

## **Guidelines for the receipt and delivery of goods**

### **Dr. R. Pflieger GmbH**

#### **1) Office address**

Dr. R. Pflieger GmbH  
Dr. Robert Pflieger Straße 12  
D-96052 Bamberg, Germany  
Headquarter 0951-60430

Please observe the delivery address specified on the purchase order.

#### **2) Business hours**

Monday through Thursday:           7:30 am to 9:30 am  
  9:45 am to 12:30 pm  
  1:00 pm to 3:00 pm

Fridays:                                       7:30 am to 9:30 am  
  9:45 am to 12:30 pm  
  1:00 pm to 1:30 pm

#### **3) Delivery/collection**

When delivering goods, the driver must report to the incoming goods office presenting the proper shipping documents. The shipping documents are collected in the incoming goods office.

When collecting goods, the driver must also report to the incoming goods office. The driver is provided with the transport documents after the freight vehicle has been loaded accordingly.

In the incoming goods office, the driver is informed of the proper ramp gate to be used. The driver must wear safety boots while performing loading activities and the driver must observe operating instructions displayed in the incoming goods department. The instructions of the personnel must be adhered to at all times. The freight vehicle must be parked in front of the loading ramp in such a way that a secure and firm loading platform is provided for. The carrier must provide the necessary load restraint elements in accordance with VDI directive 2700 et seq.

Upon consultation with the incoming goods department, the driver is allowed to use the lifting cart of the company Dr. R. Pflieger GmbH for loading purposes. Should an electrical lifting cart or a forklift truck be necessary for loading, both devices must be used upon consultation and only by the personnel of Dr. R. Pflieger GmbH.

The load must be secured in accordance with §22 StVO (Highway Code) in connection with VDI directive 2700 et seq. Upon completion of the loading procedure and / or before driving the vehicle from the loading ramp, a digital photo of the shipping space must be made, whereby the license plate of the vehicle must be legible. The driver must wait until the load restraint has been checked and the photo has been made.

If the load comprises hazardous materials, the driver must contact the loadmaster.

The driver must only have access to defined areas. Access is prohibited outside of these areas.

### **Proper approach / docking for vehicles with hydraulic ramp**



The hydraulic ramp of the freight vehicle must be positioned below the respective loading ramp and the raised ramp cushions must be approached.

**Proper approach / docking for vehicles without hydraulic ramp**



The raised ramp cushions must be approached.



During every loading / unloading process, the driver must ensure that the freight vehicle is secured against rolling away. For this, the parking brake must be engaged and wheel chocks must be used.

All materials must be delivered on clean and intact EURO pallets in mint condition. The pallets must have been loaded in such a way that they can be unloaded from the rear of the vehicle without causing any hazards.

If small vehicles are designed for transportation (not compatible with the ramp), the following provisions are applicable:

- Unloading must be performed by the driver.
- The consignments must be trans-shipped to a EURO pallet provided at the loading ramp.
- Unloading processes outside of the building (e.g. fork-lift truck on the company's yard) must not be performed.

#### **4) Exchange of pallets (only applicable to the incoming goods department)**

As a matter of principle, EURO pallets are exchanged. The quality of the EURO pallets used must meet the EPAL standards. Only pallets from the European pool of pallets are exchanged step by step, at which these pallets must meet the EPAL standards regarding dimensions, load-carrying capacity, and condition. We will not bear the costs of any exchange and transfer fees for transport containers (e.g. EURO pallets and stillages). The exchange is acknowledged on the transportation / pallet document or on the freight documents.

#### **5) Inspection of the consignment / notice of defects (only applicable to the incoming goods department)**

Dr. R. Pflieger GmbH only accepts the consignment under reserve. Upon receipt of the goods, we will inspect the goods for such deficiencies that can be detected by visual inspection within a reasonable period.

We are not obliged to perform any inspections requiring removal of the packaging, separation of individual parts of the container, application of physical or chemical inspection methods, sample processing, and such like.

Only the number of delivered consignments (pallets, etc.) will be confirmed to the carrier. All materials must be delivered in an immaculate condition. External damage must be acknowledged by the carrier on the consignment note.