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:

   - 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)
   - 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 2nd time, Nestlé reserves the right to expel 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:

<table>
<thead>
<tr>
<th>Factory</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broc</td>
<td>Nestlé Suisse SA Fabrique de Broc Rue Jules Bellet 7 CH – 1636 Broc</td>
</tr>
<tr>
<td>Orbe</td>
<td>Nestlé Suisse SA Fabrique de Orbe Route Via Urba 1 CH - 1350 Orbe</td>
</tr>
<tr>
<td>Basel</td>
<td>Nestlé Suisse SA Fabrik Basel Horburgstrasse 105 CH - 4057 Basel</td>
</tr>
<tr>
<td>Konolfingen</td>
<td>Nestlé Suisse S.A. Fabrik Konolfingen Nestlé Strasse 1 CH - 3510 Konolfingen</td>
</tr>
</tbody>
</table>
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) 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>
<tr>
<td>Konolfingen</td>
<td>1.10m</td>
</tr>
<tr>
<td>Möhlin</td>
<td>0.90m</td>
</tr>
<tr>
<td>Wangen</td>
<td>1.10 m</td>
</tr>
<tr>
<td>Schafisheim</td>
<td>1.10m</td>
</tr>
<tr>
<td>Spreitenbach</td>
<td>1.15 m</td>
</tr>
</tbody>
</table>

All goods must be delivered in good condition on EURO or CHEP palettes (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):
3

**Delivery Instructions**

**Nestlé Suisse SA & Nestlé Waters (Suisse) SA Factories**

---

<table>
<thead>
<tr>
<th>Location</th>
<th>Height (m)</th>
<th>Weight (kg)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broc</td>
<td>1.95</td>
<td>1'000</td>
</tr>
<tr>
<td>Orbe</td>
<td>2.40</td>
<td>1'000</td>
</tr>
<tr>
<td>Basel</td>
<td>2.00</td>
<td>900</td>
</tr>
<tr>
<td>Konolfingen</td>
<td>2.10</td>
<td>1'000</td>
</tr>
<tr>
<td>Konolfingen</td>
<td>2.40</td>
<td>1'000</td>
</tr>
<tr>
<td>Wangen</td>
<td>1.60</td>
<td>1'000</td>
</tr>
<tr>
<td>Wangen</td>
<td>2.10</td>
<td>1'000</td>
</tr>
<tr>
<td>Spreitenbach</td>
<td>2.05</td>
<td>1'000</td>
</tr>
<tr>
<td>Schafisheim</td>
<td>1.95</td>
<td>1'000</td>
</tr>
<tr>
<td>Nestlé Waters</td>
<td>2.0</td>
<td>1'000</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)
- 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/ii/GS1_Logistic_Label_Guideline.pdf](http://www.gs1.org/docs/ii/GS1_Logistic_Label_Guideline.pdf)
- Supplier name
- Nestlé item number
- Material description
- SSCC Number / Ean (GTIN) Code
- Quantity per pallet
- Production / Manufacture batch
- 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.
- Use-by date (raw materials)
- Quantity per batch
- Supplier name
- Vendor Site Number, which must be identical to the one mentioned on the PO
- Vendor Site Name (City)
- Nestlé order number (PO 4 or 85)
- Number of palettes delivered and any pallets to be returned
- For BIO products – control code of certification organization

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, which must be identical to the one mentioned on the PO
- Vendor Site Name (City)
- Nestlé order number (PO 4 or 85)
- Number of palettes delivered and any pallets to be returned
- 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:
- 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)
- Packing List
- Transit or export accompanying document
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. Goods are only accepted by factory/site if a proof of import customs clearance is presented (e.g. copy of customs declaration).

6.2. Import customs clearance must be performed for all shipments by Nestlé nominated customs brokers as follows. A specific contact list can be requested at Nestlé:
   - Schenker Switzerland Ltd. => Import via Germany and Austria
   - PESA AG => Import via France and Italy
   - Lagerhäuser Aarau => Deliveries in transit to warehouse at Schaffisheim or Spreitenbach (Customs office of destination: CH001631 Aarau)

6.3. This rule is not binding for shipments under incoterms DDP. In this case please make sure that the goods are customs cleared into Switzerland at the border. Customs clearance at destination (Nestlé factory) is NOT possible. Chapter 6.1 must be adhered to.

6.4. All shipments must be notified with the documents according to chapter 5.3 at least 24 hours in advance by email.

6.5. Customs inspections on the goods are allowed as long as the outer packaging is not opened. In all other cases Nestlé must be contacted for guidance by the responsible customs broker or if in transit by the freight forwarder.

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 fulfil Nestlé's relevant specifications

More details are explained on Page 5 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.

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Nestlé Suisse SA
Jean-Louis Morel  Date
Head of Procurement

Bernard Quenis  Date
Head of Logistics

Supplier  Date

---
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)</td>
</tr>
</tbody>
</table>

Total Quality

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

<table>
<thead>
<tr>
<th>Agent</th>
<th>Address</th>
<th>Transit needed</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lagerhäuser Aarau AG</td>
<td>Aegetenstrasse 1 - 5503</td>
<td>Yes</td>
<td>+41 62 885 32 74</td>
</tr>
<tr>
<td>Lagerhäuser Aarau AG</td>
<td>Industriestrasse 174 - 8957</td>
<td>Yes</td>
<td>+41 62 885 32 74</td>
</tr>
</tbody>
</table>

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 Altshofen (CH002751 - Zürich)
- Ex UK finished products ➔ With T1 from Novos at Calais + PESA Basel St. Louis

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: East

<table>
<thead>
<tr>
<th>Agent</th>
<th>Address</th>
<th>Transit needed</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>DB Schenker</td>
<td>Grenzstrasse 24 – CH-9430</td>
<td></td>
<td>+41 58 589 57 63</td>
</tr>
<tr>
<td>DB Schenker c/o FL Logistik</td>
<td>Im Zollamt – FL-9486</td>
<td></td>
<td></td>
</tr>
<tr>
<td>St. Margrethen</td>
<td>Grenzstrasse 24 – CH-9430</td>
<td></td>
<td>+41 58 589 57 63</td>
</tr>
<tr>
<td>Wolfrat</td>
<td>Sanderstrasse 30 – AT-9690</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DB Schenker</td>
<td>Bettingerstrasse 98 – CH-8240</td>
<td></td>
<td>+41 61 404 44 60</td>
</tr>
<tr>
<td>PESA</td>
<td>Parking TIR – Rue de Transitarie – FR-68300 St. Louis</td>
<td></td>
<td>+41 61 404 44 60</td>
</tr>
<tr>
<td>DB Schenker</td>
<td>Im Kränzacker 22 – DE-79576 – Weil am Rhein</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DB Schenker c/o Imig</td>
<td>Georg-Wittig-Straße 2 – DE-79761 – Waldshut-Tiengen</td>
<td></td>
<td>+41 58 589 57 63</td>
</tr>
<tr>
<td>Kreuzlingen</td>
<td>Gemeinschaftszollanlage – CH-8280 – Kreuzlingen</td>
<td></td>
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<tr>
<td>DB Schenker</td>
<td>Emmerbergstrasse 1 – CH-8201 – Schaffhausen</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DB Schenker</td>
<td>Erlenstrasse 1 – CH-4058 – Basel</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DB Schenker c/o Imig</td>
<td>Im Zollamt – CH-4310 – Rheinfelden</td>
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</tr>
<tr>
<td>DB Schenker</td>
<td>Erlenstrasse 1 – CH-4058 – Basel</td>
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<td></td>
</tr>
<tr>
<td>DB Schenker</td>
<td>Bettingerstrasse 98 – CH-8240 – Thayngen</td>
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### Region: North

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<tbody>
<tr>
<td>Prättigau</td>
<td>Erlenstrasse 1 – CH-4058 – Basel</td>
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<td>+41 58 589 57 63</td>
</tr>
<tr>
<td>Rheinfelden</td>
<td>Im Zollamt – CH-4310 – Rheinfelden</td>
<td></td>
<td></td>
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<tr>
<td>DB Schenker</td>
<td>Bettingerstrasse 98 – CH-8240 – Thayngen</td>
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### Region: South

<table>
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<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>PESA</td>
<td>Via Passeggiata 7b – CH-6828 – Balerna</td>
<td></td>
<td>+41 91 695 42 50</td>
</tr>
<tr>
<td>PESA</td>
<td>Rue de Saragoax 7 – CH-1920 – Martigny</td>
<td></td>
<td>+41 27 720 41 81</td>
</tr>
<tr>
<td>PESA</td>
<td>Via Passeggiata 7b – CH-6828 – Balerna</td>
<td></td>
<td>+41 91 695 42 50</td>
</tr>
<tr>
<td>PESA</td>
<td>Via Passeggiata 7b – CH-6828 – Balerna</td>
<td></td>
<td>+41 91 695 42 50</td>
</tr>
<tr>
<td>PESA</td>
<td>Chemin des Epinglins 20 – CH-1257 – Bordonnex</td>
<td></td>
<td>+41 22 771 25 85</td>
</tr>
<tr>
<td>PESA</td>
<td>Rue de l’industrie 4C – Ch-1373 – Chavornay</td>
<td></td>
<td>+41 24 442 99 99</td>
</tr>
<tr>
<td>PESA</td>
<td>Route Blanche 24 – CH-1226 – Thohex</td>
<td></td>
<td>+41 22 348 94 01</td>
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</table>

### Region: West

<table>
<thead>
<tr>
<th>Agent</th>
<th>Address</th>
<th>Transit needed</th>
<th>Phone</th>
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</thead>
</table>

PESA mail: nestleinbound@pesa.global  DB Schenker mail: ch.sm.bsl.sccg-nestle@dbschenker.com  Lagerhäuser Aarau AG: zoll-import@la-aarau.ch  NCH logistics/Import-Export Last save 13-May-22