



# Logistics & Customer Service Standards

For Europe (EU origin shipments)

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Procter & Gamble Chemicals (PGC) is committed to providing quality customer service to our valued customers. We created this brochure to present an overview of the way we do business. Our goal is to provide you with useful information about order placement, logistics and payment procedures.

## Key Contacts

### Procter & Gamble Contacts

Role	Name	Phone #	Email address
Sales			
Customer Operations Owner			

## Customer Operations

**P&G Customer Operations Office hours:** Vary from contact to contact. We aim to always have a member of the team available between 08:00 – 16:00 (GMT) Monday to Friday.

## Documents

P&G Chemicals is pleased to have a website [www.pgchemicals.com](http://www.pgchemicals.com) that offers 24/7 access to documents such as Material Safety Data Sheets, Kosher Certificates, Technical Data Sheets and other information about our brands.

If a document is not found on the website, please contact your Sales Representative or submit a request through the website at <https://www.pgchemicals.com/request>.

## Sample Requests

All sample requests must be submitted through the website [www.pgchemicals.com/request](http://www.pgchemicals.com/request).

We will review and process your request and ship the sample as soon as possible.

## Order Placement

Please submit all orders via email to [Echemorder.im.1@pg.com](mailto:Echemorder.im.1@pg.com). Customers should always provide the following information when placing an order;

1. Purchase Order Number
2. Delivery Address
3. Product Name
4. Quantity
5. Requested Delivery Date
6. Price
7. Special Requirements, e.g. specific delivery time

## Order Changes and Cancellations

All order cancellations must be communicated in writing to the Customer Operations Team no less than 3 working days prior to the confirmed loading date. All order changes must be communicated in writing to the Customer Operations Team no less than 5 working days prior to the confirmed loading date.

PGC will make best efforts to accommodate requests in a shorter time-frame but cannot guarantee this. If PGC is able to accommodate the request in a shorter time-frame, all additional costs incurred will be charged to the customer.

For changes to or cancellations of orders that are already en route to the loading location, loaded or en route to the customer, all additional costs incurred will be charged to the customer.

## Order Acknowledgement

P&G Chemicals will acknowledge receipt of orders within 1 business day.

## Order Confirmation

An order confirmation will be received from Customer Operations [Echemorder.im.1@pg.com](mailto:Echemorder.im.1@pg.com) as soon as we are able to confirm loading and shipment dates and times with our loading site and hauliers.

## Standard Order Lead Time

PGC's standard order lead-time is 5 working days from receipt of new order to loading date. The delivery date for your order will depend upon the transit time required from our loading location to your requested delivery destination. See also section 'Delivery guidelines' for further details on this. Whilst we will make every effort to accommodate any urgent order, we ask that you send the order in good time so that we can adhere to the lead-times given by our suppliers and hauliers.

If we are unable to meet the requested delivery date before or after an order has been confirmed, we will keep you informed of the progress of the order.

## Expedited Orders

An expedited order is defined as any order that is placed or changed with less than PGC's standard lead time of 5 working days. Exceptionally, P&G Chemicals may accept expedited orders on a "reasonable effort" basis. Due to short lead time PGC will assume no liability for potential delivery issues.

## Minimum Order Quantity

The minimum order quantity is 10 metric tonnes per truck load, both for customer collect and delivered orders.

## Loaded Weight Tolerance

PGC may deliver within a weight tolerance of +/- 5% of ordered quantity.

## Customer Shipping Requirements

PGC maintains a database of all customer shipping requirements, including but not limited to order quantity, unloading site requirements e.g. delivery temperature, technical and equipment requirements, documentation, and product specifications. PGC works with the customer prior to start of service to create the initial requirements document, and the team reviews these requirements with each customer periodically unless earlier change requirements have been advised by the customer.

## P&G Chemicals Equipment

- PGC provides equipment for all delivered lanes that meet the customer's requirements as defined in the customer shipping requirements including all equipment required to discharge the equipment and as necessary to meet your safety requirements.
- PGC's carriers provide vehicles which are safe, road-worthy, well presented, clean externally & internally, and supplied with all the necessary equipment to meet both the loading site and customer delivery needs as specified in the customer shipping requirements.
- Baffles are used when loading less than the minimum allowed by EU legislation. With your agreement, we may provide multi-compartment containers for delivery.
- Equipment provided meets all applicable regulations such as ADR, IMDG, IATA & RID as applicable to the mode of transport undertaken and the specific product carried.
- All vehicles arriving on your site from PGC will be sealed with the seal numbers noted on the shipping documents. If there is a discrepancy between the seal numbers on the

vehicle and those on the paperwork, please notify the Customer Operations team immediately and do not unload the vehicle.

- Vehicles used are general-purpose vehicles. Any requirement for a Food-Grade vehicle should be shared by the customer with the Customer Operations team.
- All drivers wear the required protective personal equipment at loading terminals and customer premises.
- All ISO containers have a built-in walkway at the TOP of the frame work with a permanent fixed ladder at the back of the ISO directly below and on the same side as the walkway.

## Delivery Guidelines

### Timing

Consistent with industry standards, truck shipments are considered on time if they arrive:

- a) For pre-agreed unloading slots: in good time for signing in and vehicle check/weighbridge PRIOR to the unloading slot. This is generally considered to be 30 minutes prior to unloading unless you have requested additional time for these checks.
- b) For delivery dates without a specific unloading slot: in good time to enable you to carry out all necessary administration, checking and unloading inside the pre-communicated unloading period on the delivery day/date.

### Delivery Lead Times

Please contact either your Sales Representative or your Customer Operations Owner for end to end lead times (=order lead time to loading date plus transit time from loading date to receipt of material at customer). Any order requested with a shorter overall lead time than this will be considered a non-standard order; in keeping with section 'expedited orders', PGC will assume no liability for potential delivery issues (i.e. late delivery, equipment issues, etc.)

## Temperature Management

P&G Chemicals delivers product in accordance with the delivery temperature ranges specified in our storage and handling standards. Customer-requested delivery temperatures should be agreed with the Sales Representative as part of the customer shipping requirements prior to start of service and should be a temperature range as PGC is unable to guarantee deliveries at a specific temperature. Requests for deliveries OUTSIDE PGC's specified temperature range can only be accepted with a signed Waiver & Release of liability form on file.

## Heel Management

The customer is expected to completely unload all material. After unloading, the customer must either allow the driver to verify that no heel exists or the customer must verify and sign that no heel exists.

If a heel remains, the customer can steam the material (either away or on-site at their cost) or can cover the costs or disposal.

## Demurrage and Claims

Customers have three hours to unload a truck. After this, the customer is responsible for all demurrage charges and a claim may be raised by PGC against the order in question.

PGC will investigate all claims related to discrepancies, but must be provided with proper support in order to investigate. In the case of a volume discrepancy, a weighbridge ticket is needed as proof.

## Customer Pick-Up (CPU)

For all CPU, the customer must sign a PGC CPU Agreement. Some of our facilities are first come, first serve; others require loading appointments. Please check with the Customer Operations Team for the site specific appointment requirements. Customers are fully responsible for their hauliers and for arriving at the loading site at the required time. Any costs incurred through arriving late, using the wrong equipment, and/or not meeting the loading site or PGC's requirements are the sole responsibility of the customer. Customers must allow for 3 hours for loading of the material. The customer takes ownership of material at time of loading.

## Returns/Refusals

All refusals must be notified immediately to the Customer Operations Team in addition to the carrier's operative. You may ask the driver to leave your site if required by your safety standards.

### Authorized Reasons for Returns/Refusals

#### 1. Quality and equipment issues

Examples include: contaminated material, material does not meet agreed customer specification, equipment does not meet agreed unloading specification and substantially hinders or makes impossible safe unloading on site. If requested by PGC, please provide pictures of the equipment and/or the material to enable our investigation.

#### 2. Shipping Errors

If the "wrong product" is delivered to you, the product should be refused and PGC notified immediately via the Customer Operations Team. Customers should hold any unordered or incorrect goods safe from harm and should comply with P&G Chemical's instructions for onward handling. The customer may be responsible for all associated costs for the order if a customer error is responsible for the situation.

### Unauthorized/Invalid Reasons for Returns/Refusal

#### 1. Off - Quality Material in Customer's Possession

Once the customer takes possession of the material (either via CPU or transfers material into their tank), P&G Chemicals is not liable for damage caused by the customer or unknown causes. P&G Chemicals will not accept return of material once product has been completely or partially unloaded.

**2. Brands Discontinued (or De-listed) by a customer**

**3. Material in Customer's Possession at time of Division, Closing or Acquisition**

## Payment Terms and Service Guidelines

### Volume and Billing

P&G Chemicals may deliver against Buyer's order in excess or deficiency up to 5% of weight or volume ordered. P&G shall use all reasonable endeavours to ensure all deliveries are within the said 5% range.

According to Terms of Sale, the customer agrees to pay according to the P&G Chemicals weight ticket as reported on the Bill of Lading. Invoices are billed in the agreed currency and priced per Metric Tonne.

### Payment Terms

P&G Chemicals standard payment terms are 30 days from date of invoice to postmark of check . Terms begin with the invoice date, which is the date of shipment and end with the postmark of your check. This applies to customers who are credit eligible, your Sales Representative can inform you accordingly.

Customers shall pay for the product in accordance with terms set out on the invoice. However, PGC reserves the right to vary the due date for payment.

### Bank details

For payments in Euro

Financial Institution
Name: Deutsche Bank AG
Bank number: 405081
Account number: 26200509
IBAN: GB53DEUT40508126200509
Swift: n/a

Company Information
Name: Procter & Gamble Intl Operations SA
Adress: Petit Lancy 1, Geneva, Switzerland



For payments in USD

Financial Institution
Name: Citi Bank NA
Bank number: 185008
Account number: 11261800
IBAN: n/a
Swift: n/a

Company Information
Name: Procter & Gamble Intl Operations SA
Adress: Petit Lancy 1, Geneva, Switzerland

