

Attachment

**Supplier guidelines**

Status: Rev. 1.2 - December 2024

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## 1. Preamble

The provisions fulfil the purpose of having the desired material and item in the right quantity, at the right time, in the right quality at the logistics center or at the customer's premises as part of route processing and transport it in the planned sequence at optimum cost.

1.1 The processing shall be secured by compliance with the following principles:

- ZERO errors in terms of logistics and quality
- High delivery readiness/service level
- Low stocks
- Avoidance of special loads
- Avoidance of out-of-stock situations
- Flexibility in the event of changing requirements
- Correct supply processing
- Standardized registration and transport processes as well as uniform documents, information and communication processes with simultaneous reduction of media disruptions, etc.

## 2 Basic principles

The following ordering, transportation and packaging rules are an integral part of our Terms and Conditions of Purchase, independent from agreed delivery terms.

- 2.1. Forwarding costs shall be borne by DINOL, if applicable and in accordance with the agreed terms of delivery.
- 2.2. Present transportation and packaging rules shall not apply if DINOL specifies otherwise in individual cases.
- 2.3 DINOL shall accept higher transport costs for a change in the mode of dispatch specified by this provision, e.g. air freight, rail express, express parcels, courier services, etc., if such a mode of transport is expressly prescribed by us.
- 2.4 The seller is free to insure the consignments at own expense. We do not accept any insurance costs invoiced to us.
- 2.5 Present version of 12/2024 supersedes all previous versions.
- 2.6 The transport and packaging instructions refer to all orders/deliveries to DINOL's German central warehouse in Lügde or to other specified delivery addresses.
- 2.7 The supplier is responsible for compliance with and implementation of the delivery agreement from its storage/production site, including the involvement of all subcontractors, up to the agreed transfer of risk to DINOL's incoming goods department.

- 2.8 The goods must be handed over to the carrier in good time so that DINOL can take delivery of the goods on the agreed delivery date. The supplier is responsible for fulfilling the requirements for a proper and careful handover in accordance with the product's characteristics.
- 2.9 Deviations in the process flow and deviations in the delivery date and delivery quantity must be reported immediately (within 2 working days of receipt of the purchase order). Corrective measures must be initiated and communicated immediately and independently. In the event of deviations for which the supplier is responsible or which fall within the supplier's area of responsibility, any additional costs incurred shall be borne by the supplier in accordance with the root cause.

### **3. Purchase order instructions**

#### **3.1 Orders and consignment requirements**

Orders will be placed in the usual form by e-mail and will also represent the basis of the further workflow.

- Inventory differences, changes in quantities and deadlines by our customers and other unplanned influences are considered
- Order quantity reflects the current demand situation
- In the event of problems with quantities or deadlines, the dispatcher responsible must be contacted immediately in writing (maximum within 2 working days) after becoming aware of the problem
- Deviations without prior agreement will not be accepted and any resulting costs will be charged to the supplier

The described purchase order is placed for goods receipt at the specified time. A continuous workflow is created based on the agreed transit times and the delivery times in the incoming goods department.

#### **3.2 Direct orders for drop shipments**

The transmission of so-called drop shipments (cross & cross transports) from the supplier directly to the end customer are handled in the same way as described above.

#### **3.3 Article/item number**

The product number & product description must be indicated on the delivery note.

Example: 11008 81

1. Designates the article version
2. Product layout

#### **3.4 Purchase order number**

The order number must always be stated on the delivery bill.

Ex. 230588

## 4. Shipping methods

Deliveries intended for DINOL companies are subject to the following shipping guidelines.

### 4.1 Parcel shipments

Parcel shipments from suppliers in the Federal Republic of Germany should preferably be sent with one of the following parcel service providers:

- DPD (German Parcel Service)
- GLS
- UPS

Parcel shipments are:

- max. up to 20 kg/package
- max. 10 packages
- up to 3 m girth/package (double width + double height + single length)
- up to 1.75 m length/package

When individual parcels are delivered, sender and recipient must be clear from the package outside.



**bis 10**  
up to 10



bis zu 10 Pakete: Lieferung mit Paketdienstleister  
up to 10 Parcels: Delivering with parcel service



**über 10**  
over 10



über 10 Pakete > Lieferung mit Spedition  
over 10 Parcels > Delivering by forwarding agency

All shipments being are not parcels must be delivered to DINOLI in accordance with the instructions set out in point 4.2.

### 4.2 Pallets and LCL shipping

- Pallets must always be delivered by truck.
- Cartons must be used for the pallet unit in accordance with the defined and approved specifications
- The cartons must be packed according to type and batch and the contents must correspond to the information on the outer label. In addition, the product equipment must comply with DINOL's specifications (labels, laying instructions, etc.)

- All consignments must be loaded on undamaged Euro flat pallets (basic dimensions 800 x 1200 mm) with EPAL.
- As far as possible, the pallets must be packed according to type, batch and order. Mixed pallets should be avoided. The smaller quantities must be accessible, ideally packed "on top", especially when changing batches



falsch  
WRONG



richtig  
CORRECT



falsch  
WRONG

- Loose or bulk goods must always be delivered in packages in the form of stable cardboard boxes - max. 20 kg with the number of items indicated. Only one item number is to be packed per package; different items require different packages.
- Packages must be combined on the pallet without overhangs to form a compact, secure transport unit so that no repacking measures are required by DINOL. It must also be ensured that the transport unit is packed in a way that the labels on each package are also visible without repacking.
- The pallets must be adequately secured (transparent stretch film/ pallet tensioning strap/ strapping)
- Pallets must not exceed the following loading heights and total weights by combining individual packages.
- Loading a bridge: Pallets must not be stacked on top of each other or loaded crosswise.
- The following applies to all products:  
Loading height incl. Euro flat pallet max. 1.30 m, total weight incl. Euro flat pallet max.650 kg  
Exceptions may be ruled by contract.



## 4.3 Container delivery

For regulations on the transfer of goods, see point 2.8

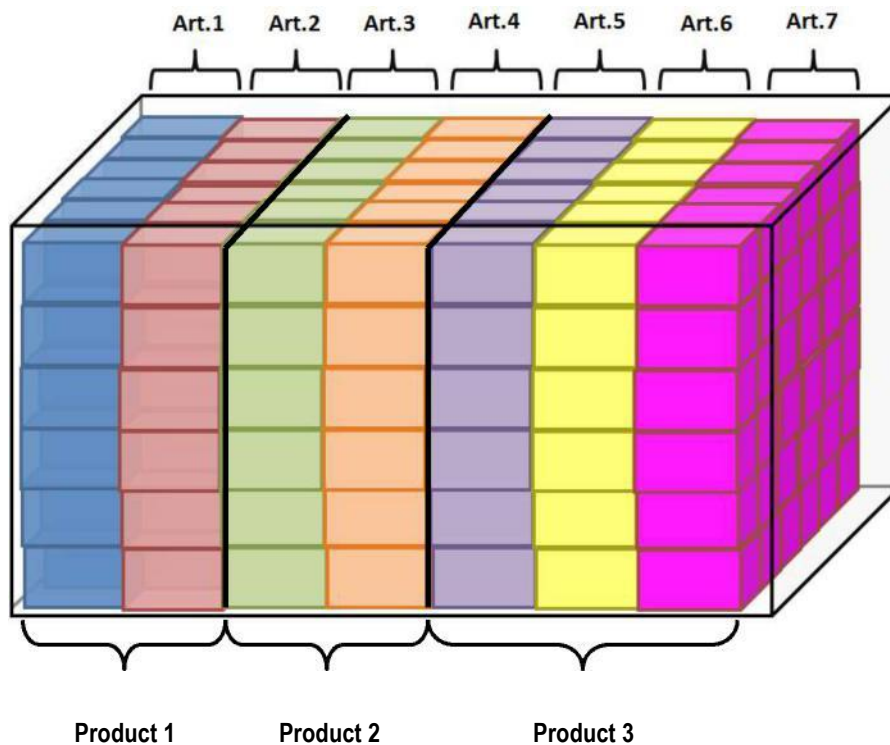
A packing list with the following details must be prepared for each container delivery:

- Purchase order number
- Product/item number (7-digit 11008 81) & product name
- Quantity
- Number of packages
- Gross and net weight
- Shipper

The handling and notification of the container at DINOL is carried out by a service provider ordered by DINOL.

### Information on container loading

A container packing scheme is required for each container to enable unloading. The cartons shall be stacked on top of each other according to type and size so that all cartons with the same article/item as their contents are next to each other.



## 5. Packaging labeling

The packaging must include clear identification of the contents with reference to the DINOL article number, the quantity and the purchase order.

- 5.1 Individual cartons must always bear the DINOL individual label with article number, designation, batch and expiry date.
- 5.2 The contents of the individual packaging must correspond to the labeling.
- 5.3 Each pallet must also be provided with a pallet label on the front side in the upper left-hand area. The same data as above is listed here, with the article quantity of the entire pallet (for single-variety, single-batch pallets)

## 6. Dispatch processing

Dispatch processing refers exclusively to the dispatch or collection locations agreed and defined by both parties at the time of issue of the Supplier Guideline. Deviating shipping locations must always be notified by the supplier and approved by DINOL. In the event of non-compliance with the agreed shipping locations and any associated higher transportation costs, DINOL reserves the right to charge these to the contractor.

- 6.1 Deliveries on one shipping day are to be combined into one shipment
- 6.2 From 10 packages per day onwards, the goods must be delivered as forwarding goods on pallets
- 6.3 Partial deliveries shall only be accepted upon prior agreement
- 6.4 In Germany, an Euro pallet exchange or shipment always takes place between the service provider and the shipper/client DINOL.

## 7. Delivery address / lead times

7.1 Unless otherwise contractually agreed, the receiving address is:

DINOL GmbH  
Pyrmonter Str. 76  
DE 32676 Luegde

7.2 Further receiving addresses can be agreed.

7.3 Delivery/ Goods receipt times are as follows:

Monday - Thursday: 7:00-15:00

Monday - Thursday: 7:00-10:00 a.m. for tankers

Friday: no goods acceptance (exemptions only upon consultation/coordination with DINOL )

## 8. Accompanying documents

All documents, receipts and labels must be written in German or English. The documents must be issued in an appropriately legible font size.

### 8.1 Transport order

8.1.1 Each shipment must be handed over to the forwarding agent with a transport order.

8.1.2 The transport order must contain the following shipment details.

- Sender (supplier) address
- Recipient address
- Purchase order number (also the signature of the shipment)
- Delivery conditions according to our order
- Number of packages belonging to the shipment
- Pallet number and number of packages per item number and pallet
- Total weight of the shipment
- Date of the shipment's handover or dispatch
- Document attachment list (EU + NON- EU country only)

### 8.2 Delivery notel (only applies to DE + EU)

8.2.1 Each shipment must be accompanied by an original delivery note. The delivery note must be attached to the front of the package in a clearly visible red delivery note pocket.

8.2.2 If a consignment consists of several packages, the package containing the delivery bill must be clearly marked.



8.2.3 In the case of a delivery with several pallets, the delivery bill must be clearly visible in a red delivery note pocket on the front of the first pallet.

8.2.4 The delivery bill must contain the purchase order details as follows:

- Sender
- Supplier number
- P.O. number
- Dispatcher
- Product /item number (7-digit 11008 81) & product description
- Quantities
- Batches
- Expiry date
- Customs tariff number
- Country of origin
- Gross and net weight

### **8.3 Packing list ( NON- EU country)**

A packing list with the following information must be enclosed for each transport unit:

- Sender
- Supplier number
- P.O. number
- Dispatcher
- Product number (7-digit 11008 81) & product description
- Quantities
- Batches
- Expiry date
- Customs tariff number
- Country of origin
- Gross and net weight
- Packing diagram of the transport unit

This information must also be evident from the markings on the individual packaging (labels). The packing list must be sent to the dispatcher in advance. The invoice, B/L and proof of preference or certificate of origin must be sent to the dispatcher in advance, too.

#### **8.4 Invoice**

The following details must be included on the invoice.

- Supplier address
- Address DINOL
- P.O. number
- Product / item number (7-digit 11008 81) & product description
- Price
- Quantity
- Customs tariff number
- Country of origin
- Incoterms®
- VAT ID number (mandatory for intra-EU Community deliveries)

#### **8.5 Container contents list**

Each consignment consisting of more than one container must be accompanied by a container contents list in Excel

- Supplier
- Address DiINOL
- Container number
- Contents per container at product / item level (7-digit 11008 81)
- Quantity
- Invoice value

#### **8.6 Bill of Loading / Airway Bill**

The B/L must be issued as a telex release, unless otherwise contractually agreed. If it is contractually agreed that the B/L is not to be issued as a telex release, it must be sent to DINOL in duplicate. If storage fees are incurring as a result of too late sent B/L by the supplier, the costs incurred will be passed on to the supplier. The airway bill must be sent to DINOL in advance by e-mail and subsequently as an original.

## **9. Customs**

All documents, receipts and labels must be written in German or English. The documents must be issued in an appropriately legible form.

The requirements listed under points 9.1 and 9.2 are mandatory for the supplier. In the event of non-compliance, the supplier shall be liable for any damage incurred towards DINOL, including additional claims for foreign import duties (see also point 13 "Export control and customs" of the DINOL General Terms and Conditions of Purchase).

### **9.1 EU suppliers**

For EU preferential originating goods, a long-term supplier's declaration in accordance with Regulation (EU) 2015/2447 must be issued unsolicited every 2 years at the latest and the original sent to the following address:

DINOL GmbH  
Preference / Purchasing  
Pyrmonter Str. 76  
32676 Luegde

The delivered goods must exactly correspond to the specifications on the long-term supplier's declaration. Deviations will only be accepted after prior agreement. In the event of an approved change, the long-term supplier's declaration must be adapted accordingly by the supplier without separate call for doing so and without delay.

If no EU preferential origin can be certified, a certificate of origin must be issued for each consignment and the original must accompany the goods. The costs for the document shall be borne by the supplier.

### **9.2 NON- EU country suppliers**

All documents must be sent to DINOL by email before the documents are sent. The original documents may only be sent to DINOL after approval by DINOL. The assumption of shipping costs is regulated in the supplier contract. The supplier is generally responsible for export clearance. All papers and documents required for cross-border transportation must be enclosed with the delivery by the supplier at the supplier's expense. All necessary accompanying documents must be correctly completed and handed over to the contract freight forwarder. The contents of the documents are listed in section 8.

The following documents and receipts are required for the import: delivery bill, packing list, for containers packing diagram, commercial or pro forma invoice, consignment note (road: CMR consignment note, air: airway bill, sea: bill of loading), for Turkey ATR.

If contractually agreed, the shipment must be accompanied by a preference certificate for the preferential products. If an EUR1 is issued, the original must be enclosed with the shipment.

A certificate of origin must be issued for all products without proof of preference. The costs for this shall be borne by the supplier. The original must either be enclosed with the shipment or sent by courier if necessary.

## **10. Transportation costs**

10.1 All non-free domicile shipments are to be handed over to our contract carriers without advance costs.

10.2 Insurance and packaging shares, storage and acceptance costs as well as any pre-freight costs will not be accepted.

10.3 Costs for the dispatch of original documents must be borne by the supplier.

## **11. Delivery reliability (excess and short supply)**

Delivery reliability evaluates:

- Delivery quantity with a maximum permissible tolerance of +/- 5 % per article item, per size
- Date of goods receipt is binding

In the event of excess supplies > 5% contrary to the delivery call-offs, DINOL reserves the right to refuse acceptance of the excess supply material or to return it to the supplier freight collect.

In the event of short deliveries >5% contrary to the delivery call-offs, DINOL reserves the right to request special trips at the Supplier's expense or to pass on to the Supplier any costs arising from out-of-stock situations at DINOL or at DINOL customers.

If the delivered quantity is within the +- 5% tolerance, the order is considered completed. No remaining delivery must be made.

## 12. Deficiency indication (malus system)

All costs and damages incurred to DINOL due to non-compliance with our shipping instructions shall be borne by the supplier.

In the event of logistical deviations beyond adherence to deadlines and quantities, an action report is requested for future avoidance.

Example of packaging regulations

- Delivery not sorted by type
- No batch-true delivery
- Delivery on damaged Euro pallets
- Exceeding the basic dimension

Example: Administration area

- Indication of an incorrect or missing purchase order number
- Declaration of an incorrect or missing article number and article description
- Delivery of wrong goods
- Missing delivery note
- Excess / short supply
- Insufficient article/item sorting and/or labeling

## 13. Return of goods subject to complaint

The supplier must collect the suspect goods within 7 working days of the complaint being sent. Exceptions to this rule may be made independently by DINOL Purchasing in individual cases. If the claimed goods about have not been collected within these 7 working days, DINOL will arrange for the return shipment "ex works" with its service providers.

The handling of complaints for returned goods to third countries is the responsibility of the supplier, who will carry this out in coordination with DINOL. Transportation costs and costs incurred for export clearance must be borne by the supplier.

## 14. Shipping of dangerous goods

The regulations for the transportation of hazardous goods must be obeyed. The supplier shall be liable for all damages resulting from non-compliance with the statutory regulations. Other arrangements or the use of other service providers or shipping routes require the customer's written confirmation.

As the shipper or consignor, the consignor must observe the provisions of the Dangerous Goods Directive. Only type-tested, approved packaging may be used for transportation. Furthermore, the packaging must be labeled in accordance with the regulations.

Data sheets, approval certificates etc. must be made available to DINOL in good time before the first shipment. SUCH requirements apply to all deliveries.

- For the packaging of limited quantities (LQ) in accordance with Chapter 3.4 ADR, the requirements for composite packaging and its labeling must be observed.
- For the packaging of dangerous goods, only type-approved packaging (e.g. drums, buckets) must be used in accordance with the regulations of the individual classes in the ADR and, in the case of sea freight, in accordance with the IMDG regulations.
- The consignment note or delivery bill must be provided with the relevant dangerous goods information (including identification number, dangerous goods class, packing group) in accordance with RN 202(3a) ADR.
- All packages containing dangerous goods must be clearly marked with the prescribed dangerous goods labels in accordance with chapter 5.2 [ADR](#).
- Information on water hazards is mandatory.
- For articles with a limited shelf life, the date of manufacture respective expiry date must be indicated on the delivery note.
- The supplier is responsible for checking the transportation of dangerous goods.

ADR = Dangerous goods regulations for road and rail

IMDG = Dangerous goods regulations for sea freight

## 15. Final remark

- 15.1 In case of queries in connection with the handling of transportation and packaging, please contact the responsible employee before shipping the goods.

Range	Responsible	e-mail
Delivery, deadlines, product equipment	Purchasing	purchasing@dinol.com
Customs clearance, packaging, loading	Logistics	logistic@dinol.com

- 15.2 If non-compliance with DINOL's transportation and packaging regulations causes any additional costs, these shall be charged to the supplier; if necessary, the goods will be returned freight collect.

- 15.3 We charge a lump sum of EUR 100.00 per delivery for any additional administrative costs incurred at DINOL.

Rev. 1.2 – December 2024