

# Chocolate Business Service Specifications

## EMEA region

All NEW information is highlighted in RED - in case a full chapter is new, only the title is highlighted.

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## 1. Definition

This chapter is applicable for all Western Europe (WE) shipping points: BE-91 Lokeren, ES-08 Vic, ES-43 Reus, PL-93 Łódź, FR-22 Lagny-le-Sec, FR-27 St-Aubain Sur Gaillon, UK-OX16 Banbury, DE-22 Norderstedt, NL-48 Zundert, RS-21 Novi Sad and SE-59 Mjölby.

## 2. KPI's and Reporting

### 2.1. KPI's (Key Performance Indicators)

Barry Callebaut expect its Carriers to actively work to achieve and maintain BC performance targets. The following KPI's will be the prime measures to evaluate the Carrier's performance and their evolution over time.

- Damages: number of damages on total deliveries, target<0.5%
- POD availability: target>98% uploaded/received next working day
- Feedback to Customer complaints: target>98% handled within 2 working days
- Transport complaints: target< 1% on total deliveries
- Loading On Time or LOT: target>85% On Time Loading (>61 minute is late)
- Delivery On Time or DOT: target>95% On Time Delivery (>61 minute is late)

In case of deviation the Carrier is encouraged to develop and implement Performance Improvement Plans (PIP) in collaboration with BC to address any shortcomings, and to get back on track.

### 2.2. Reporting

On a monthly basis or on specific request, per BC site:

- Total recordable accidents and First aid cases (Number of Incidents/accidents)
- Number of Returns
- % own fleet vs. sub-Contracting
- Waiting time at Customer
- Track & Trace (% volume covered)

Any incident that may damage the integrity or the quality, food safety or security of the load must be reported immediately to the Barry Callebaut Management.

Any type of damage to the load, noticed or caused by the driver will be reported immediately to the Barry Callebaut Management.

The driver has the right to refuse to load pallets, if he observes damages or other defects. He reports this to the Barry Callebaut Management.

The driver / transporter is obligated to inform Barry Callebaut when the product is being held by customs, police or when there has been an accident with a truck carrying BC product.

**Tracking: track & trace – The Carrier shall provide to Barry Callebaut visibility of moving shipments by means of track & trace, from the moment the loading process starts until the delivery process of the shipment has been completed (truck unloaded) at destination. To be in place at the latest by September 2024.**

### **3. Services requirements**

#### **3.1. Invoicing**

The invoiced amount shall be equal to the Exact Gross Weight Transported \* (All-In Price Agreed in the Tender + Applicable Fuel Surcharge).

No additional surcharges, weight rounding, min/max price, etc. will be accepted on top of the offer provided in the tender. Any extra cost incurred can only be invoiced together with the shipment where it happened, and clearly linked with the referenced invoice. Invoices including only extra costs that are received later than the initial invoice will not be accepted.

**In case of multiple Orders to be executed on the same day, and collected for the same 'ship to' destination, the Carrier shall invoice the sum of the multiple Orders as one shipment.**

Correct and non-disputed invoices will be paid within the agreed payment term. Invoices should be sent on a monthly basis except otherwise agreed with Barry Callebaut. Based on the invoice frequency, the carrier should send to Barry Callebaut an Excel spreadsheet that includes the invoice info (Shipment number, From, To, Gross weight, base costs, surcharge, total cost).

Barry Callebaut is entitled to withhold payment on disputed invoices till the settlement of the dispute. Payment can't be seen as an acceptance of the service level. During a dispute concerning a payment, the supplier will continue to deliver services. The fact that the supplier will deliver services during this period will give the supplier no guarantee that after settlement of the dispute he will be still allowed to deliver services.

Invoice details shall follow Barry Callebaut Standard.

#### **3.2. Feedback to service claiming**

The service provider has the duty to reply (in written form) within 48 hours to any type of service claimed raised up (in written form) by Barry Callebaut.

#### **3.3. Shipments to UK**

When booking a ferry or a train to cross the Channel, ports and time slots (only for the ferry) of departure and arrival will be provided. This booking information needs to be shared with Barry Callebaut once known. If for whatever reason, the defined route is deviated from, Barry Callebaut must be

notified immediately, additional costs related to missing information are not chargeable to Barry Callebaut.

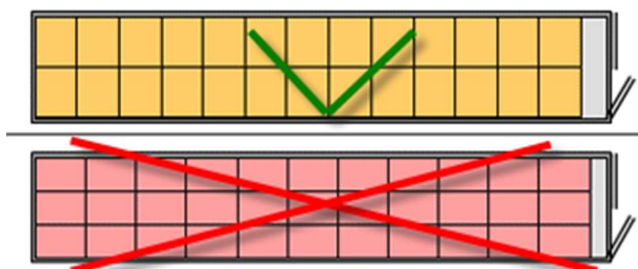
#### 4. GDC BE-91 LOKEREN service specification

##### 4.1. Loading of the truck

Drivers have to load the truck themselves under their own responsibility. When at Barry Callebaut's facilities the drivers shall abide by the applicable laws and regulations and follow Barry Callebaut's security and safety instructions. Therefore, they have to wear safety shoes and a fluorescent jacket when entering the **yard**. The drivers can use an electric pallet lifter which is made available by Barry Callebaut. The pallets are positioned on a shipping zone in such a way that the driver can manipulate them in a safe way. Transporter agrees to be responsible for the actions of its personnel while loading and on Barry Callebaut's sites and for any accident or damage they may cause or suffer and to indemnify and hold Barry Callebaut harmless in this respect.

##### 4.2. Loading Instructions

- Supervisor's instructions need to be strictly followed
- The driver must be able to communicate in English, French, German or Dutch **or local language**.
- The driver needs to load the truck by himself using an electrical trans-pallet.
- The driver may not park in the loading areas
- Motor and cooling need to be turned off upon arrival
- No drinks or food are allowed on site
- Safety shoes and high visibility jacket needs to be worn **at all times on the entire yard and in the warehouse**
- Euro pallets need to be loaded two pallets side by side **when the dimension of the pallets it allows**



4.3. Unloading at Customer

Carriers must follow the local rules for unloading at our Customer’s sites. When Customers ask to exchange pallets, they should accept under the condition the (euro) pallets are in an acceptable condition (no missing blocks/liners/etc.).

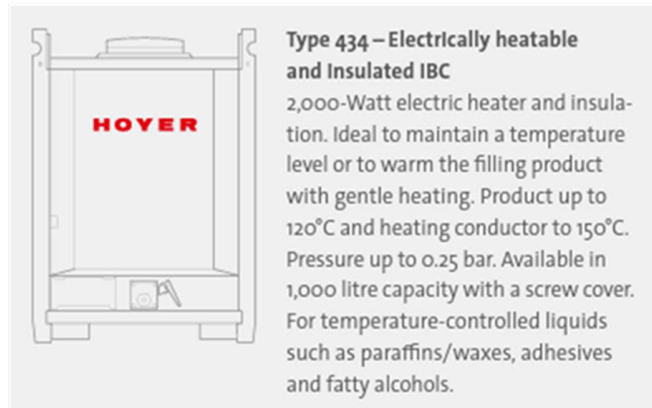
4.4. Invoicing template

Service providers shall, on a weekly basis, provide an Invoice Summary containing the information and layout as below:

Mandatory		Mandatory			Mandatory	
Shipment Number	Country	Deliver To	Gross qty (kg)	base price (Euro/Kg)	Price (Euro/Kg)	surcharge

Pre-billing: The Carrier shall on request of BC provide a summary (in MS Excel) of the total amounts to be invoiced before issuing the Invoice.

#### 4.5. Container Type



### 5. ASM SE-59 Mjölby service specification

#### 5.1. Prices

Goods are transported packed (on pallets) or in bulk (IBC Container). No price difference between the two types will be accepted.

With exception of small weight bands (price/drop), FTL (price/shipment) and Container Return – Ambient (price/container), the price requested is in price/metric ton.

#### 5.2. Confirmations

Service provider is responsible to provide a written confirmation (via email) of actual loading and unloading date and time.

#### 5.3. FSSC22000 - related requirements for carriers

As ASM Foods AB is certified in accordance with FSSC22000, related requirements are transferred to the carriers. In the event a carrier makes use of subcontractors, all requirements shall be transferred to the subcontractor, i.e. the subcontractor is subject to all requirements.

#### 5.4. Hygienic standard for maintenance and cleaning

The carrier must be able to prove cleaning routines in the form of checklists/manuals. Cleaning procedures shall be verified by, for example, signed checklists and internal audits.

#### 5.5. Cross-contamination

For products susceptible to cross-contamination there shall be procedures in place to minimize the risk of cross-contamination.

Carriers should not mix loads or reload where there is a risk of cross-contamination, where our products by taste, odor, or bacterial contamination might become infected.

Carriers shall have an action plan in place, in case of infection during transport, which shall include measures relevant to the prevention of further spread of contagion.

If cross-contamination has occurred, or the carrier suspects there existed a risk of cross-contamination during transport from sender to receiver, a report must be made immediately to ASM.

#### 5.6. Vehicle Accident

Procedures shall be incorporated to ensure that product safety, legality, and quality are maintained in the event of vehicle breakdown.

Carrier must have an action plan in place in case of transportation accident, vehicle breakdown or another unforeseen event.

A transport accident, vehicle breakdown or other unforeseen event that may imply the risk of cross-contamination or otherwise imply that goods deteriorate/get destroyed, shall immediately be reported to ASM.

#### 5.7. Delivery reliability

Carrier must ensure prompt delivery of goods, i.e. goods should be delivered on the agreed date.

If deviation should occur, this should be reported promptly to ASM. If the carrier wishes to deliver earlier than agreed, ASM should be contacted for approval, before delivery can be arranged.

#### 5.8. Traceability

On request, the carrier shall supply information such as temperature logging, time (at the temperature readings, in connection with loading/unloading), vehicle breakdown, washing and cleaning procedures, hygiene, delivery, etc.

The carrier shall also, upon request, provide information on the last three deliveries to the relevant truck/shipping container/tank.



#### 5.9. Loading of goods for export to non-EU country

Carrier shall, in good time before loading, provide information on registration number, container number and/or other relevant information for export to non-EU countries.

Loading at the sender is made on the agreed day, and, if agreed with the carrier, a specific hour during the day. If the carrier wishes to load earlier/later, contact shall be made with ASM, who will approve it, before the carrier can arrive at the sender for loading.

The carrier shall sign the consignment note, and take care of the CMR, delivery note, and any other relevant documents.

The Carrier shall be able to present a reference No. when arriving at ASM.

#### 5.10. In connection with unloading

The carrier should ensure that recipients sign the note, including the date of receipt. In the event of any discrepancy on the goods, this must be noted on the consignment note.

Booking an unloading slot at the delivery point is the responsibility of a service provider.

#### 5.11. Driver assists at loading/unloading

The driver shall, if required, assist when loading/unloading at ASM.

#### 5.12. Safety

There is a high-risk area when loading and unloading trucks at our warehouse and yard as our employees, truck drivers, forklifts and trucks are present in the same area at the same time. Therefore, we have set up safety rules for all truck drivers that are loading and unloading goods at ASM Foods according to the following:

- Before loading, trailers should be secured to ensure they cannot move unexpectedly;
- Wearing safety shoes and a high visibility jacket when entering the site of ASM is mandatory.

### 5.13. Container Types



800 liter

## Finncont Heated containers

Pack D74



Picture above: Finncont heated container

#### For products

- Fat based products
- Allergens allowed: Nuts, egg, gluten, milk and soy lecithin.

#### Material

- Stainless steel

#### Process

- Heated liquid jacket, 45°C in product.

#### Customer

- Technical and handling description ENG/SWE.
- Mixer not included in delivery, purchased separately



Picture above: SMS 51 Valve



800 liter

## Finncont nitrogen container

Pack D77



#### For products

- Water based products
- Allergens allowed: Milk, soy lecithin and sulphur dioxide.

#### Material

- Stainless steel SS2333

#### Process

- Closed filling (dairy standard).
- Filled with nitrogen for increased shelf life.

#### Customer

- Technical and handling description ENG/SWE.



Picture: SMS 51 Connector with butterfly valve



800 liter

## Stöcklin/Ucon nitrogen container Pack D76



### For products

- Water based products
- Allergens allowed: Milk, soy lecithin and sulphur dioxide.

### Material

- Stainless steel SS2333

### Process

- Closed filling (dairy standard). Filled with nitrogen for increased shelf life.

### Customer

- Technical and handling description ENG/SWE.



DIN 50 Connector with butterfly valve



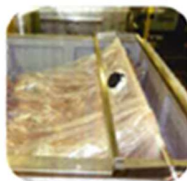
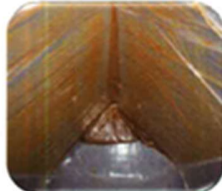
1000 liter

## Foldable container

## Pack 999



Picture above: Emptying with air assist regulator.



Picture above: Emptying with wringer.

### General information

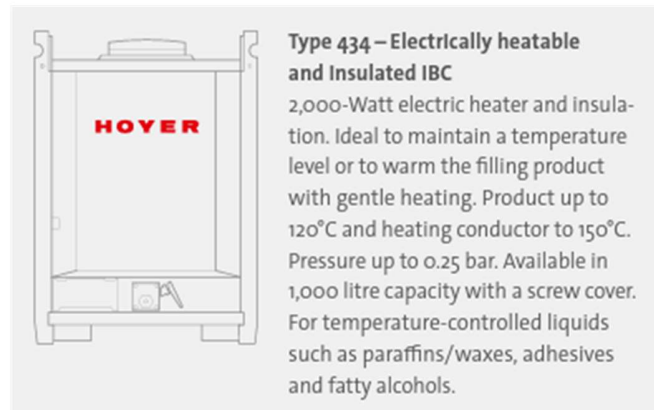
- Allergens allowed: Milk, soy lecithin and sulphur dioxide.
- Foldable containers are suitable for products with low brix requiring closed filling, and for customers without nitrogen installation.
- The product residue is approximately 0,5-2 % depending of the product.
- Economical transport logistic.
- Hire and pool system from CHEP pallean solution.

### Liner options

- **Air assist liner.**
  - ✓ Emptying with air regulator.
  - ✓ Product is pushed automatically to the valve until the container is empty.
- **Pillow liner.**
  - ✓ Emptying with wringer.
  - ✓ Liner rolled up manually to keep the liner stretched until the container is empty.
  - ✓ The simplicity of the liner provides a lower packaging cost than air-assist liner.

### Restrictions

- Bostwick < 3 = Not adapted
- Bostwick 4 = Test
- Bostwick > 5 = OK



## 6. Beverage Business (Vending) Service Specifications

### 6.1. Products

There is mainly 1 typology: food products (vending products) in boxes or bags, all palletized. Maximum height of a pallet is 180cm, the value of the product is approximately 4€ per KG

### 6.2. Domestic Distribution and Export Shipments

Loading place: PostNord Warehouse Ättékulla, Bunkagårdsgatan 1, SE-253 68 HBG.

Normal taut liners or other equipment can be used with the exception of specific customer that needs temperature-controlled equipment (as specified in the bid sheet)

### 6.3. Loading

Loading at the sender is made on the agreed day, and, if agreed with the carrier, a specific hour during the day. If the carrier wishes to load earlier/later, contact shall be made, who will approve it, before the carrier can arrive at the sender for loading. Loading is done by the warehouse staff. Truck drivers should be equipped with personal protective equipment such as safety shoes and high visibility vest.

The carrier shall sign the consignment note, and take care of the CMR, delivery note, and any other relevant documents.

The Carrier shall be able to present a reference No. when arriving at the warehouse.

For International transportations the bookings should be done 48 hours in advance.

For Domestic transportations the bookings should be done 24 hours in advance.

#### 6.4. Invoicing mix pallet shipments

Mixed pallet shipments (EUR and Industrial) shall be invoiced according to the pallet mix structure. If the shipment contains more than 50% of EUR pallets, the full shipment shall be invoiced according to the EUR pallet price list. If the shipment contains more than 50% of Industrial pallets, the full shipment shall be invoiced according to the industrial pallet price list.

#### 6.5. Product Pictures



