

ACI
GROUP



Invested in your growth

The Complete Distribution Service.

**Welcome to the future of
distribution. Rapid, cost
effective End-to-End supply
chain management,
allowing you to focus on
what you do best.**

Introduction

The world of distribution is changing. At ACI Group, we understand that to provide a complete distribution service, we need to positively disrupt a model that has been too rigid in its approach. For the past 35 years, our mission was to become the complete distribution service for food, pharma, industrial and road industries.

Today, our mission remains unchanged, but now we are part of a digital revolution to break the mould in traditional supply chain distribution, innovating in a way that no other distributor has done before.

With over 200 customers, we are backed by industry-leading suppliers like IFF, BASF, Soy Austria, Nouryon and Glac Biotech working across every continent. As such, we focus on taking away our customer and suppliers' headaches from source to point of delivery, going above the normal distribution offering.

We are deeply passionate about service, technology and sustainability within the supply chain.

By focusing on joining the needs of our customers and suppliers through an innovative approach to distribution, we ensure we play our part on making the world a better place to be.

While conventional distribution models focus on moving products from a to b, they often take little consideration into how their customers look to use, position and sell their products. As a result, we have worked hard to build on the traditional distribution model – not replace it – by delivering added value at every touchpoint.

Our experience over the last 35 years as a distributor has proven our capabilities in positioning, selling and delivering products. Yet it is through collaboration with our customers and suppliers that we have identified how to add real value and deliver a true 'service'.

At ACI Group, we have a team of committed people that all share one vision: to focus on joining both the needs of our customers and suppliers, enabling them to be successful and thrive in an ever-evolving market.

Benefits

At ACI Group, we are focused on supporting our customers' success. When you partner with us, you'll benefit from:

A complete distribution service that goes beyond the traditional a to b approach, no matter the industry

A customer-centric approach to distribution, meaning you'll get the same level of excellent customer service every time you choose to work with us

The first truly tech-enabled distributor to help you digitally transform your business

Working with an industry-leading, award-winning and innovative company that is small enough to care & big enough to deliver



Our Approach

Stage 1: Experience exceptional service, every time

At the core of our business is an innovative distribution model that prioritizes our customers. We shape our distribution services around your unique requirements, providing tailored support to the areas of your supply chain that require additional flexibility or stability.

Our Customer Service team is well-equipped with both technical and practical knowledge to ensure successful outcomes for your business, from sourcing and product development to final delivery. We are committed to providing comprehensive support at every stage of the distribution process.

Stage 2: Technology support

In today's data-driven marketplace, access to information around the clock is crucial for our customers. With the right digital tools at your fingertips, you can thrive and establish yourself as leaders in your field.

When you collaborate with ACI Group, you are partnering with a company that not only recognises the significance of digital transformation for future supply chains but also has the expertise to implement a digital-first distribution model. As part of our approach, a "not for profit" section of our business model drives innovation and modernisation for our customers and suppliers.

Stage 3: Sustainability

With sustainability becoming increasingly important for businesses, ACI Group is fully committed to embedding sustainable practices at the core of our business.

We are proud of the work we have accomplished so far in this area and are "all in" on sustainability. In 2022, ACI Group became the first UK distributor to obtain the highly regarded Social Value Quality Mark (SVQM). Our collaboration with SVQM to implement a socially sustainable model allows us to simplify the complex distribution landscape and reduce the carbon footprint of our value chains. This helps us to meet the sustainability needs of both our customers and suppliers.

Our Service

Driving Outcomes

We focus on understanding our customer needs across the Food, Pharma, Nutraceutical, Industrial and Road sectors to drive successful outcomes. Over the last 35 years, we have partnered with global leaders in the production and distribution of additives, chemicals and ingredients, building up in-depth product knowledge to ensure we can support your business across every touchpoint.

Product Development

We provide customers support on their product development journey with expertise from our dedicated team and partner community. We are always happy to support customers through the facilitation of innovation workshops to bring ideas to life, championing forward-thinking. When you partner with ACI Group you can be safe in the knowledge that we adhere to Quality Standards such as ISO9000 and that all facilities meet specific industry standards such as BRC or GDP.

Complex Sourcing

With our international network of customers, suppliers and partners, ACI Group are well placed to support your business, wherever you are based and with whatever you may need. We are thought leaders in emerging trends and markets and can understand niche requirements. We specialise in complex sourcing with an extensive portfolio of products and excel on the traditional side of distribution to deliver the right product, at the right time for the right need.

Logistics & Storage

We have several logistic partners who can ensure products are delivered at the right time and place. When you partner with ACI Group, your business can utilise our warehouse network across the UK, which provides a variety of storage options. For core products, we also hold certain levels of stock, enabling our principal suppliers to respond quickly to meet your requirements. For the wider European market, we have warehouses in Rotterdam and Bergamo to support your European distribution requirements.

Customer Care

ACI Group is a distributor that cares. We are truly here to help you succeed, because when your business grows, we grow with you. With over 35 years of experience, we are experts in the supply chain and can navigate customs and regulatory challenges when dealing with the UK and European Union. At ACI Group, we remove those headaches that could impact our customers and suppliers within the value chain, allowing your business to do what you do best. We are dedicated to improving how we operate here at ACI and provide a number of additional services to support your ability to increase business market-share.

Technology Service

Oomph CRM

The same dedicated customer service team now comes with an industry-leading digital development team.

Oomph is our all-in-one business system and is designed to be highly customisable for any industry, meaning any business can use it.

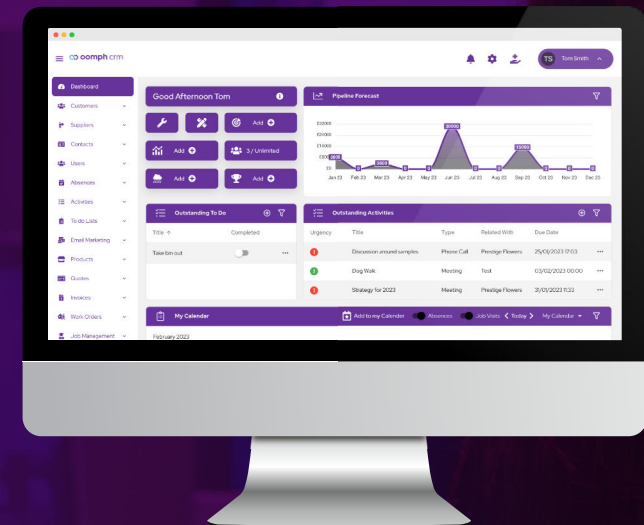
No matter what size your business is, multiple systems often create waste and inefficiencies, leading to a drain on your time and resources.

That's why Oomph is designed to deliver CRM, HR, Marketing & Automation features into one easy-to-use solution.

Stop worrying about technology, let it look after itself.

Plus, if you are an ACI Group customer, you get all these benefits for free.*

**Customers must be contracted with ACI to provide supply chain services and support.*



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Digital Presence

Our digital presence services include:

Website Design

Our industry-leading Website Developers, UX Designers & IT Experts are here to make sure your business looks head and shoulders above your competition.

Social Media

A marketing agency that works for you, meaning you can focus on doing what you do best.

Search Engine Optimisation

Everything we build is designed to enhance your digital presence, helping to grow your brand.

We know the importance of a strong digital presence. At ACI Group, our business has grown 30% year-on-year since investing in our digital footprint. Our digital platform engagement is up 500% in one year and media interest and engagement is up 850%.

When businesses avoid building their digital presence, it can translate to lost sales. For example, having a low quality or out of date digital web presence can limit your lead generation potential within the first 0.05 seconds of engagement.

As a result, 2023 is a pivotal year for SMEs, where demand for technical enablement to services will be a key part to thriving and adapting to ever-changing market conditions.

When you partner with ACI Group, you are working with a team that continues to champion digital transformation throughout the supply chain.

By implementing data-driven approaches, our development team can help you take the next step in your digital transformation journey.



**The positive impact created for society by the
actions and legacy of an organisation**

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Sustainability

The Social Value Quality Mark® (SVQM) is an independent social enterprise supported by a team of independent, passionate practitioners who uphold the highest levels of rigour, quality and trust. The purpose of the Quality Mark is to cultivate and recognise the highest known standards in values-led business. It was created to assist organisations to legitimately demonstrate social impact and value claims. It also helps organisations align themselves to current legislation.

At ACI Group, we utilise our expertise in distribution to help our customers and suppliers achieve their sustainability targets. We do this by consciously balancing our own social value and environmental needs against efficiency and waste parameters by creating 'Social Value Pledges'. These pledges have been formed to provide a basis from which to measure and legitimise our value to you.

This means our pledges are unique to our vision and stakeholder values. They are underpinned by a set of 'Key Value Indicators' that are used as internal metrics for recording progress. Not only does the Social Value Quality Mark improve our ability to measure our value, it also creates a strong focus for employee engagement and retention.

The accreditation helps us to bring strong and dynamic evidence to future business development and fundraising by demonstrating the impact of our Social Value Pledges on society.

There are a growing number of organisations across all sectors who are setting themselves apart as thought leaders through embedding the Quality Mark – and ACI Group is proud to be one of them.

As a result of the work we have done with SVQM, we are pleased to say that for every pound a customer spends with us 36 pence finds its way back in to the UK economy. We are extremely proud of this, given our primary focus is importing goods in to the UK.

SOCIAL VALUE
QUALITY MARK

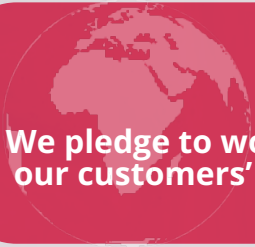


LEVEL 2

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Our Pledges



Economic

We pledge to work with our supply chain to balance our customers' needs and improve their resilience.

Employment & Volunteering

We pledge to champion our values with all current and future employees.

Health & Wellbeing

We pledge to maintain our social, ethical and environmental standards whilst supporting customers and suppliers address their problems and challenges.

We pledge to empower our employees to ensure they are fulfilled and satisfied in their jobs.

Environmental

We pledge to hold all suppliers accountable to their own environmental commitments and our environmental pledges.

We pledge to always consider the use of 'green' and sustainable options and alternatives.

Social & Community

We pledge to drive a sense of togetherness through open and honest communication.

Education & Skills

We pledge to support and develop employees through formalised training opportunities working with external education providers.



Our mission is to **provide Service, Technology & Sustainability** to your supply chain.

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Our Awards

At ACI Group, we are proud of our achievements so far and the team that has helped us to make such a difference to the world of distribution. Throughout the years, we have accomplished many accolades. Here are a few of our recent achievements:



Accord Pharma
supplier of the year
2020



Thames Valley Chamber of
Commerce Finalists:
Customer Service Team of
the Year 2021



Thames Valley Business &
Community Awards
Shortlisted: Leader of the
Year 2022



Thames Valley Business &
Community Awards
Finalist: Business of the
Year 2022



Thames Valley Business &
Community Awards
Winner: Entrepreneur of
the Year 2022



Great British Business
Awards Runner-Up:
Business of the Year 2023



Great British Business
Awards Runner-Up:
Entrepreneur of the Year
2023

Successes

At ACI Group, we utilise our 30 years' experience in distribution so that our customers achieve their business, social and environmental targets.

For us, a complete distribution service means going above and beyond what's necessary.

We look to the future and invest in sustainable innovation that will deliver a better planet for all.

We strive to deliver exceptional service to our customers and love it when our customers are equally as happy with that service.



Here are a couple of testimonials that demonstrate our success:

"The team at ACI demonstrated a collaborative approach in solving our supply problem and I look forward to working with the team at ACI Group for years to come"

Paul Kimber - Polybitumen Divisional Manager Eurovia



"ACI can be relied upon to get the job done, and keep me informed at important stages so that I'm never in a position where I'm not sure what stage my order is at, or where my shipments are."

They're on of my most trusted vendors supporting me in securing crucial pharma chemicals for our manufacturing facility."

Mac McClure - Supply Chain Planner

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**“Creativity is thinking up new things.
Innovation is doing new things.”**

Theodore Levitt

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