

## Logistics conditions and standards for optimised delivery goods acceptance and storage (acc. ECR recommendation)

These specifications apply as a supplement to the NovaTaste Terms and Conditions of Purchase as amended from time to time.

The following logistics requirements must be adhered to in order to ensure smooth storage and retrieval processes in our automated high-bay warehouse.

Please check your deliveries against our logistics requirements and make any necessary adjustments.

The delivery documents, including the delivery note, **must be carried by the carrier** and handed over to the incoming goods department upon delivery. It happens time and again that the driver does not carry any documents. **This must be ruled out! We reserve the right to refuse to accept the goods from now on!**

All other documents, apart from the delivery documents, must be sent exclusively  
→ **Digital** in advance to the responsible operational purchaser.

### Delivery documents:

Each delivery note must be clearly labelled as a separate document and contain the following information.

- Sender (supplier)
- Recipient (NovaTaste)
- Delivery date
- NovaTaste order number

→ Each order number must be written out in full:

- ✗ Example – incorrect: No: 4500749 / No: 749081
- ✓ Example – correct: Order number 4500749081

→ Each order number must be clearly recognisable on the delivery note. It must not be blurred or illegible

- NovaTaste article number
- NovaTaste Material designation
- **Organic products: Organic inspection body no.**
- Type of container (carton, bag, big bag, can)
- Number of containers
- Number of pallets
- Filling weight per container and total weight
- Raw materials: Supplier batch  
(→ **for subsequent batches: Please be sure to always include the mother-raw material batch/ lot-no. and the information that it is a previous batch!**)
- Raw materials: best-before date
- Raw materials: date of manufacture

# Logistics conditions and standards

Every delivery – including partial deliveries – must be documented by means of delivery notes. In the event of repeated missing delivery documents or insufficient labelling, the additional costs will be charged to you and the truck will be blocked until the complete documents are available.

## Certificates of analysis:

These must also not be sent 'on paper' with the delivery documents, but only  
→ **digitally** in advance to the responsible operation purchaser.

**Please be sure to include the mother-raw material batch/lot-no. at your certificate of analysis.**

## Labelling of containers & pallet:

**Each container must be declared as follows:**

- NovaTaste material number/ manufacturer material number (for comparison with delivery note)
- Material designation
- Container (filling weight)
- Delivery batch
- Best before date
- Production date
- **Organic products: Organic inspection centre number (mandatory – otherwise goods will not be accepted)**
- SSCC labels on the pallet according to GS1 standard

## Requirements for the delivering vehicles:

As a rule, the delivery of the goods is your responsibility, i.e. the delivery is carried out by your own vehicles or by the logistics company you have commissioned (hereinafter referred to as the logistics provider).

We expect the logistics company to orientate itself to the logistics quality systems customary in the industry and to comply with the requirements for the logistical handling of foodstuffs as a matter of course. Certification, for example in accordance with IFS Logistics or equivalent, is not mandatory, but is desirable.

The supplier (shipper) must ensure fulfilment of the following requirements; if these requirements are not met – the load will not be accepted / unloaded:

- The transport vehicles/ trailers/ containers must be suitable for transporting foodstuffs; in particular, cleanliness suitable for foodstuffs must be ensured; foreign odours from the vehicle or any influencing additional loads are not permitted.
- The joint transport of foodstuffs and chemicals of all types is not permitted, non-food items should not be transported in the same hold, and foodstuffs must not be adversely affected.
- Vehicles, means of transport and containers must be kept clean, must not have any visible soiling in the hold and must be free from pests of any kind.
- The loading space/ cargo compartment must be closed, the cargo must not become wet or otherwise contaminated during transport or otherwise impaired/ damaged/ contaminated in a way that reduces quality. The load must not be accessible to unauthorised persons during transport, including the standing times.

# Logistics conditions and standards

## Pallet quality and pallet delivery:

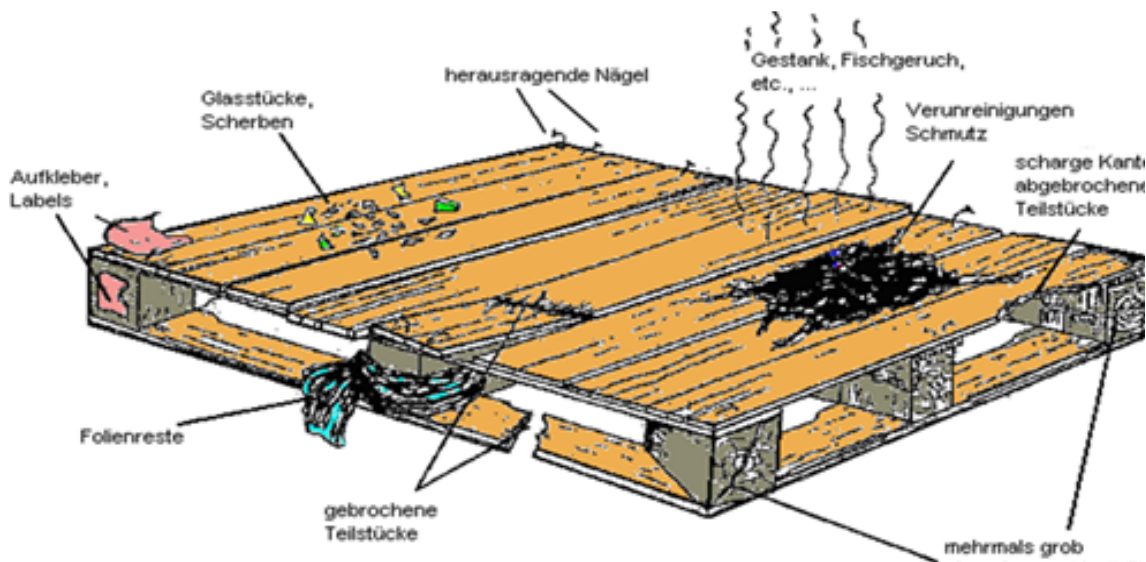
1. EURO wooden pallet (class A-B) according to DIN 15146-2, 800mm x 1200mm
2. INDUSTRIAL PALLET wood according to DIN 15146-3, 1000mm x 1200mm
3. PLASTIC PALLET EURO H1, top with grid structure, 800mm x 1200mm

## Wooden pallets must fulfil the following criteria:

- Flawless/ undamaged/ clean/ dry
- Use of an intermediate layer
- Absolute dimensional accuracy, undamaged, no splinters, no protruding nails, no traces of pest infestation, no cobwebs, no oil stains, all running boards and blocks present and in order. Goods and transport unit must be delivered free of soiling
- not damp and no signs of mould

The EPAL exchange criteria apply to EURO wooden pallets (<http://www.epal-pallets.de/de/downloads/downloads.php>).

→ ✗ NOT OK:



→ ✗ No closed pallets / haven pallets / GMA pallets



# Logistics conditions and standards

## Pallet wrapping and sizing in general:

- The pallet support board must also be wrapped.
- The film must not be wrapped over the pallet blocks.
- No loose film may protrude.
- Protrusions are not permitted.
- There must be a support between the pallet and the packaged product over the entire surface.
- Batch-clean pallets

## For deliveries in bags or cartons:

- In general, bags and cartons must be delivered on Euro pallets with a maximum weight of 800 kg.
- The containers must be evenly distributed on the pallet.
- The goods must be flush with the edge of the pallet and levelled at the top. Maximum height including pallet 158 cm.
- Maximum weight 1,000 kg per pallet for industrial size pallets.
- For EURO dimensions max. 800 KGBei Anlieferung in Big-Bags

## For deliveries in big bags:

- The product must be delivered in a dimensionally stable, stitched big bag.
- Maximum height including pallet 158 cm.
- Maximum volume of 1,150 litres with a maximum net filling weight of 1,000 kg.
- There must be a bonnet on top to prevent contamination (food defence!)

## Specifications for delivery in tankers:

- These must be intended for the exclusive use of foodstuffs, suitable and labelled accordingly. On request, the suitability must be demonstrated with corresponding certificates of conformity.
- The last 3 previous loads must be evident from the freight documents.
- The cleaning of the tank truck prior to loading must be evident from the freight documents and must be carried out in accordance with the EFTCO (European Federation of Tank Cleaning Organisations [www.eftco.org](http://www.eftco.org)) specifications.
- The shipper is responsible for selecting the cleaning process and ensures that this does not result in any hygienic impairments, cross-contamination from previous loads or other defects that could have a negative impact on product safety or the quality of the cargo. Corresponding cleaning validations are available to the supplier (shipper).
- Silo vehicles must be sealed

## The NovaTaste employees must instruct the supplier and these instructions must be followed:

- At the end of the silo filling, no compressed air may be allowed into the silo. It must be released via the truck's drain valve
- The supplier (truck driver) must be present during the entire refueling process and regularly check the pressure
- In the event of any malfunctions the refueling must be stopped immediately
- Smoking is strictly prohibited during unloading and on the entire premises



# Logistics conditions and standards

Examples of deliveries that meet our logistics requirements:



# Logistics conditions and standards

Examples of deliveries that do not meet our logistics requirements:



# Logistics conditions and standards

Examples of deliveries that do not meet our logistics requirements:





# Logistics conditions and standards

## Load securing:

All items are transported by automatic conveyor systems, lifts, lifters and storage and retrieval machines. Accordingly, the loading aids and load securing equipment (pallets, wrapping film, cardboard boxes, stretch bands, tie-down straps, etc.) must be suitable for the service. Deviations are checked by the incoming goods department and recorded in writing.

## Charging of costs in the event of non-compliance:

In the event of recurring defects on delivery that deviate from our aforementioned logistics requirements, we will be charged for the costs incurred, including a flat-rate expense allowance. In addition, non-compliance will have a negative impact on your supplier assessment.

**We ask you to ensure that all deliveries are made exclusively in the required form and time with immediate effect. We reserve the right to reject goods that are not suitable for storage.**

## Delays in delivery:

Delivery dates confirmed to us by the supplier must be adhered to. The synchronisation of our incoming goods (goods receipt) is a basic prerequisite for a functioning NovaTaste supply chain.

## The following therefore applies:

- The agreed and confirmed delivery date is binding
- Delivery date and time window must be adhered to
- Deliveries not notified will be accepted or rejected depending on the situation
- The supplier is only entitled to make partial deliveries if this has been agreed with our Operational Purchasing department prior to delivery
- If the supplier cannot adhere to the agreed delivery date and/or time window, he is obliged to contact us immediately in advance, the supplier is obliged to contact Operational Purchasing immediately in advance
- If goods are nevertheless not delivered on the agreed date, NovaTaste reserves the right to unload the lorry only on the agreed date
- If goods are delivered too late, they will be unloaded depending on available capacity.

## Goods receiving times NovaTaste:

### Goods receiving Freilassing/Germany:

Monday - Friday: 06.00 - 18.00 h,  
except silo/oil tank: 06.00 - 12.00 h

### Goods receiving Sittensen/Germany:

Monday - Thursday: 07.00 - 14.00 h (including silotank)  
Friday: no goods receiving (!)

### Goods receiving Stuttgart-Feuerbach/Germany:

Monday – Friday: 07.30 – 15.30 h

### Goods receiving Salzburg/Austria:

Monday - Thursday: 07.00 - 15.00 h  
Friday: 07.00 - 12.00 h