



Delivery Guidelines

V6.4

1. Background

We strive to deliver high service standards and would ask that you help us to provide our clients with a high quality, low cost service by adhering to the requirements outlined in this document.

We provide monthly reporting to all clients on Supplier Performance against these Delivery Guidelines and charging may take place where performance failures occur to recover the increased costs of handling your delivery. It is likely that our respective clients will then pass this charging on to their suppliers.

2. Supplier Performance

2.1 Delivery Issue

A fixed charge will be issued if **any** of the following occur:

- ▶ Delivery doesn't arrive or is cancelled with less than 24hrs notice
- ▶ Delivery is refused
- ▶ Paperwork not supplied with delivery
- ▶ Correct Item Code not on paperwork
- ▶ Correct Item Description not on paperwork
- ▶ Delivery Information (e.g. number of packs/cases/pallets) not on paperwork

2.2 Product Presentation Issue

A fixed charge per pallet will be issued if **any** of the following occur and which necessitates re-work:

- ▶ Pallets received in poor condition
- ▶ Packaging received in poor condition
- ▶ Not on UK 4-Way Full Perimeter Base pallets
- ▶ Cartons not labelled in accordance with these Delivery Guidelines (See Product Labelling section)
- ▶ Pallets not labelled in accordance with these Delivery Guidelines (See Pallet Labelling section)
- ▶ Cartons over hang pallet base
- ▶ Pallet is stacked to measure 1.2m and no more than 1.6m high, any pallet stacked above 1.2m will require rework at our agreed pallet rework charge and anything above 1.6m may be refused. If there is a requirement to deliver in over the specified height then please make this requirement known to our Traffic Team prior to booking in.

3. Delivery Requirements

3.1 Making a booking

We operate a booking in policy for all deliveries; an advanced booking must be made by the supplier or 3rd party transport provider.

- ▶ All deliveries **must** be booked-in at least 24 hours prior to arrival (including deliveries by parcel carriers)
- ▶ At busy times, to allow effective planning for our clients, booking slots may be operating **up to 10 working days in advance** so please book early
- ▶ There is no guarantee you will receive a slot sooner than 10 working days in advance
- ▶ Deliveries not booked-in will be rejected
- ▶ No deliveries are deemed to be booked in until you receive your Booking Reference Code

3.2 Carton Deliveries

- ▶ Up to 10 cartons may be delivered without a pallet being required
- ▶ We cannot accept cartons/parcels above 20kgs without notice, thus allowing us to make any adjustments to handling requirements
- ▶ Carton dimensions for un palletised deliveries should not exceed 35cm high x 50cm width x 60cm depth

3.3 Mixed Pallet Deliveries

- ▶ Mixed pallet deliveries should be avoided where possible but are acceptable if necessary although there should never be more than one part pallet per item per delivery
- ▶ All carton labels should be facing outwards so labels can be easily identified and checked
- ▶ Mixed pallet delivery paperwork must additionally be clearly labelled as 'Mixed SKUs'

3.4 Container Deliveries

- ▶ Container deliveries can be accepted at some sites upon agreement. Please contact the appropriate traffic contact office to discuss
- ▶ All goods will be unloaded and palletised to meet this specification
- ▶ A cost per pallet created will be charged for undertaking this work
- ▶ Delivery paperwork should be emailed to us as part of making the booking

3.5 Hazardous Materials

- ▶ Any deliveries falling outside of COSHH Regulations/ containing Hazardous Materials require a Materials Safety Data Sheet providing
- ▶ Data Sheet (MSDS) to be provided at least 24 hours in advance of delivery

4. Booking in a Delivery

4.1 Booking Slots

The booking slots available to you will be dependent on the size of your delivery and the site you are delivering to. Please see details below for each of our Fulfilment Centre sites:

Site(s)	Location	Delivery Size	From	To	Windows
Walker Park, Cardwell Mill, Frontier Park and Epic 110 (Wigan)	Blackburn	Less than 1 Pallet	0700 hrs	1700 hrs	Non time specific
		1 – 4 Pallets	0700 hrs	1200 hrs	Non time specific
		5+ Pallets	0700 hrs	1700 hrs	Every 30mins
Swift Park	Rugby	Less than 1 Pallet	0800 hrs	1600 hrs	Non time specific
		2+ Pallets	0800 hrs	1600 hrs	Every 30mins
Radar Road	Leicester	Less than 1 Pallet	0700 hrs	1530 hrs	Non time specific
		2+ Pallets	0700 hrs	1530 hrs	Every 30mins

Please endeavour to arrive no earlier than 15 minutes before your allocated time slot. We are also able to offer Repeat Booking Slots for suppliers making regular periodic deliveries and Provisional Booking Slots - please contact Booking-In at the relevant delivery location to arrange.

Deliveries will ONLY be accepted at the approved Fulfilment Centre advised at the point of booking in. Deliveries delivered to the incorrect site will be refused.

4.2 Booking-In Contacts

Site(s)	Location	Booking In by Phone	Booking in by Email
Walker Park, Cardwell Mill, Frontier Park and Epic 110 (Wigan)	Blackburn	01254 295 295	traffic@mdams.com
Swift Park	Rugby	01788 545 535	spk.traffic@mdams.com
Radar Road	Leicester	01162 324 169	rrd.traffic@mdams.com

4.3 Booking-In Reference Code

You will be allocated a **Booking Reference Code**, along with the Date and Time for your delivery. The booking is not complete until you have been given this information. When booking in by email you will receive your Booking Reference Code, confirming your booking slot, within 4 working hours.

The following information is required to make a booking:

- ▶ Item Code and Item Description of the goods
- ▶ How many pallets and/or cartons would you like to deliver
- ▶ Client name for whom the stock is for? (If ordered by Staci, quote 'Staci')
- ▶ Supplier Name, Contact Name and Contact Details?
- ▶ Are you using your own transport or a third-party carrier?
- ▶ Does the Item you're delivering necessitate a pallet over weight, over height or over width?
- ▶ Do any of these Items fall under the COSHH Regulations?

4.4 Cancelling your Booking Slot

- ▶ Cancellations for Repeat or Provisional Bookings Slots must be made more than 72hrs in advance
- ▶ All other slots must be cancelled with at least 24hrs notice
- ▶ When cancelling, a Cancellation Reference Code will be issued to avoid a charge

5. Paperwork & Labelling

5.1 Delivery Paperwork

All deliveries **MUST** be accompanied by Delivery Paperwork which must contain the following as a minimum:

- ▶ Client Name (or “Staci” if procured by Staci)
- ▶ Your Supplier Name (if you have sub-contracted production or delivery it should still feature your name)
- ▶ Booking Reference Code
- ▶ PO Number (if delivering on behalf of Staci or a client using PO Codes)

For each individual Item:

- ▶ Item Code
- ▶ Item Description
- ▶ Pack Qty (e.g. Pack of 100) Number of Pallets
- ▶ Number of Cartons on each Pallet
- ▶ Number of Packs in each Carton
- ▶ Total Qty of PACKS being delivered

Paperwork must be handed into the goods in office or affixed to the delivery in an easily identifiable ‘Documents enclosed’ envelope/pouch.

Upon receipt, the Fulfilment Centre sign only for the quantity of pallets or cartons and as such receive “unchecked”. If our Quality Control checks later reveal shortages/issues, these will be raised via our mutual Client for rectification. In the case of product immediately being packed for campaigns, this could be up to 5 days after delivery.

5.2 Labelling

a) Product Labelling

Each Pack should be labelled with:

- ▶ Correct Item Code
- ▶ Correct Item Description inc. Pack Size
- ▶ Batch Code / Best Before End (*where relevant*)

Code: CC182COC8S0Z

Item: Staci Table Talkers A5 (Pk10)

b) Carton Labelling

Each carton should be labelled with:

- ▶ Client Name
- ▶ Correct Item Code
- ▶ Correct Item Description inc. Pack Size
- ▶ Packs per Carton
- ▶ Batch Code / Best Before End (*where relevant*)

Client: XYZ

Code: CC182COC8S0Z

Item: Staci Table Talkers A5 (Pk10)

Carton Contents: 20 Packs x 10

c) Pallet Labelling

Each pallet should be labelled with a Pallet Label (example below)

- ▶ Delivery Date
- ▶ Client Name
- ▶ Supplier Name
- ▶ Correct Item Code
- ▶ Correct Item Description
- ▶ Cartons Per Pallet/ Packs Per Carton/ Total Packs on Pallet
- ▶ Batch Code / Best Before End (*where relevant*)

Example Pallet Label:

Pallet Label

Delivery Date:	
Client Name:	
Supplier Name:	
Item Code:	
Item Description:	

Cartons Per Pallet	
Packs Per Carton	
Total Packs Per Pallet	
Pallet Weight	kg

Pallet		of	
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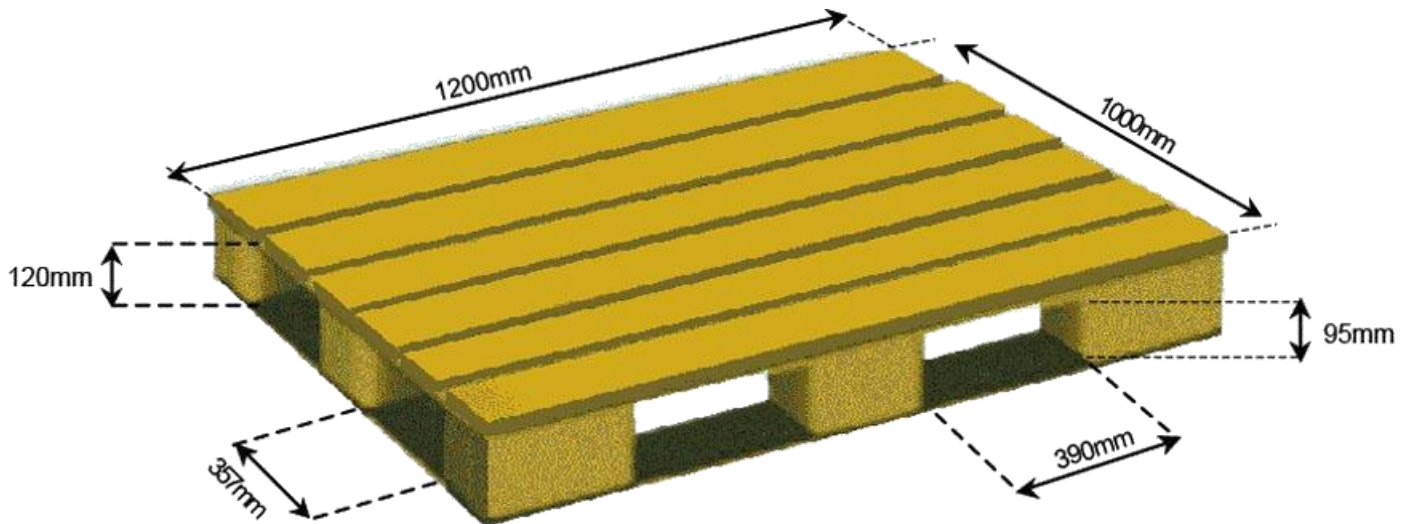
6. Pallet Specification

All pallets must comply with the following specification:

- ▶ 1200 x 1000mm
- ▶ 4-Way Entry
- ▶ Full perimeter base
- ▶ Manufactured to ISO6780:2003

Important Note:

1. Broken or damaged pallets are not acceptable and will be rejected
2. Strictly NO CHEP / Blue / Red Pallets or home-made pallets



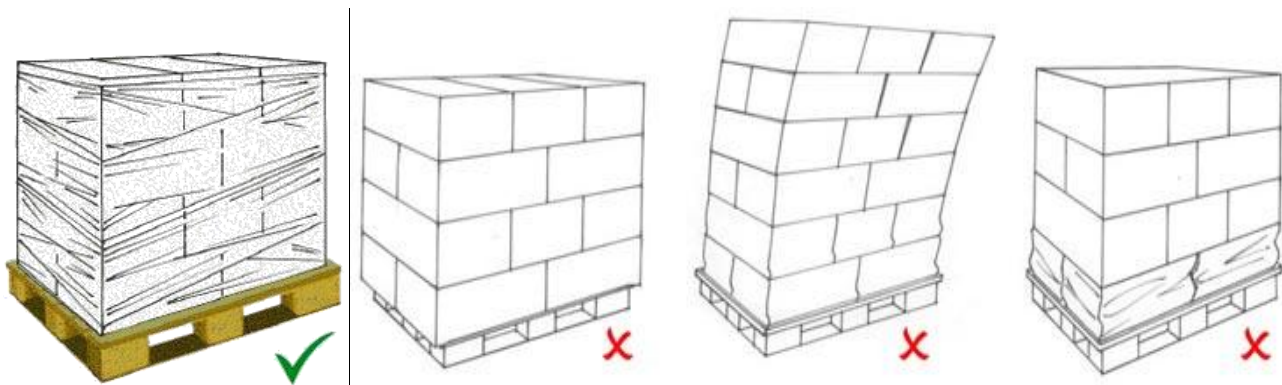
Pallet Presentation

All pallets must:

- ▶ Be fully shrink wrapped and labelled
- ▶ Have a maximum pallet weight of 350kg
- ▶ Have a maximum pallet height of 1.2m
- ▶ Not be stacked to over hang pallet base

To support our client's requirements for a Sustainable Fulfilment service, as well as reducing transport and storage costs, please maximise pallet fill / cube.

Not complying with the above may result in your delivery being refused. All re-work of pallets outside of these guidelines will be charged in line with our Supplier Performance agreements with clients.



7. Health and Safety

To ensure your safety and that of our Team Members all delivery drivers should:

- ▶ Be aware of vehicle & forklift movements when you leave your cab
- ▶ Report immediately to the Inbound department at all sites
- ▶ Wear high-visibility tabards at all times whilst on site
- ▶ Not open vehicle doors until an authorised Team Member has received your delivery paperwork, cross-referenced the delivery booking slot and approved the delivery for unloading
- ▶ Remain within sight of their vehicle at all times
- ▶ Comply with the traffic management systems on site
- ▶ Report all accidents to a Team Member whilst the driver is still on site

Important notes:

1. Drivers requiring the use of dock levellers will be required to hand the keys to their vehicle to a Team Member to ensure that the vehicle cannot be moved whilst being loaded or unloaded
2. Sharp products must be packaged so that the sharp or pointed edge does not become exposed in the normal course of order fulfilment (i.e. receipt, stocking, shipment preparation and transit to the customer).
3. A No Smoking Policy is operated at all facilities. Please ask for details of the nearest approved smoking area.
4. All personnel, trailers and cabs may be searched from time to time in accordance with site search procedures which are available on request.
5. In the event of a fire alarm, the driver must proceed to the designated fire assembly point and wait for the Fire Marshall. Vehicles must not attempt to leave site during a fire evacuation.

8. Fulfilment Centre Locations



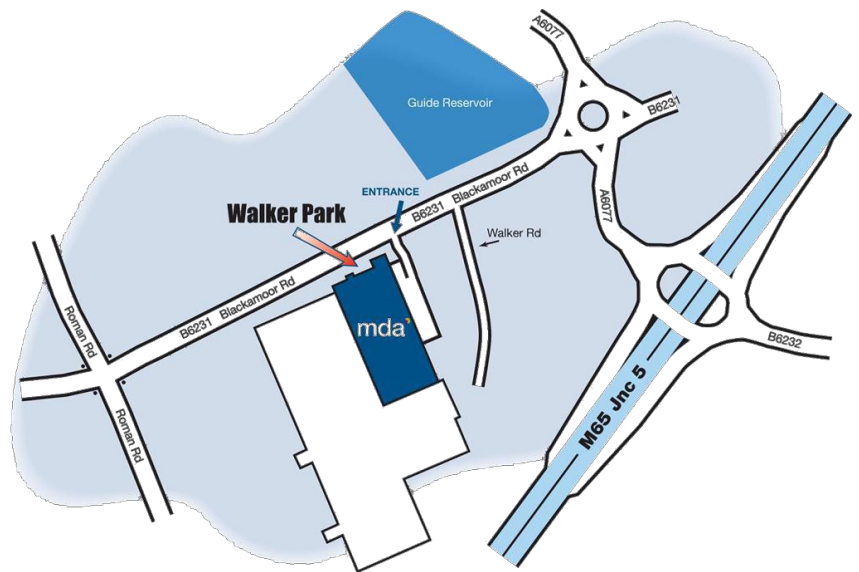
Walker Park, Blackburn

Address:

Staci Walker Park
Blackamoor Road
Blackburn
BB1 2LG

Booking-In Contacts

UK: 01254 295 295
International: (00 44) 1254 295 295
E: traffic@mdams.com



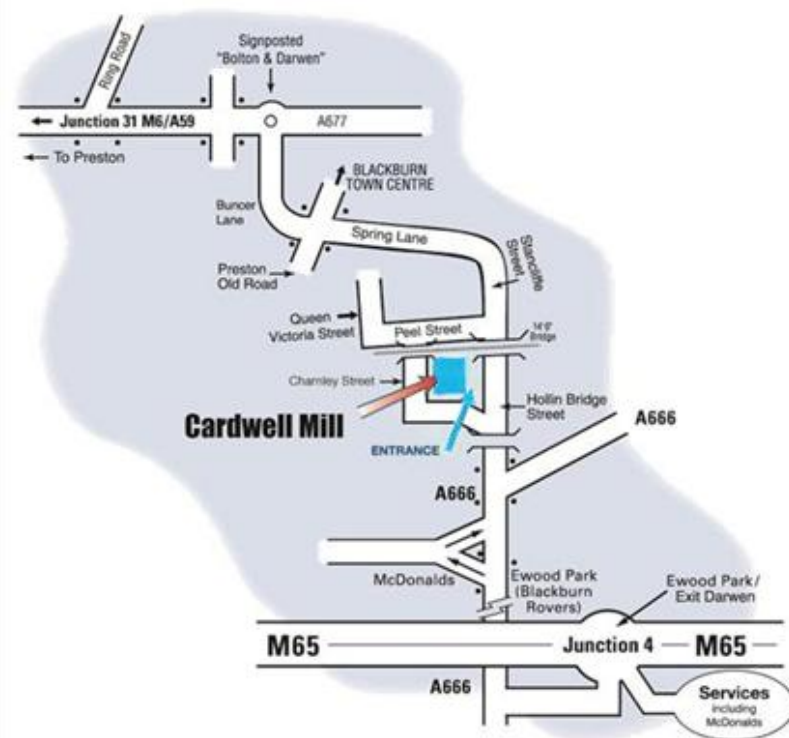
Cardwell Mill, Blackburn

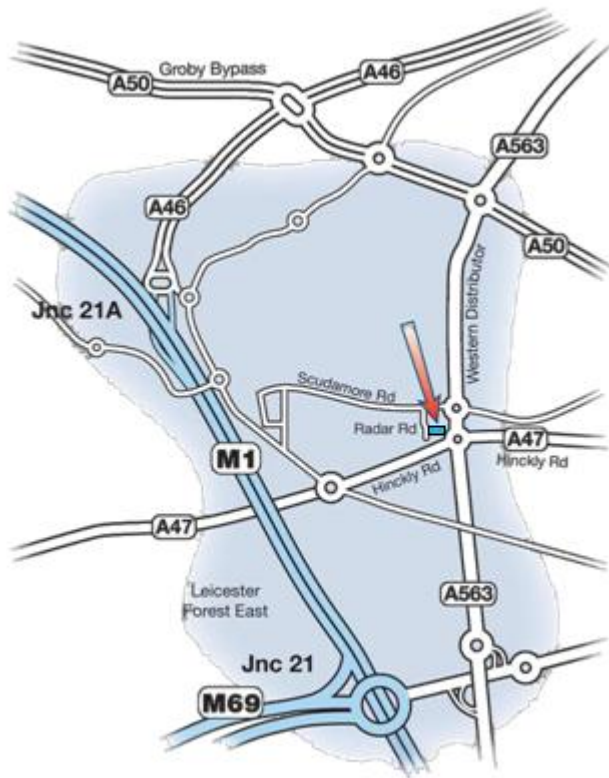
Address:

Staci Cardwell Mill
Charnley Street
Mill Hill
Blackburn
BB2 4BJ

Booking-In Contacts

UK: 01254 295 295
International: (00 44) 1254 295 295
E: traffic@mdams.com





Radar Road, Leicester

Address:
Staci Radar Road
Unit 3
Radar Road
Leicester
LE3 1TL

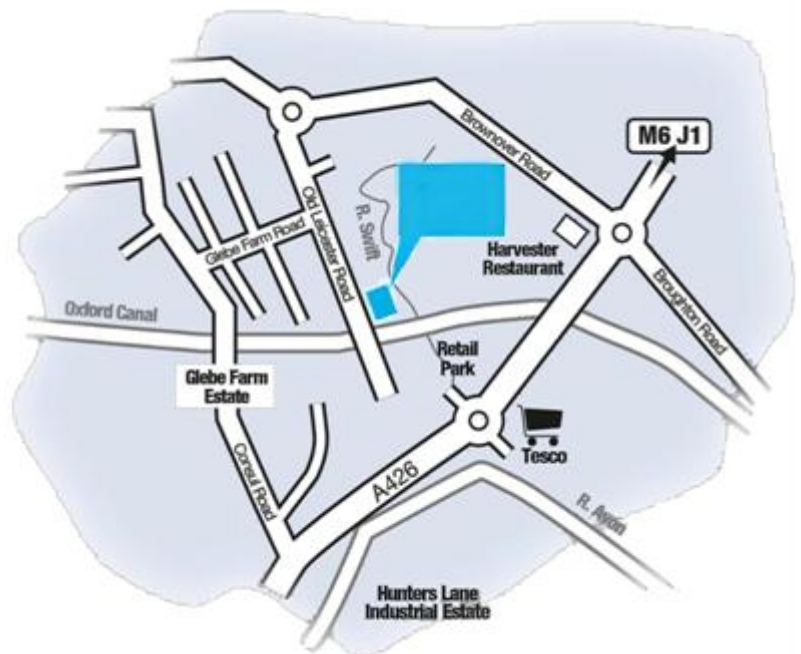
Booking-In Contacts
UK: 01162 324 169
International: (00 44) 1162 324 169
E: rrd.traffic@mdams.com



Swift Park, Rugby

Address:
Staci Swift Park
Old Leicester Road
Rugby
CV21 1DZ

Booking-In Contacts
UK: 01788 545 535
International: (00 44) 1788 545 535
E: spk.traffic@mdams.com





Epic 110, Wigan

Address:

Staci Epic 110
Three Sisters Road
South Lancs Industrial Estate
Ashton-in-Makerfield
Wigan
WN4 9GD

Booking-In Contacts

UK: 01254 295 295
International: (00 44) 1254 295 295
E: traffic@mdams.com



Frontier Park, Blackburn

Address:

Staci Frontier Park
FP One
Frontier Avenue
Frontier Park
Blackburn
BB1 3AL

Booking-In Contacts

UK: 01254 295 295
International: (00 44) 1254 295 295
E: traffic@mdams.com