1. Application

The following instructions apply to Nestlé Suisse suppliers and contracted transport companies (hauliers/sub-contractors).

In case of no respect of the security, safety and hygiene rules, a written warning will be sent to the company manager then, after 2nd time, the driver will be expelled and entrance on site definitively prohibited.

2. Security, Safety and Hygiene

2.1. All international incoming Full truck loads need to be sealed, partial ones need to have padlock
2.2. Safety and hygiene must be a priority in the behaviour of the lorry drivers
2.3. The lorry drivers must follow the instructions of the employees on site.
2.4. Compliance with the following hygiene and safety rules is obligatory for lorry drivers:
   o Limit the speed, truck’s doors closed when driving on site
   o Use lights when visibility is impaired
   o Check that reversing lamps and warning devices are working
   o Avoid walking where trucks are parked or moving
   o Walk on defined pedestrian areas / (yellow ground marking)
   o When a zone is defined for truck drivers, they must stay in this zone during the whole loading / unloading operation
   o Wearing safety shoes/boots (not provided)
   o Wearing a high-visibility vest (provided)
   o Wearing a helmet / caps (provided)
   o Wearing safety glasses (when provided e.g Wangen)
   o Wearing a visitor badge overall in order to access the cafeteria, for instance, since part of the production area has to be crossed. (no access to cafeteria is possible for drivers in Orbe and Konolfingen)
   o Securing the lorry with manual wheel chocks on one side (both sides when required by site) or check wheel chocks are well positioned (automatic: Light signal connected to the dock door) before any loading or unloading
   o The driver must remain in the area assigned to him while the lorry is loaded or unloaded.
   o When the driver leaves the cab, the key must be removed and kept by Nestlé operator during the whole loading / unloading operation.

2.5. The driver must follow the instructions of factory staff.
2.6. Nestlé reserves the right to remove the driver from the site if the rules are not complied with. Safety and security controls are strengthened in order to protect all employees as well as external contractors on Nestlé sites. In case of any deviation of one of your (or your carrier's) truck driver is noticed on a Nestlé site, a written warning will be sent to your company. If such deviation is noticed for a 2nd time, Nestlé reserves the right to expulse the driver and prohibit him/her to come back on site with another written information to your company.

3. Delivery address and goods acceptance times

3.1. Sent by lorry, rail, post:

<table>
<thead>
<tr>
<th>Factory</th>
<th>Address</th>
</tr>
</thead>
</table>
| Broc        | Nestlé Suisse SA
             | Fabrique de Broc
             | Rue Jules Bellet 7
             | CH – 1636 Broc |
| Orbe        | Nestlé Suisse SA
             | Fabrique de Orbe
             | Route Via Urba 1
             | CH – 1350 Orbe |
| Basel       | Nestlé Suisse SA
             | Fabrik Basel
             | Horburgstrasse 105
             | CH - 4057 Basel |
| Konolfingen | Nestlé Suisse S.A.
             | Fabrik Konolfingen
             | Nestlé Strasse 1
             | CH - 3510 Konolfingen |
| External Warehouse | Galliker Transport
            | Bäumlïmmattstrasse 5
            | CH – 4313 Möhlin |
| Wangen      | Nestlé Suisse S.A.
             | Fabrik Wangen
             | Industriestrasse 16
             | CH - 4612 Wangen b. Olten |


**DELIVERY INSTRUCTIONS**

**NESTLÉ SUISSE SA FACTORIES**

3.2. Deliveries by lorry are only possible from Monday to Friday at the following times (except public holidays in the Swiss Canton of the factory):

<table>
<thead>
<tr>
<th>Factory</th>
<th>Delivery times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broc</td>
<td>Gate 2 – Packaging 7 am – 11.30 am and 12.45 pm – 3.30 pm</td>
</tr>
<tr>
<td></td>
<td>Gate 4 – Coca Beans / Coffee Beans 7 am – 11.30 am and 12.45 pm – 3.30 pm</td>
</tr>
<tr>
<td></td>
<td>Gate 5 – Raw materials 7 am – 11.30 am and 12.45 pm – 3.30 pm</td>
</tr>
<tr>
<td>Orbe</td>
<td>7 am – 11.30 am and 1 pm – 4 pm</td>
</tr>
<tr>
<td>Basel</td>
<td>7 am – 11.30 am and 1 pm – 3.30 pm</td>
</tr>
<tr>
<td>Konolfingen</td>
<td>Goods receipt Logistics East:</td>
</tr>
<tr>
<td></td>
<td>Raw(Milk/Oil/IT12/Chemikalien)</td>
</tr>
<tr>
<td></td>
<td>Goods receipt Logistics West:</td>
</tr>
<tr>
<td></td>
<td>Other Raw/Packaging/Export</td>
</tr>
<tr>
<td></td>
<td>The ramp will be indicated by Securitas at the gate</td>
</tr>
<tr>
<td></td>
<td>Monday to Thursday:</td>
</tr>
<tr>
<td></td>
<td>7 am – 11.45 am and 1 pm – 4 pm</td>
</tr>
<tr>
<td></td>
<td>Friday: 7 am – 11.45 am and 1 pm – 3 pm</td>
</tr>
<tr>
<td>Möhlin</td>
<td>7 am – noon and 12.30 pm – 4.30 pm</td>
</tr>
<tr>
<td>Wangen</td>
<td>7 am – 4 pm</td>
</tr>
</tbody>
</table>

3.3. Nestlé reserves the right to close the goods acceptance (yearly closures). The supplier will be notified in advance.

3.4. Deliveries outside the stated times cannot be accepted without prior arrangement with Nestlé.

3.5. Outside the stated times, lorries can only be parked in the spaces reserved for lorries. At Konolfingen, lorries are not allowed to stay overnight.

3.6. Notification: Delivery has to be notified two working days before deliver day via TRANSPORION Time Slot Management (www.transporeon.com) or Email. Forwarding agents can still deliver to Nestlé without a delivery date/time slot reservation, however, they may need to plan some waiting time in this case.

4. **Palletising and labelling**

4.1. The loading ramp of the lorry must have a minimum height of (see below):

<table>
<thead>
<tr>
<th>Factory</th>
<th>Loading ramp height</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broc</td>
<td>1.10m</td>
</tr>
<tr>
<td>Orbe</td>
<td>1.10m</td>
</tr>
<tr>
<td>Basel</td>
<td>1.10m</td>
</tr>
</tbody>
</table>

4.2. The maximum pallet height and the maximum weight must not be exceeded (see table below):

<table>
<thead>
<tr>
<th>Factory</th>
<th>Height</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broc</td>
<td>2m</td>
<td>1'000 kg</td>
</tr>
<tr>
<td>Orbe</td>
<td>2.4m</td>
<td>1'000 kg</td>
</tr>
<tr>
<td>Basel</td>
<td>2m</td>
<td>900 kg</td>
</tr>
<tr>
<td>Konolfingen – Raw materials</td>
<td>2.1m</td>
<td>1'000 kg</td>
</tr>
<tr>
<td>Konolfingen – Packaging materials</td>
<td>2.4m</td>
<td>1'000 kg</td>
</tr>
<tr>
<td>Wangen – Raw &amp; Primary packaging</td>
<td>1.6m</td>
<td>1'000 kg</td>
</tr>
<tr>
<td>Wangen – Secondary packaging</td>
<td>2.1m</td>
<td>1'000 kg</td>
</tr>
</tbody>
</table>

4.3. Goods must be properly packed (stable, secure and not overhanging) for transportation and to ensure safe unloading with a pallet truck/forklift truck.

- Pallet has to be clean and free of foreign bodies
- Pallet has to be free of off odor
- Pallet has to be dry and undamaged (less than 28% humidity)
- Pallet has to be in compliance with food hygiene legislation (SR 817.024.1 Art. 13) and needs to follow IPPC standards
- Pallet has to be suitable for high-bay with skids
- Only one Batch is allowed per pallet
- Wangen: crosswise loading of pallets is not allowed
- Broc: pallets cannot be stacked (Raw&Pack)

Nestlé reserves the right to refuse the goods if the pallet quality does not meet the standards.

4.4. Delivery labels must be attached on 2 sides (short and long) of the pallet and must be clearly visible and easy to reach.

4.5. The labels must be printed in accordance with the SSCC standard and must include at least the following information. Please refer to GS1 Standards for SSCC: http://www.gs1.org/docs/it/GS1_Logistic_Label_Guideline.pdf

- Supplier name
- Nestlé item number
- Material description
- SSCC Number / Ean (GTIN) Code
- Quantity per pallet
DELIVERY INSTRUCTIONS
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4.6. Minimum remaining shelf life according to product specification, or at least 2/3 of total shelf life in case no indication in product specification

4.7. Should palletising and labelling not comply with the instructions, the matter must be discussed in advance with the Supply Chain Department of the Factory.

5. Documents

The following documents must accompany each delivery:

5.1. Delivery note
The delivery note must list at least the following information:
- Product description
- Nestlé material number
- Production/manufacture batch
- Production date and shelf-life expiry date (packaging material)
- Use-by date (raw materials)
- Quantity per batch
- Supplier name
- Vendor Site Number
- Vendor Site Name (City)
- Nestlé order number (PO 4 or 85)
- Number of pallets delivered and any pallets to be returned

5.2. If requested by Nestlé, a COA must be sent to QA department by email or fax prior to the delivery. Requested results must be present for each material-batch combination shipped.

5.3. Custom documents for imported goods
The following documents are compulsory for imported goods:
- A commercial invoice showing PO number and Nestlé Article number
- Declaration or certificate of preferential origin if FTA or GSP rule applies
- Transport contract (CMR-CIM-B/L)

5.4. If a temperature control sheet is required, it must be sent with the delivery documents.

6. Customs Clearance for imported goods in Switzerland

6.1. No imported good can be accepted without proof of customs clearance “Einfuhrliste, liste d’importation”.

6.2. The import customs clearance in Switzerland has to be performed, to the extent possible and in any case, when Nestlé Suisse is buying FCA factory or EXW, by one of the 3 Nestlé nominated customs broker: PESA AG, DB Schenker AG, Lagenhauser Aarau AG.

Please refer to the list in appendix of our agents’ details per location, Page 5.

7. Supplier Service Level

7.1. Nestlé evaluates the reliability of its suppliers in a monthly Performance Report (Supplier Service Level) on the following criteria:
- On-Time: the goods must be delivered on the confirmed day/period.
- Quantity: the delivered quantity must fulfil the confirmed quantity.
- Quality: all documents mentioned at 5.2 must be present at delivery and quality must fulfill Nestlé’s relevant specifications

More details are explained on Page 4 of this document.

7.2. If a delivery is received in bad conditions (transportation, goods etc) the factory reserves the right to send it back to the supplier.

8. Miscellaneous

8.1. All costs incurred as a result of failure to comply with these instructions may be charged to the supplier.
DELIVERY INSTRUCTIONS
NESTLÉ SUISSE SA FACTORIES

Supplier Service Level – Instructions

Order call-off

Delivery date and delivery quantity must be confirmed within 2 working days (Wangen: 24 hours) of receipt of the order call-off to Material Requirements Planning of the Factory. Exceptions to this rule are to be discussed with the planner.

Any deviation from the order call-off must be notified to Material Requirements Planning of the Factory in writing as soon as possible. The MRP must accept the modifications for the score to be a Hit. (And vice-versa).

Calculation

The SSL measures 3 criterias: On-Time, Quantity and (initial and total) Quality. Each PO line item is evaluated on the 3 criterias. If the 3 are conform, the line is a Hit and the score is at 100%. If one of more are a Miss, the PO line will be scored at 0%.

Time-slot

A Factory can ask a Supplier to deliver on a special Time-slot. This will be communicated and accepted by a mutual agreement.

Hit or Miss

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Hit</th>
<th>Miss</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-Time</td>
<td>Delivery of goods on the confirmed date (and time-slot) or the modifications has been communicated and accepted by Nestlé.</td>
<td>Late or early arrival of goods, without sending a communication to the MRP.</td>
</tr>
<tr>
<td>Quantity</td>
<td>Quantities match between the PO and the delivery.</td>
<td>The quantity delivered does not match the Purchase Order.</td>
</tr>
<tr>
<td>Initial Quality</td>
<td>All Delivery Notes (5.2.) are present and all checks are validated.</td>
<td>A document/ information is missing or other issue (unsealed container, pallet/packaging intact, clean</td>
</tr>
</tbody>
</table>

Total Quality

No Quality issues. A Quality non-conformity (complaint) has been raised, at any time after delivery.

Quality

Initial Quality is evaluated at the time of delivery and Total Quality is reported anytime after that, by a Quality notification.

Customs and transport

If, according to the incoterm, the Supplier is in charge of the transport, Customs issues must be anticipated by the Supplier. If there is a delay during transport (or customs issue), the score of the Supplier will be impacted.

If, as agreed, the Supplier delivers goods to the border and Nestlé arranges delivery to the factory, the On-Time Delivery is calculated when it reaches the said location. If the Supplier disposes the goods too late, the on-time delivery will be a Miss.

Target and corrective actions

The target is fixed at 95%. Below that target, an action plan can be asked by Nestlé, at any time. In case of unsatisfying scores, Nestlé can process with:

1. Recurrent reviews with Procurement
2. Audits on site
3. Reduction of quantity allocation
4. No consultation on tenders
5. Exclude Supplier from Nestlé’s Portfolio

All supplier score are shared during recurrent meetings. Details can be asked at any time, if needed by the Supplier.
# Customs clearance instructions for Nestlé Suisse transporters (import in Switzerland)

**Appendix - Customs Clearance Instructions**

## Delivery Instructions Nestlé Suisse SA Factories

**Date:** 06.11.2019

All customs clearance activities have to be performed at the customs brokers offices below and by the Nestlé designated brokers (and only those ones):

*Unloading of the goods will be refused by Nestlé factories and DC's if drivers are not in possession of the import list “Entnahmef remains lise d'exportation” document as proof of clearance upon arrival*

### If transit document established until unloading place Spritenbach, Schafisheim, Suhr by Supplier

<table>
<thead>
<tr>
<th>Entry Point in CH</th>
<th>Customs Broker</th>
<th>Office Address</th>
<th>Office PLZ</th>
<th>City</th>
<th>Mail:</th>
<th>Tel:</th>
<th>Opening hours week days</th>
<th>Opening hours Saturdays</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faintrein</td>
<td>FEXA SA</td>
<td>Charmey en Lavaux 20</td>
<td>1227</td>
<td>Charmey</td>
<td><a href="mailto:nestlefreight@fexa.ch">nestlefreight@fexa.ch</a></td>
<td>+41 21 924 44 10</td>
<td>07:00 – 17:00</td>
<td>Closed</td>
</tr>
<tr>
<td>Vevey</td>
<td>FEXA SA</td>
<td>Rue de l'Industrie 2</td>
<td>1120</td>
<td>Vevey</td>
<td><a href="mailto:nestlefreight@fexa.ch">nestlefreight@fexa.ch</a></td>
<td>+41 21 924 44 10</td>
<td>07:00 – 17:00</td>
<td>Closed</td>
</tr>
<tr>
<td>Faintrein</td>
<td>FEXA SA</td>
<td>Via Passeggiata 7b</td>
<td>1804</td>
<td>Bellinzona</td>
<td><a href="mailto:nestlefreight@fexa.ch">nestlefreight@fexa.ch</a></td>
<td>+41 21 924 44 10</td>
<td>07:00 – 17:00</td>
<td>Closed</td>
</tr>
<tr>
<td>Faintrein</td>
<td>Schenker Schweiz AG</td>
<td>Bahnhofstrasse 1</td>
<td>1045</td>
<td>Zürich</td>
<td><a href="mailto:nestlefreight@schweiz.schenker.ch">nestlefreight@schweiz.schenker.ch</a></td>
<td>+41 43 441 89 00</td>
<td>07:00 – 17:00</td>
<td>Closed</td>
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</tr>
</tbody>
</table>

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Vevey, V20191204