# fischer fixing systems

# logistics manual for suppliers

**Version 9.0 - Status 05.06.2025**

**Responsible: Sven Mülling**

FOREWORD ..... 4

SCOPE OF APPLICATION ..... 4

1 INFORMATION ..... 5

1.1 COMMUNICATION ..... 5
*1.1.1 Accessibility ..... 5*
*1.1.2 Company vacations ..... 5*
*1.1.3 Shipping addresses and delivery times ..... 5*
*1.1.4 Special delivery modalities ..... 7*
1.2 GENERAL LOGISTICS REQUIREMENTS ..... 13
*1.2.1 Working hours, delivery times, collection times ..... 13*
*1.2.2 Preview of planned quantities ..... 13*
*1.2.3 Requirements for dangerous goods ..... 14*
*1.2.4 Requirements for rails ..... 14*

2 PACKAGING ..... 16

2.1 GENERAL REQUIREMENTS ..... 16
2.2 REQUIREMENTS FOR THE LOAD CARRIER ..... 16
*2.2.1 Load carrier as reusable packaging ..... 16*
*2.2.2 Load carriers as disposable packaging (also disposable pallets) ..... 18*
2.3 REQUIREMENTS FOR SALES -/SHIPPING PACKAGING ..... 18
*2.3.1 Stability ..... 18*
*2.3.2 Standard dimensions ..... 19*
*2.3.3 Stacking plans ..... 19*
*2.3.4 Weight ..... 19*
*2.3.5 Labeling ..... 19*
2.4 REQUIREMENTS FOR THE TRANSPORT PACKAGING ..... 20
*2.4.1 Pallet loading height and transport space utilization ..... 21*
*2.4.2 Labeling of the shipping unit ..... 21*

3 SHIPPING ..... 21

3.1 TRANSPORT NOTIFICATION ..... 21
*3.1.1 General ..... 21*
*3.1.2 Requirements for means of transportation ..... 21*

*3.1.3 Notification of dangerous goods* ..... *22*
3.2 TRANSPORT DOCUMENTS ..... 22
3.3 DELIVERY BILL ..... 22
3.4 PACKING LIST [ONLY OVERSEAS SUPPLIERS] ..... 22
3.5 CUSTOMS DOCUMENTS ..... 23
3.6 FORWARDING/TRANSPORT ORDER ..... 23
**4 TRANSPORTATION PROCESSING ..... 24**
**5 COMPLAINTS ..... 24**
5.1 LOGISTICS COMPLAINTS ..... 24
5.2 COMPLAINTS PROCESSING ..... 24
**6 FINAL NOTE ..... 24**
**APPENDIX 1: DELIVERY INSTRUCTIONS ... 26**

## Foreword

Avoiding waste, working in a value-adding manner and meeting customer requirements - each individual can and must contribute to this. We can only be successful if we have common goals and rules and do our best to achieve them together.

Our customers expect maximum reliability in terms of quality and availability at an acceptable price.

The aim is to achieve standardized processes with the aim of achieving short response times, consistent work without waste, smoothing out order peaks, clear and controlled processes, low inventories and, of course, high availability (fPS - fischerProcessSystem).

This logistics manual is intended to improve the supply relationships between the respective supplier (hereinafter referred to as "SUPPLIER") and fischerwerke (hereinafter referred to as "FIWE") and minimize frictional losses.

The regulations presented form the generally binding framework for FIWE's *Fastening Systems* division. If necessary, they are supplemented by site-specific regulations in order to be able to respond to the special supply relationships of individual plants.

Additions may be necessary due to regional requirements.

## Scope of application

This logistics manual is a contractual component of the SUPPLIER's business relationship with FIWE and must be complied with.

The regulations agreed here relate to logistical cooperation.
Exceptions to these regulations in individual cases require the written consent of FIWE.

Verbal agreements are generally not valid.

# 1 Information

## 1.1 Communication

### 1.1.1 Accessibility

The contact person designated by the SUPPLIER (or their representative) should be available during normal daily and weekly business hours (local time at the SUPPLIER's premises). In the event of company vacations, this must be communicated in good time as explained below.

### 1.1.2 Company vacations

The SUPPLIER shall notify FIWE in writing (letter, fax, e-mail) in good time (at least 2 months plus the agreed replacement/scheduled delivery time) of its plant vacations.

### 1.1.3 Shipping addresses and delivery times

| | | |
|---|---|---|
| **fischerwerke GmbH & Co. KG** | Delivery times: | |
| Production logistics WE North & South | Mon.-Fri. | 07:00 AM - 12:00 PM |
| Access via Klaus-Fischer-Straße 1 | Mon.-Thurs. | 01:00 PM - 03:00 PM |
| 72178 Waldachtal / Germany | Fri. | 01:00 PM - 03:00 PM |
| | | |
| **fischerwerke GmbH & Co. KG** | Delivery times: | |
| DC dispatch warehouse (delivery gate 8) | Mon.-Fri. | 06:00 AM - 9:00 PM |
| Grünmettstetter Str. 30 | | |
| 72178 Waldachtal / Germany | | |
| | | |
| **fischerwerke GmbH & Co. KG** | Delivery times: | |
| Bebelstr. 11 | Mon.-Fri. | 07:00 AM - 04:00 PM |
| 79108 Freiburg-Hochdorf / Germany | | |
| | | |
| **fischerwerke GmbH & Co. KG** | Delivery times: | |
| Otto-Hahn-Str. 15 | Mon.-Thurs. | 07:00 AM - 04:00 PM |
| 79211 Denzlingen / Germany | Fri. | 07:00 AM – 03:00 PM |
| | | |
| **Dachser SE (Ergenzingen)** | Delivery times: | |
| Subsidiary Rottenburg | Mon.-Fri. | 07:00 AM – 6:30 PM |
| Thomas-Dachser-Straße 1 | | |
| 72108 Rottenburg/Ergenzingen | | |
| | | |
| **Dachser SE (Rottenburg)** | Delivery times: | |
| Wilhelm-Maybach-Straße 25 | Mon.-Fri. | 07:00 AM – 05:00 PM |
| 72108 Rottenburg am Neckar | | |
| | | |
| **Int. Spedition KERN - Inh. Marcel Kern e.K.** | Delivery times: | |
| Anton-Tonoli-Strasse 3 | Mon.-Fri. | 09:30 AM - 06:00 PM |
| 77790 Steinach / Germany | | |

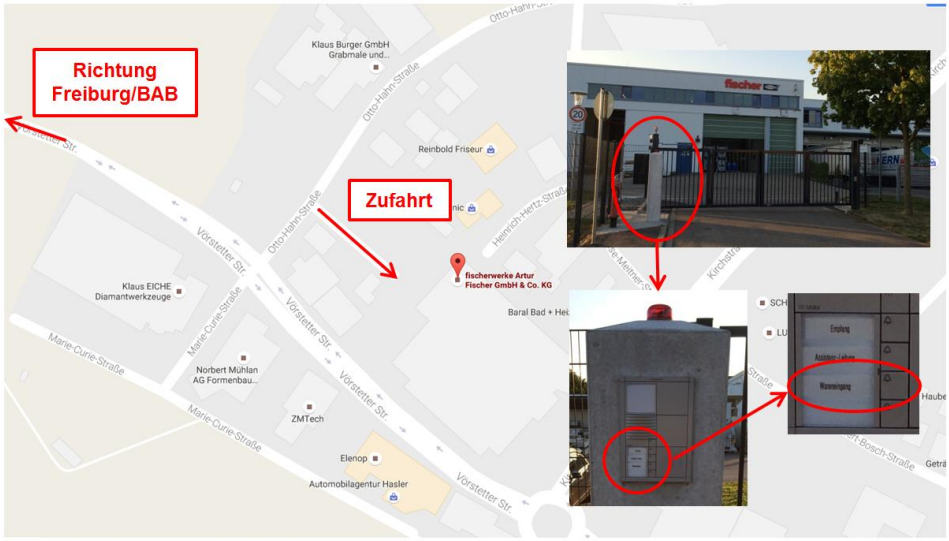
| | | |
|---|---|---|
| **LDB Logistik GmbH**<br>Werkstr. 17<br>77815 Bühl-Vimbuch | Delivery times:<br>Mon-Fri. | <br>07:00 AM - 5:00 PM |
| **fischer logistics services SK, s.r.o.**<br>Dialničná cesta 2<br>Prologis Park DC3<br>903 01 Senec / Slovakia | Delivery times:<br>Mon.-Fri. | <br>06:00 AM - 06:00 PM |
| **Rhenus Freight Vietnam LLC**<br>INDO-TRANS LOGISTICS CORP. VSIPII BWH<br>Lot 18 L2-3, Road 5, VSIPII<br>Hoa Phu, Thu Dau Mot<br>Binh Duong / Vietnam | Delivery times:<br>Mon.-Fri. | <br>08:00 AM - 05:00 PM |

### 1.1.4 Special delivery modalities

**Delivery modalities fischerwerke Denzlingen:**

**Directions:**

- Always via the gate Otto-Hahn-Str. 15
- Registration at goods receipt




**Delivery:**
**Time frame for goods receipt:**

- Monday to Thursday 07:00 AM - 04:00 PM
- Friday 07:00 AM - 03:00 PM
- Liquid raw materials Monday to Friday 07:30 AM - 03:00 PM
- For earlier or later delivery, please contact logistics or production in advance; Tel. +49 7666 902 2920
- Delivery must be made on the exact day specified in the order / order confirmation. In the event of deviations, the goods may not be accepted
- Ideally, the truck driver should register one hour before arrival

**Delivery of dangerous goods according to ADR:**

- ADR equipment must always be available for deliveries of hazardous goods over 1000 points according to ADR and for liquid raw materials
- The driver must speak German or English and be able to provide proof of current training and instruction (e.g. ADR training)
- Loose or individual drums of hazardous goods are not permitted

**Delivery quality:**

- Trucks, trailers and semi-trailers must be technically in order
- Deliveries must be made in the exact quantities specified in the order/order confirmation (individual arrangements regarding over/under-deliveries must be agreed with the responsible dispatcher/purchasing department)
- Pallets must be able to withstand the weight of the load, be designed for the product and be able to be handled with an ant/bob, i.e. the height of the entry for tines must be at least 9 cm.
- The maximum weight of a EUR pallet including goods must not exceed 780 kg
- IBCs must have a standard connection (outlet)
- Barrel goods may only be packed in steel drums

- Pallet protrusions (e.g. with sacks, big bags, jars, etc.) are not permitted. In addition, anti-slip protection must be fitted to prevent damage caused by picking up the industrial truck
- Pallets delivered by air freight must not exceed a height of 1.30m
- Delivery is only permitted on certified, undamaged pallets:
    - Euro (according to EPAL)
    - CP1-3
    - No disposable, INKA or closed pallets
- The following delivery documents are required:
    - Delivery bill incl. details of order number, batch number, fischer article number
    - Test certificate or works test certificate enclosed and 1 day before delivery by e-mail to **wareneingang-denzlingen@fischer.de**
    - Please send certificates of analysis to the following e-mail address: **analysezertifikat-denzlingen@fischer.de**
- Adequate load securing by:
    - at least 2 strapping bands
    - and/or stretch film
    - and/or shrink film
    - Tension belts
    - Edge protection if necessary
    - VCI film if necessary
    - Desiccant if necessary
    - Material to ensure stability, e.g: Wooden frame lid or cardboard lid
- The delivery quality and load securing must be guaranteed by the shipper
- the shipper is liable for defects in the delivery quality in accordance with the agreed Incoterms
- load securing must be ensured in accordance with positive locking or frictional locking

Below you can see sample deliveries:

**Equipment/specifications Tanker trucks:**

- Discharge hoses generally in accordance with Pressure Equipment Directive 97/23/EC, BetrSichV, WHG
- Length of hoses for solids at least 20 meters
- Tank and hose cleaning certificate
- The hoses are provided by the shipping company
- Connection size fischer Denzlingen for liquids (except PMDI)
    - Tank truck fitting male part size DN80 (3 inch)
    - Hose with tanker fitting female part size DN80 (coupling with lever)
- Compressed air connection GEKA coupling size 40mm

**Delivery modalities Quehenberger Logsitics SVK a.s.:**

- The vehicles must be capable of being ramped
- All deliveries over 5 pallets must be notified
- For all deliveries over 5 pallets, a time slot must be booked with Quehenberger, which can be booked via **fischer@quehenberger.com**

**Delivery modalities Rhenus Freight Vietnam LLC:**

Trucks must arrive no later than 03:00 PM to register for goods receipt

- All deliveries must be notified
- Rhenus will provide feedback with a suggested timeframe if required

**Delivery modalities Geb. Schuon Logistik:**

- Drivers must register at the WE office next to ramp 12, the corresponding unloading ramp will then be assigned by WE staff
- Distribution list for notifications:
    - Mr. Wolleydt **n.wolleydt@schuon-logistik.de** & Mr. Look m.look@schuon-logistik.de
    - Notification as early as possible, but at least the day before in the morning
- Contact person at the incoming goods office:
  Extension: 895 Fr. Apel **j.apel@schuon-logistik.de**
  Extension: 234 Ms. Jung **s.jung@schuon-logistik.de**
  Extension: 894 Ms. Kozina **j.kozina@schuon-logistik.de**
- Break times 9:00 a.m. - 9:15 a.m., 12:00 p.m. - 1:00 p.m. and 3:00 p.m. - 3:15 p.m.

## Dachser SE

**contacts Dachser:**

| | |
|---|---|
| central e-mail-adress Ergenzingen: | warehouseDZ2.rottenburg@dachser.com (general) |
| Swen Berk, Head of Contract Logistics: | 0049 7457 730 - 500, swen.berk@dachser.com (Ergenzingen) |
| Luca Dittus, Warehouse Administration: | 0049 7457 730 - 550 luca.dittus@dachser.com (Ergenzingen) |
| central e-mail-adress Rottenburg: | fischer.rottenburg @dachser.com (general) |
| Joannis Sakaris, Warehouse Manager: | 0049 7472 98484 555, joannis.sakaris@dachser.com (Rottenburg) |

**Dachser SE - Ergenzingen**

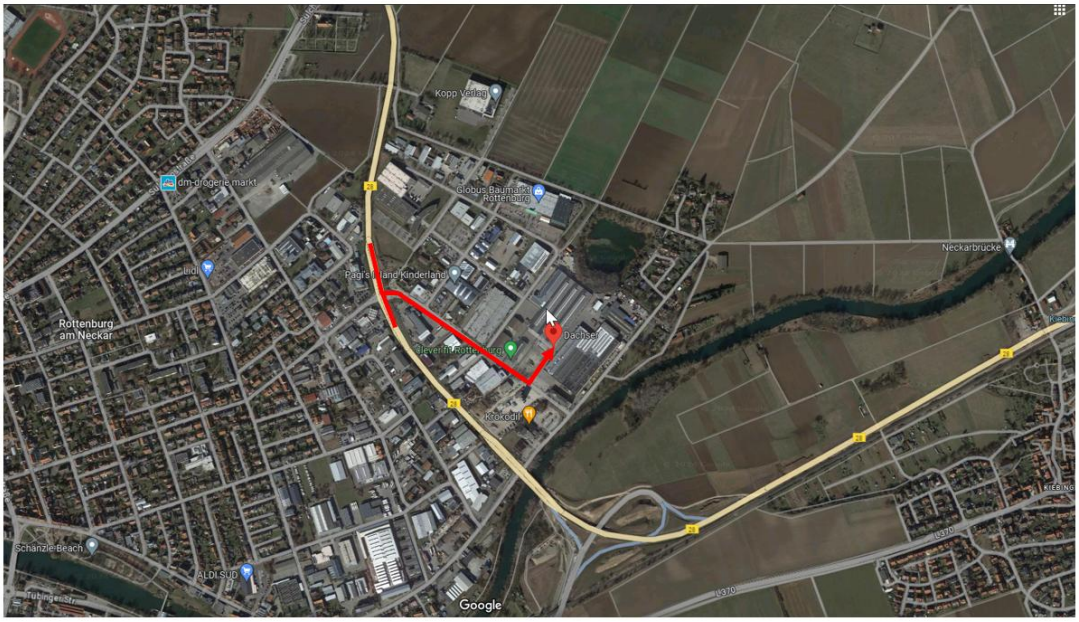
Branch office Rottenburg, Thomas-Dachser-Straße 1, 72108 Rottenburg am Neckar
Opening hours Mo-Fr: 7.00 AM - 5.00 PM
Tasks performed beyond these times must be agreed in consultation with Dachser

Approach Dachser Ergenzingen

Dachser Ergenzingen site

**Dachser - Rottenburg**
Wilhelm-Maybach-Straße 25, 72108 Rottenburg am Neckar
Opening hours Mo-Fr: 7.00 AM - 6.30 PM,
Tasks performed beyond these times must be agreed in consultation with Dachser

Direction Dachser Rottenburg



Dachser Rottenburg site

**Delivery modalities**
For deliveries > 10 pallets, suppliers/forwarders must book a time slot with DACHSER via the CargoClix software no later than 48 hours and no more than 3 months before delivery. Otherwise, waiting times must be expected until a ramp is available.
A time slot of 1 hour must always be booked. One collective account can be used per forwarder.
For deliveries ≤ 10 pallets, notification 24 hours before the delivery is sufficient. It is important that the time window is booked, but the time does not have to be adhered to. It is possible to define fixed recurring time slots that remain valid for a specific or unlimited period of time.
Dachser provides fischer with regular information about the booked delivery time slots.
Fischer order number serves as a reference for Cargo-Clix for time slot bookings and for registration.
Lateral / side unloading is not possible at Dachser in Ergenzingen!

**Requirements for long goods / rails:**
Only relevant for the following address:
Dachser - Rottenburg
Wilhelm-Maybach-Straße 25, 72108 Rottenburg am Neckar
Opening hours / delivery times Mon-Fri: 8.00 - 17.00 hrs
no special features / changes compared to Ergenzingen

## 1.2 General logistics requirements

### 1.2.1 Working hours, delivery times, collection times

The SUPPLIER must observe FIWE's working hours (see 1.1.3) must be observed. The delivery of the goods to a defined unloading or delivery point, depending on the INCOTERM, can be controlled according to time windows. When collecting the goods from the SUPPLIER, this defined collection time window must be adhered to and the goods must be registered with the freight forwarder (for further regulations, see 3.1).

### 1.2.2 Preview of planned quantities

If agreed, the SUPPLIER shall receive call-off quantities/volumes as a non-binding preview. This preview is intended to enable the SUPPLIER to keep production capacities available for FIWE and to plan the procurement of the input material so that delivery is guaranteed within the agreed standard delivery time.

**Order processing**

Orders are processed on the basis of individual orders, collective orders or delivery call-offs.

The dates stated in the orders or in the delivery call-off are the dates of receipt by FIWE.
If the delivery condition EXW / FCA <location SUPPLIER> is agreed, the supplier must observe the corresponding delivery or transport time so that the goods arrive at FIWE on the defined date of receipt. If there are any discrepancies with the delivery or transport time, the SUPPLIER can get in touch with the responsible contact person at FIWE (see point 4).

The SUPPLIER checks the order or call-off received for completeness, correctness and plausibility (e.g. name of SUPPLIER, part number, quantity, date).

Orders and delivery call-offs must be confirmed by the SUPPLIER in writing (letter, fax, e-mail) to the respective FIWE representative within 1 working day of receipt.

#### 1.2.2.1 Order tracking

The SUPPLIER shall continuously carry out internal order tracking. The SUPPLIER shall provide FIWE with information on the progress of production at any time upon request.

SUPPLIER shall install an early warning system to detect delivery problems. The existence of emergency plans and effective crisis management is required and must be demonstrated upon request.

If disruptions affecting delivery dates or quantities occur vis-à-vis FIWE, the SUPPLIER must immediately initiate measures to eliminate the disruptive factors. If it becomes apparent that agreements or commitments cannot be met despite the measures taken, the SUPPLIER must inform FIWE's contact person of this without being asked and immediately by e-mail or fax and notify a new delivery date or a new delivery quantity.

In addition, the SUPPLIER shall inform FIWE on request at least on the following points:

- Cause of the supply problem
- Presentation of a detailed action plan (measure, priority, status, responsibilities, deadlines), with escalation levels describing the elimination of the supply bottleneck
- Tested alternative manufacturing options (always in accordance with FIWE quality requirements)
- Available alternative parts (always in accordance with FIWE quality requirements)
- Check for lot splitting/partial delivery
- Possibility of shortening the delivery time through special transportation

If the SUPPLIER does not achieve sustainable success in eliminating the supply bottleneck, a working group will be set up immediately between the SUPPLIER and FIWE to solve the problem.

### 1.2.3 Requirements for dangerous goods

#### 1.2.3.1 Definition of dangerous goods according to the Dangerous Goods Transportation Act (GGBefG)

Substances and objects which, due to their nature, properties or condition, may pose a risk to public safety or order, in particular to the general public, to important common goods, to the life and health of humans, animals and property in connection with transportation.

#### 1.2.3.2 Guidelines

For products classified as dangerous goods, the carrier-specific dangerous goods regulations listed below must be observed:

| Mode of transport | Dangerous Goods Ordinance (legally valid version in each case) |
|---|---|
| Road/Railway/ Inland vessel | GGVSEB / ADR / RID / ADN |
| Lake | GGVSEE / IMDG Code |
| Air | ICAO-TI / IATA-DGR |

#### 1.2.3.3 Safety data sheet

In order for products with hazardous properties to be assessed in accordance with the dangerous goods transport regulations, the following documents must be made available to FIWE's dangerous goods officer for a preliminary risk assessment:

- Safety data sheet according to REACH Regulation (EC) No. 1907/2006
- Test certificates for inner and outer packaging or composite packaging

### 1.2.4 Requirements for rails

In addition to the following general requirements for long goods and especially for rails, individual agreements apply with regard to packaging and unloading options. It must be ensured that the rails are delivered in perfect condition and can be unloaded using the usual loading aids (without crane systems etc.).

In case of doubt, please contact the respective receiving warehouse or your responsible FIWE contact person before shipping.

- Rails must rest on wooden blocks (or similar) with a minimum height of 10 cm so that they can be picked up with the forklift truck
- Dry shipping and handling of the rails in a dry environment must be ensured in all cases
- A label with article number must be attached. If available, the HU number should also be attached. These labels must not be affixed directly to the rails, but must be attached to the edge protection, for example, or with another intermediate layer (e.g. foil)
- All bundles must be strapped with a plastic strap. If it is not a plastic strap, the strap must not have direct contact with the rails in order to avoid corrosion
- It must be possible to unload the rails from the side (if this is not possible, an unloading aid must be provided in the truck/container to enable the rails to be unloaded)

Below you can see correct example deliveries:

# 2 Packaging

## 2.1 General requirements

**This section concerns general requirements. The applicable packaging regulations must be agreed between the SUPPLIER and FIWE.**

The packaging of products shall be **determined between FIWE and SUPPLIER in** accordance with the requirements in the packaging instructions and other applicable specifications, taking into account ecological, economic and qualitative **criteria**. Packaging appropriate to the goods to be transported and the mode of shipment must be selected to ensure that the goods are delivered to FIWE undamaged.

The SUPPLIER shall always comply with the law on the promotion of the circular economy and the environmentally sound disposal of waste (Closed Substance Cycle and Waste Management Act - KrW-/AbfG). In particular, the SUPPLIER shall pay attention to:

- Avoidance of packaging. Packaging must not be larger or more elaborate than is absolutely necessary to protect the goods. In case of doubt, unnecessary packaging must be taken back by the supplier
- Filling material should be reduced to a minimum
- When using disposable and reusable packaging, recyclable packaging materials must be used and labeled in accordance with the requirements of the waste disposal industry (the Distribution Center in Tumlingen does not receive reusable packaging)
- Use of unmixed materials
- EURO pallets must always be used (see 2.2.1 - alternative arrangements are possible)
- Reusable packaging should correspond to standard sizes (modular systems). Specific designs and other sizes are only permitted if the packaged goods have special requirements
- Reusable packaging must be designed in such a way that it can be emptied completely and is easy to clean and dry
- The inner and outer packaging or composite packaging for dangerous goods must correspond to the assigned UN No. + packaging group for the respective mode of transport

**[for OVERSEAS SUPPLIERS]**

- Packaging material made of wood must comply with the guidelines of ISPM No. 15/IPPC

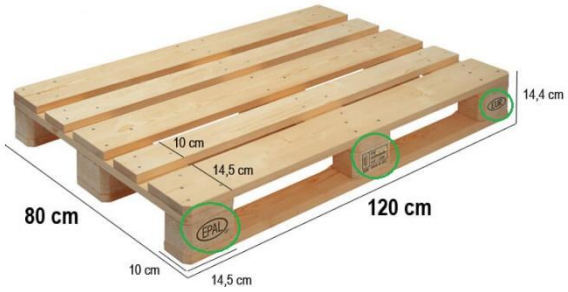
## 2.2 Requirements for the load carrier

### 2.2.1 Load carrier as reusable packaging

#### 2.2.1.1 Standard dimensions for returnable load carriers

Reusable packaging must correspond to standard sizes. Specific designs and other sizes are only permitted in exceptional cases by agreement or can be taken from FIWE's stacking plans.
The following load carrier variants are to be used as standard (individual agreements with FIWE are possible):

- Euro - 1 pallet (1,200 x 800 mm)
- Euro - 1 pallet (1,200 x 800 mm) according to DIN 15146 Part 2 (exchange pallets)
- Example of an i.O. Euro pallet:

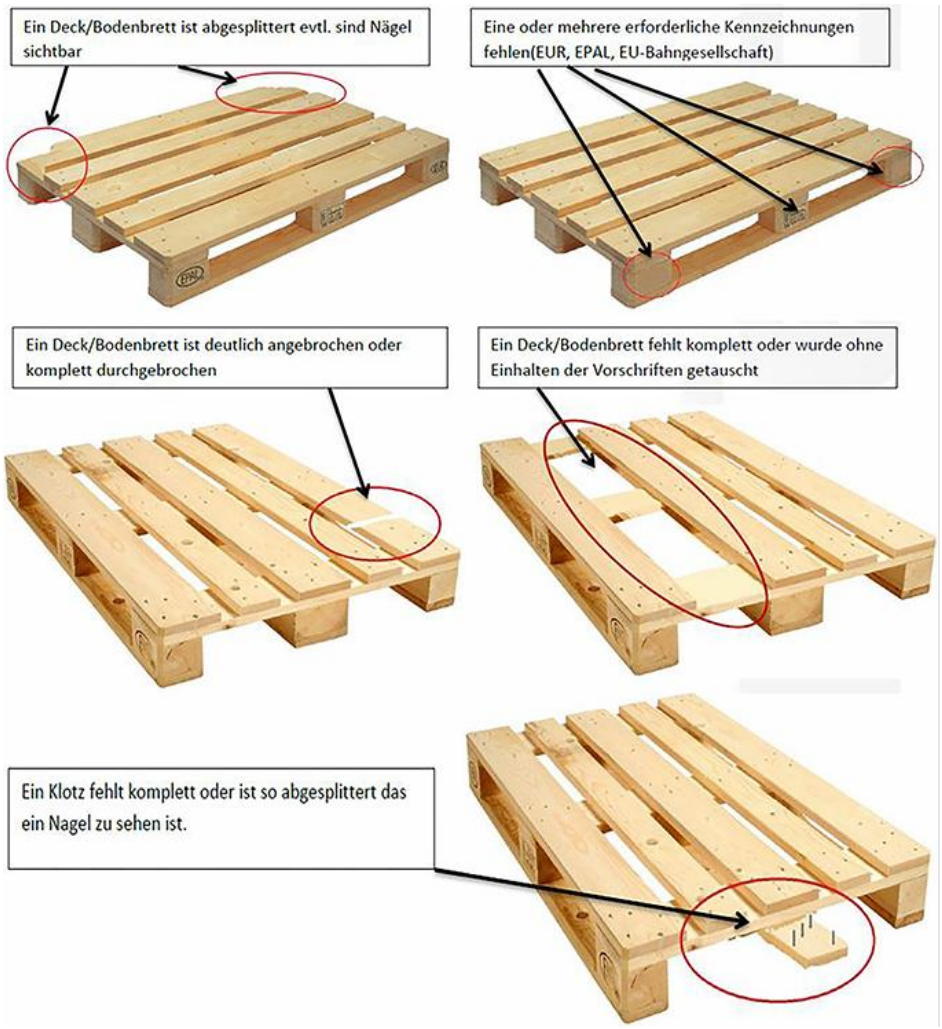



### 2.2.1.2 Pallets exchange

When participating in the Cologne and Bonn pallet exchange, the exchange criteria and quality features of EPAL (http://www.epal-pallets.org) must be complied with.

FIWE will refuse to exchange pallets if the exchange criteria and quality features of EPAL (see above) are not met. In addition, the exchange of pallets will also be rejected if they are heavily soiled. Furthermore, the quality conditions of DIN 15147 apply.

If one or more of the following quality defects occur, an EPAL is considered non-replaceable:



### 2.2.2 Load carriers as disposable packaging (also disposable pallets)

The disposable packaging and additional packaging agreed with FIWE, e.g. intermediate layers, must be developed and procured by the SUPPLIER.

a) Labeling
All disposable packaging must be clearly and visibly marked with standardized symbols (pictograms and abbreviations in accordance with DIN 6120) or symbols recognized by the waste disposal industry. The labeling as well as labels, adhesive/packing tapes and product tags must not restrict the recyclability of the carrier material.

b) Materials
The table below, which lists all materials recommended for disposable packaging - especially for disposable packaging aids - also excludes numerous recyclable materials.
In principle, the use of packaging material from foodstuffs (e.g. popcorn) should be avoided.
Composite materials and packaging chips may only be used after part-specific approval.
Strapping bands made of metal are generally not to be used unless specifically agreed between FIWE and the SUPPLIER (e.g. securing of coils).

| Kind | Recommended material | Examples of non-recommended material |
|---|---|---|
| Cardboard box | Paper and cardboard free from substances harmful to paper production | Paper and cardboard with water-insoluble coatings or adhesives |
| Corrosion protection paper | VCI papers that are demonstrably recyclable together with paper/cardboard<br>(VCI: Volatile Corrosion Inhinibitor) | Paper with incompatible additives, incompatible impregnated or soaked paper (e.g. bitumen, oil, wax paper) |
| Plastics (preferably natural-colored) | Molded parts: PE, PP<br>Protective caps: PE<br>Films: PE (with max. 5% printed area; also: bubble wrap)<br>Foams: PE, PP, PS<br>Strapping: PP (black) | Plastic mixtures, rubber compounds, metal-plastic composite VCI plastic films,<br>Polyamide strapping (blue),<br>polyester strapping (green) |
| Wood | Unimpregnated solid wood and plywood, wood wool | Chipboard, coated or lacquered wood |
| Metals | Steel, also galvanized or painted, aluminium | |

**Illustration 1Choice of packaging material**

## 2.3 Requirements for sales -/shipping packaging

In general, the packaging requirements set out above apply to sales and shipping packaging (see 2.1 and also see the packaging manual for sales packaging for further information). We also refer to the sales packaging manual.

### 2.3.1 Stability

The stability of all packaging in line with product and transportation requirements must be guaranteed throughout the entire logistics chain of goods supply from the manufacturer to production or the end consumer. When stacked, the bottom packaging must also be able to withstand the load permanently. If necessary, the insertion of intermediate layers/anti-slip paper can also be useful.

### 2.3.2 Standard dimensions

For shipping packaging - insofar as this does not impair stability - the same modular undersizes/multiples apply as in 2.2.1.1 for load carriers. The dimensions for sales packaging must be agreed with the respective packaging planner, the product manager or the general contact person at FIWE.

### 2.3.3 Stacking plans

Stacking plans define the exact arrangement of the sales/shipping packaging on the load carrier. They serve to simplify and secure the processes and must be adhered to by the SUPPLIER, if agreed. FIWE provides corresponding stacking plans at packaging level for the delivery volumes of the goods for fastening systems. If the SUPPLIER uses its own packaging solutions, these must be communicated to the responsible FIWE packaging planner for the creation of corresponding stacking plans. The corresponding stacking plans can be found in the delivery contract.

### 2.3.4 Weight

If the SUPPLIER has not received any specifications from FIWE regarding the number of items (Pack) in the smallest shipping packaging unit (outer carton), the maximum weight (content and packaging weight) of 15 kg must not be exceeded.

Example:

1 Pack

8 Pack in outer carton = max. 15kg

### 2.3.5 Labeling

The packaging identification for delivery scopes of goods for fastening systems must be in accordance with the fischer barcode system EAN 128 or GS1 standard. The details for article identification must be taken from the order.
All labels must be agreed with FIWE and no changes may be made without consultation.

## 2.4 Requirements for the transport packaging

The SUPPLIER shall comply with the following regulations:

- Packages must be joined together to form a transport-safe unit on the load carrier and secured against slipping during transportation (e.g. wrapped in film)
- Pallet protrusions lead to damage and are therefore not permitted (this also applies to stretch film that is not attached)
- The stretch film, if used, must not protrude beyond the pallet contour (see Appendix 1)
- Pallets that cannot be loaded must be marked accordingly on the outside and the relevant carrier must be informed of this fact in the transport documents
- At least containers in the top layer must be closed with a lid
- The packaging must be clean. The site-specific cleanliness regulations and conditions in the delivery and production area must be complied with
- Sales units must be placed in such a way that the FIWE article number can be recognized from the outside
- As an example of the points mentioned, see Appendix 1

Mixed consignments are generally permitted, unless otherwise agreed. However, the number of mixed consignments must be minimized.

In the case of inhomogeneous shipping units (mixed containers), the SUPPLIER must ensure that:

- the transport packaging is marked as a "mixed consignment"
- all FIWE article numbers contained in the container are indicated with the respective total quantities
- Packaging or outer cartons must be stacked on the pallet in ascending order of weight (from heavy to light)

In the following, a distinction is made between labeling:

a) **Single-item pallets (full pallets and partial pallets > 1 layer):** Shipping units in which only one item is transported by type in accordance with the FIWE stacking plan, regardless of the number of layers.

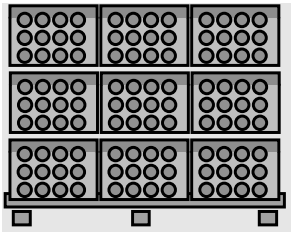


**Illustration 2: Article-only pallets**

b) **Sandwich pallets (small quantities = 1 layer):** Single-item pallets with partitions created by interposed load carriers.

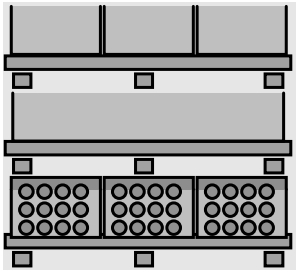


**Illustration 3Sandwich pallets**

c) **Mixed pallets (small quantities < 1 layer):** Shipping units with max. 780 kg (pallet weight), in which more than one item has been picked and packed by type in outer cartons (max. 15 kg each) with appropriate labeling.

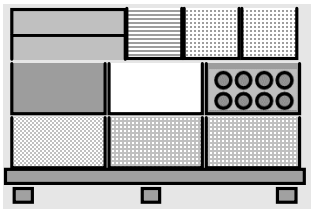


**Illustration 4Mixing pallets**

### 2.4.1 Pallet loading height and transport space utilization

The maximum height specified in the stacking plan must not be exceeded. If the SUPPLIER does not have a stacking plan, the maximum pallet height of 180 cm (= height of the pallet with load) applies.

If several pallets are stacked on top of each other to make better use of the loading space, the load capacity of the lowest pallet must be taken into account.

### 2.4.2 Labeling of the shipping unit

The labels must comply with the following specifications:

- The standard sizes prescribed for an EAN-128 transport label are ISO format A-5, A-6 or ISO format A7- landscape
- Self-adhesive labels with an abrasion-free and weatherproof surface must be used
- The type of paper used must not allow the substrate to show through
- A uniform reading direction must be used for all barcodes.
- The label must also include a human-readable reproduction of the shipping unit number (hereinafter SSCC)

# 3 Shipping

## 3.1 Transport notification

### 3.1.1 General

The SUPPLIER shall notify the shipment/delivery to the responsible transport company in good time, taking into account compliance with the arrival date at the unloading point specified by FIWE. The responsible transport company shall be based on the delivery conditions/INCOTERM agreed in the delivery contract. In the case of the delivery condition *EXW / FCA <location SUPPLIER>*, the provisions under point 4 must be observed.

### 3.1.2 Requirements for means of transportation

To ensure smooth delivery of the goods, this must take place with a ramp-compatible vehicle. The ramp height is between 1.20m and 1.30m. If this is not possible for the SUPPLIER, this must be noted at the time of notification.

### 3.1.3 Notification of dangerous goods

The SUPPLIER shall notify dangerous goods shipments separately. In the case of dangerous goods, the SUPPLIER is responsible for ensuring that all necessary dangerous goods documents are provided completely and correctly to the collecting carrier. Components that cannot be packed due to their nature or bulky components must be notified to the carrier prior to transportation. The packaging regulations for dangerous goods (see 2.1) and dangerous goods transportation regulations (see 1.2.3) must be observed.

## 3.2 Transport documents

To identify each consignment, a separate handover document is created by the carrier for handover to the respective receiving point.

To record the shipments, the SUPPLIER provides the carrier with the following information (3.3 to 3.6) to the carrier.

## 3.3 Delivery bill

Each shipment must be accompanied by an original delivery bill. The delivery bill must be clearly visible on the outside of the package, e.g. with a delivery note pocket. Under no circumstances may these be included with the freight documents.

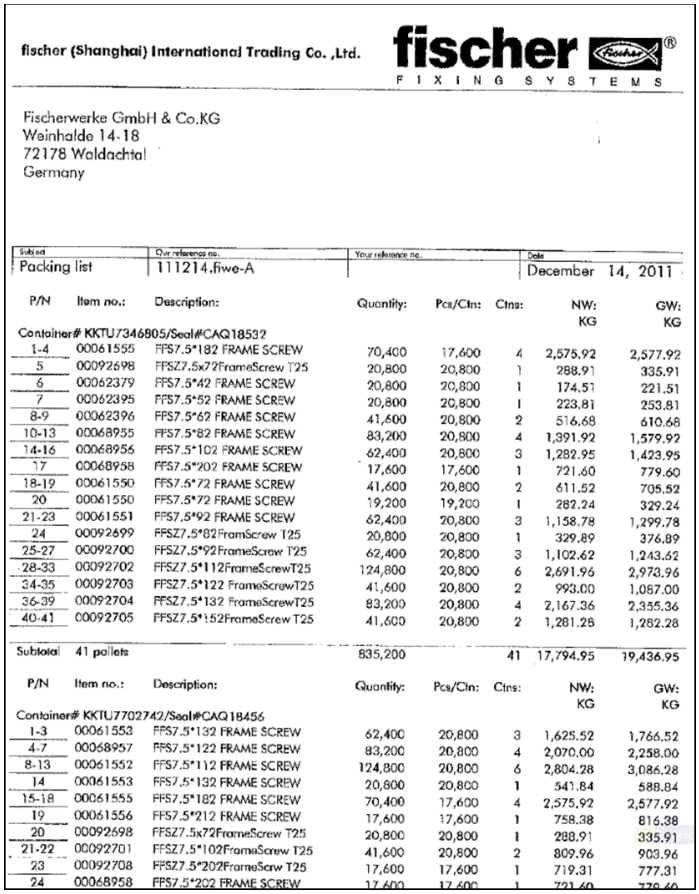
The delivery bill must contain the following information:

- Sender address with supplier no.
- Recipient address
- Delivery bill no.
- Order / blanket order number
- FIWE article number with article description and quantity, total quantity of the delivery and number of shipping units
- Best before date, if applicable
- Partial change/revision status

## 3.4 Packing list [only OVERSEAS SUPPLIERS]

If a delivery consists of several packages or pallets, a packing list with the following order information must be attached to the delivery bill for each transport unit:

- Sender address
- Recipient address
- Order / blanket order number
- Delivery bill no.
- Overseas container number
- Number and number of shipping units (e.g. cartons), possibly separated by overseas container if the delivery consists of several overseas containers
- Total number of shipping units
- Article number with FIWE article description per shipping unit and quantity, as well as total quantity
- Content quantity of the individual shipping units
- Net and gross weight in kg per shipping unit and the total net and gross weight



fischer (Shanghai) International Trading Co. ,Ltd.

fischer FIXING SYSTEMS

Fischerwerke GmbH & Co.KG
Weinhalde 14-18
72178 Waldachtal
Germany

| Subject | Our reference no. | Your reference no. | Date |
|---|---|---|---|
| Packing list | 111214.fiwe-A | | December 14, 2011 |

| P/N | Item no.: | Description: | Quantity: | Pcs/Ctn: | Ctns: | NW: KG | GW: KG |
|---|---|---|---|---|---|---|---|
| Container# KKTU7346805/Seal#CAQ18532 | | | | | | | |
| 1-4 | 00061555 | FFS7.5*182 FRAME SCREW | 70,400 | 17,600 | 4 | 2,575.92 | 2,577.92 |
| 5 | 00092698 | FFSZ7.5x72FrameScrew T25 | 20,800 | 20,800 | 1 | 288.91 | 335.91 |
| 6 | 00062379 | FFS7.5*42 FRAME SCREW | 20,800 | 20,800 | 1 | 174.51 | 221.51 |
| 7 | 00062395 | FFS7.5*52 FRAME SCREW | 20,800 | 20,800 | 1 | 223.81 | 253.81 |
| 8-9 | 00062396 | FFS7.5*62 FRAME SCREW | 41,600 | 20,800 | 2 | 516.68 | 610.68 |
| 10-13 | 00068955 | FFS7.5*82 FRAME SCREW | 83,200 | 20,800 | 4 | 1,391.92 | 1,579.92 |
| 14-16 | 00068956 | FFS7.5*102 FRAME SCREW | 62,400 | 20,800 | 3 | 1,282.95 | 1,423.95 |
| 17 | 00068958 | FFS7.5*202 FRAME SCREW | 17,600 | 17,600 | 1 | 721.60 | 779.60 |
| 18-19 | 00061550 | FFS7.5*72 FRAME SCREW | 41,600 | 20,800 | 2 | 611.52 | 705.52 |
| 20 | 00061550 | FFS7.5*72 FRAME SCREW | 19,200 | 19,200 | 1 | 282.24 | 329.24 |
| 21-23 | 00061551 | FFS7.5*92 FRAME SCREW | 62,400 | 20,800 | 3 | 1,158.78 | 1,299.78 |
| 24 | 00092699 | FFSZ7.5*82FramScrew T25 | 20,800 | 20,800 | 1 | 329.89 | 376.89 |
| 25-27 | 00092700 | FFSZ7.5*92FrameScrew T25 | 62,400 | 20,800 | 3 | 1,102.62 | 1,243.62 |
| 28-33 | 00092702 | FFSZ7.5*112FrameScrewT25 | 124,800 | 20,800 | 6 | 2,691.96 | 2,973.96 |
| 34-35 | 00092703 | FFSZ7.5*122 FrameScrewT25 | 41,600 | 20,800 | 2 | 993.00 | 1,087.00 |
| 36-39 | 00092704 | FFSZ7.5*132 FrameScrewT25 | 83,200 | 20,800 | 4 | 2,167.36 | 2,355.36 |
| 40-41 | 00092705 | FFSZ7.5*152FrameScrew T25 | 41,600 | 20,800 | 2 | 1,281.28 | 1,282.28 |
| Subtotal | 41 pallets | | 835,200 | | 41 | 17,794.95 | 19,436.95 |

| P/N | Item no.: | Description: | Quantity: | Pcs/Ctn: | Ctns: | NW: KG | GW: KG |
|---|---|---|---|---|---|---|---|
| Container# KKTU7702742/Seal#CAQ18456 | | | | | | | |
| 1-3 | 00061553 | FFS7.5*132 FRAME SCREW | 62,400 | 20,800 | 3 | 1,625.52 | 1,766.52 |
| 4-7 | 00068957 | FFS7.5*122 FRAME SCREW | 83,200 | 20,800 | 4 | 2,070.00 | 2,258.00 |
| 8-13 | 00061552 | FFS7.5*112 FRAME SCREW | 124,800 | 20,800 | 6 | 2,804.28 | 3,086.28 |
| 14 | 00061553 | FFS7.5*132 FRAME SCREW | 20,800 | 20,800 | 1 | 541.84 | 588.84 |
| 15-18 | 00061555 | FFS7.5*182 FRAME SCREW | 70,400 | 17,600 | 4 | 2,575.92 | 2,577.92 |
| 19 | 00061556 | FFS7.5*212 FRAME SCREW | 17,600 | 17,600 | 1 | 758.38 | 816.38 |
| 20 | 00092698 | FFSZ7.5x72FrameScrew T25 | 20,800 | 20,800 | 1 | 288.91 | 335.91 |
| 21-22 | 00092701 | FFSZ7.5*102FrameScrew T25 | 41,600 | 20,800 | 2 | 809.96 | 903.96 |
| 23 | 00092708 | FFSZ7.5*202FrameScrw T25 | 17,600 | 17,600 | 1 | 719.31 | 777.31 |
| 24 | 00068958 | FFS7.5*202 FRAME SCREW | 17,600 | 17,600 | 1 | 721.60 | 779.60 |

**Illustration 5Example packing list**

## 3.5 Customs documents

The SUPPLIER shall provide the carrier with all customs-relevant documents and information in accordance with the currently valid legal regulations (e.g. preference documents).

## 3.6 Forwarding/transport order

Each consignment must be handed over to the forwarding agent with a transport order. The transport order must contain the following shipment details:

- Sender (SUPPLIER) Address
- Receiving address
- Number of packages belonging to the shipment
- Total weight of the shipment
- Delivery bill number of the SUPPLIER as shipment reference for ordering FIWE
- Information on dangerous goods, if applicable
- Customs documents, if applicable

# 4 Transportation processing

If the delivery condition *EXW / FCA <location SUPPLIER> is* agreed in the delivery contract, the following provisions must be complied with.

The SUPPLIER shall notify the shipment/delivery to the transport company designated by FIWE in a timely manner, taking into account compliance with the arrival date at the unloading point designated by FIWE.

The SUPPLIER shall provide the transport company with all shipment-relevant data (see 3.6) prior to transportation.

Deliveries that are sent by the SUPPLIER to the same FIWE unloading point on the same shipping day must be consolidated into one shipment.

If discrepancies or questions arise in the naming or selection of the transport company, please contact the following FIWE contact person by telephone or in writing by e-mail:

Mr. Karl-Heinz Kübler
Logistics strategy and services
Tel: +49 (0) 7443 12-4443
Fax: +49 (0) 7443 12-8752
E-Mail: freight@fischer.de

# 5 Complaints

## 5.1 Logistics complaints

The trigger for a logistics complaint is a disruption in FIWE's processes caused by the SUPPLIER or its carrier.

In the event of non-compliance with the regulations listed in the logistics manual or issued on a site-specific basis, FIWE reserves the right to refuse acceptance of the shipment and/or to invoice the additional costs incurred (e.g. storage, repackaging, disposal, return of packaging materials, increased handling costs, costs for production downtime, etc.).

In the event of a logistics complaint, the SUPPLIER will be informed promptly and is requested to analyze the error and initiate measures to avoid future complaints.

## 5.2 Complaints processing

FIWE will process all complaints with the aid of the 8D report. The SUPPLIER undertakes to proceed according to this system and to inform FIWE in writing within one week of the cause and measures to rectify the fault. Dates for replacement deliveries must be specified no later than two days after a complaint has been identified.
If the SUPPLIER is not familiar with the "8D-Report" tool, this must be reported to the respective FIWE contact person.

# 6 Final note

If you have any queries in connection with the logistics manual, please contact your responsible FIWE contact person by telephone before dispatching the goods.

Should any provision of this Logistics Manual be invalid or unenforceable, this shall not affect the validity of the remaining provisions. In cases of doubt, the contracting parties shall endeavor to find an amicable solution that comes as close

as possible to the invalid provision.
No ancillary agreements have been made. All amendments to the contract must be made in writing.

All previous versions of the Logistics Manual are hereby superseded.

## Appendix 1: Delivery instructions

### Wrong

HU label was not attached at the top right (error during automatic scanning)

Protruding foil
(Error in contour control)

Pallet is defective
(cannot automatically be stored)

### Correct