SYNTEGON
PROCESSING & PACKAGING

Supplier Manual

VERSION 5.0

SYNTEGON
PROCESSING & PACKAGING

Contents

SYNTEGON
PROCESSING & PACKAGING

1 Introduction

1.1 General Information

The supplier manual defines in writing the generally valid requirements expected by Syntegon Technology GmbH (subsequently SYNTEGON) from its external and internal suppliers.

1.2 Objectives

The objective is to provide information on requirements and regulations for the delivery of material at SYNTEGON. This standardization enables the supplier to ensure its logistics deliver the optimal and rational flow of material and information.

SYNTEGON places particular value on the following aspects:

- Occupational safety and environmental protection
- Economic efficiency
- Quality assurance

1.3 Scope

This manual describes the basis for all deliveries to SYNTEGON. With this manual, SYNTEGON aims to provide its suppliers with the logistical requirements expected of them to guarantee effective and fault-free material flow between the suppliers and SYNTEGON. The manual supplements the framework contracts and is to be understood as a minimum requirement.

2 Transport packaging and marking

2.1 Basic requirements

The supplier shall ensure a packaging system that corresponds to the product requirements, the supplier manual requirements of SYNTEGON, and all applicable regulations of national, regional and local authorities, including the applicable regulations where the packaging is disposed of.

Suitable packaging protects employees against accidents and the material from damage and incorrect handling during the entire logistics chain. At the same time, the complete process is optimized. Starting with the packing process at the supplier, through dispatch, transport, incoming goods, incoming goods inspection, storage up to processing in production and removal for assembly.

The packaging must be designed in such a way that the goods arrive safely and undamaged at SYNTEGON. The packaging must always be designed based on ecological, economic and qualitative criteria. If the supplier fails to comply with these specifications, SYNTEGON reserves the right to request corrective actions or to return the goods to the supplier. The packaging guidelines are to be understood as minimum requirements.

Furthermore, SYNTEGON reserves the right to invoice the supplier for all costs incurred as a result of failure to comply with the specifications of the supplier's manual. These include, for example, costs for additional repacking, more difficult handling or assignment, or additional work or costs for disposal. Quality losses that are attributable to improper or dirty packaging can also be charged to the supplier.

2.2 Packaging materials free of pollutants

Material used for packaging, repacking, packaging aids or markings must not contain materials/substances which are subject to use restrictions or which are restricted or prohibited by the manufacturer.

Packaging must also not be treated with hazardous materials/substances that can subsequently escape or be released.

The degree to which a material/substance is hazardous, and the restrictions placed on implementation and use of such materials and substances, is determined by national laws at all locations of the planned supply chain, and in any case by the EC regulation EC 1907/2006 "Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH)". If materials/substances are listed in the List of Substances of Very High Concern (SVHC/candidate list) of the ECHA, this must be seen as a prohibition of use.

2.3 Sustainability and environmental protection

Sustainable material must be used for any disposable packaging. All such material must be recyclable. Packaging waste and the use of surplus and/or excessive packaging must be avoided in accordance with EU directive 94/62/EC. In particular, local guidelines and specifications must be observed.

Packaging and packaging materials must be marked for recycling purposes in accordance with DIN 6120. Recyclability must not be impaired by the marking.

2.4 Packaging materials

Packaging must meet the following criteria:

- All used timbers (crates, pallets, dunnage, etc.) must be treated in accordance with the IPPC standard ISPM 15 and labeled accordingly.
- Padding paper, air bags, air cushion foil, foam foils and foam mats must be used as filler material.
- Edge protectors made of cardboard or plastic must be used.
- Waste paper must not be used.
- Always use plastic or textile straps for lashing the loaded goods. The straps must be sufficiently strong to secure the weights in question.
- Hazardous substances are excluded as packing material.

Examples of the chapter on transport packaging and marking can be found in Appendix A.002.

2.5 Packaging and marking requirements

During transport, each packaging is exposed to loads such as impacts, vibration, pressure and environmental influences such as moisture, dust and dirt. For this reason, appropriate quality packaging that is suitable for the product must be ensured. In principle, packaging must be designed to meet the needs of transport and/or the loads placed on it, ensuring sufficient protection during the entire transport process, with the goods being handled on numerous occasions.

- The packaging must be designed in such a way that the packed materials and the packaging can be transported, handled and stored without damage.
- All components of an order must be packaged jointly on one load carrier, where dimensions, weight limits and specifications in the supplier manual allow.
- Small parts (e.g. screws, nuts, washers) must be packed separately in plastic bags or cardboard boxes and secured to the respective component.
- In principle, materials must not protrude beyond the load carrier.
- The load carrier must generally be compatible with four-way loading
- Damaged carriers must not be used.
- Materials must not move within the packaging and on the load carrier. Packaging and individual materials must be secured to the load carrier in a way that they cannot slip or move in any direction.
- When securing, the materials must be protected to prevent damage from the strap. Securing straps must be positioned in such a way that neither the material, load carriers nor straps are damaged. (For example, damage to attachment parts, snagging of individual boards).
- Deliveries must be made as complete orders wherever possible. Different order numbers/orders must be physically separated from each other.
- Goods must be clearly marked.
- With the delivery of an undamaged package, the supplier guarantees that the details on the packaging match the contents of the package.

If an order item is made up of several individual parts (loose parts or separate orders), the individual components must be labeled as follows:

- Order item number of the accessories list on the delivery note
- Material code (designation)
- Delivery quantity

If delivery is incomplete, a clear reference to missing items must be made. Subsequent deliveries must be clearly marked as such.

Transport packaging that contains various order items must also be marked with the following note: "**MISCHPALETTE** " (mixed pallet).

Parts that are not clearly marked are either returned to the supplier at their cost or must be identified by the supplier in our incoming goods department.

3 Deliveries

3.1 Basic requirements

We reserve the right to refuse acceptance of goods if they are delivered more than three working days before the confirmed delivery date.

Acceptance can be refused if shipments are damaged or incorrectly sent or are in contravention of the outlined requirements. In this case, photographic documentation will be taken and the corresponding form provided to the driver.

3.2 Opening times and addresses for incoming goods

The delivery times and addresses for incoming goods of the Syntegon locations are outlined in **Appendix A.001**.

Deliveries **outside of these times** must be confirmed by telephone in good time. Contact information can be found in **Appendix A.001**.

3.3 Shipping documents

Delivery notes must be provided in triplicate for each order. The documents must be issued in German or English. These delivery notes and associated documents (e.g. certificates, measurement reports) must be enclosed with the goods. This can be in the respective container or directly on the package by means of a dispatch envelope. Each container must be provided with a delivery note that contains the information listed below:

- Sender including contact data/contact person
- Date of the delivery note
- Goods recipient with specification of the delivery location (e.g. Incoming goods 2)
- Order number/job number
- Order item/item number/designation/quantity/remarks
- Delivery conditions and type of dispatch
- Number of packages per delivery note
- Designation on the delivery note: Dimensions and weights per package
- Test batch number (if available)

Invoices must not be enclosed, but must be sent separately to the respective invoice address (exception – customs goods).

Observe our sample delivery note (see **Appendix A.003**).

3.4 Separate delivery of heavy parts of several projects

Most materials are not required at the same time and at the same location at the Syntegon sites. Therefore, our logistics must separate these parts in order to deliver them at the right time in the right quantity.

When delivering several heavier parts on a single load carrier or in a common crate, the protective packaging and cargo securing must first be removed, and the goods must be separated with the aid of a crane, and then secured on a new load carrier. In particular, safe internal transport is therefore no longer guaranteed in the case of sensitive parts.

This risk and associated costs can be avoided if parts are delivered on a separate load carrier above a certain weight. This can then be used immediately for in-house material flow. The materials can then be delivered at the right time in the correct quantities.

The following therefore applies:

Larger workpieces, assemblies and functional units with

- weight > 26 kg or a
- width > 350 mm or a
- height > 550 mm

must be delivered separately on a load carrier (e.g. half pallet, euro pallet). Small parts that are part of an assembly must be enclosed with the assembly and marked clearly.

Please take the number of load carriers and transport capacity required for this process into consideration when providing quotes. In summary, this procedure saves costs. For examples, please see **Appendix A.002**.

3.5 Oversized/heavy delivery/large deliveries

In the case of oversized or heavy deliveries, the incoming goods and purchasing department must be informed in good time, as the required conveying equipment must be organized in good time.

This applies to deliveries with

- weight > 1.5 t or
- width > 2.2 m or
- height > 2.4 m or
- number of pallets > 10 per delivery

The specified deliveries must be registered at least three working days before receipt of the material, stating the weight/dimensions.

Information should be provided via e-mail to the incoming goods addresses specified in **Appendix A.001**. Unless you receive feedback otherwise, you can assume that the delivery can be unloaded.

3.6 Use of the Syntegon shipping concept for FCA incoterms

Even with the use of shipping agents specified by SYNTEGON (see **Appendix A.004**), the agreed deadlines and time-lines are binding. **Receipt of the goods on-site** is decisive for compliance with the delivery date or delivery period.

The supplier must provide the goods in good time, taking into account the time for loading and shipping to be agreed with our forwarding agent. The commissioning of our forwarding agent is usually the responsibility of the supplier.

SYNTEGON
PROCESSING & PACKAGING

4 Reference to standards and guidelines

All packaging and logistical processing must be designed in accordance with the applicable DIN standards or comparable guidelines. Relevant standards and guidelines are listed below and are to be understood as a minimum standard:

- DIN 1050: Steel in building construction
- DIN 1052: Design of timber structures
- DIN 6120: Marking of packaging and packaging materials – Plastics packaging and packaging materials
- DIN EN 13199: Packaging – Small load carrier systems
- DIN EN 13393: Packaging – Specification for edge protectors
- DIN 13394: Packaging – Specification for non-metallic tensional strapping
- DIN 15146: Pallets – Timber four-way-flat pallets
- DIN 30783: Modular order in the transportation chain; Horizontal dimensional coordination; Concepts, principles
- DIN 30798: Modular systems; Modular coordination; Terminology
- DIN 55402: Marking for shipping of packages
- DIN 55405: Packaging – Terminology – Terms and definitions
- DIN 55468: Packaging materials – Corrugated board- Part 1: Requirements, testing
- DIN 55473: Auxiliary means of packaging – Desiccant in bag – Technical delivery conditions
- DIN 55499: Means of packaging; wooden boxes; types, measures, quality classes
- DIN 55509: Position areas in the field of packaging; definitions
- DIN 55510: Packaging – Modular coordination in the field of packaging; modular position areas of the surface module 600 mm x 400 mm
- IATA-RAR-Code: International Air Transport Association – Restricted Articles Regulations
- IMDG-Code: International Maritime Code for Dangerous Goods
- IPPC standard ISPM No. 15: Phytosanitary regulations of the IPPC for wood packaging material in international trade
- ISO R/780: Symbols for handling instructions of packaging
- Modular coordination of packaging sizes in the technical information of the German Transport Insurer: http://www.tis-gdv.de/tis/verpack/normung/normung.htm#m38
- VDI 3968: Safety of load units; strapping systems
- Regulation (EC) No. 1272/2008 of the European Parliament and of the Council: Classification, labeling and packaging of substances and mixtures.

SYNTEGON
PROCESSING & PACKAGING

5 Directory of appendices

Appendices

A.001	Location-specific information
A.002	Packaging and marking of goods
A.003	Sample delivery note
A.004	confidential - not included here
A.005	confidential - not included here

SYNTEGON
PROCESSING & PACKAGING

Appendix A.001 – Location-specific information

Country	SYNTEGON Plantname	Business Unit	Adress	opening hours	
Germany	MCT	Makat Candy Technology GmbH	Feldstraße 52 D-56269 Dierdorf/Wienau	Monday – Thursday 07:30 – 12:00 12:45 – 16:00	Friday 07:30 – 11:30
Switzerland	PACB	Syntegon Packaging Systems AG	Industriestrasse 8 CH-8222 Beringen	Monday - Friday 07:00 – 09:00 09:15 – 12:30 13:00 – 16:00	
Germany	PADA	Ampack GmbH	Lechfeldgraben 7 D-86343 Königsbrunn	Monday - Friday 07:30-09:00	
Germany	PADR	Syntegon Packaging Technology GmbH	Föhrenbachstr. 14 D-73630 Remshalden	Monday - Thursday 07.00 - 12.00 12.45 - 15.00	Friday 07.00 - 11.30
Netherlands	PANL	Syntegon Packaging Solutions B.V.	Industriekade 43 NL-6001 SE Weert	Monday - Friday 07:30 – 16:00	
Austria	PAAT	SBM Schoeller Bleckmann Medizintechnik GmbH	Pharmastrasse 1 A-2630 Ternitz	Monday - Thursday 07:30 – 14:30	Friday 07:30- 12:00
Germany	PADD	Pharmatec GmbH	Elisabeth-Boer-Straße 3 01099 Dresden	Monday - Thursday 06:30-15:00	Friday 06:30-14:00
Germany	PADH	Hüttlin GmbH	Hohe-Flum-Strasse 42 79650 Schopfheim	Monday - Thursday 07:00 - 09:00 09:15 - 12:00 13:00 - 16:00	Friday 07:00 - 09:00 09:15 - 12:00 13:00 - 15:30
Germany	PA-Wa	Syntegon Technology GmbH	Stuttgarter Straße 130 D-71332 Waiblingen	Monday - Friday 07:00 – 09:00 09:15 – 12:00 12:30 – 15:00	
Germany	PH-Cr	Syntegon Technology GmbH	Blaufelder Straße 45 D-74564 Crailsheim	Monday – Friday 06:30 – 16:00	
Germany	PH-Cr	Syntegon Technology GmbH c/o Schmitt Logistik GmbH (external warehouse)	Roßfelder Straße 68 D-74564 Crailsheim		

Appendix A.002 – Packaging and marking of goods

This appendix contains examples of packaging and marking of goods.

Packaging:

- The packaging must be selected so that the goods are protected against damage, contamination and corrosion during transport. For padding, we recommend using folded packing paper, for example.
- Components must not protrude beyond the loading equipment (e.g. pallet).
- Tabletops must be supplied individually on pallets with a cardboard separating layer between.

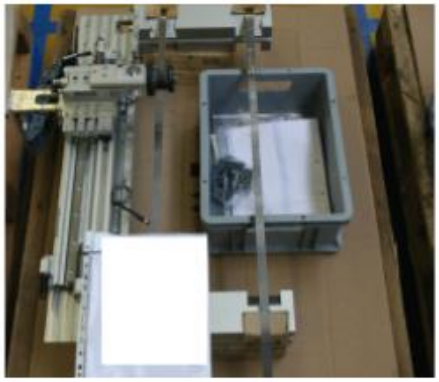
Examples of padding for sensitive goods:

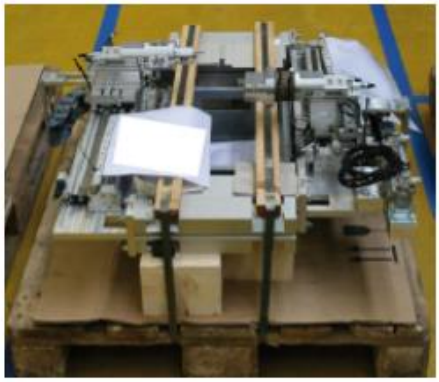
INCORRECT:
This paper must not be used because fine paper dust can be deposited on the parts

CORRECT:
Sensitive components, such as a circuit board, for example, must be specially protected using ESD-compliant padding.

SYNTEGON
PROCESSING & PACKAGING

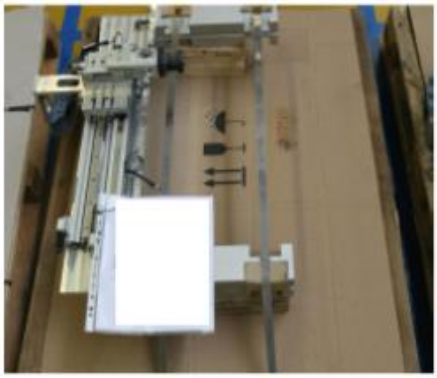
Examples of correct and incorrect pallet loading:





INCORRECT:
Unsecured small load carriers must not be delivered together with the assembly on the pallet. Small load carriers must be secured or delivered separately.

CORRECT:
The corresponding small load carrier must be fastened so that it is secured on the pallet and clearly assigned to the assembly. Load carriers must be marked with the note "MISCHPALETTE" (mixed pallet).



INCORRECT:
Parts are protruding over the pallet. Rails and larger components must be delivered separately to ensure the protection of other assemblies.

CORRECT:
The assembly is delivered on a sufficiently large special pallet.

SYNTEGON
PROCESSING & PACKAGING

INCORRECT:

For safety reasons, it is not permissible to secure materials with steel straps.

CORRECT:

Use plastic straps (PET) to secure your deliveries. These are much safer to handle.

INCORRECT:

Several tabletops are bundled together in a stack and can therefore only be separated by crane. Tabletops that have been turned over are difficult to handle.

CORRECT:

Tabletops are separated with wooden panels and cardboard so that they can be easily separated with the forklift truck. The pallets are larger than the tabletops or are secured with edge protectors for transport.

SYNTEGON
PROCESSING & PACKAGING

INCORRECT:	CORRECT:
Bundled delivery of heavy materials > 26 kg of several projects/stations on a load carrier. The separate delivery to the project causes considerable additional costs. Safe in-house transport cannot be guaranteed.	All parts > 26 kg are provided on separate load carriers. This allows fast and effective handling right up to the place of use. **NOTE:** separate deliveries can be delivered successfully on half pallets.

SYNTEGON
PROCESSING & PACKAGING

Appendix A.003 – Sample delivery note

SYNTEGON
PROCESSING & PACKAGING

U-St-Id-Nr./ VAT: DE306583894

Bei Zahlungen bitte Rechnungs-Nr. und Kunden-Nr. angeben.

On payment please indicate invoice no. and client no.

En cas de paiement, indiquez s.v.p. le numéro de facture et le numéro-client

Shipping address:

Delivery Note

Syntegon Technology GmbH
Blaufelder Str. 45
74564 Crailsheim
Germany

Datum:

Ihre Bestellung/Your Order No./V.Cde.	Unsere Auftrags-Nr./Our Order No./N. Cde.	Unsere Zeichen/Our Ref./N.Réf.

Wir senden Ihnen zu unseren Verkaufs- und Lieferbedingungen	am	durch	
We send you according to our conditions of sale and delivery	on	by	
Nous vous envoyons suivant nos conditions générales de vente et de	le	par	
Menge Quntity Quantité	Gegenstand/Description/Designation	Brutto kg Gross kos Brut kgs	Netto kg Net kos Net kgs

Musterlieferschein