

## packaging of goods

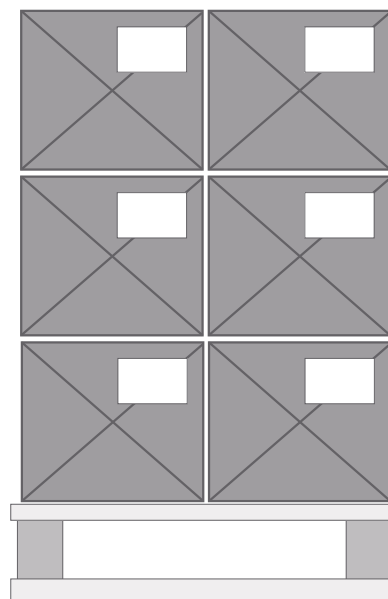
### Standard labelling expectations

Our business, namely Print, Marketing and Supply Chain Management, means that we have an increasingly diverse product range and supplier database. On occasion, some of these products may be sourced from suppliers on an infrequent basis. In this case we may feel that it is inappropriate to implement our box end labelling system.

The details that follow are also guidelines for customers who deliver stock they have purchased into our warehouse. We therefore ask that all suppliers respect the disciplines and working practices we adopt and supply all products on box end labels, which carry the following information:

1. Product Title
2. Product Reference Number (as issued by the client)
3. Forms Control Number
4. Box Quantity
5. Our Order Number
6. Client Name

We are sure you will appreciate that this information is vital in allowing us to maintain our Service Level Agreements. Goods which are supplied with insufficient labelling information may be rejected.



## delivering into innerworkings

There are certain procedures we wish you to follow when making deliveries into our Warehouse:

1. You must always telephone the Warehouse 48 hours prior to delivery, quoting our order number - 0121 628 2965. A delivery appointment will be given to you
2. Deliveries are accepted between 8.00am and 4.00pm Monday to Friday, or outside of these times by prior agreement
3. A variety of vehicles can be accommodated including 40ft articulated trucks with side curtain. Drivers of vehicles not so equipped must be prepared to handle goods off then re-palletise and shrink wrap
4. To avoid delays, delivery documentation must be clean, clear and accurate and must indicate:
  - Purchase Order number
  - Total quantity being delivered
  - Number of boxes in the consignment
  - Number of pallets in consignment
  - Product reference
  - Description of goods
  - On a numbered product show the start and end number produced
  - Overs to be agreed and advised before hand
5. Goods should be palletised on 1200mm (48) x 1000mm (40) four way entry pallets with a maximum height of 1100mm (44) from the floor to the top of the pallet. (see page 6)
6. The pallet deck boards must be no less than 0.5 thick and run along all four edges. (see page 6)
7. Boxes must not overhang the pallet
8. Labels must be neatly mounted onto the boxes, normally at the top right corner on a short end
9. Failure to meet any of these conditions may result in the delivery being refused. If this happens, a Goods Inwards Fault Report will be completed. Costs associated with rejected consignments due to failure to meet our goods invoice specification will be the responsibility of the supplier or their agents

## pallet specification

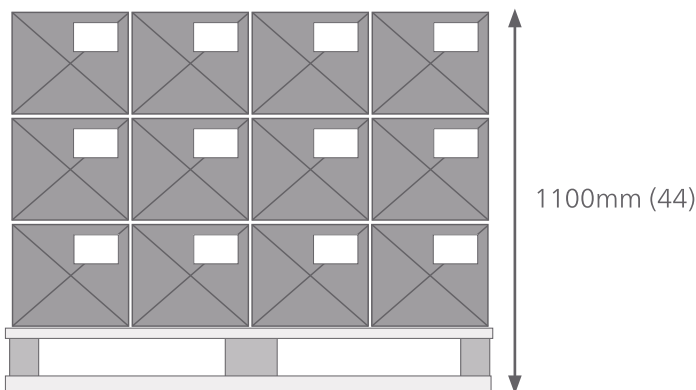
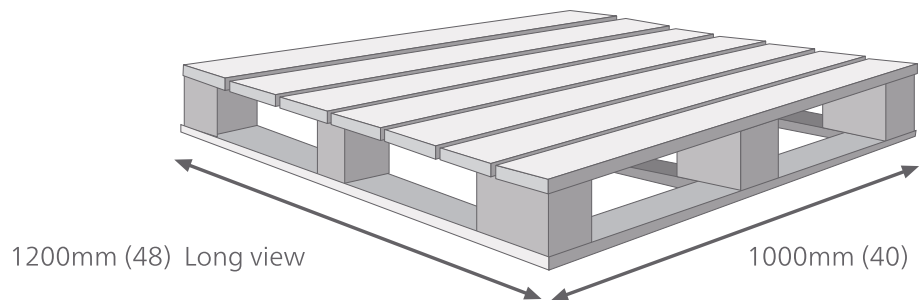
It is important that all goods delivered into our Warehouse are provided on pallets which conform to the following specification.

### Perimeter Base dimensions:

1200mm (48) x 1000mm (40) 4 way Entry Style Pallet

### Deck Board:

must be 0.5 minimum thickness



Goods palletised must be presented with no overhang and centrally distributed

If it is only practical to mix small product types on to one pallet then a covering label should clearly indicate on the outside of the pallet what goods are included

Mixed, broken or damaged pallets cannot be accepted

The return of empty pallets is at the discretion of the Warehouse