

# Delivery and Dispatch Regulations

Effective: 01 May 2017

## 1. Basics

- 1.1. The following Delivery and Dispatch Regulations are the basis for cooperation with the Ostfriesischen Tee Gesellschaft GmbH & Co. KG (OTG) and Nutrisun GmbH & Co. KG (Nutrisun) and apply to deliveries to the plant referred to in No. 2 below. A change in the Delivery and Dispatch Regulations is reserved exclusively to us. Previously issued Delivery and Dispatch Regulations are no longer valid. Deviations are only possible after prior consultation with Purchasing. In the case of non-compliance, we reserve the right to refuse acceptance.
- 1.2. All equipment used for the transport must meet the usual requirements for the transport of foodstuffs. The conventional hygiene rules for food transportation must be respected by the employees transporting the food.
- 1.3. Insofar as a certain temperature requirement is specified for the transport, the maintenance of the temperature before and during transportation and is to be ensured and documented.
- 1.4. Vehicle load capacity bans must always be respected and the goods are to be kept strictly separate from each other. It is up to the vendor to prevent cross-contamination (such as contamination, transmission of germs, etc.) of the goods. Deviations must be reported immediately. Contaminated goods must immediately be sorted out and any spreading to other products must be avoided. Due to the deficiencies identified in the individual case, a decision will be made at the Incoming Goods Department on the next steps (e.g. destruction of goods).
- 1.5. Unless otherwise arranged, deliveries are only permitted with ramp-enabled vehicles. Unloading should be carried out from the back of the trucks. The loading height of the trucks must be at least 90 cm.
- 1.6. The pallet mounting must be uniform except for one short/residual product pallet.

## 2. Delivery addresses of our plants

### 2.1. Milford Tea GmbH & Co. KG

Meilsener Straße 4, 21244 Buchholz  
**Contact:** Mr. Harras/Mr. Küster/Ms. Tödter  
 Tel.: +49 4181 213-132/-145/-129  
 Fax: +49 4181 213-133  
**Delivery times:**  
 Monday–Thursday 06:30–14:30, Friday 06:30–12:00

### 2.2. OTG Lager- und Frachtkontor GmbH & Co. KG (North)

Meilsener Straße 8b, 21244 Buchholz-Steinbeck  
**Contact:** Mr. Cohrs/Mr. Weber  
 Tel.: +49 4181 213-165  
**Delivery times:**  
 Monday–Friday 6:00–14:30

### 2.3. Onno Behrends GmbH & Co. KG

Am Fridericussiel 5–7, 26506 Norden  
**Contact:** Mr. Schepker  
 Tel.: +49 4931 1895-35  
 Fax: +49 4931 1895-39  
**Delivery times:**  
 Monday–Thursday 06:30–14:00, Friday 06:00–13:30  
**Besonderer Hinweis:**  
 Please note that for deliveries, the entrance on the left behind the windmill is used (Raiffeisenstraße).

### 2.4. Kräuterhaus Wild GmbH & Co. KG

Meißnerstraße 29, 97508 Grettstadt  
**Contact:** Ms. Förth  
 Tel.: +49 9729 9110-1020  
 Fax: +49 9729 9110-50  
**Delivery times:**  
 Monday–Thursday 06:00–14:00, Friday 06:00–12:00

### 2.5. OTG Lager- und Frachtkontor GmbH & Co. KG (South)

Meißnerstraße 31, 97508 Grettstadt  
**Contact:** Mr. Zuckrigl/Mr. Pfitzmann  
 Tel.: +49 9729 9110-91/-86  
 Fax: +49 9729 9110-89  
**Delivery times:**  
 Monday–Friday 6:00–14:00

### 2.6.1. MEDIN GmbH & Co. KG

Triebweg 5, 97906 Faulbach  
**Contact:** Ms. Magel/Ms. Mayer  
 Tel.: +49 9392 8092-79/-25  
 Fax: +49 9392 8092-82  
**Delivery times:**  
 Monday–Thursday 07:00–16:00, Friday 07:00–12:00

### 2.6.2. Field warehouse Kürnach: VS Logistics Warehousing Services GmbH

Wachtelberg 17, 97273 Kürnach  
**Contact:** Mr. Endres, Mr. Ebner, Mr. Hahn (VS Logistics Warehousing Services GmbH)  
 Tel.: +49 9367 988932-12/-13  
 Fax: +49 9367 988932-17  
**E-mail:** bernd.endres@vs-logistics.com, jonas.ebner@vs-logistics.com, peter.hahn@vs-logistics.com  
**Delivery times:**  
 Monday–Thursday 07:30–15:00, Friday 07:30–12:00

## 3. Notification of delivery

- 3.1. The delivery is to be announced no later than 14:00 the day before delivery by fax/e-mail to the plant to be supplied (upon consultation, order confirmation is sufficient). We reserve the right to assign time slots for delivery. Compliance with prescribed dates is a mandatory requirement in order to avoid unnecessary delays. Costs incurred for downtimes will not be paid.
- 3.2. **Special regulations for VS Logistics:** The confirmation of the goods order is to be directly sent via fax with a delivery to the MEDIN plant.
- 3.3. In the event of non-delivery or partial delivery, the contact person of the plant mentioned in No. 2 must be informed no later than 2 days prior to delivery about the non-delivery or possible partial delivery of items.

## 4. Shipping documents

All deliveries must be accompanied by sufficient shipping documents (waybill and delivery note) with the following content:

- Vendor name
- Item number and item designation/name
- Order number
- Quantity per container, carton, pallet and total quantity
- Call-off number (if available)
- With tea raw material: Raw material batch
- With organic goods: Eco-control agency number of vendor
- Expiration date (if required)
- Storage conditions (if necessary)
- Delivery note number and delivery note date

## 5. Means of transport

### 5.1.1. Pallets

Unless otherwise agreed, deliveries may only be made on euro exchange pallets. The pallets are generally exchanged immediately! This requires compliance with the required range of pallet quality upon delivery:

- clean and dry
- perfect condition
- in accordance with the EPAL guidelines  
 (please refer to <http://www.epal-pallets.de/de/produkte/tauschkriterien.php>)

### 5.1.2. Pallets for the medicinal tea area in Kräuterhaus Wild: The cuts are to be delivered on half Chep pallets.

### 5.2. Containers, among other transport means

Containers among other transport means are to be exchanged immediately (except at VS logistics). Cover plates and big bags are collected and returned in larger quantities.

### 5.3. If the forwarder making the delivery refuses to take back the corresponding number of exchange pallets, containers or other transport means, the vendor is obligated to have the pallets, containers and other transport means which are owed to us picked up separately. These pick-ups are to be announced in advance.

### 5.4. Should bottlenecks with pallets, containers or other transport means occur in our plant, our plant is authorised to issue vouchers. Upon presentation of this voucher, missing pallets, container or other transport means can be requested at a later date.

## 6. Palletisation

Deviations from the specified dimensions are not allowed.

Warehouse	Length	Width	Max. height
<b>Milford Tea GmbH &amp; Co. KG</b> Meilsener Straße 21244 Buchholz	1180 mm	780 mm	1650 mm
<b>OTG Lager- und Frachtkontor GmbH &amp; Co. KG (North)</b> Meilsener Straße 8b 21244 Buchholz	1180 mm	780 mm	1050 mm
<b>OTG Lager- und Frachtkontor GmbH &amp; Co. KG (South)</b> Meißnerstraße 31 97508 Grettstadt	1180 mm	780 mm	2100 mm
<b>Onno Behrends GmbH &amp; Co. KG</b> Am Fridericussiel 5-7 26506 Norden	1180 mm	780 mm	1650 mm
<b>Kräuterhaus Wild GmbH &amp; Co. KG</b> Meißnerstraße 29 97508 Grettstadt <i>Special specifications cuts medicinal tea: half Chep pallets</i>	1180 mm  780 mm	780 mm  580 mm	1750 mm (tea) 1650 mm (VPM)  1120 mm
<b>MEDIN GmbH &amp; Co. KG</b> Triebweg 5 97906 Faulbach	1180 mm	780 mm	1800 mm
<b>MEDIN GmbH &amp; Co. KG Field warehouse Würzburg (VS logistics)</b> Friedrich-Kohlrausch-Straße 2 97080 Würzburg	1180 mm	780 mm	1800 mm

## 7. 7. Packing and labelling

### 7.1. Raw material

To avoid confusion, each container is to have the following information for identification:

- Vendor
- Quantity/weight
- Designation, with organic goods preceded by the indication „Organic“
- EDP number
- Item number
- best-by date
- Refrigerated storage (if necessary)
- With raw material: Batch number
- With organic goods: Eco control agency number of vendors/seal
- The pallet labelling should have the size DIN A4 and is to be applied to all four sides of the pallet directly over the centre pallet block at a height from 60 cm up to 120 cm

#### 7.1.1. Specifications big bag:

- The big bag should be pallet-shaped.
- The loops of the big bags at the top must be between 20 cm–25 cm long.
- The spout at the bottom must be 40 cm long.
- Herbal tea: the big bag is to be provided with a container label on at least two sides on the upper edge.
- Medicinal tea: the big bag is to be provided with a container label on all four sides at approx. 60 cm height.
- Big bag maximum height of 155 cm

#### 7.1.2. Specifications of sacks:

- The weight per sack must not exceed 25 kg. Each sack must have labelling according to No. 7.1.
- Pallet labelling must be applied on all four sides at approx. 60 cm height.

#### 7.1.3. Silo deliveries

- The delivery in the silo vehicle container must be made on the basis of the „regulation hygienic requirements for transport containers in the Foodstuff Transport Container Ordinance (LMTV)“ in the currently valid version.
- The originality of the product ordered must be guaranteed at delivery through the corresponding access protection measures such as e.g. seals, customs cable and end seal, housing and seal by the freight forwarder. It is also to be ensured that the access protection measures are weather resistant (such as metal seals).
- The freight forwarder for the transport has to observe the following minimum requirements:
  - Filler nozzles for dry/liquid substances = closed and sealed
  - Hose boxes = closed and sealed
  - Outflow valve/port = closed and sealed
  - Elbows (if needed) = closed and sealed
- Delivery note, certificate of cleaning and weight ticket must be in writing with each delivery.
- For identification, the particular silo number must be clearly labelled on the delivery note, the certificate of cleaning and the weight ticket.
- The seals for securing must be numbered and documented on the delivery note.
- The removal of seals and other access protection measures is only permitted in the presence of and on the order of the incoming goods staff.

- Special conditions for the delivery of glucose:
  - A hose with an overall length of 15 metres plus a 5 metre extension must be enclosed.
  - A thread DN 65 „milk line“ is required

### 7.2. Packaging Materials

To avoid confusion, each pallet must be labelled on the front sides with two labels and following information:

- Quantity/weight
- Designation
- EDP number
- Item number
- best-by date

#### 7.2.1. Neutral and printed film

- Delivery of rollers with uniform running metre number/quantity (exception: partial rolls)
- Labelling using label in the roll core with:
  - Running metre number/quantity/weight if necessary
  - Item designation
  - Specification of the item number
  - Specification of the EDP number

#### 7.2.2. Cardboard packaging

- Uniform assignment of pallets per item (single-variety)
- Bundling of the cardboard to a specific number of pieces
- Marking the outer boxes and pallets (front) with the following information:
  - Item designation
  - Quantity
  - EDP number

### 7.3. Finished goods

To avoid confusion, each pallet is to have the following information for identification:

- Item number
- Designation, with organic goods preceded by the indication „Organic“
- Production date
- Best-before date
- Quantity in carton/container
- EDP number
- Optimal storage conditions (cooling Yes/No)
- Batch number
- With organic goods: Eco control agency number of the vendor in barcode (type: Code 128):
  - Item number
  - Batch number
  - Production date
  - Quantity in carton/container

If no batch number is recorded, these provided 10 digits must be filled with a space. With the quantity of cartons, the effective number of packages on the pallet is to be indicated. The pallet labelling should have the size DIN A4 and is to be applied to all four sides of the pallet directly over the centre pallet block at a height from 60 cm up to 120 cm. The label is to be stuck onto the shrink wrap or wrap film. Every single box is to be provided with a label. The best-by date is to be visible on each individual box.

## 8. Transport securing equipment

Protection must be ensured against slipping with sufficient loading gear. A covering of the pallets is to be provided against contamination from dirt and dust. In principle, it is to be ensured that the basic dimensions of the pallet of 800 X 1200 mm are not exceeded by the transport securing equipment with each type of transport securing devices (e.g., edge protectors, liners, pasteboard). Exceeding of the basic dimensions will inevitably result in a malfunction in the storage.

If the pallet is wrapped or shrunk wrapped for transport security, it should be ensured that:

- each pallet is individually wrapped or shrunk wrapped
- the film ends are snug and will not come off even with multiple handling
- the blocks of pallets are not be wrapped.
- the packaging material stock on the pallet is not bent.

## 9. Acceptance refusal of defective deliveries

We inspect the goods for compliance with our regulations at the delivery of the goods. Deficiencies will be reprimanded and promptly communicated to the vendor. We reserve the right according to our sole discretion to refuse acceptance of the delivery.

## 10. Returns processing

Occurring returns are to be picked up within a period of 7–10 days. This period begins with the first contact between the contact person in the plant, Purchasing and the vendor. The following information should be noted when picking up:

- When a return is to be picked up a return, the pick-up order is to be submitted.
- Dates for returns are to be discussed with our plants.
- Exchangeable empty pallets must be brought according to the amount of the pallets to be picked up. If this is not the case, we will invoice the vendor €25 per loading device.

Ostfriesische Tee Gesellschaft GmbH & Co. KG

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