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For the sake of clarity, Hosokawa Alpine AG will henceforth be referred to as "HAAG" in this document.

Responsibilities:

	Date	First and last name	Signed
Responsible for documents:	04.07.2024	Karlheinz Mertes	
Document Approver:		Uwe Moser	

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1.1			
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1.3			
1.4			

Content:

1 Introduction

1.1 Purpose of the supply regulations

1.2 Scope and application

1 Introduction

1.1 Purpose of the supply regulations

Competition in national and international markets has increased significantly in recent years. The increasing demands of our customers place the highest demands on our company in terms of quality, punctuality, and flexibility, and thus also on logistics. What was once a classic function related to the flow of materials and goods has now evolved into a comprehensive, customer-oriented management function. Speed, quality, flexibility, and punctuality in logistics increasingly determine our company's competitiveness and thus become a strategic success factor. These requirements can only be met together with our suppliers. HAAG needs reliable and competent business partners who share the same customer-focused goals.

1.2 Scope and application

This document is a binding regulation for all suppliers delivering to any division of HAAG. Compliance with the delivery regulations will be documented upon receipt of goods. Materials specific details will be explained separately.

1.3 References

The following additional instructions for specific product ranges or commodity groups must be strictly observed:

Document	Link
Powder coated/painted components	Delivery & Shipping (hosokawa-alpine.com)
Control Cabinets	Delivery & Shipping (hosokawa-alpine.com)
Sea freight	Delivery & Shipping (hosokawa-alpine.com)
Packaging guidelines Issued by the German Association for Wood Packaging, Pallets and Export Packaging (HPE) e.V.	Pallet guidelines Packaging Directive
ISPM-Guidelines	ISPM Guidelines

If additional instructions are required, they will be added and listed here.

2 Definitions and abbreviations

Explanation of specific terms and abbreviations:

HAAG	Hosokawa Alpine AG	
ESD	Electrostatic Discharge	ESD refers to the sudden discharge of static electricity between two objects, which can cause damage to electronic components and equipment.
HS-Code	Statistical Commodity Number, Customs Tariff Number	An HS code consists of at least six digits and is used by Customs to classify products for the purpose of calculating the correct taxes and duties and applying restrictions. Its absence on the commercial invoice and other shipping documents can result in incorrect tax payments by the receiver and delays in the shipment.
ISPM IPPC	International Standards of Phytosanitary Measures International Plant Protection Convention	The International Standards for Phytosanitary Measures (ISPMs) are guidelines established by the International Plant Protection Convention (IPPC) to protect plants from pests and to promote safe trade by minimising phytosanitary risks.

Load Carriers		According to DIN 30781, a load carrier is a supporting means for consolidating goods into a single loading unit.

3 General delivery conditions

3.1 Delivery dates and times

3.1.1 Delivery dates

In order to meet the specified delivery date, the time of delivery must be chosen by the supplier, taking into account the processing time of the designated service provider, unless HAAG has arranged for the goods to be collected. In this case, the delivery date specified in the order shall be deemed to be the readiness date.

3.1.2 Delivery times

3.1.2.1 Peter-Dörfler-Straße, 86199 Augsburg, Germany

Opening hours for incoming goods	
Monday-Thursday	07:00 – 15:00 PM
Friday	07:00 – 12:00 PM
Saturday, Sunday and public holidays Bridging days	Goods Receiving closed

3.1.2.2 GVZ – Frankfurter Str. 3, 86156 Augsburg, Germany

Opening hours for incoming goods	
Monday-Thursday	07:00 – 15:30 PM
Friday	07:00 – 14:00 PM
Saturday, Sunday and public holidays Bridging days	Goods Receiving closed

3.2 Specific delivery requirements

3.2.1 An item consists of n components

If HAAG orders an item (i.e. an order line) which consists of several parts, these components must be collected and delivered in full. Partial deliveries are only permitted after prior agreement with the responsible purchaser and written approval.

3.2.2 Wooden packaging, mesh boxes & pallets, Euro boxes, cardboard boxes, filling material

Euro pallets must be new, grade A or B, and mesh boxes must be in new, faultless, exchangeable condition. If raw/solid wood packaging is used, the supplier must comply with ISPM Regulation No. 15. If the supplier uses wooden packaging, proof of compliance with ISPM regulations is required in the form of a treatment certificate at the time of import. Weblink to ISPM Regulation No. 15 in English:

Adopted Standards (ISPMs) - International Plant Protection Convention (ippc.int) or ISPM 15. Regulation of wood packaging material in international trade (fao.org)

Euro pallets provided by HAAG for delivery must be returned to HAAG undamaged, complete and as clean as possible after delivery of the goods or if HAAG requests the return of the Euro pallets. Mixing with other boxes not belonging to HAAG must be avoided. Each supplier is responsible for keeping records of the number, size and condition of boxes.

Cardboard boxes should be selected to ensure that their strength meets the requirements of the shipping route and transport. Filling material must be free of dust and silicone, such as air cushions or padpaks. Styrofoam chips and silicone-containing materials are not permitted. For ESD3 materials, only ESD-compliant packaging materials will be accepted.

Stacked or nested goods (e.g. pipes) must be protected from abrasion and kept apart. Goods that protrude beyond the load carrier will not be accepted. In such cases, an additional or more suitable means of transport (e.g. wooden base) must be used. Goods protruding beyond the means of transport are not insured!

The goods must be protected against external influences (moisture, corrosion, etc.) through appropriate measures.

3.2.3 Packaging suitable for sea freight/outdoor storage

If seaworthy packaging or packaging exceeding the standards described in this document is required, we will place a separate order for it.

3.2.4 Separation by Item Number/Order Position & Batch

All items must be delivered clearly separated by item number and order position. If different batches (e.g., different factory certificates) are delivered for a single order position, the material must be packaged by batch and presented in separate load carriers.

3.3 Loading strategy for Euro pallets

When using multiple packages on a single pallet, materials must be stacked by type (same items on top of each other, with multiple stacks next to each other). The labeling of packages must be clearly visible from the outside. The height of a loaded pallet must not exceed 1.70 meters.

Packages must be consolidated into a transport-safe unit on the load carrier/pallet and secured against shifting without damaging the packages. Packages must not extend beyond the pallet. For items larger than a Euro pallet, suitable load carriers of the appropriate dimension must be used to prevent transport damage.

4 Specific delivery requirements

4.1 Accompanying documents and labelling

4.1.1 Content labelling requirements

Mandatory on all accompanying documents:

- Consignor/Address with contact details (If the supplier is different from the sender, please also indicate the supplier)
- Recipient/addresses
- Our purchase order number

4.1.2 Labelling

It is mandatory that labels are affixed to the goods, For more details,

please refer to the FAQ 4.1.2. 1.

Additional Note: Please feel free to contact us if you already have labeling integrated into your processes. After consultation with us, you may be able to extend your current labels with our barcode, potentially eliminating the need to use our template.

4.1.2.1 Labelling FAQ

Pos.	Question	Response regarding delivery labeling (VDA label)
1	**Labeling for Batch Sizes. Should each part be labeled?**	It is advisable to label each part, provided that components are sorted and consolidated in containers on the pallet—one label per container is sufficient. The highest priority is ensuring clear identification.
2	**Should the label be applied to the goods or the packaging?**	The goal is clear identification—see point 1. Generally, labels should be applied to the packaging.
3	**What information should be included in the barcode?**	For example, for order 812943, item 10, the readable barcode for us would be: $E00812943.0010.
4	**What to do if the label is larger than the part?**	Place parts in transparent bags if possible, and staple the VDA label to the bag.
5	**What happens with partial deliveries? Can the same label be used twice?**	Please use the label twice if needed.
6	**Can the label be sent as a separate document upon request (e.g., using a label printer)?**	No.
7	**What purpose do the labels serve?**	Labels are primarily used for unambiguous order position identification and help make goods receipt more efficient.
8	**Should labels be water and weather-resistant?**	No.
9	**Is a label in a separate area in a box or pallet sufficient for small parts?**	Yes, as long as unambiguous identification is ensured.
10	**For what size is one label per position sufficient?**	One well-visible label should be sufficient. The goods should be labeled on the side, to the right front, in the direction of the truck.
11	**What adhesives are allowed for labeling (regarding adhesive residues)?**	Labels must be easily removable without leaving any residue.

4.1.3 Delivery note

4.1.3.1 Information on the delivery note

The following information must be provided on the delivery note in either German or English:

- Supplier (for triangular transactions, also include the supplier from whom the order was placed)
- Order and item number
- Description of the goods
- Quantity of delivered goods
- Any notes regarding partial deliveries
- Contact person at HAAG (purchaser)
- Contact person at the supplier

4.1.3.2 Placement of delivery notes

Delivery notes must be visibly attached to the shipment. If a shipment consists of multiple shipping units, the delivery notes should always be attached to the largest shipping unit (e.g., pallet).

4.1.4 Packing list for deliveries

For deliveries with multiple packages, a packing list must be included with the delivery note. The packages should be clearly labeled and stacked so that the material can be quickly located using the packing list and package.

4.1.5 Delivery Note

The supplier must provide the carrier with a consignment note for each delivery location. The consignment note should indicate any specific characteristics of the packages, such as off-center weight distribution or lack of stackability. To ensure traceability, delivery note numbers must be included on the consignment notes. If using Europool load carriers, their type and quantity must be listed on the consignment note. A consignment note is not required for self-delivery.

4.1.6 Invoices

To conduct import customs clearance, HAAG's customs department requires a commercial invoice for each shipment from a non-EU country.

4.1.7 Inspection log

If inspection protocols are included with the delivery, they should be placed in a labeled envelope within one of the top packaging units/containers. The packaging unit should be clearly marked from the outside with a note indicating the presence of inspection documents.

4.1.8 Notification

Unless otherwise agreed upon, the following applies: Large deliveries (from 5 pallets) must be notified by email at the latest upon dispatch of the goods. The notification should include: quantity, packaging, type of load carriers, delivery period, and lead time.

Shipments that significantly exceed the usual scope of a supplier's delivery (number of order positions, volume) should also be announced in advance.

These notifications should be sent to wareneingang@alpine.hosokawa.com

4.2 Deliveries from non-EU countries

4.2.1 Notification of non-EU shipments

The following information is required for import processing and must be e-mailed to HAAG at the time of loading (deliveries.purchasing@alpine.hosokawa.com):

- Invoice
- AWB (Air Waybill) data / loading data
- Proof of origin
- Packing list
- Delivery note
- Preference documents

4.2.2 Customs requirements for deliveries

Each delivery must include a printed commercial invoice. For free-of-charge deliveries, an invoice with correct customs values must be provided. For shipments from non-EU countries that have already been cleared for customs by the supplier, the relevant proof that the shipment is in free customs circulation must be included upon delivery.

4.2.3 Direct deliveries from non-EU based suppliers to "third parties" (Worldwide Transit Transactions / Drop Shipments)

If ordered goods are not delivered directly to HAAG but to a "third" business partner, the supplier must coordinate the customs and transport arrangements with HAAG contacts.

4.3 Contact person for import processing

For information regarding import processing, please contact the personnel in the customs department.

Mr Uwe Stoller	Ms Daniela Stockinger
Customs & Export Control	Customs & Export Control
U.Stoller@alpine.hosokawa.com	D.Stockinger@alpine.hosokawa.com

4.4 Transport

Deliveries must be made according to the Incoterms agreed upon in the framework contract or order. To meet the prescribed delivery dates, the supplier must choose the delivery timing considering the duration of the designated service provider.

4.5 Delivery locations and processes

Delivery locations are specified in the order and must be strictly adhered to.

4.6 Handling of bulk and dangerous goods

Dangerous goods/hazardous materials must be notified under all circumstances to:

wareneingang@alpine.hosokawa.com

The following information must be provided:

- Safety data sheet
- Planned arrival date at HAAG
- Quantity
- Type of packaging
- Properly packed and labeled according to ADR regulations

4.7 Customs and export regulations

Supplier declarations must be submitted if you have not already provided a valid long-term supplier declaration from Alpine. Missing documentation will prevent invoice processing and delay payment.

5. Audit and inspection procedures

We reserve the right to conduct supplier audits in the event of deviations. Any deviations from the criteria mentioned above will be recorded digitally by our goods receipt, quality management, or procurement departments.

6. Delivery vehicles

Define delivery vehicles (side unloading),

Type of unloading (forklift, crane),

Maximum weight,

Ensure attachment points are prepared,

Define load centers.