



Procurement Policy

Working together to
make pets' lives better



“Our success has been founded on working closely with our suppliers and creating products to enhance the lives of our consumers and their pets”

Mark Andrews, CEO



Our Vision

Our vision is to be the customer of choice for the world's best suppliers.

Our Approach To Procurement

At Armitage we place pets, their owners, our retail and wholesale customers at the heart of our business. As a leader in treats, toys and seasonal products for dogs and cats we are constantly looking at new ways to bring fun and well-being into the lives of owners and their pets. Our new product development activity in these areas has resulted in some **highly innovative and successful products**.

We will continue to work hard on **building stronger partnerships** with our retail and wholesale customers, ensuring that we build their business in this attractive market. Our customers span the grocery retail sector, the pet trade sector and our on-line capability is also growing very quickly.

We are a business with a **strong focus on growth**. We have achieved rapid annual growth in the last three years. A trend we intend to continue with our ambition to **double the size of our business over the next five years**.

Our success has been founded on working closely with our suppliers and creating products to enhance the lives of our consumers and their pets. We have developed close working relationships with our key suppliers in the Far East and our more local suppliers, built on mutual trust, including adhering to the agreed payment terms within our contracts. **This has driven value for both our suppliers and Armitage.**

To help us drive our customer service further, we are investing in a brand new ERP platform which will be implemented in 2019. This will be supported by the introduction of our new Sales & Operations Planning process ensuring that we can communicate and manage our demand effectively throughout our supply chains.

We are proud to have held our Royal Warrant since 1976.



BY APPOINTMENT TO
HER MAJESTY QUEEN ELIZABETH II
ARMITAGE PET PRODUCTS LIMITED
PET FOOD MANUFACTURERS

DIEU ET MON DROIT

Values & Behaviours

- *Focus on our customers*
- *Behaving with integrity*
- *Growing together*

Engaging Our Suppliers

Within Armitage we have clear roles and responsibilities for working with our suppliers. We will issue purchase orders for all of our requirements and every delivery must have an order for invoices to be paid. We ensure that there is a clear separation of duties so that the demand generation, purchase order placement and invoice payment are conducted by different departments and individuals. We work with all types of suppliers, from SMEs to major international organisations and we promote supplier diversity.

Legal & Regulatory Compliance

Armitage is committed to complying with all relevant legal and regulatory requirements and all our suppliers are required to have this same commitment.

Risk Management & Mitigation

In order to deliver the best possible service to our customers we need to ensure that all of our supply chains are safe and secure. We work with our suppliers to assess and prioritise risks in our supply chains and agree risk mitigation plans to manage the risks identified.

Corporate & Social Responsibility (Social Ethical & Environmental)

Armitage are committed to protecting and respecting the environment. We seek to ensure that appropriate attention is paid to environmental issues in the purchase of all products and services for our business, our suppliers have a key role to play in helping us achieve this;

- *Minimising the use of energy, water and raw materials where practical*
- *Maximising the use of recyclable and renewable materials including energy*
- *Making practical efforts to minimise waste and dispose of it in a safe, efficient and environmentally responsible manner*
- *Avoiding contamination of the local environment and ensure that emissions, air, noise and odour pollution is, as a minimum, within nationally defined limits*
- *Respecting human rights, safety and information security*

Ethics

We want fair and transparent relationships with our suppliers and have a range of guidelines that we will comply with and we expect our suppliers to comply with.

- *Ethical behaviour*
- *Conflicts of interest*
- *Hospitality & gifts*
- *Confidentiality & data protection*



Our History



C.1775 - Armitage is established



1924 - New mill opened at Colwick



1962 - The birth of Good Boy through Choc Drops



1976 - The Royal warrant is issued



2008 - Our meat treat journey begins



2017 - Over 16 million meat treats sold in one year*

Accreditations



Contact US

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*Armitage Pet Care Sales Out Data