



"Effective in competition"

Our customers expect flexible and cost-effective logistics, which can meet the demands of the market from Framo Morat GmbH & Co. KG. Framo Morat GmbH & Co. KG faces these challenges in order to compete effectively with others. The key success factor when competing with other operators lies in logistical processes which effectively connect our suppliers with a given Framo Morat facility. We need suppliers who, together with us, will optimise the logistics chain and thus make a significant contribution to the overall logistical efficiency.

To meet the expectations of our customers and competitors, we must achieve the following objectives:

1. Reduction of logistics costs
2. Reduction of delivery time
3. Implementation of error-free logistics
4. Customer focus
5. Optimisation of stock
6. Long-term environmental protection

The first step in optimising logistics includes standardisation processes. Thanks to the unified and coordinated processes (= standards), any deviation or disturbance can be detected early. In this way, measures can be taken to remove errors and their causes and to develop processes in a long-term perspective. For this reason we have created this logistics handbook.

The contact persons at Framo Morat company will be happy to respond to any questions and suggestions from suppliers, because close cooperation and mutual exchange of information enable us to achieve the collaboratively selected goal.

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1. Marking

Even if VDA labelling is not possible, the following information must still be provided:

- The supplier's address
- The recipient of the goods
- Number of the warehouse release form
- Name of the item/material
- The customer's barcode
- Volume/quantity delivered
- Date of delivery
- Batch number (if required)

A kanban receipt must contain all the data on the kanban card.

➔ E.g. a VDA label

<small>(1) Warenempfänger</small> Mustermann GmbH Mustermannstraße 1 DE-Kundenhausen		<small>(2) Abladestelle Lagerort Verwendungstele</small> - -	
<small>(3) Lieferschein-Nr. (N)</small> NI5103549		<small>(4) Lieferantenschrift (Kurzname, Werk PLZ, Ort)</small>	
		<small>(5) Gewicht netto</small> - kg	<small>(6) Gewicht brutto</small> - kg
<small>(8) Sach-Nr. Kunde (P)</small> 123456789		<small>(7) Anzahl Packstücke</small> 12	
		<small>(9) Fällmenge (Q)</small> 25 St.	
<small>(10) Bezeichnung Lieferung, Leistung</small> Musterartikel		<small>(11) Sach-Nr. Lieferant (205)</small> 9100319.02	
<small>(12) Lieferanten-Nr. (V)</small> 0			
<small>(13) Datum</small>		<small>(14) Änderungsstand Konstruktion</small> Rev.-	
<small>(15) Packstück-Nr. (S)</small> -		<small>(16) Chargen-Nr. (H)</small> -	
			

Batch designation

If batch management is required, you must enter the batch number in the goods issued note and on a given item of goods.

2. The process of dispatch to a recipient

2.1 Dispatch of clean goods

FRAMO MORAT company can only receive delivery of such parts which are clean enough to be directly stored or processed.

In accordance with the International Commercial Terms, in the case of deliveries directly from the factory (EX WORKS), FRAMO MORAT GmbH & Co.KG company, continuously cooperating with us, will be hired. KG. In the case of free delivery to the recipient's location, the supplier is free to select the freight forwarder.

Execution of delivery:

The carrier, upon accepting the goods, acknowledges the receipt of the number and type of parcels or pallets and gitterbox crates taken over by them. All the documents including the bill of lading, goods dispatch note and/or invoice shall be kept by the carrier during transportation.

2.2 Special transport

Transferring the costs of special transport takes place in accordance with the principle which stipulates that the subject who necessitates such transport is obliged to bear its costs. If FRAMO MORAT bears the cost of special transport, then the delivery, as a rule, is carried out using a service provider selected by FRAMO MORAT from among express delivery operators. Before special carriage commences, one should obtain clarification and written confirmation of costs (additional costs) coverage from the person responsible for settling this matter at Framo Morat GmbH & Co. KG.

2.3 Cargo protection

Protection of the cargo is carried out in accordance with applicable regulations. FRAMO MORAT wishes to clearly state that the Carrier is obliged to obtain information regarding their legal obligations regarding cargo securing and properly train and instruct their staff.

2.4 Special rules for the transport of bars/rods

At Framo Morat company bars or rods are unloaded only with a crane. Unloading with a forklift is not possible. Accordingly, deliveries must be made by means of a truck whose unloading is done through the roof. In addition, individual bundles of bars or rods cannot weigh more than 1 tonne and it must be possible to lift them on the truck using slings.

2.5 Opening hours and collection of goods



The key to the photograph above:

- Dispatch gate 7-9
- Collecting goods - general cargo gate 5+6
- Collecting goods - rods gate 1



Picture: signpost

Address for deliveries:

Framo Morat GmbH & Co. KG

Franz-Morat-Straße 6

79871 Eisenbach

Goods dispatch and collection hours:

from Monday to Friday

07:00 - 9:00

9:15 - 12:00

13.00 – 15.30

3. Packing and managing returnable packaging

The packaging must protect products from weather conditions and rust. Packaging containing oily substances is not acceptable. In order to provide protection against corrosion, packaging based on VCI foil can be used.

Environmental concerns are very important to us; we hold a certificate DIN EN ISO 14001: 2004. Therefore we want to involve our suppliers and business partners in our process of packing and management of returnable packaging as soon as possible and thus work together in order to reduce negative impact on the environment. To promote sustainable conservation of the environment we should limit waste generation by using the smallest possible quantity of packaging, implementing reusable packaging and consequently allow for easy recycling.

3.1 General obligations of the Supplier

Carriers used for transportation purposes must comply with the norm UIC 435-2. In exceptional cases, other carriers complying with DIN EN 13698, can be used. By and large, one should use materials which are in compliance with legal requirements, environmentally friendly and easily recyclable or can be easily removed.

At FRAMO MORAT it is basically impossible to receive KLT containers/ pallets taller than 1000 mm. A delivery must be packed in such a way that it could be transported with a pallet truck or manually. Maximum Colli weight is 1.0 t. Individual containers/ boxes cannot weigh more than 20 kg.

Delivered pallets are usually stored in the rack system. If the supplier uses one-way pallets or pallets which do not meet standards of EPAL, they must confirm in writing prior to the first shipment that the pallets...

- are suitable for storage in a rack system without a floor grid and that the supplier knows their maximum load (dynamic and static) which is sufficient for the packed goods.
- you can approach them with a forklift truck from all 4 sides and at least from 2 sides with a pallet truck (requirement: no all-round strip underneath).
- the height of pallets' openings is at least 120 mm.
- the external dimensions are 1200x800 mm or 800x600mm. While selecting palettes, one must always use a size at which the parts will not protrude (the smallest possible size).

In the case of reusable containers, the supplier is obliged to deliver them to FRAMO MORAT in appropriate condition, i.e. not damaged, clean and to handle them properly. Sealing KLT containers and their lids or covers on pallets with adhesives is unacceptable.

In accordance with the IPPC regulations, all wooden pallets which are imported into the EU must be impregnated with agents against wood pests. Evidence of this procedure must be an appropriate IPPC logo affixed to two opposite sides of wooden packaging material.

3.2 Regulations applied to packaging

Before the first delivery, the type of packaging and its quantity should be agreed on with FRAMO MORAT company, in the form of regulations on packaging. An established and agreed regulation on packaging must be consistently adhered to in the subsequent delivery process (type of packaging and its quantity), since deviations from it may lead to disrupting logistical processes at FRAMO MORAT company. Failure to comply with the guidelines will have a negative impact on the assessment of suppliers and may result in complaints (possibly with an 8D report) and being charged with costs.

In the absence of regulations on packaging, the supplier is obliged to choose packaging in such a way that parts are delivered to Framo Morat clean and undamaged.

3.3 Types and replacement cycle of packaging

a) Reusable packaging

Reusable packaging is usually designed to last longer and can be owned by the supplier or Framo Morat.

Only intact packaging may be eligible for replacement. In the case of pallet exchange, EPAL criteria are applied. They are available at www.gpal.de. Necessary pallet repairs should be carried out in accordance with the recommendations of the European Pallet Association. In addition to the criteria of pallet exchange, acceptance criteria for other empty packaging types (KLT, pallet covers, plastic pallets) must be followed.

b) Disposable packaging

- A one-way pallet is used only for a single carriage
- One-way pallets are accepted only when made of wood, plastic or pressed wood
- Standard pallet dimensions are:
 - 800mm x 600mm (half the Euro measurement)
 - 1200mm x 800mm (Euro measurement)



- One-way pallets are used all over the world.

c) Unacceptable packaging

In the case of delivery to FRAMO MORAT company, the following packaging types are unacceptable:

- Nails for closing wooden containers
- Plastics containing PVC
- Fillers based food stuffs
- Packaging foam (e.g. Polyurethane foam)

3.4 Retrieving returnable packaging, and supply safety

The supplier must provide reusable packaging, required for their deliveries, before they are made. This is achieved in such a way that the supplier, in a timely manner (with considerations for transport time, among others), shall order the sufficient quantity of reusable containers for subsequent orders from FRAMO MORAT company. Reusable containers are used exclusively to transport ordered material and not for storage. The supplier must ensure that even in the absence of reusable packaging, supplying FRAMO MORAT company is guaranteed. The required alternative packaging must be agreed on prior to delivery with the person in charge of purchasing at Framo Morat GmbH & Co. KG.

3.5 Returnable packaging accounts, quantity information

In order to ensure the transparency of the returnable packaging situation, packaging accounts should be operated for reusable packaging, if agreed, and, if necessary, they should be agreed on between the exchange partners. A control of account statements / monthly dispatch balance should be carried out within 10 working days. If the exchange partner does not have any objections during that time, the documented accounting records are understood as acknowledged and effective they are legally binding for the purposes of stock-taking. Reports of discrepancies must be submitted in writing to the relevant exchange partner.

While collecting returnable packaging, upon finding defects (for example, dirt, damage, differences in quantities), the supplier should file a complaint immediately, enclosing a delivery acceptance note, photographic documentation, and a brief description. Then the supplier should make the documentation available to the relevant exchange partner. If the defect is already visible upon collecting the goods from the carrier, the carrier's driver should acknowledge the defect in the returnable packaging exchange form, or - if it has not happened - on the delivery document(s). The further procedure, depending on a given case, should be agreed with the person responsible for purchasing at Framo Morat GmbH & Co. KG.

3.6 Storage of returnable packaging

After receiving returnable packaging from the carrier, the supplier is responsible for appropriate protection of returnable packaging against weather conditions. In this sense, returnable packaging must be stored in a way that excludes their contamination before, during, and after the manufacturing process.

3.7 Structures on returnable packaging

It is strictly prohibited to nail or screw any wedges, pins or bolts securing stacks or piles, or/and other frame constructions on/into reusable, wooden or plastic pallets, because they

lead to their irreversible damage. Permission for any exceptions must be obtained from the logistics manager at Framo Morat GmbH & Co. KG.

4. Logistical assessment

FRAMO MORAT company expects its suppliers not to make errors regarding the logistical quality of deliveries. These errors are listed in the following categories:

- Excess delivery on the delivery confirmation form
- Deficient delivery on the delivery confirmation form
- Incorrect/missing data on the delivery confirmation form
- Incomplete/missing documents
- Differences between the order and the data on the delivery confirmation form
- Incorrect description of packaging
- Inappropriate packaging
- Damage and contamination of the transport unit/packaging
- Damage to products
- Delivery intended for a different customer
- Mixed delivery (Note: this does not refer to an agreed mixed delivery, but to mixed numbers of materials)
- Delivering a wrong product
- Late delivery (time frames)
- Downtime in assembly/manufacturing
- Customer downtime

Records may result in an 8D report. Regardless of the kind of records, all types of errors refer to a breach of obligations on the part of the supplier.

5. A breach of obligations on the part of the supplier

5.1 Failure to comply with the logistics manual

If the supplier, or the forwarder employed by them, fails to comply with the FRAMO logistics manual, FRAMO MORAT shall take the following steps:

- Rejection of the delivery, its return at the expense and risk of the supplier, and/or setting a later date for the supplier to catch up. Apart from the additional cost of transport, the supplier will be further charged with the cost of reloading, insurance, and, in particular, the cost of administrative services.
- In the case of noncompliance with this logistics manual, FRAMO MORAT company may grant special additional permission. In this case, the supplier will bear the costs of the special permission if necessary.
- In the case of deviations from this manual, FRAMO MORAT reserves the right to enter them in statistical records and to demand countermeasures through an 8D report. If necessary, the supplier alone shall bear any costs incurred in such an event. Costs, in this case, include drafting an 8D report and all agreed remedial measures to remove defects within an 8D report.

5.2. Failure to comply with the regulations regarding packaging or guidelines regarding reusable packaging

For deliveries that violate the regulations on packaging, FRAMO MORAT makes packaging itself or commissions repackaging. FRAMO MORAT reserves the right to charge the supplier for incurred costs - including administrative costs. The supplier is informed about relevant cases of repackaging in the course of processing complaints arising from defects.

In the case of defective returnable packaging (for example, in the case of damage or dirt caused by the supplier) FRAMO MORAT reserves the right to their repair or cleaning at the supplier's expense, or not recording them as contained in the transport unit.

As regards stickers which were affixed to returnable packaging and do not peel off, FRAMO MORAT, if necessary, will commission their removal by an external service provider at the expense of the supplier.

If the supplier does not order or obtain reusable packaging on time, FRAMO MORAT reserves the right to charge the supplier for the additional costs incurred by this (e.g. carriage other than planned, transport costs and/or repackaging).

The supplier, who is responsible for the shortage of reusable packaging by losing it or by its improper handling, shall be charged by FRAMO MORAT with the value of purchasing packaging again. Packaging should be used only for storage and transport of products for Framo Morat GmbH & Co. KG. In the case of loss or damage caused by using reusable packaging in a different way than the intended one, the supplier has to cover the losses in the full amount of their repurchase value.

5.3 Contaminated parts

In the case of delivering soiled or contaminated parts, the supplier must clean them within two working days starting from the date of delivery, at the latest. If the supplier declares inability to meet this deadline, or that the deadline has expired, FRAMO MORAT - if necessary - in order to avoid higher costs caused by disruptions in processes - will clean the goods itself or arrange their cleaning. In such a case FRAMO MORAT reserves the right to charge the supplier with incurred costs.

5.4 Delivery ahead of scheduled date

Delivery date (= date of supplying) must be determined to the day, including its duration. Deliveries will be accepted only after prior consultation with the operational or strategic purchaser of FRAMO MORAT.

6. Approval of deviations from the logistics manual

All deliveries that do not comply with the regulations contained in this logistics manual require authorisation, which must be agreed between the supplier and FRAMO MORAT company (special permissions). This applies in particular to partial, early or excess deliveries, and also to deliveries of products other than those specified in the order placed by Framo Morat GmbH & Co. KG.