



# **P&G Chemicals Logistics and Customer Service Standards**

**(Shipments originating from Europe)**

# Table of Contents

|   |     |
|---|-----|
| Customer Operations .....               | 3   |
| Documents .....                         | 3   |
| Sample/Information Requests .....       | 3   |
| Order Placement .....                   | 3   |
| Order Acknowledgement .....             | 3   |
| Order Confirmation .....                | 4   |
| Standard Order Lead Time .....          | 4   |
| Order Changes and Cancellations .....   | 4   |
| Minimum Order Quantity .....            | 4   |
| Loaded Weight Tolerance .....           | 5   |
| Customer Shipping Requirements .....    | 5   |
| P&G Chemicals Equipment .....           | 5   |
| Delivery Guidelines .....               | 6   |
| Temperature Management .....            | 6   |
| Heel Management .....                   | 6   |
| Demurrage and Claims .....              | 7   |
| Customer Pick-Up (CPU) .....            | 7   |
| Returns/Refusals .....                  | 7-8 |
| Service Guidelines .....                | 8   |
| P&G Chemicals Contact Information ..... | 9   |

P&G Chemicals is committed to providing quality customer service to our valued customers.

P&G Chemicals created these standards 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.

## 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.

| CUSTOMER OPERATIONS CONTACT DETAILS |   |
|-------------------------------------|---|
| Address                             | Procter & Gamble Technical Center<br>Cobalt 12, Silverfox Way,<br>Newcastle upon Tyne, NE27 0QW, UK |
| Email                               | echemorder.im.1@pg.com  |

## Documents

P&G Chemicals's website [www.pgchemicals.com](http://www.pgchemicals.com) offers 24/7 information about our company, products and our sustainability programs.

If the information you are looking for is not found on the website, please contact your Sales Representative or submit a request through the website at [P&G Chemicals Form to Request Information](#).

## Sample Requests

Sample requests can be submitted through the website [P&G Chemicals Sample Request Form](#). We will review, approve 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 need to always provide the following information when placing an order;

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

## Order Acknowledgement

Customer order acknowledgement will be sent within 24 business hours of receipt.

## Order Confirmation

An order confirmation will be shared by Customer Operations [echemorder.im.1@pg.com](mailto:echemorder.im.1@pg.com) as soon as we have confirmed loading and shipment dates and times with our loading site and hauliers.

Please contact our Customer Operations if you do not receive an order acknowledgement or order confirmation.

## Standard Order Lead Time

PGC's standard order lead-time is 10 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 urgent orders, we ask that you send the order in good time so that we can adhere to the lead-times agreed with 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.

## Order Changes and Cancellations

Order changes require additional effort and securing transportation may not be possible. Therefore, we ask that order changes be kept to a minimum and requested in writing to the Customer Operations Team ([echemorder.im.1@pg.com](mailto:echemorder.im.1@pg.com)) as soon as feasible, but no later than 5 business days prior to ship date/pick-up time.

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.

Order cancellations need to be communicated in writing to the Customer Operations Team ([echemorder.im.1@pg.com](mailto:echemorder.im.1@pg.com)) 3 business days prior to ship date/pick-up time.

For changes 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.

Returns/Refusal that occur in-transit or at destination: See Returns/Refusals section.

## Minimum Order Quantity

The minimum order quantity is 20 metric tonnes per truck load, both for customer collect and delivered orders.

Any order quantity below 20 metric tonnes would need to be agreed with Customer Operations Team and your Sales Representative assuming all necessary transport safety requirements are met.

## 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, kosher, documentation, and product specifications. PGC works with the customer prior to start of service to create the initial requirements document, which will be reviewed and updated periodically. It is up to the customer to proactively inform PGC of any changes to these shipping requirements.

Customer shipping requirements need to be communicated in writing to the Customer Operations Team ([echemorder.im.1@pg.com](mailto:echemorder.im.1@pg.com)) and to the Customer Logistics Team ([echemtrans.im@pg.com](mailto:echemtrans.im@pg.com)) and to your Sales Representative as soon as feasible, but no later than 1 month (20 business days) prior to the new requirements enforcement. PGC will make best efforts to accommodate requests in a shorter time-frame but cannot guarantee this.

## P&G Chemicals Equipment

- PGC provides equipment for all delivered lanes that meet the customer's requirements as defined in the customer shipping requirements. This includes all equipment required to discharge the material in line with 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 requirements. Kosher compliant deliveries can also be organized upon customers' request and prior alignment with your Sales Representative in line with PGC's Kosher compliance model.
- Single compartment containers are standard for every delivery, and baffles are used when loading less than the minimum allowed by EU legislation. By exception and prior agreement, we may be able to source multi-compartment containers for delivery where this is allowed by the loading station.
- 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 as part of the Customer Shipping Requirements.
- 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

P&G Chemicals strives to consistently achieve on-time delivery results in line with individual customer requirements.

### 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 of the scheduled unloading time unless you have requested and we have mutually agreed to another standard.
- 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 products in accordance with the delivery temperature ranges specified in our Technical Data Sheet (TDS) 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 covering at least 5 degrees Celsius (°C) points 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 the below signed Waiver & Release of liability form.**



PGChemicals  
temperature waiver E

## 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 the CMR that no heel exists.

If a liquid heel remains, the customer should steam the material (either away or on-site at their cost) or should cover the costs of removal and disposal. If a solid heel remains, the customer needs to remark on this fact on the CMR and indicate this to the driver on-site, either with an approximate estimate of the amount in question or supported by a weighbridge ticket.

## 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. This includes claims based on haulier costs incurred where the customer asks a haulier on site to return at a different time/date where haulier is not at fault.

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)

All of our loading facilities 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 under FCA incoterms.

**Truck & Equipment Requirements:** It is the responsibility of the customer to ensure that their trailer meets their required quality standards. P&G Chemicals is not responsible for inspecting or testing the customer's equipment, including but not limited to trailers or hoses, prior cargo, cleanliness (clean/dry/odor-free), presence of seals, or wash status.

**Scheduling an appointment date and time:** It is the customer's responsibility to contact the P&G shipping location and arrange the loading appointment as appropriate using the contact details and booking instructions shared in the Terminal Factsheet. This will also contain details on loading site requirements, arrival times, and loading slots.

**Off Schedule Arrivals or Failure to Pick Up:** If the carrier arrives late versus the guidelines shared in the terminal factsheet, they may be asked to reschedule.

**Security:** All aspects of normal plant or terminal security apply.

**Driver Activity:** Carrier drivers must follow shipping location instructions which will be shared by the loading site.

**Damage & Contamination:** The customer takes ownership of the product at the point of loading and assumes all responsibility for the material from that point forward. This includes material temperature management, but also any in-transit product damage including product contamination. In the case of a dispute, the retained sample at the point of shipment (prior to loading in the trailer) stored at the shipping facility will govern.

## Returns/Refusals

All refusals must be notified immediately to the Customer Operations Team ([echemorder.im.1@pg.com](mailto:echemorder.im.1@pg.com)) in addition to the carrier's operative. You may ask the driver to leave your site if required by your safety standards; any already opened/removed seals and points of entry/exit have to be replaced and noted & initialed by the site staff on the CMR

before the truck moves offsite. Costs associated with an unauthorized return or refusal will be the responsibility of the customer. (see below for reference).

### **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, customer needs to provide sample/pictures of the material/equipment to enable investigation. Based on the results, the return will be validated or denied within 72 hours of receipt of the sample/pictures.

#### **2. Shipping Errors**

Care should be taken when a customer notices a "wrong product" at the point of delivery. In this situation, the product should be refused and the truck resealed by the customer on site before the truck is ordered offsite, and PGC notified immediately via the Customer Operations Team ([echemorder.im.1@pg.com](mailto:echemorder.im.1@pg.com)). Customers should hold any unordered goods safe from harm and should comply with P&G Chemicals' instructions as to the disposal or redirection of the material.

### **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 unloaded.

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

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

#### **4. Customer Over-Stock (tank full)**

## **Service Guidelines**

### **Volume and Billing**

P&G Chemicals may deliver against customer orders +/- 5% of weight or volume ordered. P&G shall use all reasonable endeavors to ensure all deliveries are within this 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/CMR. Invoices are billed in the agreed currency and priced per Metric Tonne.

### **Volume Discrepancy and Deductions**

P&G Chemicals will investigate all claims related to discrepancies but must be provided proper documentary support. In the event of a perceived shortage, damage or similar, we require customers to provide us with a copy of the claim and a copy of the proof of delivery/CMR noting the nature and amount of claimed shortages or damages. A weighbridge ticket is needed as proof of volume discrepancy. PGC only considers claims for variations outside of 0.5%. Upon successful validation of your claim, PGC will issue a credit.



## Bank details

| BANK INFORMATION (for payments in EUR) |  |
|--|--|
| Bank Name                              | DEUTSCHE BANK AG   |
| Address                                | DEUTSCHE BANK AG, Winchester House 1, London, England (EC2N 2DB) |
| Account No                             | 26200509   |
| Sort Code/Bank No                      | 405081   |
| IBAN                                   | GB53DEUT40508126200509   |
| Swift Code                             | DEUTGB2LXXX  |

| BANK INFORMATION (for payments in USD) |   |
|--|---|
| Bank Name                              | CITIBANK, NA  |
| Address                                | CITIGROUP CTR CANARY WHARF 33, CANADA SQUARE LONDON, London |
| Account No                             | 11261800  |
| Sort Code/Bank No                      | 185008  |
| IBAN                                   | GB71CITI18500811261800                                      |
| Swift Code                             | CITIGB2LXX  |

| BANK INFORMATION (for payments in GBP) |  |
|--|--|
| Bank Name                              | DEUTSCHE BANK AG                               |
| Address                                | Winchester House 1, London, England (EC2N 2DB) |
| Account No                             | 26200501                                       |
| Sort Code/Bank No                      | 405081   |
| IBAN                                   | GB75DEUT40508126200501                         |
| Swift Code                             | DEUTGB2LXXX                                    |

## P&G Chemicals Contact Information

| COMPANY INFORMATION       |  |
|---------------------------|--|
| Company Name              | Procter and Gamble International Operations SA                                     |
| Address                   | Route de Saint-Georges 47, 1213 Petit-Lancy, Switzerland                           |
| VAT Registration No       | Belgium: BE0471948550<br>Netherlands: NL 80.87.51.517.B.01<br>Germany: DE812962775 |
| Federal Identification No | CH-170.3.007.610-6   |
| Company Profile           | Public   |
| Company Website           | <a href="http://www.pgchemicals.com">www.pgchemicals.com</a>                       |

| CUSTOMER OPERATIONS CONTACT DETAILS |   |
|-------------------------------------|---|
| Address                             | Procter & Gamble Technical Center<br>Cobalt 12, Silverfox Way,<br>Newcastle upon Tyne, NE27 0QW, UK |
| Email                               | <a href="mailto:echemorder.im.1@pg.com">echemorder.im.1@pg.com</a>                                  |