



Supplier Compliance

Deliveries/Goods Inwards Process

Issue: **April 2021**

The information contained within this booklet is to be used as a guide on how to deliver products to VOW Europe and supply products for acceptance into the warehousing and distribution network.

The booklet clearly explains the best practice for delivering products to VOW Europe and must be adhered to. The Company are aware that certain items may not be able to fall within some of the requirements listed and in these cases it is the supplier's responsibility to advise the VOW Europe Inventory Manager of any discrepancies, so an alternative solution can be agreed before a product leaves the factory.

Most products large or small are lifted on/off the delivery vehicles by forklift trucks and this can be from the rear or the side, depending on the vehicle type i.e. curtain sided lorry or container.

Where possible suppliers must deliver on pallets. For smaller deliveries where not practical, the delivery would need to be agreed by Goods In. Products must be supplied on pallets and are to be to our two pallets sizes (Standard 1.6 and Euro 1.6). The reason for this is to reduce the damage that can potentially occur to a carton caused by multiple handling, and secondly and to assist at the distribution center in reducing unloading times.

All products may be quality inspected at different points during the distribution cycle. All suppliers are to comply with the guidelines laid down in this booklet. Failure to do so will result in products being refused, frozen subject to re-work or collection with costs being charged back to the supplier. Our goal at VOW Europe - is to ensure that products arrive with the end customer on time and in good condition without damage to either the product or packaging.

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Delivery Addresses

Arrow / ADC/Lutterworth / Branch 24

VOW Wholesale
Harrier Parkway
Magna Park
Lutterworth
Leicestershire
LE17 4XT

ADC Booking In – e-mail: yowadc.bookingin@evo-group.co.uk
E-mail booking times: 07:30 to 13:00 (Monday to Friday).

Newland House / Normanton/NDC / Branch 11

Banner
Unit 1 Tuscany Park
Express Way
Normanton
WF6 2TZ

NDC Booking In – e-mail: ndcgoodsin@evo-group.co.uk
Email booking in times 06:00am – 14:00pm (Monday to Friday)

Dublin / IDC / Branch 23

VOW
Greenogue Business Park
Rathcoole
County Dublin
EIRE

IDC Booking In - e-mail: idc.goodsin@evo-group.co.uk
E-mail booking times: 07:30 to 13:00 (Monday to Friday).

1.0 Packaging and Labeling

1.1 Packing of Products

If pallets are to be shipped to us double stacked, they need to be shrink wrapped together for safe movement when unloading.

Packaging is to be designed to be used to protect the product for successful transportation through VOW Europe distribution network and VOW Europe will question the quantity and necessity of all internal, external and transit packaging to ensure suitability and the minimum cost needed to safely transport the product through the distribution network to the customers.

VOW Europe requires the packaging to be recycled where possible

VOW Europe standard requirement for polythene shrink wrapped products and it should be a minimum thickness of 130 microns to ensure the product is completely encapsulated.

1.2 Label Information for Products

Products must be labeled on 2 sides with the following information:

VOW Europe part number, e.g. ABC12345

Brief product description, e.g. Description

Barcodes should conform to EAN / UPC and/or ITF 14 requirements. They should be properly sited for ease of scanning

VOW/Customer branding (where required)

Each label should be at least 40mm x 25mm in size or as large as the products allow. This will allow easy recognition during the whole delivery process.

Any other relevant information should be included on this label. The content, color and font should be agreed with the VOW Europe Purchasing team to ensure this information is clear to all personnel handling the product throughout the distribution network to the end user.

Special Project Coloured Labels

In certain circumstances the Inventory Manager or a member of the Technical department could request that suppliers produce labels in an alternative color way such as during 'change management projects'.

1.3 Barcode Information

VOW Europe request EAN / UPC and ITF 14 barcodes to GS1 standard as standard

The EAN barcode **MUST** be clearly visible on the front and back face

The EAN barcode **MUST** be horizontal on the label surrounded with a bold border.

The EAN barcode **MUST** be spaced away from the encroachment of other graphics. These are known as '5mm quiet zones', which are required so the barcode can scan correctly.

The above recommendations allow "Machine Readable Data" in compliance with the Warehouse Management System used by VOW Europe.

Note: Please refer to the appendix section at the back of this manual covering packaging and labeling information sheets.

Barcode example:

1. VOW Europe product part number
2. VOW Europe barcode
3. Product description
4. Supplier barcode/Serial No./Batch No. information
5. Product weight information
6. Packaging symbols
7. VOW/Customer branding
8. Product code should always be the largest type size possible (min 135point Bold Print)





1.4 VOW Europe Branding

Suppliers will be invited to place artwork or stickers on the external area of the product. This could be on the product label or a separate sticker. Branding guidelines will be supplied by VOW Europe. The style, position and size must be agreed with VOW Europe Merchandising Department prior to applying to products.

1.5 Batch Traceability

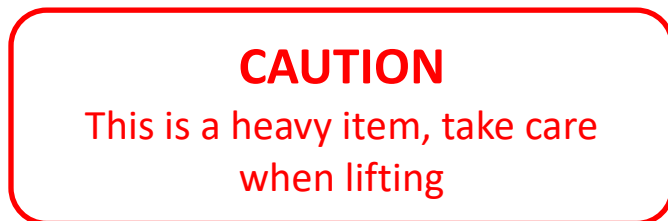
Products will have a form of traceability which must be able to be read from the outer carton.

1.6 Fragile Products (Glass etc)

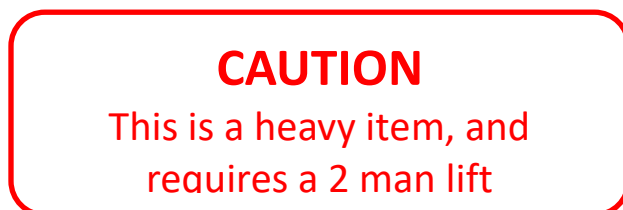
This type of product should be suitably packed to avoid potential damage and marked "Fragile - handle with care".

1.7 Heavy Products

Any product that weighs 25kgs or over must have a label displaying a 'Caution Warning'. See example:



2 man lift instruction due to size and weight. These must have a label displaying a 'Caution Warning' See example:



1.8 Polythene Bags

If polythene bags are used as part of the internal packaging the following must be printed on the bag if its opening perimeter is greater than 380mm. This warning should be repeated at 600mm intervals and should be a minimum of 5mm high characters. See example:



In addition to this, where large bags are being used, perforations must be made.



Packaging Symbols

2.1 Packaging Symbols

International packaging symbols are derived from ISO 780:1997 and will be displayed on the appropriate products. These must be clear, legible, and accurate and agreed with VOW Europe Merchandising Department.

'This Way up Arrows' are advisory arrows used to indicate the correct orientation of products when in storage and ongoing transport by VOW Europe and customers. In exceptional cases, the Inventory Manager will agree the loading plan with the individual supplier and amend the individual loading plan so that the Goods-In Receiving Department at VOW Europe Warehouses are aware of the change. If products have packaging which is suitable for storage with more than one orientation then the supplier should advise the Inventory Manager of this so they can discuss and agree the suitability of adding additional directional arrows to the products.

Supplier needs to provide relevant MSDS sheets relating to any stock that is classed as hazardous.

2.2 Hazardous Materials

Where the supplier sees that a chemical could cause harm, they are expected to provide information about this on the label. A hazard label is made up of specific symbols and warnings. These pictographs support them as set out in law.

2.3 Manual Handling

Where the product is identified as being heavy, a label should show to indicate this as mentioned in 1.7.



3.0 Product Palletization

3.1 Pallet Types

All items to be palletized are to be on Standard Pallets (1.2m x 1.0m) or Euro Pallets (1.2m x 0.8m) see below, (a 1.2m x 1.5m pallet can be used when specified by VOW Europe only) .All pallets must be 4 way entry. All pallets are to be of a good quality, made from solid timber only and should be clean and free from contamination and no nails protruding. Pallets supplied with products from outside the UK for UK deliveries (and outside EU for Ireland) have to be stamped accordingly with ISPM-15. VOW does not accept any plastic pallets any delivery will be refused on the arrival at VOW.

VOW Europe – Inventory Management are aware that some products are unable to be palletized, with regard to the delivery of such products the loading must have been previously agreed with VOW Europe Inventory Manager, the pallet maximum weight for a Standard Pallet is 850 Kgs and for a Euro Pallet is 650kgs. The stacking height of standard products is not to exceed 1.6m, exempt product not to exceed 2.25m (Arrow only) plus authorization must be obtained to stack higher than 2m.

Individual Products should be palletized together wherever possible.

Note: Any palletized load where part of the product overhangs the dimension of the pallet must be approved. Pallet overhang should be avoided where possible when building pallet configuration. If there is an overhang, this needs to agree with Inventory Management.

3.2 Working together. Each supplier is invited to visit the sites to understand why such requirements are necessary.

3.3 Pallet Security Strapping and Security

No loose stretch wrap tails on the pallets

Plastic banding should be used to secure awkward or irregular loads to the pallet, no metal strapping is allowed.

Where directed by the inbound inventory manager products may be required to use the following materials to secure products during transit to and within the Primary Warehouse and Distribution Network:

Four corner post protectors

Stretch wrapped

Banding (plastic only)

Pallet Types



Euro Pallet 1.2m x 0.8m



Standard Pallet 1.2m x 1.0m

Vow accepts CHEP pallets, but it is not a CHEP bank. Supplier is responsible for transferring ownership Via CHEP Portal, supplier needs to declare on paperwork how many CHEP they are sending.

3.4 FSC

If supplier is sending FSC stock they need to also indicate on delivery notes that this delivery contains FSC stock for our awareness



4.0 Packaging Waste - General Information

VOW Europe is required by law to provide the following information from our suppliers. It is the supplier's responsibility to provide VOW Europe with the packaging information. Failure to provide this information may delay in the introduction of products.

4.1 Packaging

The packaging materials covered in the regulations are Paper, Plastic, Metal, Glass and Wood.

4.2 Transit Packaging

The packaging weight is required on transit packaging only for goods imported by VOW. It is the Suppliers responsibility to supply product & transit packaging weights.

5.0 Quality Procedures and Requirements

5.1 Goods in Inspection

Quality Inspections prior to it being released into stock for general distribution will be carried out as part of a routine inspection.

5.2 Non-Conforming Products

The procedure for non-conforming products will be as follows:

Goods In staff will isolate the stock. All non-conforming products will be either:

Returned to the supplier for re-work

Re-worked by the supplier in VOW Europe

Communication concerning all problems with non-conforming product will be sent from VOW Europe Inventory Management to the supplier as soon as is practical. All overages, shortages and damages will remain the responsibility of the Supplier and will be treated as any other delivery discrepancy.



6.0 Product Receiving

6.1 Unloading

Unloading through our primary warehousing facility.

Packing, Palletizing, Barcoding and Labeling are vital elements for the Goods In team. Each supplier is invited to visit this facility to understand why such requirements are necessary.

At our Primary facility we use counterbalance forklift trucks for side or Curtain unloads under canopy The Canopy can take Curtain Sided Vehicles up to a Double Decker and the lowest point is 5.07

PPT's are used when a Trailer is placed on our bay doors for unloading and they are not covered by a canopy.

6.2 Delivery using Subcontract Drivers.

The supplier is reminded that using sub-contractors for delivery is acceptable, however the supplier is still responsible for the safe and timely arrival of the goods as well as the behavior of the subcontracted driver. In addition, it is important that all sub-contractors are advised of the delivery and on-site procedures.

6.3 Delivery Notes

All products must arrive with a copy of the Delivery Note for the goods being delivered.

It is the supplier's responsibility to ensure that the Delivery Note is completed and that they include Product Number, PO Number, Number of Pallets, Units per Pallet, Carton/Pack Quantities and Total Units. If the relevant paperwork is not provided at the point of delivery, then VOW Europe reserve the right to reject the full delivery.

6.4 Booking Slots

Booking slots are issued and agreed with the Goods in Scheduler via the e-mail booking procedure. The supplier must arrive at the allocated time.

Any "No Shows" or "Late Arrivals" or "Cancelled Slots", will need to be re-booked and a new slot allocated. The re-booking is to be e-mailed to the Goods in Scheduler.

6.5 Delivery Refusals

If a delivery is refused (H&S issue, damaged stock or no delivery notes etc) the supplier must re-book and a new slot allocated. The re-booking is to be e-mailed to the Goods in Scheduler.



7.0 Driver Information

7.1 Delivery procedure for inbound freight to VOW Europe Primary Warehousing

The following procedure is aimed at ensuring all deliveries run smoothly for VOW Europe Primary Warehousing and the delivery vehicle.

The driver reports to the Gatehouse on arrival.

The driver must present the appropriate Booking In reference at the Gatehouse.

The vehicle will be allowed entry 30 minutes prior to the allocated delivery time, to allow preparation for unloading. During busy periods, drivers may be asked to come exactly on time.

The 10mph limit is to be strictly adhered to.

Early arrivals will always be unloaded at the scheduled time, however, where able we will bring as many deliveries forward as possible.

If a delivery is going to fail to meet the scheduled time either the driver or the company MUST inform VOW Europe Goods In department of the situation. Lateness may result in forfeit of the delivery slot and the supplier will need to re-book for a new slot.

NOTE: VOW Europe will endeavor to unload the vehicle at the earliest opportunity. However, the re-booking may not be for the same day.

High Visibility Jackets and appropriate footwear must be worn at all times whilst on the site.

The driver will be advised to go to the correct Unloading Bay and will be advised to report into the goods in hub office and hand the delivery paperwork to the key control operator.

It is the driver's responsibility to open the vehicles and prepare the pallets for unloading.

When unloading is completed the paperwork will be handed back to the driver. If the load is fully checked whilst the driver is present the paperwork will be stamped as "100% Checked" or if the load has been tipped and the driver has left the site and is not present when the load is checked the paperwork will be stamped as "Unchecked". Damaged goods identified during the unloading will be returned on the vehicle and the paperwork marked Damage, if the damage is identified after the driver has left we will send the details to the supplier of the damage product and accompanied with photos of the damage products requesting an uplift within 48 hours. Over delivered goods identified during the unloading will be returned on the vehicle and the paperwork marked Overage, if the over delivered goods are identified after the driver has left we will send the details to the supplier of the products requesting an uplift within 48 hours.



Appendix 1

Product Labeling and Marking

VOW Europe product code

VOW Europe Barcode

Product Description

Supplier Barcode/Serial No. /Batch No. - Information

Product Weight - information

Packaging symbols – where applicable

Product Specification – where applicable

Product code should always be the largest type (Min 135 point bold print)

Standard label size 40mm x 25mm.

Note: size of the label may require adjusting should the carton area not allow for this size. Any deviation from the specified size should be agreed with the Vow Europe Inventory Management.

Note: Products over 25kgs must have a warning.



Appendix 2

E-Mail Booking Procedure

All suppliers must request a timed delivery slot by e-mail.

When you send your booking request ensure you include the following information on the e-mail:

- 1) Suppliers Name
- 2) Number of product lines
- 3) Number of pallets
- 4) Number of totes
- 5) Carrier name
- 6) VOW Europe Purchase Order number(s)

Lutterworth (ADC) and Dublin (IDC)

ADC booking in email vowadc.bookingin@evo-group.co.uk

IDC booking in email idc.goodsin@evo-group.co.uk

E-mail booking times: 07:30 to 13:00 (Monday to Friday). Any e-mails received after 13:00 will be dealt with on the next working day. This email is not viewed after 13.00hrs.

Normanton Deliveries (NDC)

NDC booking in email ndcgoodsin@evo-group.co.uk

E-mail booking times: 05:00 to 13:00 (Monday to Friday). Any e-mails received after 13:00 will be dealt with on the next working day. This email is not viewed after 13:00hrs.

On receipt of the e-mail we will confirm the booking for you and reply with a "Booking In" reference. Ensure your driver/carrier has the "Booking In" reference on arrival at the gatehouse & paperwork for the delivery involved.

Suppliers with fixed pre-arranged booking slots are to ensure their e-mail booking request is sent 48 Hours prior to delivery.

Please be aware that the deadline for 48hr fixed slots is 12.00pm (Midday) and if a slot is not confirmed by that time the slot will be given to another supplier waiting a booking.

If, for any particular week, the usual fixed delivery is not required then you must inform our Goods In department and/or Inventory Planning Team in advance, so that there is opportunity to offer the slot to other Suppliers.



Example Booking Request e-mail

From: AllSupply

Sent: Wed 20/02/2013 12:54

To: vowadc bookingin; vowadc bookingin

Subject: Booking Slot Request

Please find attached booking details for Friday 22/02/2013

- 1) Supplier – AllSupply UK
- 2) Number of Product lines – 24 Lines
- 3) Number of Pallets – 17 Pallets
- 4) Number of Totes – 80 Totes
- 5) Carrier name - AllSupply
- 6) Your Purchase Order – 983893/984335/984863/984870/985266

Regards

John Smith

AllSupply UK
0121 555 8888
AllSupply@uk.com



Appendix 3

Delivery Note

The following information must be on the driver's copy of the delivery note:

Supplier Details

Vendor Account Number

Delivery/Advice Note Number

VOW PO Number

Trailer/Container ID

Booking Slot Details – Date & Time

Delivery Address

VOW Part Number

Description

Number of Pallets

Number of Cartons

Number of Lines

Box/Pack Quantity



PACKAGING, LABELLING, PALLETISATION

PALLET POLICY

Sizes & Type

- 1200mm x 800mm (48" x 31.5")
- 1200mm x 1000mm (48" x 40")

ALL PALLETS MUST BE 4 WAY ENTRY

CHEP pallets are accepted but Supplier is responsible for accurate transferring of ownership.

Stacking Height (Inclusive of Pallet)

Standard Product - 1.6 meter

Pallet Weight

Standard pallets - 850kgs Maximum

Euro pallets - 650kg Maximum

Stacking & Load Security

All product to be stacked within confines of pallet and to avoid damage / slippage, it should be secured with banding / shrink-wrap, using corner steadies and top covers.