

## **General Transport and Delivery Guideline of Harro Höfliger Verpackungsmaschinen GmbH**



**"We are and always will be:**

**A family business with a secure future –**

**Attractive for its staff, suppliers and customers"**

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## General Transport and Delivery Guideline

### 1. Introduction

**ALL YOU NEED** – The guiding principle of Harro Höfliger Verpackungsmaschinen GmbH in order to fulfill the ideas and wishes of the customer, as well as to respond to the interests of our employees and business partners in the long term and sustainably, and to join forces to develop further. Trust, fairness, openness, willingness to develop and mutual respect are our values to realize customer wishes. But where does **ALL YOU NEED** start?

At Harro Höfliger, we set high standards for our products and services. Our goal is to cover our customers' entire value chain with technologically leading, high-quality solutions. To enable us to do this comprehensively, we rely on a whole network of competent partners and suppliers. The fulfillment of customer wishes begins with the first link in the supply chain of Harro Höfliger Verpackungsmaschinen GmbH and therefore with our suppliers. For this reason, joint collaboration with our suppliers is a matter of utmost importance to us. Together, we can develop further along the entire supply chain and achieve mutual added value along the way.

This documentation defines general information on the delivery of goods to Harro Höfliger Verpackungsmaschinen GmbH, which will hereinafter be referred to as Harro Höfliger. This information is generally valid for all suppliers.

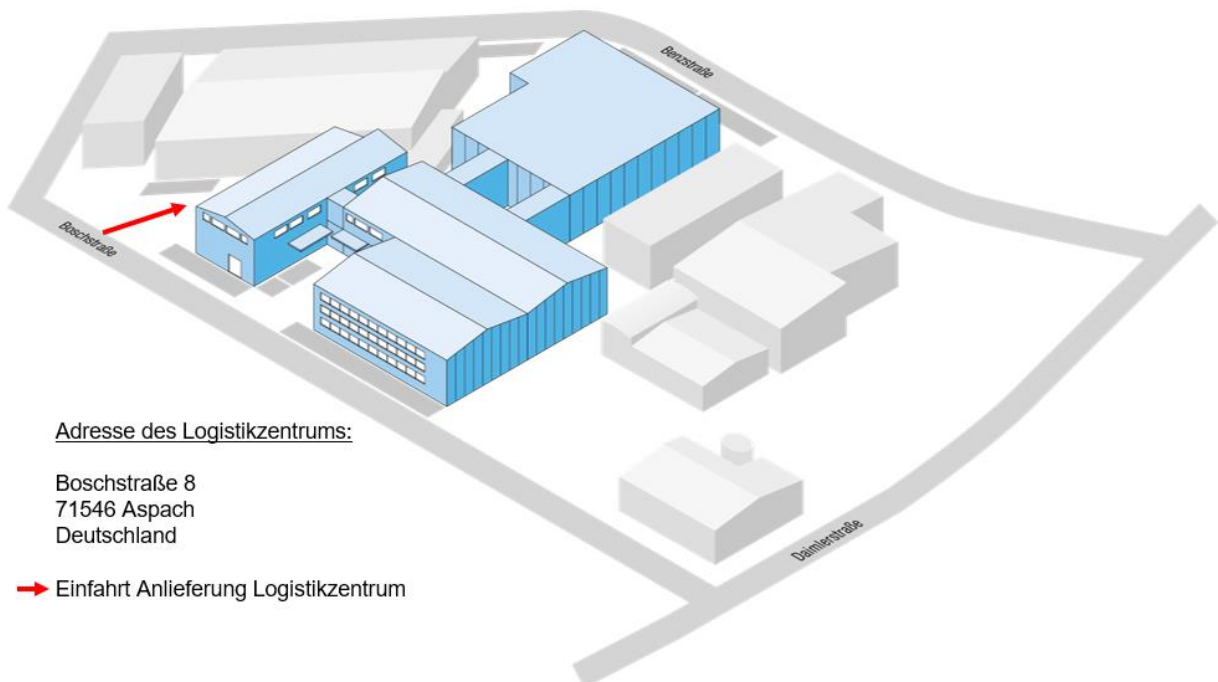
In the event of an unacceptable deviation from these specifications, Harro Höfliger reserves the right to assess the entire consignment as being deficient and to refuse acceptance.

Article-related exceptions are only possible after prior coordination with the Harro Höfliger Procurement Department. When specifying packaging for new articles, this delivery guideline must be observed.

## 2. Place of delivery

The place of delivery is generally the delivery address noted on the purchase order. In case of different deliveries on the same date, the delivery must be made to the address noted on the purchase order. A joint delivery to one address is not desired and may not be accepted by the incoming goods department. It is assumed that the parcel label, waybill and packing list show an identical delivery address.

## 3. Delivery sketch of the logistics and manufacturing center Großaspach



## 4. Goods acceptance times

The goods receiving department is staffed during the following times:

- Monday to Friday: 07:00 – 16:00 hrs

Acceptance of a delivery outside these times will be **refused**. If deliveries outside these times are necessary, these must be clarified in advance in writing with the responsible persons at Harro Höfliger. A regular delivery must be made in such a way that the vehicle can be completely unloaded within the specified time period. The suppliers are responsible for the **independent** loading and unloading of the goods.

## 5. Goods receiving area (corresponds to company yard)

The Harro Höfliger logistics center has a delivery gate that can accommodate exactly one truck. Therefore, only one truck may be in the goods receiving area for loading or unloading. There is no height-adjustable loading ramp available at the delivery gate. Vans or smaller vehicles must be parked in such a way that it is possible to drive in and out of the company yard, load and unload another vehicle and access the containers without any problems. If one of the aforementioned criteria cannot be met, it is necessary to wait outside the company yard, or the vehicle must be parked outside the Harro Höfliger company yard. The German Road Traffic Act (StVO) applies in the company yard.

## 6. Prioritization: express and service deliveries

Prioritized items **marked with an express or service sticker must be carried** separately from the remainder of the delivery. In addition, prioritized parts must be clearly marked as such, delivered on time and separately. The express / service - sticker must be carried along to HH and must be additionally attached to the side of the address pouch. In the case of self-delivery, it must be ensured that the stickers are clearly visible on the outer packaging, if it was agreed in writing at the time of placing the order then an express / service sticker must be affixed to the consignment. In the case of collection, these must be handed over separately to the driver.

### Express parts (rush jobs):

Suppliers who are responsible for the express service receive the following special sticker from Harro Höfliger:

Express sticker:



### Service parts (spare parts):

Suppliers who are responsible for service parts receive the following special sticker from Harro Höfliger:

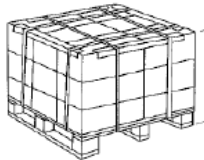
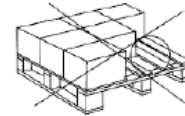
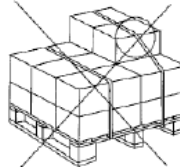
Service sticker:



## 7. Cargo transport units

All consignments handed over to a transport service provider must be packed in a way that is safe for transport and safe for access.

Delivery must preferably be made on undamaged Euro pallets. In certain cases, disposable pallets with the dimensions of a Euro pallet may be used. However, if the pallet is part of the goods as a cargo transport unit, it cannot be exchanged. All cargo transport units must be able to be handled by means of floor conveyors. Non-stackable cargo transport units are not permitted for reasons of warehouse organization.

**RICHTIG****FALSCH**

Preferably, wooden frames are to be used to protect the bundle (see Appendix A1: Cargo transport units). When a cargo transport unit is shipped, care must be taken to ensure that it is adequately secured on and to the pallet, e.g., to prevent it from slipping. When packing the cargo transport unit, it must be ensured that heavy parts form the lower layers and lighter parts the upper layers, so that the parts do not damage each other. A cargo transport unit can consist of several bundles. The individual bundles, in turn, consist of several packages (see Appendix A2: Cargo transport units, bundles and packages).

### **Marking of the cargo transport units:**

For orders that are not placed on the basis of the standard document, i.e., without indication of a Harro Höfliger purchase order number as a reference, the contact details (name and telephone number) of the purchaser must be noted on the delivery documents.

The documents, delivery note and packing list/contents list, must be attached to the outside of the cargo transport unit in the delivery note pouch. A delivery note can be issued for several cargo transport units as long as the cargo transport units are delivered together.

## 8. Parcel shipments

For the delivery of Harro Höfliger purchase orders by means of cardboard boxes/parcels, the following rules must be observed (see Appendix A3: Parcel shipments with delivery note pouch):

- The documents must be visible from the outside by means of delivery note pouches.
- Adhesive tape must be applied straight and labels must not be taped over
- Packages must not exceed a weight per package of 20 kg

## 9. Waybill

The waybill or freight forwarding transfer bill describes the delivery externally and must contain at least the following information:

- Carrier
- Consignee
- Delivery address
- Ordering party
- Total weight
- Number of pallets
- Quantity and type of loading equipment used

Waybills with handwritten changes are not allowed.

## 10. Delivery note

Each delivery must be accompanied by a fully completed delivery note with reference to the Harro Höfliger purchase order number. The delivery note must be attached to the cargo transport unit in a clearly visible position (red delivery note pouch / Caution: do not attach to product packaging). (See Appendix A4: Delivery note and packing list).

If, in exceptional cases, a delivery note pouch cannot be used, the delivery note must be clearly marked on the package (cargo transport unit). If a delivery note requires several packages, these are to be combined into a bundle.

The supplier is responsible for the clarity and assignment of purchase order and delivery note.

If an order is shipped in several individual packages, a delivery note must be included in the parcel for each individual package or parcel.

The delivery note describes the contents of the delivery and must contain at least the following information:

- Supplier with address
- Shipment date
- Delivery note number
- Delivery address
- Consignee
- Contained purchase order number
- Harro Höfliger article number
- Article description
- Serial number / lot / expiry date
- Number of pieces per delivery item
- Delivery unit per delivery item
- Number of pallets

The following information must be provided, if relevant:

- Deviations from ordered quantities

The delivery note must be listed in the same structure and sequence as the purchase orders that it contains. Delivery notes written by hand will not be accepted! We reserve the right, in case of unclear delivery notes, to return the goods **carriage forward** to the contractor.

### **Delivery notes and drawings for manufactured parts**

Each delivery must be accompanied by a fully completed delivery note including drawing with reference to the Harro Höfliger purchase order number. The aforementioned general delivery note provisions apply. In addition, drawings of parts must be supplied in DIN A4 size and sorted in the sequence of the purchase order and delivery note.

## **11. Packing list / contents list**

For clear identification, each cargo transport unit consisting of different bundles must be labeled with a packing list / contents list, which represents the contents of the bundle. The contents list must be attached to the outside of the bundle in such a way that it is clearly visible.

Required information on the contents list/packing list:

- Purchase order number
- Delivery note number
- HH article number
- Manufacturer article number
- Quantity

A bundle may comprise several orders. The bundles are to be combined into one cargo transport unit in a manner that is safe for transport.

## **12. Packaging**

### **The following applies in general:**

During transport, the goods and their packaging are exposed to stresses such as impact, vibration, pressure and environmental influences such as moisture, dust and dirt. Therefore, care must be taken to ensure that the packaging is suitable and of the right quality for the product. This must be designed to be suitable for transport or related stresses. The supplier is responsible for the packaging of the goods and is responsible for using appropriate packaging to ensure that the goods reach their destination in perfect condition.

All materials used must comply with the legal requirements. This applies in particular with regard to licensing, labeling, etc.



Newspaper is generally rejected as packaging material. We reserve the right to refuse acceptance in the event of incorrect packaging. The wrapping of components with adhesive tape is generally prohibited.

The quantity of the packing units must be delivered as ordered. We do not accept smaller or larger quantities than indicated on our orders, unless this has been agreed with the Harro Höfliger procurement department.

Heavy parts must be stowed in the packaging and containers in an ergonomically sensible manner, taking quality features into account. Care must be taken to ensure that the heavy parts do not damage, bend, break, scratch, etc. other components.

For individual items, precisely fitting (in relation to the item) packaging (cardboard boxes, bags, shrink sleeves, etc.) must be used. Each package whether cardboard box, bag, etc. must be packed and marked with a clear identification of the contents. Very small parts must be packed and sealed in a bag.

#### **Requirements for packaging based on means of transport and transport duration:**

Furthermore, when selecting the right packaging, the means of transport used, as well as the transport distance to be covered and the transport duration must be taken into account. The longer the transport distance and the required duration, the greater the stress on the packaging and the goods. The supplier is responsible for ensuring that the packaging and goods can withstand these stresses and that the goods arrive without damage.

#### **Sustainability and aspect of environmental friendliness:**

As a hidden champion of production and packaging systems, sustainability and environmentally conscious actions are part of the family and company tradition. We treat natural resources with care and promote regenerative energy generation. We design our machines and their production to be as energy-efficient and environmentally compatible as possible; this ranges from the procurement of materials to the recycling of recyclable resources.

In order to also establish this tradition in the Harro Höfliger supply chain, care must be taken, for example, to ensure that the size of the packaging is adequate to the dimensions of the packaged goods. In addition, reusable/recyclable packaging should preferably be used.

#### **Packaging materials (disposable packaging / container-conforming cardboard packaging)**

All materials used must comply with the legal requirements. In addition, the respective regulations arising from the Closed Substance Cycle Waste Management Act, the Packaging Ordinance, and the Hazardous Substances and Hazardous Goods Ordinance apply.

Stickers must not hinder the recycling of materials.

- **Cardboard packaging:**

Corrugated cardboard/cardboard boxes with recycling guarantee, labeling only with environmentally compatible inks. Coatings are not allowed.

- **Films:**  
PET, PP must be marked.
- **Cover boards / panels / cases:**  
Natural wood untreated or treated with non-toxic substances for pest control.
- **Filling materials:**  
Exclusively recyclable materials, e.g., corrugated board, bubble wrap, etc.
- **Load securing:**  
Loads on pallets or individual packages can be used together with stretch film and shrink film (PET and PP), as well as with straps (PET and PP) (See Appendix A5: Use of stretch film / straps).

### **Packaging of articles that may only be handled with gloves**

Suppliers who deliver articles to Harro Höfliger that may only be touched with gloves are to be delivered without any traces of grease, fingerprints, etc. To ensure this, the outer packaging of the articles must be marked as requiring gloves. The labeling can look as follows (example):



**!Bitte die Teile nur mit Handschuhen anfassen!**

### **Order picking on the part of suppliers**

For suppliers who implement pre-picking of goods for Harro Höfliger, the following guidelines apply additionally:

The goods of any material group ordered by Harro Höfliger are pre-picked by the suppliers. This means that the parts belonging together are packed and labeled separately. The required information for picking on the part of the suppliers can be taken from the CSV file supplied with the respective order. Suppliers are responsible for the correct assignment of labels to the picked goods. The following criteria must be taken into account for the application of labels:

- The original article / goods labeling must remain visible
- Perfect condition of the attached label
- No handwriting on the labels
- Good readability of the labels

- No falling off of the labels

**Identification of parts:**

In order to be able to clearly identify the articles upon delivery of the goods, it is necessary that the articles delivered to Harro Höfliger or their outer packaging are marked with at least the following information:

- Article number / part number
- Article designation / part designation
- Quantity / number of pieces

**13. Packaging details for manufactured parts (drawing parts)**

In order to avoid corrosion and damage, care must be taken to pack the components appropriately. When components are delivered on a Euro pallet with a size of 1200 x 800 mm or more, edge protection must be provided. Among other things, it must be ensured that the packaging materials can be transported using a floor conveyor or a forklift truck.

Additional information: To avoid corrosion during transport and storage, steel parts that are generally susceptible to rust should be treated with WD40 or similar before packing. It must be ensured that the outer packaging does not absorb the corrosion protection from the manufactured part.

Per bag = 1 item = 1 label relating to the contents. Division into several bags is not allowed.

Components that may only be handled with gloves must be clearly indicated using a glove sticker on the packaging and delivery note or transport package.

In case of large components and sheet metal parts, the accompanying certificate / identification certificate and the drawing must be attached to the component.

For deliveries of manufactured parts with surface treatment, it must be ensured that these parts are packaged in accordance with the requirements of their surface treatment. In individual exceptions, deliveries can be made without surface treatment. However, this must already be agreed with the Harro Höfliger procurement department in the quotation phase.

Care must be taken to ensure that all manufactured components (production parts) are free of chips, emulsions and other impurities.

If a supplier receives from us production parts for further processing, Harro Höfliger expects that the delivery packaging is reused identically and that the production parts are returned to us with this delivery packaging.

**14. Packaging details for manufactured parts (drawing parts- pharmaceutical components)**

When packaging and shipping pharmaceutical components, care must be taken to ensure that the packaging is suitable for the component and meets the requirements. Individual and serial components must be packaged in accordance with their surface finish.



Packaging as bulk material is not desired for serial components with "syringe symbol" requirement.

Manufacturing drawings of manufactured parts for pharmaceutical machinery are labeled with the "syringe symbol":



For components or serial parts with the "syringe symbol" a suitable type of packaging must be used.

The following criteria will determine a separate packaging method:

- Drawing indication "syringe symbol" with
- Surface requirements  $Ra \leq 1.6 \mu m$
- Drawing specification  $Ra \leq 0.8 \mu m$
- Drawing specification "electropolished, plasma polished or mechanically polished"

## 15. Complaint

Deliveries deviating from this guideline cause considerable effort in Harro Höfliger's incoming goods department. Therefore, Harro Höfliger reserves the right to charge a handling fee to the supplier if additional expenses are incurred. Invoicing shall generally be based on the time and effort involved. The supplier will be requested by Harro Höfliger to analyze the error pattern and to initiate appropriate corrective measures.

Complaints by Harro Höfliger about parts will be made in writing. The rejected parts will be returned **freight collect**.

## 16. Document history

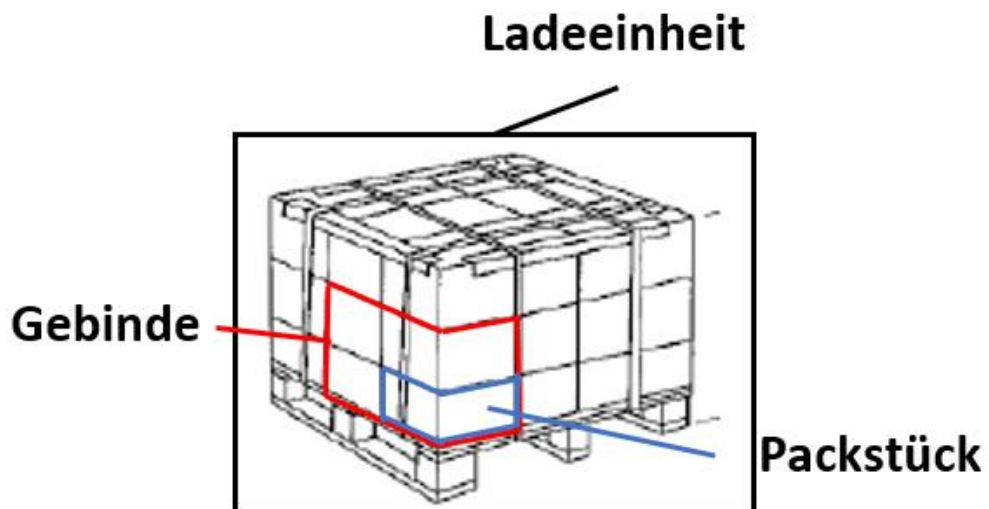
Version	Date	Author	Reason for change / Remarks
1.0	2020-05-18	Weinert, Felix	Creation
2.0	2020-06-16	Weinert, Felix	Adaptation

## Appendices

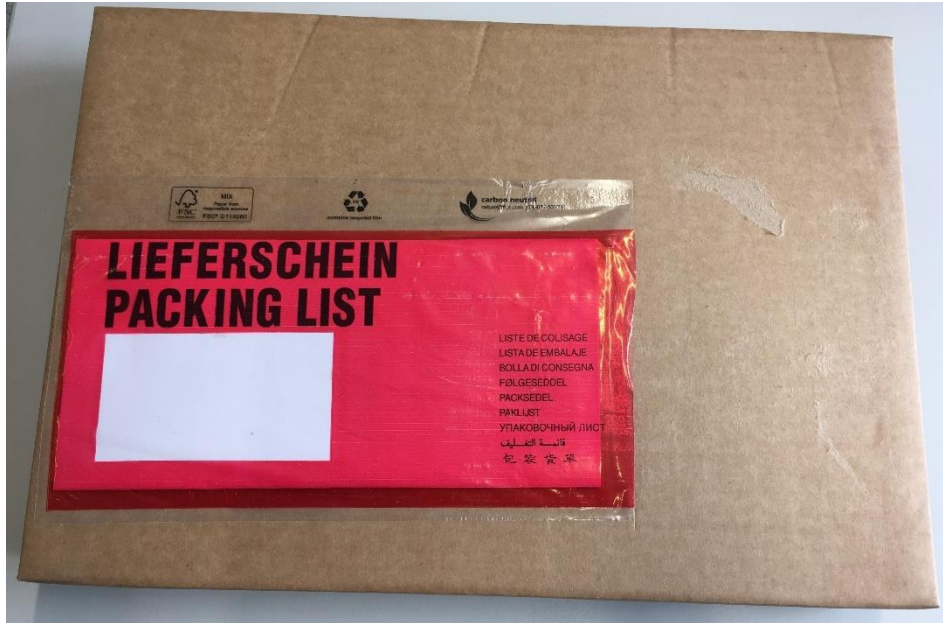
### Appendix A1: Cargo transport units (e.g., wooden frame / wooden box)



### Appendix A2: Cargo transport unit, bundle and package



### Appendix A3: Parcel shipments with delivery note pouch



### Appendix A4: Delivery note and packing list



## Appendix A5: Use of stretch film / straps

