**Deposits and Assets Recovery Policy**

## 1. Policy Statement

This policy outlines the procedures for managing customer deposits and the recovery of company-owned assets belonging to Besceau (Beck & Scott LTD and Beck & Scott (Services) LTD)

The purpose of this policy is to:

- Protect company assets
- Ensure deposits are administered fairly and consistently
- Minimise financial losses from unreturned equipment
- Clarify customer and employee responsibilities regarding company property

This policy applies to all employees, drivers, engineers, warehouse staff, and customers who receive company equipment or products on a deposit basis.

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## 2. Scope

This policy covers, but is not limited to:

- Water coolers
- 19L and 11L water bottles
- Bottle stillages
- Bottle covers
- Bottle stands
- Cups dispensers
- Any other loaned or rented company equipment

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## 3. Ownership of Assets

All equipment supplied on loan, rental, or deposit remains the property of Besceau - Beck & Scott (Services) LTD unless otherwise agreed in writing.

This includes:

- Water coolers
- Reusable bottles
- Stillages
- Ancillary equipment

Customers must not:

- Sell
- Dispose of
- Tamper with
- Relabel
- Transfer
- Damage intentionally

any company-owned equipment.

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**4. Deposits**

Deposits may be charged for reusable or recoverable assets including:

- Water coolers
- Bottles
- Stillages
- Bottle covers
- Stands

Deposit values will be communicated at the time of supply and may be shown on:

- Quotes
- Delivery notes
- Invoices

- Customer agreements

Deposits are refundable subject to:

- Return of the asset
- Acceptable condition of the asset
- Normal wear and tear only
- Full settlement of outstanding customer balances

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**5. Customer Responsibilities**

Customers are responsible for:

- Keeping company assets secure and in good condition
- Allowing access for collection where required
- Informing the company of changes of address or site closures
- Returning assets promptly upon termination of service
- Ensuring bottles and equipment are available for collection on agreed dates

Customers may be charged for:

- Missing assets
- Excessive damage
- Deliberate misuse
- Unreturned equipment

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**6. Asset Recovery Process**

Where equipment is no longer required or where accounts are closed, the company will arrange collection of assets.

The recovery process may include:

1. Initial collection request

2. Reminder communication
3. Final recovery notice
4. Collection visit
5. Invoice for unreturned assets
6. Debt recovery or legal action where necessary

The company reserves the right to recover assets from customer premises with reasonable notice and agreement.

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**7. Unreturned or Lost Assets**

If assets are not returned within the requested timeframe, the company may:

- Retain deposits
- Invoice replacement costs
- Suspend further deliveries or services
- Refer unpaid charges for debt recovery

Replacement charges may apply for:

- Coolers
- Bottles
- Stillages
- Damaged equipment
- Missing accessories

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**8. Employee Responsibilities**

Employees involved in deliveries, collections, or account management must:

- Accurately record assets issued and returned
- Report missing or damaged equipment

- Follow approved collection procedures
- Maintain professional conduct during recovery visits
- Ensure delivery notes and customer signatures are completed where possible

Drivers and warehouse staff must report discrepancies immediately.

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**9. Health & Safety During Recovery**

Employees carrying out collections must follow all relevant:

- Manual handling procedures
- Lone working procedures
- Customer site safety procedures
- Vehicle safety procedures

Unsafe collections should not proceed without management approval.

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**10. Disputes**

Any disputes regarding deposits or asset ownership should be referred to management for review.

The company will investigate:

- Delivery records
- Collection records
- Customer account history
- Signed documentation where available

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**11. Data Recording**

The company may maintain records relating to:

- Asset serial numbers

- Deposits paid
- Delivery and collection dates
- Customer communications
- Outstanding equipment balances

These records will be handled in accordance with the company's Data Protection Policy.

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**12. Policy Review**

This policy will be reviewed periodically and updated where necessary to reflect operational, legal, or business changes.