Delivery specification

Specification for deliveries to WMF Group companies Version: July 2018

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1. Scope

This document regulates the delivery specifications between the WMF Group companies listed below (also referred to as "purchasers") and suppliers.

It is valid for the following purchaser/place of delivery:

- WMF Group GmbH
 Eberhardstrasse 35
 73312 Geislingen
- proLOG–logistics services GmbH Otto-Lilienthal-Straße 3 89160 Dornstadt
- DB Schenker Deutschland AG Ernst-von-Bodelschwingh-Straße 5 59192 Bergkamen
- Silit-Werke GmbH & Co. KG Neufraer Straße 6 88499 Riedlingen
- W. F. Kaiser u. Co. GmbH Werner-von-Siemens-Straße 28 65582 Diez/Lahn

Deviations from this specification require our express written approval.

2. General Specifications

2.1. Delivery

The delivery specifications differ depending on the mode of transport. Deliveries by sea freight in containers are not palletised, while deliveries via land transport and air freight must be packed by item on pallets.

With regard to pallet deliveries, if no complete loading units are formed due to low volumes, units with different material numbers can be put together to form a mixed pallet. These must be identified with a "Mischpalette" or "mixed pallet" sticker. Nevertheless, the boxes must be packed by item.

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2.2. Obvious Defects

Upon determination of an obvious defect, the purchaser is entitled to remedy the defect himself at the cost of the supplier following prior consent of the supplier or to return the defective product to the supplier.

The supplier must render a supplementary performance within a reasonable time period. If this fails, the purchaser may back out of the contract or reduce the remuneration. The purchaser reserves the right to the assertion of claims for damages.

For notices of defects, the purchaser is entitled, following preliminary notice, to withhold payment to the extent that is in a reasonable proportion to the occurred defect. Deviating individual agreements and purchasing terms take precedence.

2.3. Loading Aids¹

In principle, all materials delivered via land transport must be delivered on undamaged loading aids. These must be pallets with the dimensions 1,200 x 800 mm.

No boxes, containers etc. may exceed the dimensions of the loading aid used.

If the dimensions of an individual product exceed these pallet dimensions, industry pallets with the dimensions $1,000 \times 1,200$ mm must be used.

2.4. Packaging²

All packaging units must be clearly labelled with the following legible, easily accessible information in plain text and a barcode with the purchase order number and item number:

- Purchase order
- Item number
- Unit number
- Gross and net weight

Only recyclable materials may be used as packaging materials. Packaging in contact with the exterior or parts must meet the following requirements: No polystyrene or other foams may be used. Instead, cardboard, paper and plastics / PE-bags, honeycombs, inserts or tissue paper must be used.

The supplier must package materials so that all

- Damages (in particular from transport, handling and weather conditions)
- Contamination
- Corrosion and

¹ Only applies to pallet deliveries (therefore not sea freight or CEP deliveries).

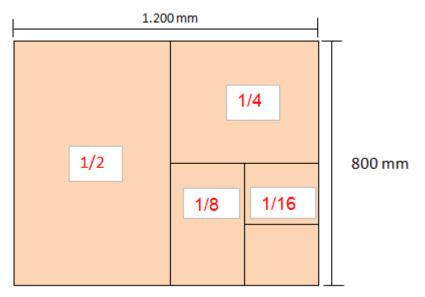
² The packaging specifications apply to outer packaging, not the individual product packaging.

- Unauthorised access are excluded.

In principle, a choice is to be made between **disposable** or **reusable packaging**. The use of reusable packaging and packaging made of secondary raw materials³ or renewable materials⁴ should be given preference.

The exchange between the WMF Group and the supplier is assured through suitable identification and the text "Property of Company X". Any deliveries made without approval or without this identification will lead to packaging being disposed of by the WMF Group. No claim for compensation may be made!

The packaging units must be modular i.e. they may only have the dimensions listed below (1/2, 1/4, 1/8 or 1/16 of a Euro Pool pallet).



2.5. Closure of the Packaging

The packaging units must be closed with adhesive strips and wrapped onto the loading aids (Euro Pool pallets) with protective sheeting. Where required for the security of the goods, vertical and horizontal corner reinforcements must be used.



³ Materials, that are used instead of new materials (primary raw materials) .

4 Materials made from abundant resources, that can be quickly replenished through ecological cycles or agricultural practices, so that they are not threatened

by this outward supply and will continue to be available to the next generation.

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Cavities in the final packaging should be avoided. If they are unavoidable, they must be filled with filling material made of permissible, recyclable materials.

2.6. Labelling⁵

2.6.1. Loading aids with an Electronic Note/SSCC Label

Each loading unit must be clearly identified with an SSCC label (minimum size 150 x 100 mm). The identification must be placed on at least one face of the loading unit and be freely accessible so that it is visible to the forklift driver when unloading from the rear.

Minimum information to be included:

- Consigner and consignee with address
- NVE/ SSCC number
- EAN number
- Serial number
- Shelf life expiration date
- WMF material code
- Number of items and/or content quantity per item and pallet
- Short material description
- Purchase order
- Order items

The information must correspond with the electronic transmission data.

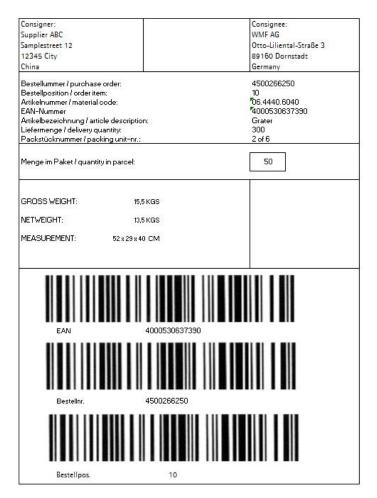


⁵ Applies to pallet deliveries (therefore not sea freight or CEP deliveries).

2.6.2. Loading aids without an Electronic Note/SSCC Label

All loading aids that do not have an SSCC label must be clearly marked with the consigner and consignee addresses, WMF material number, EAN number, number of items, purchase order and order item. The EAN number, purchase order and order item must also be printed as a barcode (code 128).

The label (min. 150 x 100 mm) must be placed on at least one face of the loading unit and freely accessible so that it is visible to the forklift driver when unloading from the rear.



2.7. Documents

Each delivery must be accompanied by a full delivery note.

In addition, each package must have a package content list giving its content.

The documents must be attached to the package in two different document pockets so that the difference between the delivery note and package content list can be identified from the outside. The delivery note (in German or English) must include the following information:

- Consigner
- Supplier number
- Consignee
- WMF SAP order number
- Material code and article description
- EAN number
- Amount (actually delivered quantity in the relevant order unit)
- Weight

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- Number of packages/loading units
- Consignee contact (name and tel.)
- WMF buyer number

The package content list must include the following information:

- Consignee
- WMF SAP order number
- Material code and article description
- EAN number
- Amount (actually delivered quantity in the relevant order unit)
- Gross and net weight for each item delivered
- Number of packages (e.g. Package 1 of 1, Package 2 of 4 etc.)
- Type of package (Euro Pool pallet, box etc.)

2.8. Measures on non-compliance with the delivery specification

On-time deliveries, correct labelling and delivery notes as well as clean, undamaged packaging and loading aids are absolutely critical for seamless logistics processes. Deviations from this standard result in considerable additional expenses for the WMF Group.

For this reason, the WMF Group reserves the right to charge the supplier the additional costs – based on those incurred – in the event of culpable infringement of these delivery specifications. The sole purpose of this is to compensate for the additional process costs incurred in correcting the relevant delivery errors before further problems are caused.

The following can lead to the WMF Group incurring additional costs:

- Inadequately secured loads
- Damaged / contaminated / incorrect loading aids
- Damaged / contaminated / incorrect packaging
- Insufficient or excessive delivery volumes or delivery delays
- · Faulty, missing or incomplete delivery documents
- Missing or insufficient packaging labelling
- Faulty/incorrect notifications
- Delivery outside the agreed time window

The WMF Group also reserves the right to reject in full consignments which deviate significantly from this delivery specification.

3. Specific Specifications

3.1. WMF Group GmbH in Geislingen

3.1.1. Central Goods Receipt

• Delivery

- In general: As of 1 December 2018, a time window must be booked in advance for the delivery using a time window management tool, and certain parameters regarding the delivery must be set. Otherwise no goods can be accepted.⁶

This is done through our partner Cargoclix's website www.cargoclix.com/wmf. Each booking is subject to a $\in 0.50$ fee, payable by the booker.

For regular deliveries from WMF factories, fixed time windows can be agreed that do not need to be re-booked for each delivery. In addition, CEP deliveries and deliveries of <3 pallets are also excluded from the time window booking.

- Only vehicles suitable for ramp loading may be used for deliveries. This does not apply to CEP deliveries.

• Loading Aids

 Euro Pool pallets acc. to EN 13698-1 or wooden disposable pallets Dimensions: 1,200 x 800 mm
 Max. permissible total height 1,400 mm for stackable goods
 Total weight incl. goods < 800 kg

- Wooden beams/structures for metal plates
 Dimensions: according to product-specific packaging specification
 Max. permissible total height: 1,800 mm
 Max. weight incl. goods: 2,500 kg
- Coil supports (e.g. wooden structures) Dimensions: according to product-specific packaging specification

Max. permissible total height/ diameter: not set Max. weight incl. goods: 2,500 kg

- Containers for pastes and liquids (abrasive paste etc.)
 Dimensions: according to product-specific packaging specification
 Max. permissible total height: not set
 Max. weight incl. goods: 2,000 kg
- Industrial pallets with dimensions of 1,000 x 1,200 mm

• Packaging

- Weight per outer box, packaging unit or material support incl. goods < 15 kg.
- Goods Receiving Times Goods Receipt is staffed as follows: Monday to Friday 7 a.m. to 2 p.m.

3.1.2. Coffee Machine Production Goods Receipt

• Loading Aids

- Euro Pool pallets, dimensions: 1,200 x 800 mm
- Max. permissible total height 1,800 mm
- Total weight incl. goods < 800 kg
- Packaging
 - Boxes and reusable packaging must fit the Euro Pool pallet dimensions 1,200 x 800 mm.
 - Any agreed part-specific packaging specifications must be respected

⁶ Detailed instructions: See annex

- Weight per individual box/individual package incl. goods < 15 kg

• **Goods Receiving Times** Goods Receipt is staffed as follows: Monday to Friday 7 a.m. to 2 p.m.

3.2. proLOG–logistics services GmbH in Dornstadt

• Delivery

- In general: A time window must be booked in advance for the delivery in a time window management tool and certain parameters regarding the delivery given. Otherwise no goods can be accepted.⁷

This is done through our partner Cargoclix's website www.cargoclix.com/wmf. Each booking is subject to a $\in 0.50$ fee, payable by the booker.

For regular deliveries from WMF factories, fixed time windows can be agreed that do not need to be re-booked for each delivery. In addition, CEP deliveries and deliveries of <3 pallets are also excluded from the time window booking.

- Only vehicles suitable for ramp loading may be used for deliveries. This does not apply to CEP deliveries.
- Containers:
- \rightarrow containers must be checked for damage before loading
- → Goods must be protected from falling when the doors are opened with a suitable disposable net.
- → The maximum load for transport packaging must not be exceeded on stacking
- Land transport (full and partial shipments):
- \rightarrow Loading aids must, in principle, be loaded in the direction of travel
- \rightarrow Cargo securing pursuant to VDI 2700 must be implemented
- \rightarrow Access to loading must not be changed

| Verkehrsträger | Kategorie | Incoterm | Zeitfensterbuchung durch Lieferant | Ladungsträger | Anmerkung |
|----------------|-----------------------------------|------------------------------------|---|--|--|
| | FCL | EXW, FOB, CFR, CIF, CIP, CPT | nein, sondern durch zustellenden Spediteur (am Ziellager) | keine Palettierung | Einwegnetz zur Ladungssicherung durch Lieferant anzubringen |
| See | | EXW, FOB, CFR, CIF, CIP, CPT | | Palettierung optional, ggf. durch Spediteur | |
| Luft | Standardluftfracht | EXW, FCA, CIP, CPT | nein, sondern durch zustellenden Spediteur (am Ziellager) | Palettierung optional, ggf. durch Spediteur | keine Sendungen mit "frei Haus" Ziellager vorhanden |
| Luit | Express | CIP, CPT, DAP, DDP | nein, hier keine Zeitfensterbuchung erforderlich | Palettierung optional, je nach Sendungsgröße | |
| | Paket | CIP, CPT, DAP, DDP | keine Zeitfensterbuchung erforderlich | keine Palettierung | ggf. tägliches fixes Anlieferzeitfenster für Expressdienst ist einzurichten |
| Land | Stückgut/Teil- und Komplettladung | EXW | nein, sondern durch zustellenden Spediteur (am Ziellager) | Palettierung durch Lieferant | |
| | Stückgut/Teil- und Komplettladung | CIP, CPT, DAP, DDP | ја | Palettierung durch Lieferant | |

• Loading Aids

- For total weights of 0–700 kg, deliveries are made on disposable pallets
- For total weights of 701–800 kg, deliveries are made on Euro Pool pallets
- In principle: max. total height 1,800 mm incl. pallets, when pallets are stacked 1,200 mm per pallet

⁷ Detailed instructions: See annex

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- Total weight incl. goods < 800 kg

• Packaging

- For maritime transport, the outer packaging must be seaworthy.
- If the content of a box is heavier than 30 kg, a sticker with the text "heavy" must be attached

Goods Receiving Times

Goods Receipt is staffed as follows:

Monday to Friday 7 a.m. to 3 p.m., lunch break from 12.25 p.m. to 1 p.m.

• Transfer of Goods

On the transfer of goods, the receiving point shall confirm the number and type of packages accepted, but not their content, value or weight.

In principle, loading aids such as Euro Pool box pallets are replaced in accordance with the Cologne exchange process (piece by piece), but in exceptional cases the Bonn exchange process can be used (with account), providing the exchange criteria of the European Pallet Association EPAL are met. Damaged loading aids will not be exchanged, and acceptance refused.

The supplier receives a pallet note produced by proLOG-logistics services GmbH which confirms the delivery date, the unloading point and the number of loading aids exchanged.⁸

The original of this document is an absolute requirement for the reconciliation process later on. Claims can only be asserted on this basis. No other documents will be accepted by proLOG-Logistics services GmbH.

3.3. DB Schenker Deutschland AG in Bergkamen

• Delivery

- In general: A time window must be booked in advance for the delivery in a time window management tool and certain parameters regarding the delivery given. Otherwise no goods can be accepted.⁹

This is done through our partner Cargoclix's website www.cargoclix.com/wmf. Each booking is subject to a $\in 0.50$ fee, payable by the booker.

For regular deliveries from WMF factories, fixed time windows can be agreed that do not need to be re-booked for each delivery. In addition, CEP deliveries and deliveries of <3 pallets are also excluded from the time window booking.

- Only vehicles suitable for ramp loading may be used for deliveries. This does not apply to CEP deliveries.
- Containers:
- \rightarrow $\,$ containers must be checked for damage before loading
- → Goods must be protected from falling when the doors are opened with a suitable disposable net.
- → The maximum load for transport packaging must not be exceeded on stacking
- Land transport (full and partial shipments):
- \rightarrow Loading aids must, in principle, be loaded in the direction of travel
- → Cargo securing pursuant to VDI 2700 must be implemented
- → Access to loading must not be changed

⁸ Sample pallet note for proLOG logistics services GmbH: See annex

⁹ Detailed instructions: See annex

| Verkehrsträger | Kategorie | Incoterm | Zeitfensterbuchung durch Lieferant | Ladungsträger | Anmerkung |
|----------------|-----------------------------------|-----------------------|---|--|--|
| | FCL | CFR, CIF, | nein, sondern durch zustellenden Spediteur (am Ziellager) | keine Palettierung | Einwegnetz zur Ladungssicherung durch Lieferant anzubringen |
| See | LCL | CFR, CIF, | · · · · · · · · · · · · · · · · · · · | Palettierung optional, ggf. durch Spediteur | |
| Luft | Standardluftfracht | EXW, FCA, | | Palettierung optional, ggf. durch Spediteur | keine Sendungen mit "frei Haus" Ziellager vorhanden |
| Luit | Express | | nein, hier keine Zeitfensterbuchung erforderlich | Palettierung optional, je nach Sendungsgröße | |
| | Paket | | keine Zeitfensterbuchung erforderlich | keine Palettierung | ggf. tägliches fixes Anlieferzeitfenster für Expressdienst ist einzurichten |
| Land | Stückgut/Teil- und Komplettladung | EXW | nein, sondern durch zustellenden Spediteur (am Ziellager) | Palettierung durch Lieferant | |
| | Stückgut/Teil- und Komplettladung | CIP, CPT, DAP, DDP | ja | Palettierung durch Lieferant | |

• Loading Aids

- For total weights of 0–700 kg, deliveries are made on disposable pallets For total weights of 701–800 kg, deliveries are made on Euro Pool pallets
- In principle: max. total height 1,800 mm incl. pallets, when pallets are stacked 1,200 mm per pallet
- Total weight incl. goods < 800 kg

• Packaging

- For maritime transport, the outer packaging must be seaworthy.
- If the content of a box is heavier than 30 kg, a sticker with the text "heavy" must be attached

Goods Receiving Times

Goods Receipt is staffed as follows:

Monday to Friday 7 a.m. to 3:30 p.m., lunch break from 12.25 p.m. to 1 p.m.

• Transfer of Goods

On the transfer of goods, the receiving point shall confirm the number and type of packages accepted, but not their content, value or weight.

In principle, loading aids such as Euro Pool box pallets are replaced in accordance with the Cologne exchange process (piece by piece), but in exceptional cases the Bonn exchange process can be used (with account), providing the exchange criteria of the European Pallet Association EPAL are met. Damaged loading aids will not be exchanged, and acceptance refused.

The supplier receives a pallet note produced by DB Schenker Deutschland AG which confirms the delivery date, the unloading point and the number of loading aids exchanged.¹⁰

The original of this document is an absolute requirement for the reconciliation process later on. Claims can only be asserted on this basis. No other documents will be accepted by DB Schenker Deutschland GmbH.

3.4. Silit-Werke GmbH & Co. KG in Riedlingen

• Loading Aids

- For pallet deliveries (also possible via sea freight), the total height of 1,800 mm incl. pallet and the total weight of 800 kg must not be exceeded.
- Other loading aids: Plastic containers for small parts, lattice boxes for outsourced processing, containers for pastes, liquids and chemicals, sheet metal boxes for blanks

¹⁰ Sample pallet note from DB Schenker Deutschland AG: See annex

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- All packaging units (cardboard) on a pallet must be stacked with the label facing outwards and must be clearly legible.
- Goods Receiving Times
 Goods Receipt is staffed as follows:
 Monday to Friday 7 a.m. to 12 p.m. and 12.30 p.m. to 3 p.m.

3.5. W. F. Kaiser u. Co. GmbH in Diez

- Delivery
 - A notification of the delivery must be sent 3 days in advance by email to "avisierung@kaiserbackform.de"
 - Registration is with the delivery note at the Goods Receipt office
- Goods Receiving Times
 Goods Receipt is staffed as follows:
 Monday to Thursday 7 a.m. to 3 p.m. and Friday 7 a.m. to 11 a.m.

4. Notes

4.1. Sample pallet note proLOG logistics services GmbH Dornstadt

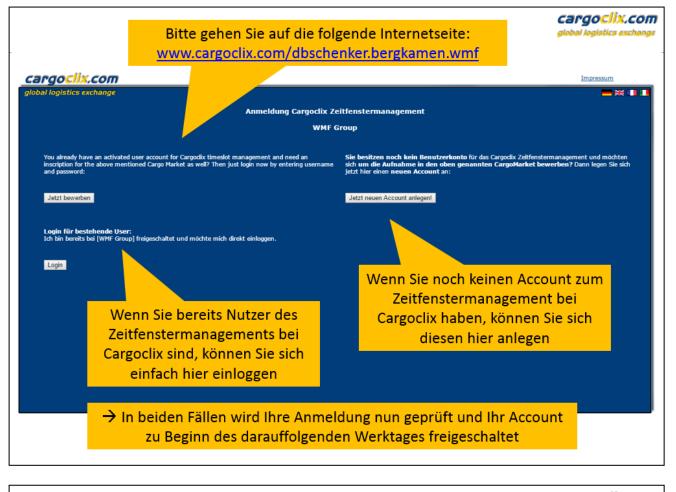
| | Palettens | schein | proLOG member of wmf group |
|----------|---------------------------|--|--|
| | Laufende N Abladestell | | services GmbH Dornstadt |
| | Spedition | | SPEDITION |
| | 91 13 | | |
| | liefert heute: | | |
| | A Contraction | Stück Europalette | Stück Europalette |
| | | Stück Gitterboxen | Stück Gitterboxen |
| | Die Packmittel I | konnten nicht getauscht wer | den |
| | Grund: | keine vorhanden | Fahrer hat keine mitgenommen |
| | Ort,Datum | Unterschrift | Fahrzeug (KFZ-Nr.) |
| ich an g | | eleg ist für den Ausgleich zv chgeführten Ausgleich wir d | vingend! er Originalbeleg eingezogen! |

4.2. Sample pallet check note DB Schenker Deutschland AG Bergkamen

| Paletten-Kontrollschein | | DB SCHENKE |
|---|-------------|------------|
| Nr. 007916 | | DD SCHENKE |
| Schenker Deutschland AG | | |
| LC Bergkansen Ernst-von-Bodelschwingh-Straße 5 | | |
| 59192 Bergkamen Tel. +49 231 9635-0 | | |
| Spedition: | | |
| Amtl. Kennzeichen: | | |
| | | |
| Datum: | | |
| Eingang LC Bergkamen: | | |
| Wir erhielten von Ihnen: | Lieferant: | |
| wit ethietten von innen: | Lieleinini | |
| | | |
| | | Sonstige |
| Europaletten | Gitterboxen | |
| | | |
| | | |
| Unterschrift Entlader: | | |
| | | |
| Ausgang LC Bergkamen: | | |
| Sie erhielten von uns: | Relation: | |
| | | Equation |
| Europaletten | Gitterboxen | Sonstige |
| | | |

4.3. Instructions for time window booking





| gociix.com logistics exchange | Cargoclix Login | Legal Notice |
|---|--|--------------|
| | | |
| Username MS3Musterschub Passuod | Wenn Sie per Email die Nachricht erhalten haben, dass Sie für das Zeitfenstermanagement bei WMF Group zugelassen sind, können Sie sich auf <u>www.cargoclix.com/timeslot</u> anmelden | |
| | | |
| | | |
| Tragen Sie nun h | nier Ihren Benutzernamen und Ihr Passwort ein | |

| | cargoclix.com global logistics exchange |
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| Durch Klick auf die Lupe sehen Sie die Eigenschaften der Rampen | Hier sehen Sie z.B., dass die Buchungsphase 7 Tage vor dem zu buchenden Zeitfenster um 00:00 Uhr beginnt und 1 Tag vor dem zu buchenden Zeitfenster um 15 Uhr endet |

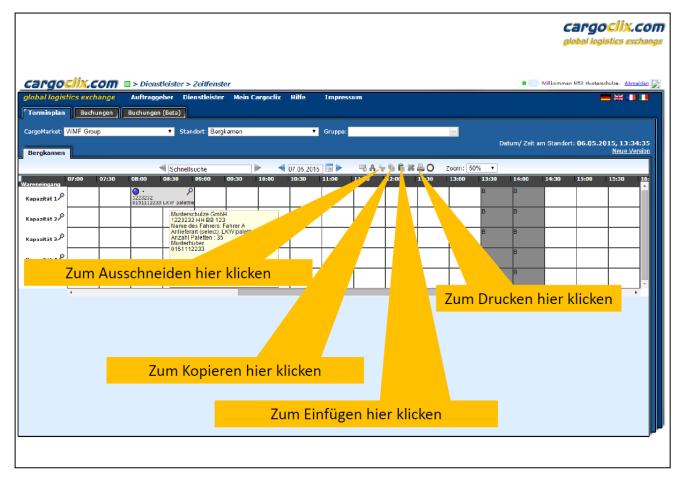
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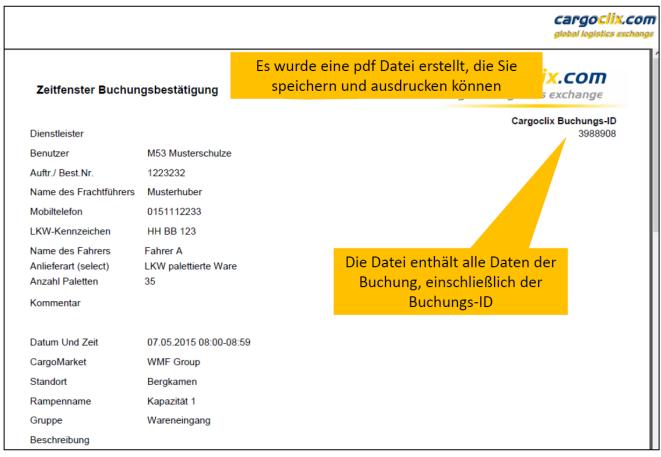
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| CargoMarket: WNF Group Standort: Bergkamen | Datum/Zeit am Standort: 06.05.2015, 13:31:30 <u>Neue Version</u> |
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| zukünftige Buchungen | aten ein und klicken Sie auf Speichern. Wer speichern möchten, können Sie ihm rechts men geben, z.B. das LKW-Kennzeichen, etc | in der Maske einen 🚽 🏴 |

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| Neben dem Terminplan steht Ihnen auch eine tabellarische Ansicht Ihrer Zeitfensterbuchungen zur Verfügung | |
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| Zurück Cargoclix ilfe: Dienstleister Inhaltsverzeichnis |
| Zeltfenster buchen: → <u>Video zu diesem Thema ansehen</u> Um ein Zeitfenster zu buchen, klicken Sie auf "Dienstleister" und wählen den CargeMarket und den das Zeitfenster buchen mochten. Graue Zeltfenster sind nicht buchbar, grau gestrefte Zeltfenster sin Zeitfenster und es wird mit einem roten Rand markiert. Klicken Sie nun auf den Button "buchen", das konnen. |
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| Zeitlenster über Profil buchen: * <u>Video zu desem Themä ansehen</u> Markieren Sie das gewünschte Friez Zeitlenster und klicken Sie auf den Button "buchen" neben der Datums Daten des Profils werden automatisch in das Buchungsfenster geladen. Sie können die Daten falls gewünsch |
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| Gebuchtes Zeitfenster löschen: Wählen Sie das von Ihnen gebuchte Zeitfenster, das Sie löschen möchten. Ein roter Rand wird um das Zeitfenster angezeigt. Klicken Sie nun auf den Button "Löschen" den Sie neben der Datumsauswahl sehen. |
| Liste aller meiner gebuchten Zeitfenster anzeigen: > <u>Video zu diesem Thema anzehen</u> Wählen Sie auf der zweiten Ebene den Button "Buchungen". Es werden Ihnen alle Ihre Buchungen des heutigen Tages angezeigt. Über den Button "Suchen" können Sie das Ergebnis eingrenzen, Über den farbigen Statuspunk je Buchung können Sie das Buchungsfenster öffnen und den aktuellen Status einsehen. Über das Lupezeichen ganz rechts öffnen Sie des Buchungsfenster und sehen die Buchungsdetäls. |
| Buchungsstaus: Im Buchungsfenster sehen Sie den Reiter "Prozessstatus". Dort sehen Sie welche Schritte vom Auftraggeber im Zeitfensterprozess erfaßt werden (z.B. LKW noch nicht im Werk, LKW an der Rampe, LKW hat Rampe verlassen, LKW hat Werk verlassen, etc.). Blauer Punkt bedeutet: Prozess hat begonnen Orenger Punkt bedeutet: Prozess hat begonnen Grüner Punkt bedeutet: Prozess hat begonnen Roter Punkt bedeutet: Prozess hat begonnen Roter Funkt bedeutet: Prozess hat begonnen Roter Kenkt bedeutet: Prozess hat begonnen Kenkt Bedeutet: Bedeutet Bedeutet: Bedeutet |
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