

Guidelines for Deliveries and Pick-ups

Site

Ocono VACUFLEX GmbH Neu-Isenburg

Address: Dornhofstraße 89 | 63263 Neu-Isenburg, Germany

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

Every delivery or pick-up must be registered in advance. This is the only way to ensure that goods can be prepared, processes can be planned 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 refuse unregistered deliveries or pick-ups or to postpone them to a later time.

The premises are secured by a barrier system. The barrier opens automatically when entering the premises. An exit token is required to leave the premises and will be handed over to the driver by our warehouse staff after loading or unloading.

Registration

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

Shipping Office Contact

Phone: +49 (0) 6102 7486-607

E-mail: logistic.vacuflex@ocono.com

Opening Hours / Availability

Monday to Friday: **07:00 to 16:45**

However, the stated opening hours do not automatically mean that deliveries or pick-ups can be processed shortly before the end of the shift. The premises are not accessible on Saturdays, Sundays or public holidays.

Delivery Times / Goods Receiving Times

Deliveries are generally only possible during the following period:

Monday to Friday: **07:00 to 16:00**

Deliveries after **16:00** are only possible by prior agreement.

Access and On-site Registration

The Neu-Isenburg site has one entrance providing access to three gates. Before loading or unloading, the driver must register at the shipping office. The shipping office is located upstairs, accessible via the staircase next to the gates, and is clearly marked from the outside.

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 at the designated ramps in order to avoid damage caused by external influences as far as possible.

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

VACUFLEX

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.

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.

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.

Rules of Conduct on the Company Premises

- A maximum speed limit of **8 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.
-

