



# **RELATIONSHIPS THAT DELIVER.**

2020/21



# ABOUT JEWSON PARTNERSHIP SOLUTIONS

Jewson Partnership Solutions brings together Saint-Gobain's impressive range of building distribution brands to provide bespoke supply chain solutions to the Public Sector and its repairs & maintenance contractors across the UK and Ireland.

Relationships are one of the fundamental building blocks of any business. Healthy and long lasting relationships deliver for you and deliver for us, that's why our strategy is built around creating relationships that deliver people who are unequivocally focused on delivering efficiency, innovation and value to your organisation. Each of our customers have different pressures, priorities and objectives. Key to the success of our partnership is getting to know you and understanding your vision and strategy. We then align our solutions in a way that will help you. Communication is key after all.



*"The JPS brand has been in the making for a while now, during this time we have completed a great deal of strategic and market analysis that has enabled us to redefine our offer and ultimately deliver greater satisfaction to our customers and their communities. Since the early 2000's we have been a leading supplier to the sector, mainly through the Saint-Gobain Public Sector team and the Jewson Managed Store network. JPS is the next part of the journey for us, as we build on the valuable experience that we have gained so far.*

*We've already spoken to countless Social Landlords, Facilities Management providers and organisations in the wider Public Sector and we want to speak to more. We want to get to know you and understand your vision, strategy, challenges and objectives. Having the full spectrum of Saint-Gobain brands behind us, provides us with an unparalleled toolkit at our disposal, enabling us to create the best solutions that will help you to achieve your goals."*



**Scott Cooper**  
**Business Director - JPS**



# RELATIONSHIPS THAT DELIVER VALUE

Providing value for money throughout the entire life of a contract is important to us. We know that it is easy to promise the world and sometimes under deliver, and through delivering on our promises and commitments at tender stage, is where we truly add value to our partnerships.

Backed by the buying power of the Saint-Gobain group, we are able to deliver value to your supply chain from day one. We recognise that it is not just immediate value that is important, but the value that a product can offer across its lifetime to create long term efficiency savings. Therefore, we work with our vast supplier network to consistently review purchases and offer product swaps that deliver greater value, from not only a price perspective but also in terms of product quality.

We understand that value isn't all about delivering profitability. Collaborating with our customers to secure a more sustainable and thriving future for the communities which we work within, is extremely important to us. We aim to improve daily life and operate our business responsibly for the long-term. We do this by taking positive action in a range of areas and working with our brands, suppliers, communities and partners to deliver change.

Our Social Value Champions will work with you to develop a plan to meet your strategic objectives and deliver measurable benefits in three key areas; social, economic and environmental. Experience in apprenticeships, work experience, donation of time and labour to revamp community buildings, sponsorships and work placements enables us to be flexible with our offering.



*"The arrangement with Jewson has helped in many ways namely – to provide a single source for all CYC material suppliers, help maintain equipment e.g. calibration and servicing of plant, PAT testing, etc., provide value for money in the supply and delivery of materials and plant. We have undertaken a number of benchmarking exercises and found the material costs to be very competitive."*

**Kevin Bray - Reactive Repairs & Voids Manager  
City of York Council**

# RELATIONSHIPS THAT DELIVER INNOVATION

Innovation is a word that is often thrown around with no real evidence to back it up. But not with us. Innovation is in our organisational DNA and it is what we do. Saint-Gobain have even been ranked among the Top 100 Global Innovators for a 9th consecutive year.

We understand the power of technology and how, when harnessed right, it can change the way we work. And as a result, we recently opened The Saint-Gobain Digital Centre. This centre is powered by colleagues who are the very best of the best and consistently strive to create the greatest solutions in the market. However, we don't believe in innovation for vanity, we believe in innovation for a purpose and our innovation is driven by you and your needs.


Across JPS we recognise the importance of creating the optimal experience. Our approach is simple, we listen to our customers in order to understand the challenges they face, then use the powers and technology of Saint-Gobain to overcome these challenges together. Taking a 'Partnership' approach has proven that sometimes you don't need to reinvent the wheel to get results. Working collaboratively, from utilising our supply chain strengths to sharing best practice amongst our Public Sector customer portfolio, we can pull the best innovations using the relationships we have.



*"The relocation of Jewson Partnership Solutions (JPS) into its own managed store facility has delivered improvement across the contract with Gentoo in terms of material supply. A noticeable improvement on first time fix rates has been delivered through a tested process of van stock replenishment and continual reviewing of catalogue. New innovation has also been delivered, which has led to a reduction in turnaround times for the larger upgrading of void properties. Overall the partnership with JPS has delivered a great deal in terms of efficiency to Gentoo and continues to add an increasing level of value to the organisation and therefore also for our tenants."*

**Diane Carney**  
Director of Property Gentoo



A man with short brown hair, smiling, is wearing a dark blue polo shirt under a bright yellow high-visibility safety vest with reflective silver stripes. He has extensive tattoos on his left arm, including a large circular design and the name 'Kula-Brooke'. He is holding a yellow bag or piece of equipment. The background is a warehouse with blue metal shelving units filled with various items, including blue and red toolboxes.

*"The relationship building between University of York staff and JPS with sharing of processes, procedures, improvement and development across the partnership has been a huge benefit and of course working with a very approachable and customer focused manager, who runs the JPS store."*

**Andy Durrant - Head of Estates Operations and Maintenance  
University of York**

# RELATIONSHIPS THAT DELIVER THE BEST PEOPLE

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Successful partnerships require the very best people to deliver the very best customer care. JPS brings together functional experts through a number of key market-leading brands including Builders Merchant Jewson and Graham the Plumbers Merchant, saving customers time and money through one single point of contact.

Ensuring our people are equipped to deliver success, each employee completes a comprehensive training programme. Covering everything about how Public Sector organisations operate from procurement level to operational level, they learn what is imperative to the success of our partnership and what the knock on effects to your customers are if we do not deliver on our promises. Our teams understand the pressures of the Public Sector and the ever-changing challenges the social housing market faces today. Collaborating with you at every level, they will take away the hassle from your supply chain and focus on driving efficiencies and value for money.



Continuous improvement is achieved through regularly consulting our colleagues on the front line, as they work closely with your operatives, understanding the pinch points and how we can further support them to deliver an enhanced 'first-time fix'.

# RELATIONSHIPS THAT DELIVER ON PROMISES

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Trust is the key to success in any relationship. Put simply, as the old saying goes, we do what we say and we say what we do. Our dedicated teams always do everything possible to get the job done the way it should be, supplying the right materials, at the right time, in the right place.

Transparency and honesty at every stage of our partnerships is how we build quality, long-term, sustainable relationships.

# RELATIONSHIPS THAT DELIVER EFFICIENCY

Our solutions are tailored to your individual requirements. Here are some examples of what we have delivered for other customers.

## Dedicated Stores

By trusting JPS to manage your stores, either from existing premises or from a new site, you gain our expertise in stock management and IT. We also apply our expertise to rationalise your stock holding, reduce administration and improve efficiency on your behalf.

Taking the hassle away, JPS provide all necessary staff welfare and waste management facilities, as well as appropriate storage for plant, equipment and stock.

In effect, JPS becomes an intrinsic part of your operation, enabling you to further improve the service you offer to your clients.

*"Whether through kerbside delivery, collections or van stocks replenishment, this partnership has improved our way of sourcing and delivering materials to all of our repair teams. It is proving to be cost effective and more efficient which is vital for our services to all of our clients"*

**Paul Cairney - Service Manager  
Dudley Council**



## Branch Implant

Operatives are a rather expensive resource, therefore reducing waiting times through an efficient service is key. Keeping operative downtime to a minimum, where appropriate, we can provide knowledgeable staff, dedicated to serving your business in one or more Jewson branch. As part of the service, we can also hold dedicated stock and set up a counter for use exclusively by your staff in order to achieve rapid turnaround and reduced downtime.





## Stock Management

We want to ensure that we are continually improving and working with you to reduce wastage of time and resources. We understand that sometimes these things don't necessarily happen overnight but we will work with our in house Saint-Gobain experts in IT and stock management to ensure we can offer you everything you need.

Our Stock Management Systems work to optimise our stock levels across the whole Saint-Gobain network to ensure that our products are never far away when you need them. We also understand that all of our contracts are different so we will also work with you and our Supply Chain experts to optimise processes and ensure that we always deliver the most efficient solution for your needs. Our JPS front line colleagues will go the extra mile to then ensure that your operatives have everything they need to get the job done.

## Van Stocks

Greatly improving the performance and efficiency of your repairs service, our expertise in Van Stock Management enables operatives to complete the majority of repairs on the first visit.

Ensuring the efficient replenishment of your fleet, JPS will work with you to rationalise your core stock requirements and to make sure that your range of products are always held in-branch in adequate stocks. Bringing innovation to van stock replenishments, our exclusive app allows operatives to:

- Search for items
- Record used items
- Assign items to a site address
- See low and out of stock items
- Easily order items
- Place catalogue orders and special orders
- Send pictures of items to branch to be ordered



*"Van stock management is key to our success in delivering a first time fix for customers. Trades staff have a dedicated time slot to either call into branch or to meet the delivery driver to replenish stock. It's a very efficient way of managing the vehicle stock."*

*"The vast availability of Jewson's product range results in our trades staff having to make one visit to one store to obtain their materials straight off the shelf, this enables 'right first time' visits to customers' homes to carry out their repairs"*

**Steve Russell -**  
**Head of Onward Repairs**  
**Onward Homes**





2019 SALES OF  
**£42.6** BILLION



**8** RESEARCH  
CENTRES



REPRESENTED IN  
**68** COUNTRIES



ANNUAL SPEND OF  
**€450M** ON R&D



**171,000**  
EMPLOYEES AND  
**100+** NATIONALITIES  
REPRESENTED



MORE THAN  
**4,000** SALES OUTLETS

## RELATIONSHIPS THAT DELIVER MORE

Jewson Partnership Solutions is part of the global Saint-Gobain group which was founded in 1665. Saint-Gobain is a group focused on meeting the needs of individuals for comfortable buildings and tomorrow's collective challenges: better mobility, resource efficiency, demographic growth and climate change.

At JPS we work in the Saint-Gobain Building Distribution sector within the UK and Ireland. As part of your partnership with us, we are able to offer support from a large number of other Saint-Gobain businesses to help serve you better.

GENERAL MATERIALS	PLUMBING / HEATING / BATHROOM	TILING / FLOORING / SURFACES
        	    	 
SPECIALISTS INCLUDING: TIMBER, INSULATION, DRY LINING, CIVILS AND IRONMONGERY		SERVICES
    		



# RELATIONSHIPS THAT DELIVER ALL YOU NEED

From design through to ongoing maintenance, Saint-Gobain UK and Ireland can be your trusted partner right from the outset:

- Two architectural and building glass brands
- Four off-site manufacturing brands
- Six manufacturing for construction brands
- 21 building distribution brands

And for all your maintenance needs? Let JPS take care of that.





## **WANT TO HEAR MORE?**

 [publicsector@saint-gobain.com](mailto:publicsector@saint-gobain.com)

 [jewsonpartnershipsolutions.co.uk](http://jewsonpartnershipsolutions.co.uk)

 [Jewson Partnership Solutions](#)