



Supplier's Manual Kobia AB

Guide for new and existing suppliers to Kobia AB

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Introduction

To facilitate for you as a supplier to do business with Kobia AB, we are pleased to introduce our Supplier's Manual to you. Our customers' increasing demands for food safety, product quality, product range, delivery reliability and promptness sets expectations on us for continuous improvement. The Supplier's Manual is your guide.

In the Supplier's Manual we have clarified our needs and requirements to create better conditions for effective cooperation with you and our mutual customers. The manual should inform you and create understanding of the conditions and routines to be fulfilled in order to develop our joint business dealings.

1 About Kobia AB

1.1 Business concept

"Kobia AB develops, manufactures, markets and sells products and services to bakeries, patisseries and other sectors where bread is baked and sold."

1.2 History

Kobia AB has been since its inception in 1918, a leading supplier to small and large companies in the baking and pastry business in Sweden. Kobia AB is part of Abdon Mills, a family-owned group of companies based in Helsingborg in Sweden, operating worldwide. The companies in Abdon Mills have a combined annual turnover of more than 5 billion SEK and have more than 500 employees. Kobia is a part of the Swedish group Abdon Finax AB.

1.3 Kobia today

Kobia is a full-range supplier leading development within the pastry and bakery markets in Northern Europe. Our customers are mainly patisseries and bakeries, but we also supply grocery stores, food industries and restaurants.

We have three sales and stock units that are located in Hässleholm, Västra Frölunda in Gothenburg and Tyresö in Stockholm. Our head office and production unit are located in Tyresö, where we manufacture almond and baking pastes, marzipan and fillings.

Kobia employs nearly 90 people and we have about 900 customers in Sweden. We do business with almost all our neighbouring Baltic countries.

Find out more about Kobia AB in the suppliers section on our website

<http://www.kobia.se/eng/about-us/>

<http://www.kobia.se/eng/about-us/suppliers-section/>

2 How to become a supplier to Kobia AB

2.1 The purchasing organization

The Kobia purchasing organization for both the manufacturing and wholesale business is based in Tyresö, Stockholm. Contacts can be found in Appendix 1.

The product range

Our product range is divided into the following areas:

- Cold goods
- Groceries
- Frozen goods
- Equipment / Disposables / Packaging / chemical-technical products
- Commodities for our manufacturing unit

The range is based on our customers' requirements and needs. It includes both aspects of quality, price levels and accessibility.

2.2 Step 1

Kobia AB always performs a qualitative and commercial assessment of their suppliers.

Since Kobia AB is BRC-certified in their manufacturing and warehousing operations, we must assess our suppliers based on standard requirements. In most cases there are no problems, but sometimes it may take a little longer to meet these requirements. A common goal is of great importance, and perhaps also a plan of action to achieve the goal.

Prices and product quality are decisive in selecting our range of products, where the customer's wishes and requirements are essential. Kobia want long-term relationships where a sustained profitability is our motto.

A supplier assessment is performed every time a new supplier is hired. The aim is to investigate and assess a potential supplier's ability to implement its commitments. The supplier must answer a number of questions in writing in a quality document provided by Kobia. Kobia strives to build and develop close relationships with their suppliers and together we want to lay the foundation for our future cooperation.

Increased requirements for suppliers to our production plant:

To become an approved supplier of **products** to our production plant, the following requirements must be met:

- The supplier must be approved by the control authority.
- The supplier must have documented and effective routines for basic conditions.
- The supplier should have documented and effective HACCP system.
- The supplier should have a documented and traceability system.
- The supplier must have a functioning system for incidents, withdrawal and recall of the product.
- The supplier must have a system to keep up to date on current laws in the countries where products are produced and Sweden.

To become an approved provider of **services** to our production plant must meet the following requirements:

- The business must be approved by the control authority.
- The business must have conducted a risk analysis of how their activities affect food safety.
- The business must have a system to keep up to date on current laws in the countries where products are produced and Sweden.

If the supplier can demonstrate this by presenting the above system to us or in the event that the supplier is certified in accordance with any GFSI approved standard or FSSC 22000 or equivalent standard; the supplier becomes approved. We encourage our suppliers choose to obtain certification under any of these standards.

Is the supplier certified and approved according to BRC; IFS or FSSC 22000, is this enough from a qualitative and food safety perspective. The Supplier shall regularly inform Kobia AB when the renewal and updating is done by any quality certificates.

2.3 Step 2

A cooperation and supply contract must always be established.

Documented agreements regulating supplies, prices, payment terms, etc. must always be established. The arrangements may vary depending on the circumstances. The extent of the agreement also depends on the type of business.

- Continuous call-off from a supplier's standard product range.
- Exclusive rights to a specially designed Kobia product.
- A Kobia marked product (private brand) with specifications and quality requirements, volume commitments, period of contract, etc.

We will address more of the requirements later on in this manual.

3 *If you are already a supplier*

3.1 Product specifications

You can find the Kobia Product Data Sheet on our website. The data sheet should always be used when introducing a product to the Kobia product range, unless otherwise agreed on. It is always the provider's responsibility to keep Kobia updated with the current product data sheet.

As updates are made periodically to this document (new demands from authorities and Kobia requirements), it is essential that the latest version is always used.

News and changes in the suppliers catalog, product packaging or product ingredients shall be communicated to the central contact person at Kobia **no later than seven weeks before the change is to be implemented.**

The Product Data Sheet shall be used at the following times:

- New product: when a new product is introduced from your company.
- Changes to packaging are also considered to be a new product.
- Change in product: when the product information is updated or changed for products Kobia buys from your company.

3.2 Product composition for Kobia Recipe Service

In Kobia Recipe Service customers will be inspired by and can search among Kobia Academy's recipes. They can even create their own recipes. Recipe Service is also an advanced calculator that generates product calculations, lists of ingredients and nutritional values. In principal, all the products stocked by Kobia will be included in the Kobia Recipe Service.

In order for Kobia's customers to receive correct and easy-to-read nutritional values and lists of ingredients for their recipes, **Recipe Service will require that all ingoing ingredients be entered in percentage form.** Kobia AB does not require a 100% declaration, an interval between 5-10% per raw material in QUID-order and <5% is fully acceptable. N.B. This applies to the declaration for end users. That is, suppliers must not at this point include so-called "carry-over" products in the composition, only pure raw materials should be declared to the consumer. These are required in percent for the sake of the Recipe Service calculator. These documents are confidential and are handled with the greatest possible confidentiality by Kobia.

The "Product composition for Recipe Service" template is available at our homepage under the tab "For our suppliers". The reason for this work is that Kobia works according to the regulations for marking foodstuffs of the National Food Agency. Contact the Bakery product manager for more information.

3.3 Product traceability

Kobia traces all food related products from the batch and shelf life (best before date). Traceability means that a product can be traced one step forward and one step backward in a commodity's product flow. Good traceability means being able to retroactively trace ingredients through all stages of production, until the end product.

Since Kobia today makes use of forklift computers and scan all products upon arrival, it is essential that all packages are labelled with GSI 128. For further information please visit <http://www.gsl.org/>

More information about Kobia's wishes and requirements on these issues, see the supplier assessment document. Each supplier of non-food products, e.g. packaging, disposable plates/cutlery and chemicals, are responsible for to inform Kobia on how the traceability of these products is to be performed, unless otherwise agreed to with Kobia AB.

3.4 Labelling

Kobia requires all products to be labeled in accordance with Swedish legislation. Kobia continuously monitor that the products are properly labeled. The label must be visible, understandable and not misleading. Usually the language must be Swedish. A Norwegian or Danish label may be supplemented by a Swedish translation of the words that are difficult to understand.

The information to be included on the label is:

- Product name. Information about what kind of food or product.
- Contents in descending order (QUID).
- Net weight/volume.
- Storage instructions.
- Shelf life - best before date.
- Origin.
- Handling instructions.
- Allergens.
- Batch no. or ID-code for traceability.

When an agreement is made on a product to be Kobia-branded (private brand), we refer to the marking guide which can be found on our website.

Organic products

For a product to be marketed as organic in the EU-countries it must be produced according to EU legislation and inspected by an authorized inspection organization. Documentation to verify this is required.

3.5 Complaints/deviations

Kobia will electronically notify the supplier concerned about complaints (customer and arrival deviations), unless otherwise agreed to.

3.6 Price and Discounts

Kobia wants to work with their suppliers towards a long-term, stable and moderate price development. Invoices should automatically match the prices that are fed into our computer system, and it is essential that the correct price and discount is shown on incoming invoices.

Deviations concerning a higher invoiced price on a product will not be approved by Kobia unless previous notification of the price has been agreed to. Kobia will then use the first price agreed on.

3.7 Tender Support

The Tender Support is a targeted discount to a specific client or group of clients. Tender Support is for both centrally and regionally contracted clients. All settlements must be confirmed in writing to the purchasing organization at Kobia. The following should be stated:

- Client name
- Period of validity
- Product name
- Article number
- The extent of the discount

3.8 REPA

Kobia requires all suppliers to be members of REPA, unless otherwise agreed on. There are special fields for this purpose to answer in Kobia product specification.

3.9 Price Changes

Kobia may, for practical reasons, only implement price changes the first Monday of each calendar month. Price adjustments should preferably be added in one of the periods February, May, September or November.

Reasons for price increases must be reported in as much detail as possible for each product and/or product area along with the price alert. The report shall be marked with the supplier's logotype and name, and be in such condition that they may be distributed directly to Kobia's customers.

To administer and notify their customers, Kobia requires the price alert **at least seven weeks before the date the price change is to be implemented**. Kobia reserves the right to reject a late price alert increase and will refer to the next time period, according to the above. Kobia accepts no automatically made price changes. An announced price change is accepted only after approval by Kobia's Purchasing Manager.

3.10 Supply Chain

Our stocks are based in Tyresö, Stockholm, Västra Frölunda, Gothenburg and Hässleholm, Skåne.

Delivery notes, commercial documents and sanitary/phytosanitary certificates

Kobia requires delivery notes, commercial documents and sanitary/phytosanitary certificates to be attached with each delivery. The delivery note must comply with the order confirmation and invoice. If trade documents or sanitary/phytosanitary certificates are missing with the delivery, Kobia is obliged to notify the Swedish supervisory administration for the environment.

Regarding pallet delivery

For delivery on Europallets, Kobia accepts either pallet exchange, or pallet control by Swedish Pallpool (PÖS). Only approved Europallets according to the SIS standard will be accepted. Kobia reserves the right to remove unapproved pallets from the delivery note. Disposable pallets must always meet EUR pallet dimensions. Incoming deliveries on ocean freight pallets, SRS-pallets and crates are currently not accepted, unless otherwise agreed on.

Protection Paper on pallets

In order to prevent and eliminate physical contamination risk associated with the handling of goods (products), which is distributed on the pallets at arrival to our warehouses, we require protective paper to be placed between the pallet and the product / carton. The underlying reason for this requirement is that we noted this as a risk to our HACCP work. The risk is that dirt, stones, and wood chips may accompany the goods to the customer and in the worst cases even into their production.

Best before/batch handling

Kobia requires that the products lie in batches and that the best before date is order with the shortest date on the top. Mixed pallets must be marked so that it is clear how the composition of the pallet is mixed

Furthermore, the supplier is responsible for their transporters to deliver the goods in the same condition as they were when they left the supplier.

Loading and Unloading

Loading and unloading of goods at our regions shall be done as smoothly as possible, so it is therefore essential that each sales office at Kobia receives notification from the supplier about their delivery. This is to avoid waiting times, but primarily to ensure that there is staff on hand to receive the goods at Kobia.

The supplier must agree on delivery times with a precision of + / - 1 hour on the agreed delivery date. For additional information and agreements, **contact respective stocks' regional manager**. See also appendix 2 for addresses and opening hours.

Delivery reliability and service level

It is the supplier's responsibility to assure the quality of the delivery even if it is performed by an external or temporary carrier. Kobia measures all their suppliers' delivery precision and at periodic deviations Kobia will charge the supplier for additional costs incurred.

If Kobia's clients are to receive the best service, the delivery reliability is extremely important. Kobia expects a level of service at least 98% in their suppliers. Delivery reliability is measured in the number of delivered order lines. This is measured in the number of delivered order lines, deviations in time (both too early and too late delivery days).

3.11 Sustainability

In order for Kobia's customers to receive the highest quality possible, it is important that the goods have proper storage times. Kobia strives for as long shelf life as possible when the goods arrive at each of Kobia's stocks.

Kobia applies the general rule that sustainability is allocated on a "third principle" between the supplier, wholesaler and customer. This means that the number of days of shelf life must not exceed one third of the total shelf life at delivery to Kobia.

For fresh foods, such as dairy products, where the shelf life is less than seven days, only one day's loss of total shelf life is accepted.

Exceptions occur for example at weekends, where three days is accepted.

Exceptions to the general "third principle" rule

Type of Product	Shelf life indicated by the producer	Number of days from packaging date acceptable on delivery to Kobia
Frozen products	Maximum 2 years, in general	Third principle, but maximum 4 months
Frozen vegetables and fruits	Maximum 2 years, in general	Maximum 14 months
Colonial products	Maximum 3 years, in general	Third principle, but maximum 2 years

3.12 Temperature requirements and the cooling chain

It is of great importance that goods are stored at the right temperature to avoid being damaged. Kobia places great emphasis on the cooling chain not being broken. Kobia uses current legal requirements and industry practice.

We require our suppliers to comply with the NFA (Livsmedelsverket) "Industry Guidelines for the temperature in the handling of chilled and frozen food." The document is available on the NFA website, www.slv.se.

Chilled foods should be transported and stored in such a way that the food temperature will not exceed the specified temperature on the package. Frozen food should be stored so that the temperature never exceeds -18°C. For short-term transportation and during defrost of aggregates, the food temperature may be temporarily higher, but must never exceed -15°C. Frozen food, whose temperature exceeds -15°C on delivery, will be returned. Ice cream and similar products will be returned if the temperature exceeds -18°C.

Kobia checks the temperature of each incoming shipment of refrigerated or frozen goods. If deviations occur, we notify the supplier in order to investigate the cause and prevent future deviations.

4 Marketing and Sales Communications

Kobia offers a variety of marketing and communications opportunities. The potential of communication facilities are great and together we can achieve larger volumes and higher profitability.

Frestelser (Temptations): The campaign leaflet *Temptations* conveys product news and campaign products to our customers in an attractive way. Our suppliers are welcome to participate in *Temptations* and can include their products for a fee. *Temptations* is published 7 times per year and is distributed along with the trade magazine BRÖD. For publication schedule and pricing information please contact the Marketing Manager

Product Catalogue: The product catalogue is a compilation of all stocked products. Our suppliers are welcome to participate in the Catalogue for a fee. The catalog is published every two years. For publication schedule and pricing information please contact the Marketing Manager.

Kobia Academy: Courses designed to educate and inspire Kobia clients in a variety of areas. The courses are held by our own bakers and guest lecturers. The course includes areas such as baking, confectionary and cold buffet as well as sales and staff education. Workshops where we present a selected supplier's products also occur often. The courses are held at our three regional offices or on site at current suppliers. Please contact the person responsible at the Kobia Academy for more information.

Online Store: Kobia Online Store is more than just a store, our customers can shop, do inventory, print order documents and search for product information.

Kobia Recipe Service:

In the Kobia Recipe Service Kobia's customer will be inspired by and can search among Kobia's and Kobia Academy's recipes. They can even create their own recipes. Recipe Service is also an advanced calculator that generates estimates, lists of ingredients and nutritional values.

Fairs: Small fairs are arranged in Tyresö, Gothenburg and Hässleholm usually twice a year. For the current fair schedule please contact each regional manager.

Campaigns are booked centrally through the Purchasing Organization and Sales. Discounts, campaign periods and fixed prices are discussed with them. Contracted campaign prices cannot be changed before the campaign period ends. Kobia expects that the service level is particularly high during the campaign period.

5 *Quality and Environment*

Quality and environment permeates the entire Kobia business and we have implemented a quality management system. The quality system includes all of Kobia and covers all the requirements of standards in BRC Global Standard for Food Safety and Storage & Distribution.

In order for the handling of food to be as safe as possible, HACCP is used throughout our supply chain. HACCP is a tool for risk analysis and risk management. The goal is to ensure food quality throughout the manufacturing and distribution flow.

Our goods are controlled under NFA rules. No products with deficiencies may be distributed to Kobia's customers. All deviations should be identified and reported. The work with deviation reports is critical for us in achieving our goals and towards continuous improvement. Any deviations are investigated and documented. Reports are sent to our suppliers, so they will get the information necessary to improve their routines, and so that we can constantly improve our work with environment and quality.

5.1 **Kobia Environmental & Quality Policy**

Kobia will provide goods and services to meet our customers' expectations regarding legislation, product safety, quality and soundness. Kobia will also work towards reducing the negative impacts on the environment, in particular the environmental impacts of transport.

We shall deal with environmental and quality management with commercial holistics, proven technology and at the minimum level required by legislation. Together with our customers, shareholders, employees and suppliers, we will promote an active environmental and quality management. Through continuous improvement, we will be at the forefront of our role as a food wholesaler in the bakery and pastry industry.

5.2 **Private brand**

Kobia provides a variety of private brands with different quality levels. We have different requirements depending on the type and nature of the goods. In addition to the usual supplier assessment an audit will be performed where we go through the Kobia checklist and ensure the requirements for product utility, food safety and quality.

If there are any problems or questions please contact our purchasing or quality manager.

6 *Kobia Code of Conduct*

Questions concerning liability, ethics and social responsibility are more and more important to companies and organizations. There are clear requirements that companies act responsibly towards their employees, suppliers, customers, owners, the public and future generations.

Corporate responsibility is based on many different aspects. It's about the economy, e.g. income statement, balance sheet, investments and taxes. It's about social commitment e.g. empowerment, equality and human rights. It's about environmental issues, such as emissions, climate impact, chemical management, waste, energy and transports.

In the autumn of 2009 Kobia introduced a code of conduct for the purpose of protecting human rights, reducing environmental impact, identifying major industrial problems and of course, making demands on producers, suppliers and subcontractors. The code of conduct applies to all suppliers, both Swedish and foreign. The code of conduct is designed so that Kobia is able to represent their clients, and to allow all those involved to feel secure and confident in their business.

The Kobia code of conduct is designed to

- Actively contribute towards protecting human rights, good working conditions, good health, safety and social justice.
- Actively contribute towards reducing negative impacts on the environment.
- Identify the major problems through risk analysis, in order to gradually deploy resources where they generate the greatest impact.
- Make demands on suppliers, subcontractors and manufacturers through dialogue and cooperation to find ways to achieve the set objectives.

The long term goal is that the Kobia suppliers must comply with the paragraphs in the Kobia Code of Conduct.

7 Invoice and Payment Terms

Kobia is constantly striving to streamline their business processes. Invoices are digitally converted using an optical reader and to ensure that the management is performed with maximum efficiency we require that accurate information is listed on the invoice. For effective management Kobia requests that one order automatically generates one invoice. Deviations cause both parties extra work and extra costs.

The following five items must be included in the invoice:

- Invoice date
- Invoice number
- Total amount of VAT
- VAT - number
- Invoice total amount
- Purchase order number (from Kobia)

The following information identifies the supplier and at least one field must be shown on the invoice:

- Bank giro number
- Plusgiro number
- Corporate number

Kobia's order number must always be indicated on all commercial documents. For billing in Euro from a Swedish supplier, the VAT rate should be specified in SEK or the current currency rate at which the invoice is charged to.

Invoices that do not contain specified information or that are incomplete will be returned unconditionally.

Kobia accepts no billing charges.

For reporting accounting issues, please contact Economy Department and for commercial questions, contact the Purchasing Department.

Terms of payment are specified in your current contract. The provider shall always inform Kobia about changes in their bank giro/plusgiro in good time. Suppliers must also inform whether they use a billing company.

Appendix 1.

8 Contacts

Function	Name	Phone	E-mail
Purchasing			
Purchasing Manager	Jonas Huss	+46 8-682 72 14	jonas.huss@kobia.se
Purchasing coordinator	Rolf Andersson	+46 8-682 72 17	rolf.andersson@kobia.se
Purchasing	Katarina Gustavsson	+46 8-682 72 16	katarina.gustavsson@kobia.se
Purchasing	Jimmy Mattsson	+46 8-682 72 66	jimmy.mattson@kobia.se
Records management			
Records management supervisor, Continuous records management, price changes, VCD	Anita Levin	+46 8-682 72 21	anita.levin@kobia.se
Sales			
Sales Manager Industry	Dennis Lindberg	+46 8-682 72 24	dennis.lindberg@kobia.se
Test baker	Johan Sjöstrand	+46 451-77 95 47	johan.sjostrand@kobia.se
Product Technician Manager	Christian Berglund	+46 8-682 72 42	christian.berglund@kobia.se
Product Technician Manager	Kim Engström	+46 451-779 545	kim.engstrom@kobia.se
Product Developer and Kobia Academy	Carina Ahlin	+46 8-682 72 13	carina.ahlin@kobia.se
Sales and marketing			
Head of sales support and marketing	Björn Julin	+46 8-682 72 60	bjorn.julin@kobia.se
E-Commerce			
Marketing and Webb Manager	Elsa Romare	+46 8-682 72 23	elsa.romare@kobia.se
Regional Sales office			
East/North	Tommy Holmberg	+46 8-682 72 15	tommy.holmberg@kobia.se
West	Hans-Olof Malmberg	+46 31-709 28 81	hans.olof.malmberg@kobia.se
South	Lars Malm	+46 451-77 95 44	lars.malm@kobia.se
KAM/Retail			
Key Account Manager/Retail	Håkan Larsson	+46 8-682 72 61	hakan.larsson@kobia.se
Invoices			
Subsidiary ledger	Susanne Forsberg	+46 8-682 72 18	susanne.forsberg@kobia.se
Production Plant			
Production manager	Seppo Koivumäki	+46 8-682 72 41	seppo.koivumaki@kobia.se
Technical manager	Marcus Sjöström	+46 8-682 72 30	marcus.sjostrom@kobia.se
Quality and Environment			
Quality Manager	Tommy Holmberg	+46 8-682 72 15	tommy.holmberg@kobia.se
Regional Stock Manager			
Responsible East/North	Daniel Eklund	+46 8-682 72 69	daniel eklund@kobia.se
Responsible West	Anders Svensson	+46 31-709 28 93	anders.svensson@kobia.se
Responsible South	Tomas Johansson	+46 451-77 95 52	tomas.johansson@kobia.se

Appendix 2.

9 Shipping Addresses and Business Hours

Company	Office	Address	Postal address	Business hours
Kobia AB	East/North	Mediavägen 2	Box 322, 135 29 TYRESÖ	Weekdays 7 am – 5 pm Lunch 12 noon - 12.30
Kobia AB	West	Gustaf Melins Gata 2	421 31 VÄSTRA FRÖLUNDA	Weekdays 7 am – 5 pm Lunch 12 noon - 12.30
Kobia AB	South	Stjärnfallsvägen 2	281 43 HÄSSLEHOLM	Weekdays 7 am – 5 pm Lunch 12 noon - 12.30

Kobia switchboard business hours

+46(0)8 682 72 00

Monday – Thursday	8.15 am - 4.30 pm
Friday	8.15 am - 4 pm
June, July, Aug. All days (mon. – fri.)	8.15 am - 4 pm
Lunch	11.45 am - 12.30 noon
Eve of bank holiday	8.15 am - 3 pm

Delivery times by appointment with each office.

