

 Windmüller & Hölscher	<h1>General Delivery Specifications</h1>	Directive WH-DI2_SCM_0001 Version V01 Page 1 of 10
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Table of contents

Modifications.....	1
1 Purpose and range of applications.....	2
2 Terms and abbreviations.....	2
3 Responsibilities.....	2
4 General.....	2
5 Delivery addresses	3
6 Goods acceptance times.....	3
7 Delivery condition.....	3
8 Differentiation of part sizes.....	4
9 Cleanliness and preservation.....	4
10 Packaging.....	5
11 Accompanying paperwork and documents.....	6
12 Part identification	8
13 Delivery labeling	9
14 Incomplete delivery	9
15 Special regulation for handling components to be phosphated and varnished	9
16 Special agreements	9
17 Distribution and validity	10
Other applicable documents	10

Modifications

Date	Name	Remark
2014	-	First edition WH50.02D
2021-12-13	-	Revision of email addresses for test reports
2025-03-01	Boolke, VO-QM	Comprehensive revision, new document designation, adaptation to current directive-standard

Ersteller <i>27.02.25</i> Mathis Boolke, VO-QM Bjarne Greve, SCM-LG-I-W Name, Abteilung	Prüfer <i>27.02.25</i> Lars Igelbrink, VO-QM Frank Günschera, SCM-PM-S Name, Abteilung	Freigeber <i>27.02.25</i> Dr. Jörg Wrzesinski, VO-QM Jürgen Neitsch, SCM Name, Abteilung	Gültig ab 01.03.2025 Datum
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 Windmüller & Hölscher	General Delivery Specifications	Directive WH-DI2_SCM_0001 Version V01 Page 2 of 10
--	--	--

1 Purpose and range of applications

- 1.1 The general delivery instructions of Windmüller & Hölscher SE & Co. KG (W&H) are binding for all suppliers supplying to sites listed in section 5 .
- 1.2 The W&H delivery instructions ensure an efficient incoming goods process flow. This prevents waiting times for freight forwarders and W&H staff as well as inconsistencies and delays in delivery.

2 Terms and abbreviations

EC	European Community
NCTS	New Computerized Transit System
RAL	Imperial Committee for Delivery and Quality Assurance [Reichs-Ausschuss für Lieferbedingungen]
SCM	Supply chain management
WEB	World wide web
W&H	Windmüller & Hölscher SE & Co. KG

3 Responsibilities

W&H's Supply Chain Management (SCM) department is responsible for the content of this document.

4 General

- 4.1 Adherence to delivery dates, quality requirements and delivery instructions form the basis of the W&H Supplier Performance Report.
- 4.2 Unless otherwise agreed, all goods and/or parts must be delivered complete and ready for assembly, including all specified surface treatments.
- 4.3 In accordance with the W&H General Terms and Conditions of Purchase, quality and quantity deviations identified in the received goods are reported to the supplier in writing as defects. These deviations are taken into account in the W&H Supplier Performance Report.

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 Windmüller & Hölscher	<h2>General Delivery Specifications</h2>	Directive WH-DI2_SCM_0001 Version V01 Page 3 of 10
--	--	--

- 4.4 In the event of non-compliance with the W&H delivery instructions, W&H reserves the right to refuse acceptance of the goods. Alternatively, the supplier will be charged for the cost of further collection of the goods.

5 Delivery addresses

The postal delivery address specified in W&H orders and sub-orders must be adhered to.

- As a general rule, orders and sub-orders must be delivered to the Incoming Goods department at W&H **Site 3 at Ringeler Strasse 14, 49525 Lengerich**, Germany.
- Deliveries to the crude iron warehouse at W&H **Site 2 at Ringeler Straße 14, 49525 Lengerich**, to **Site 4 at Gewerbepark Antrup 2, 49525 Lengerich**, or deliveries to W&H **Site 1 at Münsterstraße 50, 49525 Lengerich** shall only be possible following consultation with the corresponding responsible operational buyer at W&H.
- Delivery to one of the external W&H warehouses may be necessary. This process is controlled by W&H's Incoming Goods department upon delivery.

6 Goods acceptance times

6.1 Weekday goods acceptance times:

Monday to Thursday 7:15 a.m. – 2:45 p.m.

Friday 7:15 a.m. – 2:15 p.m.

- 6.2 Deliveries outside the goods acceptance times specified in 6.1 shall only be possible following consultation with the corresponding operational buyer at W&H.

7 Delivery condition

- 7.1 Handling units and packaging will only be accepted if they are in perfect working order. If the handling unit or packaging is demonstrably damaged, W&H reserves the right to refuse acceptance.
- 7.2 Safe and efficient unloading of the vehicle must be possible. Unloading without a (truck) ramp must be ensured. Unloading with a forklift is standard. Unloading is only possible from the left-hand side of the vehicle (in the direction of travel). A 3.5t forklift, lift truck and 10t crane are

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 Windmüller & Hölscher	General Delivery Specifications	Directive WH-DI2_SCM_0001 Version V01 Page 4 of 10
--	--	--

available at the W&H Incoming Goods department. In the event of deviating unloading requirements, the freight forwarder must expect longer unloading times.

8 Differentiation of part sizes

8.1 The differentiation of part sizes is related to the container sizes used at W&H for small parts warehouses (KTL) and the pallets used for the high-bay warehouse (HRL). This differentiation is necessary for the smooth acceptance of goods or parts. The goods must be delivered separately according to the respective part size.

8.2 Small parts

Max. container dimensions (L x W x H): 570 x 370 x 250 mm

Max. weight per part: 10 kg

(L = length, W = width, H = height)

8.3 Medium parts

Parts that no longer fall under 8.2 due to their size and/or weight with

max. dimensions per part (L x W x H): 3200 x 1200 x 2350 mm

Weight per part: >10 kg and <1500 kg

8.4 Large parts

Parts that do not comply with the specifications as per 8.2 and 8.3 due to their size and/or weight.

9 Cleanliness and preservation

9.1 Any production-related contamination must be cleaned from goods prior to their shipment (e.g. dirt, chips, scale, blasting sand, cooling lubricant, manufacturing oils and greases, electroplating fluid). This also includes masking for varnishing. This does not apply to deliveries of crude iron.

9.2 The goods must be professionally preserved in the areas where there is a risk of corrosion. Corrosion protection must be effective for 6 months at room temperature under dry storage conditions at the W&H warehouse. Phosphated parts must always be lubricated.

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 Windmüller & Hölscher	<h1>General Delivery Specifications</h1>	Directive WH-DI2_SCM_0001 Version V01 Page 5 of 10
--	--	--

10 Packaging

- 10.1 The packaging must be designed taking quality assurance, environmental compatibility and cost-effectiveness aspects into account so that it can continue to be used for logistics and storage at W&H.
- 10.2 When using packaging materials such as hoods or stretch film, transparent material must be used so that parts are visible from the outside. An exception applies to parts that must be preserved for longer than 6 months in accordance with W&H specifications.
- 10.3 When selecting packaging, the waste management objectives of environmental legislation must be observed according to the following environmental priorities:
- **Avoidance**
Only use what is necessary in terms of weight and volume (conservation of resources and reduction of transport volume).
 - **Reduction**
Use and continuous improvement of recyclable packaging made from recyclable materials.
 - **Recycling**
Use of environmentally friendly, recyclable materials for all types of packaging. Recycling as close as possible to the point of origin in order to avoid returns via the supply chain and the associated transport costs.
- 10.4 Goods and their packaging materials must not protrude beyond the perimeter of the handling units used by the supplier.
- 10.5 Order items must be packaged separately from each other.
- 10.6 If a W&H material number consists of several individual parts, these must be packaged in bundles for each W&H material number. This also applies to assemblies.
- 10.7 Portrait-format parts must be secured against tipping over on the respective handling unit.
- 10.8 Shock indicators, such as Shockwatch, must be installed so that they work reliably and are clearly visible from the outside. If a shock indicator has been triggered, W&H reserves the right to refuse acceptance of the delivery. If it is identified in downstream processes that a shock

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 Windmüller & Hölscher	<h1>General Delivery Specifications</h1>	Directive WH-DI2_SCM_0001 Version V01 Page 6 of 10
--	--	--

indicator has been installed in a non-visible position or incorrectly and has also been triggered, W&H reserves the right to invoice the supplier for the resulting costs.

- 10.9 Handling instructions, such as "lift here" or "center of gravity", as well as information on accessibility from below and stacking capability, must be clearly attached to the goods or packaging. If it is necessary to unload unpacked parts by crane, clearly identifiable handling points must be provided.
- 10.10 The current hazardous substance or hazardous goods regulations must be complied with (see section Other applicable documents).
- 10.11 The documents listed in section Other applicable documents apply to the delivery of ready-to-ship units with reference to equipment.

11 Accompanying paperwork and documents

The following documents must be attached to each handling unit in a clearly visible position and in a tamper-proof manner. As a rule, one delivery note or, in the case of WEB portal access, one shipping notification must be created for each handling unit.

11.1 Each consignment of goods must be delivered with the following documents:

Suppliers without WEB portal access

a) Delivery note with exact specification of:

- W&H order number
- W&H order item number
- W&H material number
- Delivered quantity
- Number of delivered handling units if the delivery note includes more than one handling unit (see 13.2)

b) Test certificates (if required according to the order or drawing or in separate agreements)

c) Safety data sheets (for hazardous substances, see 10.10)

d) Declarations of Conformity or Incorporation in accordance with the EC Machinery Directive

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 Windmüller & Hölscher	<h2>General Delivery Specifications</h2>	Directive WH-DI2_SCM_0001 Version V01 Page 7 of 10
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Suppliers with WEB portal access

a) Delivery note generated in WEB portal with exact specification of:

- W&H order number
- W&H order item number
- W&H material number
- Delivered quantity
- Number of delivered handling units if the delivery note includes more than one handling unit (see 13.2). This information must be entered in the note field.
- Shipping notification number (for notified deliveries)

Note: The notification delivery note must be included with the delivery as a hard copy.

b) Test certificates (if required according to the order or drawing or in separate agreements)

c) Safety data sheets (for hazardous substances, see 10.10)

d) Declarations of Conformity or Incorporation in accordance with the EC Machinery Directive

11.2 If the WEB portal is not available, the supplier must attach delivery notes including the specifications listed in 11.1 . These delivery notes must also include a note stating that notification was not possible.

11.3 For goods to be cleared through customs, original copies of the NCTS (New Computerized Transit System) dispatch note, commercial invoice, bill of lading, and any other customs documents must be attached. The delivery must be labeled externally as goods subject to customs control.

11.4 Supplier declarations are required for all materials in accordance with the EC Regulation. In the case of goods from third countries, appropriate certificates of origin must generally be provided. The documents are not provided with the goods, but directly to the requesting W&H departments. Deadlines must be observed in such cases.

11.5 If a delivery note consists of more than one handling unit, all handling units must be provided with a packaging slip including the following information:

- W&H delivery note number
- W&H order number

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 Windmüller & Hölscher	<h2>General Delivery Specifications</h2>	Directive WH-DI2_SCM_0001 Version V01 Page 8 of 10
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- W&H order item number
- W&H material number
- W&H supplier number
- Delivered quantity
- W&H delivery notification number (for deliveries notified using the WEB portal)

11.6 Required test reports must also be sent digitally and no later than on the day of shipment to the following email address: testreports@wuh-group.com. If the test reports are not provided, W&H will submit a corresponding complaint.

11.7 Safety data sheets, Declarations of Incorporation and EC/EU Declarations of Conformity must also be sent digitally to the email address documentation@wuh-group.com, specifying the order number and order item.

12 Part identification

12.1 It must be easy to assign the goods to the respective delivery note items. It is necessary to label the goods or their direct individual packaging with the following specifications:

- W&H material number
- W&H order number and order item
- Quantity

The shipping label must not be directly attached to the surface of the goods, as experience has shown that this cannot be removed without leaving any residue.

12.2 Small parts can be labeled per packaging unit per order item.

12.3 Every part produced as per drawing must be permanently labeled by engraving, laser or punching with the easily legible W&H material number and, in accordance with W&H specifications, with the supplier's company stamp or supplier number. This shall also apply after surface treatment, e.g. varnishing. The font height must be reasonable in relation to the part size. If the drawing does not define a specification on the location, it is up to the supplier to select a suitable location. The surface properties must not be negatively affected by the labeling. If parts are too small or unsuitable for labeling, the outer packaging of the parts must be labeled.

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 Windmüller & Hölscher	<h1>General Delivery Specifications</h1>	Directive WH-DI2_SCM_0001 Version V01 Page 9 of 10
--	--	--

13 Delivery labeling

- 13.1 Delivery notes must be enclosed with the goods as described in 11.1 .
- 13.2 If a delivery item consists of several handling units, these must be clearly identifiable as being associated with each other. The handling units must be labeled so that they contain the total number of handling units and are numbered consecutively. Example: "1/5", "2/5" etc. The number of handling units must be documented on the delivery note (see 11.1).
- 13.3 Spare parts deliveries and express deliveries must be clearly labeled as such and delivered separately from other orders.

14 Incomplete delivery

- 14.1 Partial delivery of set orders and assemblies is only permitted in exceptional cases and after prior consultation with the corresponding responsible W&H operative buyer.

15 Special regulation for handling components to be phosphated and varnished

- 15.1 Parts to be phosphated and varnished by W&H must be packaged separately from parts that are not to be varnished and phosphated and labeled as such. Parts to be varnished by W&H must be delivered separately packaged by RAL color.
- 15.2 Parts to be phosphated or varnished by W&H must be provided with separate delivery notes and the associated varnishing or phosphating order. The varnishing or phosphating order must include the quantity and the weight. A separate delivery note and a separate varnishing order must be created for each RAL color.

16 Special agreements

- 16.1 The specifications of the orders and drawings must be adhered to. Deviations from these specifications require the written approval of W&H in accordance with WH-QD20. Document WH-QD20 is available on the W&H website under Suppliers, Supplier Quality.
- 16.2 Deviations from the W&H delivery instructions are only permitted with the written approval of W&H Purchasing. The supplier portal must be the primary means of communication.

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 Windmüller & Hölscher	<h1>General Delivery Specifications</h1>	Directive WH-DI2_SCM_0001 Version V01 Page 10 of 10
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17 Distribution and validity

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The SCM department will publish it on **Cadbas Part-Explorer** and the **JAGGAER supplier portal**. No further distribution will take place.

The directive shall be valid from the date specified in the footer.

Other applicable documents

With each order, suppliers acknowledge the following W&H documents:

- General Terms and Conditions of Purchase
- WH-QD20
- W&H Technical Directives
- W&H Packaging Instructions

These four documents can be accessed via the Pool4Tool supplier portal (P4T) or requested from the W&H buyer.

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