



Entre-deux-Villes 12  
 Case postale 352  
 1800 Vevey, Suisse  
 T +41 21 924 51 11

## 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 2<sup>nd</sup> 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:
  - Limit the speed, truck's doors closed when driving on site
  - Use lights when visibility is impaired
  - Check that reversing lamps and warning devices are working
  - Avoid walking where trucks are parked or moving
  - Walk on defined pedestrian areas / (yellow ground marking)
  - When a zone is defined for truck drivers, they must stay in this zone during the whole loading / unloading operation
  - Wearing a high-visibility vest (provided except by Nestle Waters)
  - Wearing a helmet / caps (provided except by Nestle Waters)
  - Wearing safety glasses (when provided e.g Wangen)
  - 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/XIII Canton)
  - 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
  - The driver must remain in the area assigned to him while the lorry is loaded or unloaded.
  - When the driver leaves the cab, the key must be removed and kept by Nestlé operator during the whole loading /

- unloading operation. . (for XIII Canton locker is provided)
- 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 2<sup>nd</sup> 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.
  - 2.7. Specific to Nestlé Waters sites:  
 The transporter must ensure that the trailer (via cleaning certificate and specific for silo truck allergen control), and in particular the floors, are not carrying strong and stubborn odors that could permeate the NWCH products and alter their taste. It must also not present trailers that have previously transported one or more of the products incompatible with NWCH products).  
 Any truck that does not meet the above requirements will be systematically refused loading without any compensation for the carrier.  
 Type of products incompatible with NWCH products  
 - Chemicals: all.  
 - Toxic products: all.  
 - Radioactive products: all.  
 - Odorous products: all.  
 - Garbage or cargo degraded by micro-organisms

## 3. Delivery address and goods acceptance times

- 3.1. Sent by lorry, rail, post:

Factory	Address
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 Horbürgstrasse 105 CH - 4057 Basel
Konolfingen	Nestlé Suisse S.A. Fabrik Konolfingen Nestlé Strasse 1 CH - 3510 Konolfingen



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Factory	Delivery times
Broc	Gate 2 – Packaging Gate 4 – Coca Beans / Coffee Beans Gate 5 – Raw materials 7 am – 11.30 am and 12.45 pm – 3.30 pm
Orbe	7 am – 11.30 am and 1 pm – 4 pm
Basel	7 am – 11.30 am and 1 pm – 3.30 pm
Konolfingen	Goods receipt Logistics East: Raw(Milk/Oil/IT12/Chemicals) Goods receipt Logistics West: Other Raw/Packaging/Export The ramp will be indicated by Securitas at the gate  Monday to Thursday: 7 am – 11.45 am and 1 pm – 4 pm Friday: 7 am – 11.45 am and 1 pm – 3 pm
Möhlín	7 am – noon and 12.30 pm – 4.30 pm
Wangen	7 am – 4 pm
Schafisheim	7 am – 5 pm
Spreitenbach	Monday to Thursday: 7 am – 11:45 am and 12:45 pm – 5 pm Friday: 7 am – 11:45 am and 12:45 – 4 pm
Nestlé Waters	7 am – 4 pm Monday to Thursday 7 am – 12 am on Friday

External Warehouse	Galliker Transport Bäumlimattstrasse 5 CH – 4313 Möhlín
Wangen	Nestlé Suisse S.A. Fabrik Wangen Industriestrasse 16 CH - 4612 Wangen b. Olten
Treize-Cantons	Nestlé Waters Suisse S.A. Route de la Gare 1 – CH- 1525 Henniez

Saxon	Nestlé Waters Suisse S.A. Chemin des Iles 33 CH-1907 Saxon
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- 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):
- 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 TRANSPOREON Time Slot Management ([www.transporeon.com](http://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):

Factory	Loading ramp height
Broc	1.10m
Orbe	1.10m
Basel	1.10m
Konolfingen	1.10m
Wangen	0.90m
Nestlé Waters	1.10 m
Schafisheim	1.10m
Spreitenbach	1.15 m

All goods must be delivered in good condition on EURO or CHEP pallets (800 x 1200 mm or 800 x 1000mm). Nestlé reserves the right to refuse the goods if the loading ramp heights do not meet the standards.

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

Factory	Height	Weight
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Broc	1.95m	1'000 kg
Orbe	2.40m	1'000 kg
Basel	2.00m	900 kg
Konolfingen – Raw materials	2.10m	1'000 kg
Konolfingen – Packaging materials	2.40m	1'000 kg
Wangen – Raw & Primary packaging	1.60m	1'000 kg
Wangen – Secondary packaging	2.10m	1'000 kg
Spreitenbach	2.05m	1'000 kg
Schafisheim	1.95m	1'000 kg
Nestlé Waters	2m	1'000 kg

- The Batch number must not exceed 10 digits
- One Batch number covers only one calendar day

- 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)
  - Drums must be sealed

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/tl/GS1\\_Logistic\\_Label\\_Guideline.pdf](http://www.gs1.org/docs/tl/GS1_Logistic_Label_Guideline.pdf)
- o Supplier name
  - o Nestlé item number
  - o Material description
  - o SSCC Number / Ean (GTIN) Code
  - o Quantity per pallet
  - o Production / Manufacture batch
  - o Production date and shelf-life expiry date
- In case of Double Scanning at Nestlé Factory :
- The shelf-life expiry date is mandatory and production date recommended on the barcode.

- 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:

- o Product description
- o Nestlé material number
- o Production/manufacture batch
- o Production date and shelf-life expiry date (packaging material)
- o Use-by date (raw materials)
- o Quantity per batch
- o Supplier name
- o Vendor Site Number, which must be identical to the one mentioned on the PO
- o Vendor Site Name (City)
- o Nestlé order number (PO 4 or 85)
- o Number of palettes delivered and any palettes to be returned
- o For BIO products– control code of certification organization

- 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:

- o A commercial invoice showing PO number and Nestlé Article number
- o Declaration or certificate of preferential origin if FTA or GSP rule applies
- o Transport contract (CMR-CIM-B/L)
- o Packing List
- o Transit or export accompanying document





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## 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

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

		intact, clean container,...), at delivery.
<b>Total Quality</b>	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 **96%**. 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.



# NESTLE IN SWITZERLAND INSTRUCTIONS

## IMPORTING TO SWITZERLAND

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

Freight forwarder please send paperwork as soon as available to customs broker to have customs clearance prepared upon arrival of your truck and avoid long waiting time.

Unloading of the goods will be refused by Nestlé factories and DCs if drivers are not in possession of a copy of the import declaration (DE: *Einfuhrliste*, FR: *liste d'importation*) as proof of clearance upon arrival.

For unloading places at [Spreitenbach](#), [Schafisheim](#) and [Suhr](#) you can proceed under transit procedure directly to the following authorized consignees (Customs office of destination: CH001631 Aarau).

Agent	Address	Transit needed		Phone
Lagerhäuser Aarau AG	Aegerten 1 - 5503 - Schafisheim	Yes	<a href="#">Map</a>	+41 62 885 32 74
Lagerhäuser Aarau AG	Industriestrasse 174 - 8957 - Spreitenbach	Yes	<a href="#">Map</a>	+41 62 885 32 74

**Exceptions !** Custom clearance import to be done at following broker exclusively

Ex FR all PURINA → PESA Basel St. Louis  
 Ex DE NONNWEILER, PIZZAS → PESA Basel St. Louis  
 Ex IT BENEVENTO, PIZZAS → GALLIKER Altishofen (CH002751 - Zürich)  
 Ex UK finished products → With T1 from [Noyon](#) at Calais + PESA Basel St. Louis

## EXPORTING FROM SWITZERLAND

For intermarket supply, Nestlé is delivering FCA Factory, so Nestlé Switzerland (NCH) will provide all the Export documentation.

T1 (transit documents) are not considered as export documents as such, and they are under the responsibility of the importing market – T1 documents must be established by a broker in CH when (before) the carrier is crossing the border.

Nestlé Suisse does not take the guarantee of T1, this must be covered by the forwarder. The forwarder or receiver chooses the customs broker. Driver must pay approx. 100 euros cash (as part of the rate) for export clearance incl. T1.

After that, if the transporter has an issue, he contacts only the T-Hub (not the factory and not the NCH export team).

Region	Entry Point in CH	Agent	Transit needed	Address	Phone	Monday to Friday
East	Buchs	DB Schenker	No	Grenzstrasse 24 – CH-9430 – St.Margrethen	<a href="#">Map</a>	07:00 – 17:00
	Schaanwald	DB Schenker c/o FL Logistik	No	Im Zollamt – FL-9486 – Schaanwald	<a href="#">Map</a>	07:00 – 17:00
	St- Margrethen	DB Schenker	No	Grenzstrasse 24 – CH-9430 – St.Margrethen	<a href="#">Map</a>	07:00 – 17:00
	Wolfurt	DB Schenker	No	Senderstrasse 30 – AT-6960 – Wolfurt	<a href="#">Map</a>	07:00 – 17:00
North	Bargen (via Thayngen)	DB Schenker	No	Bietingerstrasse 98 – CH-8240 – Thayngen	<a href="#">Map</a>	07:00 – 17:00
	Basel St-Jakob UAG	DB Schenker	No	Erlenstrasse 1 – CH-4058 – Basel	<a href="#">Map</a>	07:00 – 17:00
	Basel St-Louis Autobahn	PESA	No	Parking TIR – Rue de Transitaires – FR-68300 St. Louis	<a href="#">Map</a>	07:00 – 17:30
	Basel-Weil Autobahn	DB Schenker	No	Im Kränzliacker 22 – DE-79576 – Weil am Rhein	<a href="#">Map</a>	07:00 – 17:00
	Koblenz (Waldshut-Tiengen)	DB Schenker c/o Imlig	No	Georg-Wittig-Straße 2 – DE-79761 – Waldshut-Tiengen	<a href="#">Map</a>	07:00 – 17:00
	Kreuzlingen	DB Schenker c/o Transco	No	Gemeinschaftszollanlage – CH-8280 – Kreuzlingen	<a href="#">Map</a>	07:00 – 17:00
	Neuhausen am Rheinfall	DB Schenker	No	Emmersbergstrasse 1 – CH-8201 – Schaffhausen	<a href="#">Map</a>	07:00 – 17:00
	Pratteln	DB Schenker	Yes (CH001731)	Erlenstrasse 1 – CH-4058 – Basel	<a href="#">Map</a>	07:00 – 17:00
	Rheinfelden	DB Schenker c/o Imlig	No	Im Zollamt – CH-4310 – Rheinfelden	<a href="#">Map</a>	07:00 – 17:00
	Rheinhafen	DB Schenker	No	Erlenstrasse 1 – CH-4058 – Basel	<a href="#">Map</a>	07:00 – 17:00
South	Thayngen	DB Schenker	No	Bietingerstrasse 98 - CH-8240 – Thayngen	<a href="#">Map</a>	07:00 – 17:00
	Chiasso	PESA	If yes <sup>1)</sup>	Via Passeggiata 7b – CH-6828 – Balerna	<a href="#">Map</a>	07:00 – 17:30
	Martigny	PESA	Yes (CH005691)	Rue de Saragoux 7 – CH-1920 – Martigny	<a href="#">Map</a>	07:30 – 17:30
	Mendrisiotto	PESA	No	Via Passeggiata 7b – CH-6828 – Balerna	<a href="#">Map</a>	07:00 – 17:30
	Stabio	PESA	No	Via Passeggiata 7b – CH-6828 – Balerna	<a href="#">Map</a>	07:00 – 17:30
West	Bardonnex	PESA c/o Ritschard	No	Chemin des Epinglins 20 – CH-1257 – Bardonnex	<a href="#">Map</a>	07:00 – 17:30
	Chavornay	PESA	Yes (CH005031) <sup>2)</sup>	Rue de l'industrie 4C – CH-1373 – Chavornay	<a href="#">Map</a>	07:30 – 17:00
	Thônex-Vallard	PESA c/o Ritschard	No	Route Blanche 24 – CH-1226 – Thonex	<a href="#">Map</a>	08:00 – 17:30

<sup>1)</sup> If transit needed to cross border at Chiasso, please proceed to [Licaf Spedizioni Sagl, Via Gerolamo Porta 2, CH-6830 Chiasso, +41 91 682 52 09, info@licaf.ch](#)

<sup>2)</sup> If transit needed to cross border at Vallorbe, please proceed to [Henriot SAS, 31 rue Arago, FR-25300 Pontarlier, Tel: +33 3 81 49 08 31, pontarlier@henriot.fr](#)