delivery. In line with our ISO 14001 expectations we will order the cables in bulk and pre cut to specific sizes for delivery to sites within 2 working days, cutting down on wastage. All cable is available with a choice of delivery options within 2 working days of order, invoicing only on receipt of goods to free up cash flow and avoiding the need for investment in storage facilities on site.

Storage & Logistics

The Cleveland Cable Company ethos revolves around having the right products available for the convenience of all our customers. The growth of our stockholding is a direct result of our continued success with supply across many different sectors. Cleveland Cable Company has 9 Depots throughout the UK, receiving deliveries from major cable suppliers and allowing cross transfer between depots to ensure that we have the cable ordered, when it is required. Cleveland Cable Company own and operate a fleet of over 85 vehicles of various sizes to deliver in all environments.

Once a purchase order is received, goods are shipped for delivery within 2 days of order, to their warehouse storage or direct to the worksite on a "just in time" basis. All cable requested will be cut to length prior to delivery, and delivered on their choice of drums.

Cleveland Cable has a large fleet with a wide range of vehicles from small urban delivery vans up to 10 tonnes capacity;

- Vehicles fitted with Hi-Ab facilities or Lorry Loader Crane.
- Driver contact details available on the day of delivery.
- Deliveries within the Republic of Ireland available on 24/48 hour lead times.
- Pre 10:30am deliveries available.
- Deliveries available out of working hours.
- Synchronisation of new delivery and empty drum collections.
- Deliveries, labelling and packaging tailored according to any special requirements.
- We hold Freight Operator Recognition Scheme certificate
- All drivers carry a safe system of work incorporating method statement, COVID 19 risk assessment & lift plan
- All drivers are fully insured, health and safety trained, and will have all essential PPE to carry out their delivery including facemasks, antibacterial wipes and nitrile gloves

Benefits to Customers

We can supply projects from our nearest local Branch. Due to the buying power of the group, we have approached our suppliers to ensure that we get the best lead times and prices available across the range of cable and accessories needed to support the demands of datacentre design and build, planned maintenance and essential maintenance.

Orders can be placed on a fixed price basis (vested) if needed. The products will still be stored by Cleveland Cable free of charge for delivery at a later date underwritten by our insurances. This type of vesting arrangement allows for the goods to be ring fenced then delivered in accordance with the customer schedule as and when needed on site, allowing them to predict exact pricing for these elements of supply, an essential part of long term project management. Each order and the terms of such an agreement can be tailored to suit our customers' requirements.

This gives our customers the advantage of buying through our bulk purchasing power, but the convenience of ordering on a "just in time" basis thereby reducing their own stockholding commitments and allowing them to plan their scheduled and emergency works with the knowledge that we can meet their demands.

Account Management

We use a bespoke in-house Stock control and management system called "Eclipse". It has been specially developed to handle both our and our client's very specific business needs. It provides a real time catalogue of all products that we sell, giving us access to stock levels, orders processed and pending, and order replacements due in. The eclipse system links to our CRM and accounting system and supplies us with database level reporting for control of subcontractors, suppliers, clients, stock levels and state of play on our client "call off" contracts whereby we maintain stock dedicated for specific clients and seamlessly deliver either as stock items to a warehouse or on a "just in time" basis direct to where it is needed throughout the UK.

Customers have a dedicated Business Manager assigned as their main point of contact with Cleveland Cable Company for the entire duration of the contract. Their Business Manager will have decision making experience and authority; it will be someone who has past experience of dealing with large local organisations. Having longstanding relationships with large utilities companies has made us aware of the structures, the demands and the confidentiality which are a prerequisite of them. We have found that this approach fosters a natural working relationship which aids in ease of use ordering, invoicing, delivery schedules, returns and dealing with issues that may arise.

Continual Improvement

The Continual Improvement Plan is a vital part of our ISO 9001 accreditation. The purpose of the improvement plan is to define the process for setting and review of the company's objectives and targets for improving across all areas of the company throughout the coming year, to enhance profile and improve our HSE record. It is carried out in line with our Group Policy Procedure - Objectives and targets. As always, high standards of workplace health, safety and environmental performance are deemed essential. Prime objectives companywide are completion of all works with no Health, Safety or Environmental issues, zero LTA's and zero EA or HSE Prohibition / Improvement Notices.

The company maintains evolutionary excellence through continual investment, setting industry standards by maintaining and implementing exemplary safety records, monitoring and audits. When setting Management System objectives and targets the QHSE Team will take into consideration the outcome of the Business, Quality, Environmental, Health and Safety risk assessment process, environmental aspect assessment, legal and other requirements, requirements of the company policies, technological options, business and financial considerations and the views of our customers. As part of our ongoing improvement, client feedback is essential. With this in mind we welcome client feedback through audit, inspection and in communication with our staff. The feedback is fed back to board level to decide the general areas of Continual Improvement. The objectives and targets will be amended to address changes to the activities, services or operating conditions of the company.

This year in particular, we are looking at our investment in Eclipse – Our In house Database. It is more than a stock control system, more than a CRM. It is a tool that allows us to share our resources and knowledge in a way we have never been able to before. Using "Eclipse", we can now pool the combined resources of all branches and the knowledge of all our account managers into one bespoke storage centre.

Standardised Technical Data Sheets

Cleveland Cable Company is proud to be the largest cable supplier in the UK and only work direct with major manufacturers. With a range of more than 70,000 products in stock, we are the UK's number one trusted source for cable and wire information from everyday cables to custom built specialty items across a variety of UK and international standards and with compliance certification in the UK, Republic of Ireland, Europe and the United Arab Emirates.

Cable selection and ordering can be complicated. At Cleveland Cable, we carry over £90 Million of various cable across a variety of electrical, electronic, and communication cables that are used to transmit power, carry signals and connect devices together.

Due to our unique way of dealing direct with the manufacturers we have access to all the information that is required across a vast range of cables. Cleveland Cable Company prepares our own branded datasheets using not only manufacturer information, but also the BS \ EN \ ISO standard and the 18th Edition IET wiring regulations.

Cleveland cable data sheets show you all sizes of cable across the ranges we supply, the Standards which apply to that range and electrical characteristics such as current carrying capacity and voltage drop in a variety of installation scenarios, all on the same sheet. Data sheets for all products will be provided on request.

Construction Products Regulations July 2017:

Cleveland Cable Company confirms that all cables manufactured after the 1st July 2017 have been assessed in line with CPR regulations where applicable, and come with all supporting documentation. We confirm that all applicable cables sold have the CE mark and CPR rating. Our QA team will demonstrate compliance to CPR including full traceability.

Benefits of Using Cleveland Cable (Ireland) Limited

Cleveland Cable Company (Ireland) Limited is a separate trading entity deliberately set up and registered in Dublin in 2016 specifically to deal with the problems that may arise due to the departure of the UK from the European Union. The Dublin site represents €6,000,000 investment in our 4.4 acre site with 52,500 square foot of warehousing and secure storage yard. The Company has grown in three years to become the largest single cable distributor in the Republic of Ireland.

- €15,000,000, stock available in our Dublin warehouse, three times that of our largest Irish competitor
- Our own fleet of vehicles with lorry mounted cranes to service all 32 counties.
- All stock delivered direct from our fully audited Manufacturer supply chain to our Dublin facility
- Approved cable stocks at levels that allow us to satisfy customer demands and to provide approved cable from stock, and therefore not subject to unpredictable or unreliable factory lead times.
- Supported by the resources of Cleveland Cable Company with a UK national infrastructure which has a stockholding of €100,000,000.
- All stock available to be cut to length and provided on a variety of reel sizes as per exact PO specification
- In House Imports and Exports team with EORI number and custom freight forwarding already in place
- Fully compliant cable products to the European standards of Cenelec, Harmonised, IEC and VDE etc.
- Fully compliant to CPR 2017 with all cables supplied with Datsheet, DoP and CE Certificate
- Full BASEC support for CPR rated cables as an EU27 Notified body with automated update of all DoP certificates
- Accredited to independent 3rd party approvals, such as BASEC Accredited Stockist, which is a globally recognised approval outwith any other EU approval systems
- In house cable testing centre accredited to BSI Kitemark under the scope of "Cable testing Verification". Within our scope is the testing of CY, SY and YY cables and MV Cable meeting all criteria of Independent 3rd party testing and 3rd party certification.
- Rigorously tested, 3rd party certified QA system which included quality checks, factory audits by our in house QA team and verification of products to confirm they meet the requirement of BASEC, BSI and our own high standards.
- Close relationship to worldwide supply chain to provide all relevant compliance and certification when selling goods in the EU

SUMMARY:

With Cleveland Cable, our customers will get Best Working Practice as standard – we offer;

- **A dedicated account manager** - a single point of contact for dealing with all matters relating their contract, backed up with the resources of the largest cable distributor in the UK.
- **“Eclipse”** - All their account and contract information in one centralised location.
- **Circa 5 month stock available** - The largest cable and containment stockholding, across a vast range of cables in the UK. Our Unique position gives us the buying power to guarantee a continuous supply of all approved products throughout all of their projects even throughout the current
- **Guaranteed Stock Holding** – We will guarantee that all cable for their contracts will be available and in stock
- **Free warehouse storage** – all items we hold in stock are stored at our depots for delivery across the UK within 2 working days.
- **Order tracking** - All orders tracked via our in house vehicle tracking system or tracked by our couriers. POD's are usually available within 12 hours of delivery.
- **Order Acknowledgement** - Once the order has been fully processed the acknowledgement is emailed containing the same information as at the quotation stage, confirming the delivery date and delivery address along with any special instructions as stated on the Purchase Order
- **In House QA Team** - for help with measuring & testing, non conforming goods, and returns.
- **Key Performance Indicators** – measurable KPI's & targets to perform against.
- **85 Delivery Vehicles** - Our own fleet of delivery vehicles accredited to FORS silver standard.
- **Construction Products Regulations (CPR-2017)** – all cables will adhere to CPR 2017 and where applicable all DoP and Certificate of conformity will be provided
- **Monthly Meetings** – to assess the current performance of the contract and compare to the program of works, allowing us to make adjustments quickly before costs are incurred
- **Design and Build Operations Manuals** – Cleveland cable can provide all design and build documentation for our scope of the works
- **Quality of Service and Delivery** - Accreditation to BASEC Registered Stockist, ISO 9001 Quality, ISO 14001 Environmental, Achilles FPAL, UVDB & RISQS.
- **Cleveland Cable Company Ireland (Limited)** –The Company was specifically founded to deal with any issues that may arise from the UK leaving the EU. The company operates to the same exacting standards and management manuals as the rest of the company and is certified to ISO 9001:2015 and ISO 14001:2015 providing cable to both European and UK standards as required