

## Guidelines for Deliveries and Pick-ups

### Site

#### Ocono VACUFLEX GmbH Mörfelden

**Address:** Hessenring 8–12 | 64546 Mörfelden-Walldorf, Germany

To ensure smooth goods traffic, the following guidelines must be strictly observed. Please also forward this information to the commissioned freight forwarders and drivers.

The Mörfelden site is generally not used as a regular goods receiving location. Regular goods deliveries must generally be delivered to the central warehouse in Neu-Isenburg.

Deliveries to the Mörfelden site are made exclusively only by prior agreement.

Every delivery or pick-up must be registered in advance. This is necessary so that processes can be planned, responsibilities can be clarified and unnecessary waiting times can be avoided.

Unregistered deliveries or pick-ups may not be processed immediately, depending on the current workload. In such cases, longer waiting times may occur. Ocono VACUFLEX reserves the right to reject unregistered deliveries or pick-ups or to postpone them to a later time.

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### Registration

Every delivery or pick-up must be registered at least **1 working day in advance**, Monday to Friday.

### Shipping Office Contact

Phone: +49 6102 7486-607

E-mail: [logistic.vacuflex@ocono.com](mailto:logistic.vacuflex@ocono.com)

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### Opening Hours / Availability

Monday to Friday: **06:00 to 15:45**

The premises are not accessible on Saturdays, Sundays or public holidays.

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### Delivery Times / Goods Receiving Times

Deliveries are generally only possible during the following period:

Monday to Friday: **06:30 to 15:00** Deliveries after **15:00** are only possible by prior agreement.

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### Access and On-site Registration

The Mörfelden site has three entrances: **Gate 1, Gate 2 and Gate 3.**

Access and unloading must take place by prior agreement or according to the instructions of the warehouse or shipping staff.

At **Gate 1** there are two ramps. A bell for registration is located directly at the ramp at Gate 1.

**Gate 2** and **Gate 3** do not have a ramp. Depending on the vehicle, goods and situation, unloading may take place from the rear or from the side.

The driver must register before loading or unloading and follow the instructions of the responsible staff.

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### Requirements for Goods Receipt

- Delivery documents and pallet labels must be clear and consistent.
- The goods must be freely accessible. Other pallets, lashing straps, packaging materials or other objects must not obstruct unloading.
- Excessive overhangs of the load on pallets are not permitted.
- Pallets and packaging materials must be clean, dry and free from contamination, e.g. oil, mould, mildew stains or noticeable odours.
- Only intact pallets will be accepted. Broken pallet boards, missing or twisted blocks are not permitted.
- Packaging film must be properly applied and must not be loose or hanging down.
- Hazardous materials must be clearly labelled.
- Temporary storage of hazardous materials that are not intended for Ocono VACUFLEX is not permitted. This also applies to short-term manoeuvring operations.
- Unloading must take place exclusively in the designated areas and according to the instructions of the responsible staff.

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### Unloading

Unloading takes place either at the ramp or at ground level, depending on the vehicle, goods, gate and local situation. For unloading at gates without a ramp, unloading from the rear or from the side may be required. If necessary, the driver must support the unloading process within a reasonable scope, provided this is required for safe and proper handling. Unloading may only begin after registration and approval by the responsible staff.

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### Pick-up

Pick-ups generally take place at the central warehouse in Neu-Isenburg.

Pick-ups at the Mörfelden site are only possible in exceptional cases and by prior agreement. Loading and load securing are the responsibility of the driver or the commissioned transport company. Ocono VACUFLEX may provide support within the scope of operational possibilities if required, but does not accept any responsibility for proper load securing. Before departure, the driver must check that the goods have been properly loaded and secured.

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### Refusal of Acceptance / Postponement of Processing

Ocono VACUFLEX reserves the right to reject deliveries or pick-ups or to postpone them to a later time in the event of missing registration, arrival outside the delivery or goods receiving times, incomplete documents, damaged pallets, inaccessible goods, safety deficiencies or violations of these guidelines.

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### Rules of Conduct on the Company Premises

- A maximum speed limit of **10 km/h** applies throughout the entire company premises.
- The vehicle must be secured against rolling away, e.g. with a wheel chock.
- The driver must observe all necessary measures to secure the vehicle, trailer and load.
- Before driving away, the driver must ensure that no loading or unloading work is still in progress.
- Wearing a high-visibility vest and safety shoes is mandatory on the company premises.
- Communication with the driver must be possible in German or English.
- Smoking is only permitted in the designated areas.
- The instructions of the warehouse or shipping staff and the applicable health and safety regulations of the site must be followed.



**Ocono**

**VACUFLEX GmbH**  
Hessenring 8 - 12  
64546 Mörfelden-Walldorf  
T +49 6105 9339-0

**Amtsgericht**  
Darmstadt  
HRB 54158  
USt.ID: DE811197913

**Geschäftsführung**  
Julien Braun  
Nico Gruber  
Maik U. Lasarzik

**Bankverbindung**  
National-Bank AG  
IBAN: DE91 3602 0030 0000 2214 06  
BIC: NBAGDE3EXXX

**Bankverbindung**  
Commerzbank AG  
IBAN: DE04 5008 0000 0653 2226 00  
BIC: DRESDEFFXXX