



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

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.

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

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



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.

**Nestlé Suisse SA**

**Jean-Louis Morel**  
Head of Procurement

**Date**

**Bernard Quenis**  
Head of Logistics

**Date**

\_\_\_\_\_  
**Supplier**

**Date**



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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.



## IMPORTING TO SWITZERLAND

All customs clearance activities must be performed at one of the customs broker offices below (exclusive use of Nestlé designated brokers). Freight forwarder must send shipping documentation, planned border crossing point and ETA to the customs broker to have customs clearance prepared upon arrival of your truck and avoid long waiting time. Unloading of goods will be refused by unloading site if drivers are not in possession of a copy of the swiss customs border ticket (DE: *Bezugsschein*, FR: *Liste de délivrance*) as proof of clearance upon arrival. Remember: interdiction to circulate in Switzerland on Sundays and official bank holidays from 0h to 24h, et every night from 22h to 5h.

WITH A T1															
Unloading places <a href="#">Spreitenbach</a> , <a href="#">Schafisheim</a> and <a href="#">Suhr</a> : proceed under transit procedure directly to the authorized consignees as listed here. Phone: +41 62 885 32 74 Mail: <a href="mailto:zoll-import@la-aarau.ch">zoll-import@la-aarau.ch</a>		<table border="1"> <thead> <tr> <th>Agent</th> <th>Destination customs Office</th> <th>Delivery address</th> <th></th> </tr> </thead> <tbody> <tr> <td>Lagerhäuser Aarau AG</td> <td>CH001631</td> <td>Aegerten 1 - 5503 - Schafisheim</td> <td><a href="#">Map</a></td> </tr> <tr> <td>Lagerhäuser Aarau AG</td> <td>CH001631</td> <td>Industriestrasse 174 - 8957 - Spreitenbach</td> <td><a href="#">Map</a></td> </tr> </tbody> </table>	Agent	Destination customs Office	Delivery address		Lagerhäuser Aarau AG	CH001631	Aegerten 1 - 5503 - Schafisheim	<a href="#">Map</a>	Lagerhäuser Aarau AG	CH001631	Industriestrasse 174 - 8957 - Spreitenbach	<a href="#">Map</a>	<b>Exceptions for specific lanes!</b> Import custom clearance to be done at following broker exclusively from FR all PURINA PESA Basel St. Louis from DE NONNWEILER, PIZZAS PESA Basel St. Louis from IT BENEVENTO, PIZZAS GALLIKER Altshofen (CH002751 - Zürich) from UK finished products With T1 from <a href="#">Noyon</a> at Calais + PESA Basel St. Louis
Agent	Destination customs Office	Delivery address													
Lagerhäuser Aarau AG	CH001631	Aegerten 1 - 5503 - Schafisheim	<a href="#">Map</a>												
Lagerhäuser Aarau AG	CH001631	Industriestrasse 174 - 8957 - Spreitenbach	<a href="#">Map</a>												

WITHOUT A T1										
Region	Entry Point in CH	Agent	Transit needed	Address		Phone	E-Mail	Mon to Fri		
East	Buchs	DB Schenker	No	CH-9430 St.Margrethen, Grenzstrasse 24	<a href="#">Map</a>	+41 58 589 57 63	<a href="mailto:ch.sm.bsl.sccg-nestle@dbschenker.com">ch.sm.bsl.sccg-nestle@dbschenker.com</a>	07:00 – 17:00		
	Schaanwald	DB Schenker c/o FL Logistik	No	FL-9486 Schaanwald, Im Zollamt	<a href="#">Map</a>			07:00 – 17:00		
	St- Margrethen	DB Schenker	No	CH-9430 St.Margrethen, Grenzstrasse 24	<a href="#">Map</a>			07:00 – 17:00		
	Wolfurt	DB Schenker c/o SLT	No	AT-6960 Wolfurt, Senderstrasse 30	<a href="#">Map</a>			07:00 – 17:00		
North	Bargen (via Thayngen)	DB Schenker	No	CH-8240 Thayngen, Bietingerstrasse 98	<a href="#">Map</a>	+41 58 589 57 63	<a href="mailto:ch.sm.bsl.sccg-nestle@dbschenker.com">ch.sm.bsl.sccg-nestle@dbschenker.com</a>	07:00 – 17:00		
	Basel St-Jakob UAG	DB Schenker	No	CH-4058 Basel, Erlenstrasse 1	<a href="#">Map</a>			07:00 – 17:00		
	Basel St-Louis Autobahn	PESA	No	FR-68300 St. Louis, Parking TIR – Rue de Transitaires	<a href="#">Map</a>			+41 61 404 44 60	<a href="mailto:nestleinbound@pesa.global">nestleinbound@pesa.global</a>	07:00 – 17:30
	Basel-Weil Autobahn	DB Schenker	No	DE-79576 Weil am Rhein, Im Kränzliacker 22	<a href="#">Map</a>			+41 58 589 57 63	<a href="mailto:ch.sm.bsl.sccg-nestle@dbschenker.com">ch.sm.bsl.sccg-nestle@dbschenker.com</a>	07:00 – 17:00
	Koblenz (Waldshut-Tiengen)	DB Schenker c/o Imlig	No	DE-79761 Waldshut-Tiengen, Georg-Wittig-Straße 2	<a href="#">Map</a>					07:00 – 17:00
	Kreuzlingen	DB Schenker c/o Transco	No	CH-8280 Kreuzlingen, Gemeinschaftszollanlag	<a href="#">Map</a>					07:00 – 17:00
	Neuhausen am Rheinfall	DB Schenker	No	CH-8201 Schaffhausen, Emmersbergstrasse 1	<a href="#">Map</a>					07:00 – 17:00
	Pratteln	DB Schenker	Yes (CH001731)	CH-4058 Basel, Erlenstrasse 1	<a href="#">Map</a>					07:00 – 17:00
	Rheinfelden	DB Schenker c/o Imlig	No	CH-4310 Rheinfelden, Im Zollamt	<a href="#">Map</a>					07:00 – 17:00
	Rheinhafen	DB Schenker	No	CH-4058 Basel, Erlenstrasse 1	<a href="#">Map</a>			07:00 – 17:00		
Thayngen	DB Schenker	No	CH-8240 Thayngen, Bietingerstrasse 98	<a href="#">Map</a>	07:00 – 17:00					
South	Balerna	PESA	Yes (CH004162)	CH-6828 Balerna, Via Passeggiata 7b	<a href="#">Map</a>	+41 91 695 42 50	<a href="mailto:nestleinbound@pesa.global">nestleinbound@pesa.global</a>	07:00 – 17:30		
	Chiasso	PESA	No	CH-6830 Chiasso, Via Brogeda 3	<a href="#">Map</a>	+41 27 720 41 81		07:30 – 17:00		
	Martigny	PESA	Yes (CH005691)	CH-1920 Martigny, Rue de Saragoux 7	<a href="#">Map</a>	+41 22 771 25 85		07:30 – 17:30		
West	Bardonnex	PESA c/o Ritschard	No	CH-1257 Bardonnex, Chemin des Epinglins 20	<a href="#">Map</a>	+41 24 442 99 99	<a href="mailto:nestleinbound@pesa.global">nestleinbound@pesa.global</a>	07:00 – 17:30		
	Chavornay	PESA	Yes (CH005031) <sup>1)</sup>	CH-1373 Chavornay, Rue de l'industrie 4C	<a href="#">Map</a>	+41 22 348 94 01		07:30 – 17:00		
	Thônex-Vallard	PESA c/o Ritschard	No	CH-1226 Thonex, Route Blanche 24	<a href="#">Map</a>			08:00 – 17:30		

<sup>1)</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, \[pontarlier@henriot.fr\]\(mailto:pontarlier@henriot.fr\)](#)

## EXPORTING FROM SWITZERLAND

For export out of Switzerland, some markets will do customs clearance on the border and not need a transit document. If a transit document is required, PESA must be used as listed in the table on the right side. Export customs clearance and establishment of transit document (T1) is free of charge for the driver. Nestlé Suisse S.A. takes the guarantee of T1.

Pre-notify your arrival to [nestleoutbound@pesa.global](mailto:nestleoutbound@pesa.global) with the following elements:

- Shipping documentation
- Selected PESA office
- Estimated time of arrival ETA

Pre-notification is obligatory and guarantees short waiting times. Any demurrage cost without pre-notify will be rejected.

If any issue, please contact only the responsible of transport order.

Remember: interdiction to circulate in Switzerland on Sundays and official bank holidays from 0h to 24h, et every night from 22h to 5h

↓ Loading site   Exit →	DE / AT	IT	FR
Broc	PLANZER Härkingen	PESA Martigny	<ul style="list-style-type: none"> <li>• PESA Bardonnex</li> <li>• PESA Chavornay</li> <li>• PLANZER Härkingen</li> </ul>
Konolfingen	<i>Exceptional options:</i> <ul style="list-style-type: none"> <li>• PESA Pratteln</li> <li>• PESA Basel/Weil am Rhein</li> </ul>	PESA Chiasso	
Wangen			
Orbe	PESA Chavornay		