



Logistics Manual

tegut... gute Lebensmittel GmbH & Co. KG

tegut... Logistik GmbH & Co. KG



tegut...
Logistik/SCM

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1 Foreword

tegut... gute Lebensmittel GmbH & Co. KG is a medium-sized trading company and offers its customers a wide range of food products. The logistical processing of the delivery takes place to a large extent via tegut...´s own logistics structure. The logistics organizational unit is run as a separate company – tegut... Logistik GmbH & Co. KG. The following logistics manual applies to all good deliveries and goods collections at the logistics locations of tegut... Logistik GmbH & Co. KG.

The logistics manual defines logistical requirements, describes logistical process flows and serves as a source of information required for the smooth handling of delivery and collection processes. We ask you to consider and implement the requirements and processes for production, delivery or collection at the logistics locations accordingly. Please also pass on relevant information to your service providers in advance.

Of course, we are always available to answer any questions you may have. In this case, please contact the person responsible for you.

2 General Information

The tegut... Logistik GmbH & Co. KG has built a central warehouse in Michelsrombach in Germany, which will start operations in 2023. The two locations in Fulda and Seebergen will remain in operation until the move is fully completed. All branches are goods-carrying locations to which the respective deliveries are made. Goods orders to the central warehouses are triggered by the central goods disposition. Ordered goods are to be delivered to the central warehouse or distribution centre specified as the recipient in the order.



The following table shows the delivery addresses of the respective tegut... logistics centres:

Location	Delivery address
Michelsrombach	Europastraße 12 36088 Hünfeld - Michelsrombach
Fulda	Hermann-Muth-Str. 36039 Fulda
Seebergen	Dr.-Bube-Straße 6 99869 Drei Gleichen, Seebergen

The billing address can be found in the order.

The goods receiving areas for the different product ranges at the three locations are open at the following times:

Location	Distribution centre	Acceptance day & time
Michelsrombach	Dry assortment	Mo – Fr: 06:00 – 23:00 Sa: 06:00 – 14:30
	Fresh goods	Mo – Sa: 05:00 – 13:30
	Fruit & vegetables	Su – Fr: 21:30 (eve) – 06:00
	Ultra fresh (meat/convenience)	Tu, Th, Su: 21:30 (eve) – 06:00
Fulda	Dry assortment & bread and bakery	Mo – Th: 05:00 - 20:00, Fr: 05:00 - 19:00
	Fresh goods	Mo – Fr: 03:00 - 13:00
	Fruit & vegetables	Mo – Fr: 22:00 (eve) - 05:00, Su: 21:00 (eve) - 05:00
Seebergen	Dry assortment	Mo – Th: 06:00 - 13:00, Fr: 06:00 - 10:00
	Fresh goods	Mo – Fr: 04:00 - 12:30
	Ultra fresh (meat/convenience)	Su, Tu, Th: 02:00 - 06:00

To ensure smooth processing, all suppliers/ carriers are required to book a time slot in advance of delivery via Mercareon.com

A time slot booking guarantees unloading at the booked time. The unloading time depends on the number of articles and pallets delivered. The planning and definition of delivery times in the fruit & vegetables and ultra-fresh (meat/convenience) sectors are agreed bilaterally with the suppliers. Booking of time slots via Mercareon.com is not necessary in these assortments.

The following table shows the breakdown of the individual assortments and storage areas, as well as the corresponding GLN.

Assortment	Distribution centre & location	Distribution center number & GLN
Dry assortment	Michelsrombach dry assortment	9810; 4305720098105
	Fulda dry assortment	9700; 4305720097009
	Seebergen dry assortment	9800; 4305720098006
Fresh goods	Michelsrombach fresh goods	9832; 4305720098327
	Fulda bread and baked goods	9730; 4305720097306
	Fulda fresh goods	9720; 4305720097207
	Seebergen fresh goods	9820; 4305720098204
Ultra-fresh	Michelsrombach – fruit & vegetables	9830; 4305720098303
	Michelsrombach – ultra-fresh – meat/convenience	9831; 4305720098310
	Fulda - fruit & vegetables	9721; 4305720097214
	Seebergen ultra-fresh – meat/convenience	9821; 4305720098211

In individual cases, external warehouses are also rented. The address of these external warehouses is always given in the fax order. The following distribution centre numbers may appear on the order: 9771, 9772, 9773, 9774, 9775.

3 Safety

In order to ensure the safety of all tegut... employees as well as employees of external service providers, suppliers and forwarding agents, the following regulations must be observed and complied with on the premises of tegut... Logistik GmbH & Co. KG:

- The German Road Traffic Regulations (StVO) apply throughout the grounds.
- Unauthorised persons are not permitted to enter the tegut... Logistik buildings unless accompanied or requested by tegut... employees.
- Smoking is only permitted in designated areas.
- Outside the walkways, it is compulsory to wear a high-visibility waistcoat.

- During loading and unloading, the driver must secure the means of transport against unintentional movement at the unloading or loading point with wheel chocks. DIN standard 76051-1 “Wheel chocks for motor vehicles and trailer vehicles” applies.
- Access to the buildings of tegut... Logistik is only permitted with safety shoes (at least standard S1).
- The traffic light must be taken into account during loading and unloading.
- Filming and photographs are not permitted.
- The property is under video surveillance.
- The instructions of the tegut... staff must be followed.

4 Incoming goods

4.1 General requirements

The registration of a delivery takes place in Fulda and Seebergen directly at the goods entrance. There, the driver is assigned a delivery gate.

Registration to enter/drive onto the premises in Michelsrombach is done with the gatekeeper. The truck is then parked in the parking area and the driver goes to the check-in with the freight documents. This is followed by the allocation of the outgoing goods gate or the scheduling.

The following regulations must be observed for deliveries:

- Delivery is made by lorries, which deliver the goods via loading ramps. For small quantities, delivery via parcel service providers is also possible.
- Deliveries must not be made on vans.
- Half and quarter displays must be delivered on a carrier pallet measuring 1.20 m x 0.80 m x 0.144 m.
- The goods must be secured against slipping.
- Compliance with the packaging unit is absolutely necessary; the goods must always be delivered with the ordered packaging contents.
- No delivery of multiple, not full pallets for one item (e.g. the pallet factor is 60 units and two pallets of 40 units each are delivered).
- If several articles are delivered to a truck parking space, an intermediate pallet is to be used if quantity-dependent (formation of sandwich pallets (definition see 4.4). if the formation of a mixed pallet (definition see 4.5) is necessary due to the

order quantities (no possibility of using an intermediate pallet), the individual order units of an article are always to be placed contiguously on the pallet in the packing pattern.

- No goods acceptance is possible without a delivery note. The delivery note must be enclosed with the freight documents (not attached to the goods) and contain the tegut... order number.
- During delivery, it must be possible to transport the delivered goods with standard industrial trucks. Ideally, the pallets are loaded lengthwise in the truck to make unloading as easy as possible.
- The size of packaging boxes shall be aligned with GS1 standard modules.
- In the event of deviations from our delivery conditions, we reserve the right to refuse acceptance or to invoice for any additional logistical expenses incurred. Normally, goods rejected by us will be returned to you directly upon delivery and corresponding documentation will be handed over to the driving personnel. Any deviating regulations must be agreed with the respective storage area.

The driving personnel support the goods receipt process by unloading the truck and providing the unloaded pallets close to the door. Tegut... provides lift trucks for this purpose. The forwarder is responsible for ensuring that the driving personnel are trained in the use of the lift truck. The collection and transfer of the pallet to the plant equipment is carried out by tegut... personnel.

4.2 Freight documents/ delivery papers

Deliveries to tegut... must always be accompanied by a delivery note. The delivery note must state the respective order number from tegut... as well as all relevant item criteria:

- Article
- Article description
- Quantity specification
- Best-before date and batch labelling

The number of Euro / H1 pallets delivered must also be listed.

In the event of missing or incorrect freight documents, tegut... will charge the supplier for the expenses incurred (€20.- per working hour or part thereof)

4.3 Pallet quality

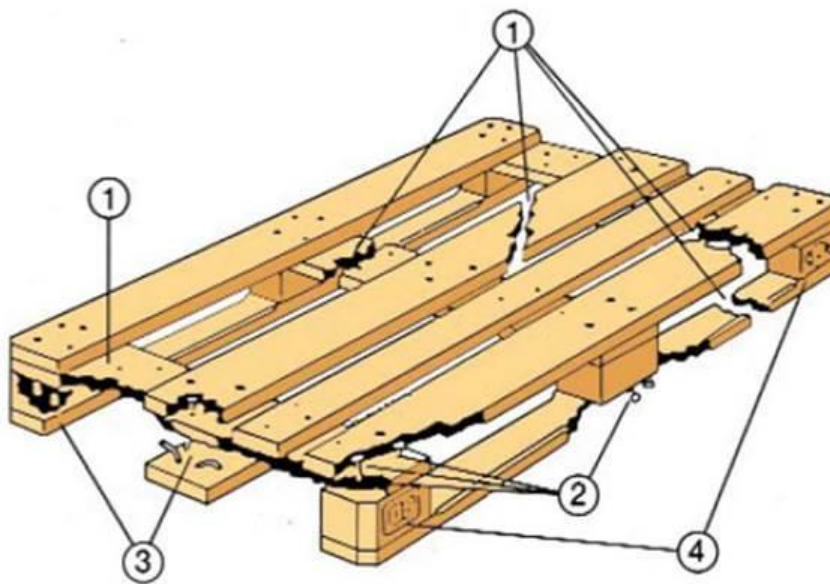
The preferred loading and transport aids are Euro pallets or pooling pallets.

The following load carriers are accepted by tegut...:

- Euro pallet from EPAL and UIC
- Düsseldorfer pallet
- CHEP-Palette (quarter, half or full pallet)
- LPR (quarter, half or full pallet)
- IPP Logipal- Paletten (quarter, half or full pallet)
- DPL haalf-pallet
- H1 pallet

Possible quality defects are when:

- A board is missing or broken across. (1)
- A floor edge board, deck edge board or a cross board are splintered in such a way that more than one nail or screw shank per board is visible. (2)
- A block is missing, broken or chipped in such a way that more than one nail or screw shaft is visible. (3)
- The essential marks are missing or illegible. (4)
- Obviously inadmissible components were used for the repair. (Boards or blocks that are too thin, too narrow, too short)
- The general condition is so poor that the load-bearing capacity is no longer guaranteed. (Rotten, decayed or several splintered boards or blocks)

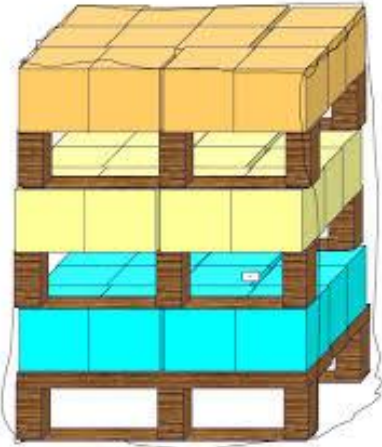


In these cases, tegut... is entitled to reject pallets or refuse to exchange pallets. Any repairs must be carried out in accordance with the UIC 435-4 repair standard.

Tegut... leaves it up to the delivering supplier/forwarder to decide whether a pallet exchange is to be carried out on a delivery versus payment basis or whether a credit note is to be issued by the pallet pooling service provider. Furthermore, tegut... guarantees the exchange of functional pallets of quality class C within the framework of the conditions of the Bonn pallet exchange. Defective pallets will not be exchanged, and no credit note will be issued for them by a pallet pooling service provider. If no exchange pallets are available at tegut... Logistics at the time of delivery, pallet slips will be issued.

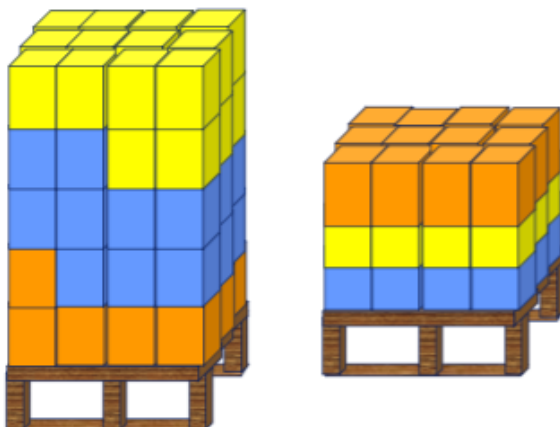
4.4 Sandwich pallets

A sandwich pallet consists of layers of single articles which are separated from each other by load carriers but are connected to each other by films or straps. The individual partial pallets are to be provided with their own label for the purpose of collection.



4.5 Mixing pallets

A mixed pallet contains one or more articles that are not separated by a load carrier. The order units of an article must always be placed together in the packing pattern. As soon as an article fills a complete layer, a sandwich pallet must be created.



Should the case arise that due to small order quantities the goods are delivered on mixed pallets, the supplier/freight forwarder is obliged, after consultation with the incoming goods department, to sort the goods onto pallets in an article-clean manner. If the sorting

is not carried out by the supplier/ forwarder/ carrier, the sorting shall be carried out by tegut.... Tegut... reserves the right to invoice the supplier accordingly for the expenses incurred (€20.00 per working hour or part thereof).

4.6 Transport safety and pallet overhang

In order to adequately protect the goods in transit against shifting of the load, theft and tampering, the pallet must have proper fixation.

When securing the goods, it must be ensured that the pallet overhang on arrival of the goods is max. 1 cm on each side. If this is not observed, the supplier/forwarder is obliged to straighten the goods on the pallet.

Materials/ types of transport protection are, for example, PE films, adhesive dots, strapping, pallet covers, etc. The films or film ends should not protrude as much as possible.

4.7 Pallet height

In principle, pallets may only be delivered up to a height of 2.05 m. Furthermore, the maximum pallet height must not exceed the defined pallet factor of the respective item.

4.8 Nature of the goods

The goods delivered to tegut... must be in perfect condition and must not show any damage, soiling, etc.

The goods are to be layered on a pallet according to type or article. Separation can be achieved, for example, by means of an intermediate pallet. The goods must also be secured for transport (see point 4.6 Transport safety and pallet overhang).

If goods are not delivered in sturdy cardboard boxes or reusable containers, but in packaging that can easily be torn/crumpled, a protective layer in the exact pallet format of 120 cm x 80 cm must be placed on the Euro pallet, on which the individual shipping units can be stacked.

4.9 Transportverpackung

The use of sturdy transport packaging serves to protect the goods from loss and damage and is therefore essential. The following criteria must be observed:

Form	<ul style="list-style-type: none"> • The transport packaging must completely enclose the goods, whereby the use of cardboard packaging is preferred. Alternatively, cardboard bases with wrapping around the goods or complete wrapping of the goods are accepted (see examples) • Die Ober-/ und Unterseite der Verpackung muss eben sein und darf keine Öffnungen aufweisen, damit die Ware problemlos gestapelt werden kann.
Features/ Handling	<ul style="list-style-type: none"> • To ensure dimensional stability and stackability, the packaging must have an appropriate material thickness with kink-resistant edges and no excessively smooth surface. In addition, sufficient bonding must be ensured. Which strength properties are to be classified as sufficient may vary depending on the nature of the product. The basic principle is that the transport packaging must remain dimensionally stable even under load. • If covers are used (two-part transport packaging), they must be adequately fixed by sensible bonding so that the carton lid cannot open by itself during transport, handling, and storage. • It must be ensured that the transport packaging prevents any leakage if liquid (even in the event of breakage of the goods).
Content	<ul style="list-style-type: none"> • No unauthorised marketing or promotional material may be sent along.
Material/ Disposal	<ul style="list-style-type: none"> • With regard to the use of packaging materials, the principle applies: as little as possible, as much as necessary. The use of mono-materials and/or easily separable materials is preferred here. Cardboard packaging should be made of recycled paper and be unprinted. The use of plastic adhesive tape is generally not desired. • Individual transport packaging must be as easy as possible to open (without tools) and must be able to be dismantled flat in a few simple steps.

- Easy opening and presentation on the store shelf without limiting stability is preferred

4.10 Temperature

Food items requiring refrigeration may not deviate from the temperatures below. The transport service provider is responsible for maintaining the temperatures for each food item. If deviations from the defined temperatures are detected upon delivery, tegut... reserves the right to refuse acceptance of the goods. It is the responsibility of tegut... to check the temperature protocol.

Food/ product group	Set temperature
Dairy products	2-4°
Refridgerated delicacies	2-4°
Chopped salads	2-4°
Gourmet salads	2-4°
Sausages	2-4°
Meat products	0-2°
Fresh poultry	0-2°
Offal	0-2°
Self-service minced meat	0-2°
Fresh fish	0-2°
Smoked fish	2-4°

4.11 Empties handling/ pallet exchange

The delivered pallets are exchanged directly by tegut... or the supplier receives a pallet voucher from the pooling service provider.

4.12 Handling of cross-dock goods

If goods are to be delivered using the cross-dock procedure, notification in the form of an Excel file in the specified format must be sent to the following P.O. Box by the day before delivery at the latest: vl_versand_transportsteuerung@tegut.com

The notification in the flower process is handled by the fruit & vegetables purchasing department.

The delivery of the goods takes place in the goods issue area.

4.13 Incoming goods inspection

Every supplier is obliged to carry out an outgoing goods inspection. In addition to these inspections, tegut... carries out incoming goods inspections. The following criteria are checked as part of a visual inspection:

- Visual inspection for directly visible transport damage
- Quantity check (target and actual)
- Best before date + remaining term
- Temperature (measurement by means of infrared and/or probe thermometer)
- GTIN
- Organic label or other relevant labelling criteria
- Weight control (for items relevant to billing)

4.14 Annahme unter Vorbehalt (Ausnahmeregelung)

Under certain circumstances, tegut... makes an agreement with the supplier that the goods are accepted as a whole subject to reservation. In this case, the goods are delivered to the tegut... distribution center and the carrier does not have to be present for the duration of the incoming goods inspection. Should missing quantities or excess quantities be discovered during the incoming goods inspection carried out later, these will subsequently be reported by tegut... to the supplier and acknowledged by the latter.

4.15 Refusal of acceptance from suppliers

tegut... reserves the right to refuse to accept deliveries for valid reasons (e.g., failure to meet quality requirements or failure to comply with delivery times) and to insist on an immediate replacement delivery.

4.16 Key performance indicators (delivery reliability)

Tegut... gute Lebensmittel GmbH & Co. KG evaluates the delivery reliability of a supplier based on the adherence to delivery dates and the delivery quantity quota. The performance measurement criteria are anchored in the General Purchasing Conditions. Should the delivery reliability deviate in terms of adherence to delivery dates or deliver quantity quota without prior and immediate information, tegut... reserves the right to invoice the resulting damage in the form of a penalty. A detailed explanation of the regulations on delivery reliability can be found in the GPC under point VII.

5 Marking of the goods

5.1 Requirements

All goods must be labelled with GS1/EAN-128 barcodes on the shipping and transport unit by the supplier. Exceptional cases, e.g., loose goods in the fruit & vegetables range, must be agreed with respective purchasing department.

This is essential for efficient tracking of goods and gives the supplier and tegut... the advantage that we always accept, process, and deliver the right goods with consistent best before and batch data (IFS standard).

5.2 Data fields and equalised weight goods

Basically, a distinction is made between equalized goods and non-equalized/ weight goods. Weight goods vary in product weight in contrast to equalized goods. In the case of weight goods, the product weight must also be coded in the barcode. For equalized goods, the first left digit of the 14-digit GTIN article number is 0-8 and 9 for goods with variable weight.

Egalisierte Ware - Datenfelder

Name	AI	Datenfeld	Stellen	Beispiel
Artikelnummer	01	n14	16	(01)09012345 67890 6
Abpackdatum	13	n6	8	(13)971231
MHD	15	n6	8	(15)971231
Charge	10	an...20	zB6	(10)1234

Gewichtsware - Datenfelder

Name	AI	Datenfeld	Stellen	Beispiel
Artikelnummer	01	n14	16	(01)09012345 67890 6
Abpackdatum	13	n6	8	(13)971231
MHD	15	n6	8	(15)971231
Gewicht	3100 bis 3103	n6	10	(3103)048000
Charge	10	an...20	zB6	(10)1234

5.3 Cardboard label

Special requirements are placed on the marking or labelling of the transport packaging (carton or reusable packaging) as follows:

<p>Basic requirements</p>	<p>A label with the following information shall be affixed in a conspicuous place on the outside of each transport packaging:</p> <ul style="list-style-type: none"> • Article name + brand/own brand line (e.g. tegut... vom Feinsten Organic Espresso) • Barcode with the EAN of the packaging unit (no scannable unit EAN) • Numeric EAN under the scannable barcode • Best before date (BBD) for all perishable goods • Batch number (the word „batch” must be shown explicitly) • Indication of contents (pieces per carton, e.g. 4 packages á 1.000 g) • Compliance with the prescribed standards for reusable packaging labels. <p>Labels with price markings may <u>not be</u> used (exceptions to this must be agreed in advance with the tegut purchasing department).</p>
<p>Special request for organic products</p>	<p>In the case of organic food, in addition to the basic information listed above, the word “organic” as well as the organic inspection body number, the EU organic logo and the origin of the raw materials must be shown on the label.</p>
<p>Special request for dangerous goods</p>	<p>For products that have been classified as dangerous goods substances, the warning label for “dangerous goods” must also be attached to the transport packaging.</p>

Example for correct labelling:



Below you will find an example of a GS1-128/ EAN-128 barcode. When using barcodes, always ensure that the print quality is high resolution and that the barcode reaches a certain height (at least 2cm). The width of the code is determined by the number of digits that are displayed.



If the shipping units are not labelled with GS1/EAN-128 barcodes, tegut... reserves the right to charge € 10 per delivery to the suppliers concerned. The supplier must be solely responsible for ensuring that all food items are correctly and accurately labelled so that all laws, regulations, and guidelines applicable in Germany are complied with.

If the legally required information on the product label is missing, tegut... must refuse to accept the goods.

5.4 Pallet label

Special requirements are placed on the marking or labelling of the shipping units (pallet) as follows:

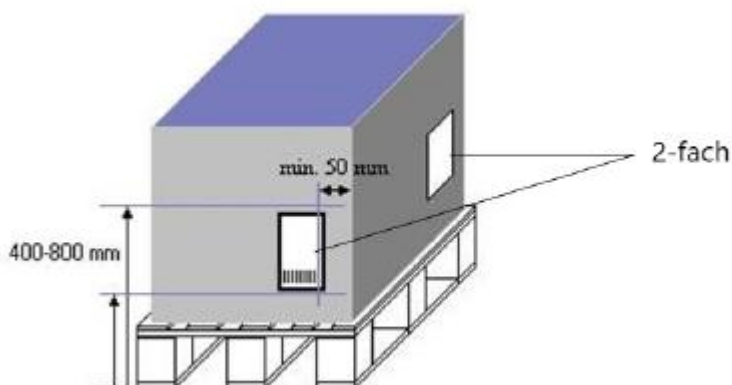
<p>Basic requirements</p>	<p>A transport label with the following information shall be affixed to the outside of each shipping unit on one short side and one long side:</p> <ul style="list-style-type: none"> • Sender • Receiver including storage area • Display of the following information in plain text and as a barcode <ul style="list-style-type: none"> ○ Article GTIN (if applicable, article description) ○ Number of boxes ○ Best before date (BBD) for perishable goods ○ Total weight of the shipping unit ○ NVE for GS1 verified suppliers in plain text and as barcode • Coding of the information in the form of a GS1-128 barcode <p>The structure of the transport label is subject to the standards of GS1 Germany.</p> <p>Exceptional cases, e.g., pallets in the fruit & vegetable range, must be agreed with the respective purchasing are.</p>
<p>Special request for organic products</p>	<p>Information on organic products is not compulsory on the shipping label. The word “organic” must be added to the article name in the case of certified organic product. The organic inspection body number, the EU organic logo and the origin of the raw materials may optionally be shown on the label.</p>
<p>Special request for dangerous goods</p>	<p>For products that have been classified as dangerous goods and substances, the warning label for “dangerous goods” must also be attached to the shipping unit.</p>
<p>Attachement of the pallet label</p>	<p>According to the ECR manual, the GS1 transport label must be attached 400 to 800 mm from the floor and at least 50 mm in from the sides. In the case of transport-secured pallets, the label must be attached to the outside of the film. The label must be affixed in two places. On the one hand on the narrow side and on the other hand on the long side of the pallet to the right.</p>

For better handling in our warehouses, we would like to ask you to place the label as far to the right as possible. This allows for optimized handling with every movement of goods. For low pallets, it is permissible to bend the text field over, but the barcode part must be able to be scanned at any time without additional manipulation. (Further information can be found in the ECR documentation “Harmonisation GS1 -128 – GS1 Transport Label”)

Example of correct labelling (left with NVE and right without NVE):

Absender: Musterlieferant Musterstraße 1 12345 Muster	Empfänger: tegut... Gute Lebensmittel Hermann-Muth Straße 10 36039 Fulda TS Fulda
Artikel GTIN: 40123450000009 Anzahl: 90 MHD: 31.12.2022 Gewicht: 100 kg NVE: 40123456700000012	
	

Absender: Musterlieferant Musterstraße 1 12345 Muster	Empfänger: tegut... Gute Lebensmittel Hermann-Muth Straße 10 36039 Fulda TS Fulda
Artikel GTIN: 40123450000009 Anzahl: 90 MHD: 31.12.2022 Gewicht: 100 kg	
	



Layer pallets that are placed on top of each other for transport must be labelled individually (each separately) with SSCC labels.

5.5 Barcode quality

The symbol design must comply with the respective barcode symbology specifications:

- GS1-128/EAN-128: according to GS1 specifications and/or ISO/IEC 15417
- ITF-14: according to GS1 specifications and/or ISO/IEC 16390
- EAN-13/EAN-8/UPC-A: according to GS1 specifications and/or ISO/IEC 15420

Whether the bar symbol meets the quality requirements can be checked by GS1 – Germany (www.gs1-germany.de). In addition, the barcodes are also checked for quality by tegut....

6 Outgoing goods

The following chapters are only relevant for suppliers/shippers/partner who collect goods from tegut....

6.1 Registration

Registration to enter the company premises is done at the gatekeeper's office. First, the truck is parked in the designated car park and the driver goes by foot along the marked path to the check-in with the freight documents. This is followed by the allocation of the outgoing goods gate of the scheduling.

6.2 Pick-up times

The collection times are between 08:00 and 16:00. Outside these times, additional coordination with the dispatch control (vl_versand_transportsteuerung@tegut.com) is required.

6.3 Communication and hallmarks

In order to make the dispatch process as efficient as possible, pre-registration of the vehicles is necessary.

For this purpose, the forwarder must provide the registration numbers of the vehicles and, if applicable, trailers, as well as the pick-up reference (order number, PO,...) in advance. No loading can take place without the registration number.

The communication of the license plates is sent to the following e-mail address:

vl_versand_transportsteuerung@tegut.com

6.4 Vehicle types

Collection may be made in typical transport vehicles with the exception of:

Fulda and Seebergen: Collection may not take place on jumbo vehicles, vans and Gigaliners.

Michelsrombach: Collection may not be made on jumbo vehicles and vans.

6.5 Load securing

Sufficient load securing equipment in accordance with VDI 2700 must be available to ensure the safety of the loading. The forwarder is obliged to check the load securing before departure and to collect/carry the necessary freight documents. Furthermore, the forwarder must ensure that the vehicle complies with the requirements for the transport of food items.

6.6 Load restrictions

The load from other customers must not have any adverse effect on the goods to be loaded by tegut... (e.g., odor is affected)

6.7 Pallet exchange

The pallets to be collected are to be exchanged 1:1 at the time of loading.