

1. General information and scope of application

- 1.1. These General Packaging and Delivery Guidelines regulate the existing requirements for packaging and the handling of the goods to be packaged. The aim is to receive and transport the goods from the supplier without obstacles, undamaged and without loss of quality, damage and free from soiling, deformation, impact marks and environmental influences, to enable a smooth process flow and to maintain a long-term supplier relationship. By complying with and implementing this guideline, you as a supplier support us not only in protecting the environment, but also in ensuring smooth processes and continuous improvement.
- 1.2. This General Packaging and Delivery Guideline applies to goods delivered to Froli. It is a binding part of the contractual relationship irrespective of the agreed delivery conditions. Any necessary deviating, conflicting or supplementary packaging agreements of the supplier shall only apply insofar as Froli has expressly agreed to their validity in writing or in text form.
- 1.3. This document will be adapted to current requirements as required. The current version can be viewed on our website <https://www.froli.com/service>. On request, we will send it to you in digital form by e-mail.

2. Requirements for packaging, load carriers and delivery

- 2.1. The supplier shall select and use its packaging and load carriers in accordance with the applicable national and international statutory provisions and the current technical, economic and ecological standards.
- 2.1.1. Only plastics, EPS or polystyrene, shrink and stretch films, bags/sacks, other films, paper/cardboard, wood, fillers and strapping bands are to be used for packaging. If the use of a material not mentioned or excluded is unavoidable, written authorisation from Froli is required. The materials used must be labelled in accordance with DIN 6120-1 (pictogram with abbreviation). The labelling must not impair material recycling.
- 2.1.2. The requirements for load carriers relate to goods whose dimensions and weights permit transport on a base area of approx. 800 x 1,200 mm with heights of 145 – 1,500 mm including load carrier. For all other goods, the design of the load carrier must be jointly agreed in writing.
- 2.1.3. Depending on the size and weight of the goods, the following packaging materials must always be selected:
 - Euro pallets / Euro industrial pallets
 - Euro lattice boxes
 - Cardboard boxes

The load carriers mentioned are specified separately below.

Plastic granulates and pigments may also be delivered in octabins, big bags or hobbocks.

For liquids, the containers must be agreed separately.

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- 2.1.3.1. A pallet according to UIC standard 435-2 class B or better, integrated in DIN EN 13698-1, dimensions W x L x H mm: 800 x 1,200 x 144, load capacity: 1500 kg is recognised as a Euro pallet. Standardised four-way pallets; Euro pallet type 3, which comply with DIN EN 13689-2, dimensions W x L x H mm: 1,000 x 1,200 x 144, load capacity: 1500 kg, are accepted as industrial pallets. Other classes that do not comply with DIN EN 13698-1 or 13689-2 will not be accepted and only pallets with the "EUR in oval" and/or "EPAL in oval" brand are eligible for exchange. Euro pallets/Euro industrial pallets are to be given preference. The condition of the pallets must correspond to Class New, Class A or Class B in accordance with the quality qualification for the open pallet exchange pool of the European Pallet Association (EPAL). This means that pallets with missing or broken boards, protruding nails, twisted blocks and missing EPAL labelling are not eligible for exchange.



The base area of the pallet must not be exceeded on any side. Exceptions to this are stacking frames or cardboard boxes with an external dimension of max. 2 cm per side larger than the base area of the Euro pallet. A maximum of 4 stacking frames may be used per pallet. The maximum stacking height must not exceed 1,500 mm incl. pallet; stacking heights of max. 1,000 mm incl. pallet are preferable. The maximum permissible weight of the loaded pallet must not exceed 500 kg.

The stability of the pallet must allow double stacking without deformation or other damage. Pallets that cannot be stacked must be labelled or marked.

All goods and containers on Euro pallets must be secured against shifting and slipping. Plastic strapping, slip covers, stretch films or shrink films are permitted for securing. The use of pallet lids and edge protectors must prevent strapping bands from cutting into cardboard boxes. The base clearance of the pallet must be free; protruding film, paper, straps and labels are not permitted.

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- 2.1.3.2. EPAL pallet cages in accordance with UIC standard 453-3 with the external dimensions L x W x H 1,200 mm x 800 mm x 970 mm are also authorised for delivery. The permissible total weight of the loaded pallet cage must not exceed 500 kg. The condition of the pallet cage must be exchangeable in accordance with the EPAL technical regulations. Box pallets with deformations, cracked or broken wires in the grid, boards that cannot be opened or are missing, deformed or broken feet or missing labelling and where the EPAL trademark in the oval is missing or illegible will not be accepted.



For bulk goods, cardboard, for example, must be used to ensure that no items can protrude or fall through the mesh of the pallet cage.

- 2.1.3.3. **Non-palletised cardboard boxes and containers** must not exceed a maximum weight of 25 kg. Goods in cardboard boxes must not exceed a weight of 25 kg per box.

For cardboard boxes, base areas must always be selected that are compatible with the Euro pallet dimensions. The base area of the nested cardboard boxes must not exceed 800 mm x 1,200 mm.

The following base areas are recommended:

80 x 120 cm

80 x 60 cm

60 x 40 cm

30 x 40 cm

If the carton is designed in such a way that order picking from the carton standing on the Euro pallet is possible without having to move the carton(s) to access one of the articles, the permitted weight may be exceeded up to the maximum permitted weight for Euro pallets. The maximum permissible weight may also be exceeded for items weighing more than 25 kg each. In this case, each item must be packed individually.

Cartons that are heavily dented, torn, soaked or open are not permitted.



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- 2.2. In particular, the supplier shall select the packaging and load carriers in such a way that they are always suitable to protect the delivered goods from loss of quality, damage, etc. (see 1.1.) during transport and storage. The packaging and load carriers themselves as well as the goods must not pose any hazards, including potential hazards (e.g. due to hazardous substances, protruding objects, etc.), neither for the goods themselves nor for persons who come into contact with the packaging, the load carrier and/or the goods.
- 2.3. Packages and/or packaging units must be positioned in the centre of the load carrier so that the weight of the packages and/or packaging units is evenly distributed. Heavy packages and/or packaging units must be positioned at the bottom. Care must also be taken to ensure that the maximum permissible load capacity of a package and a load carrier is not exceeded. The weight of each package must not exceed 25 kg. The maximum packing volume of the respective package and load carrier must be utilised, taking into account the protection of the respective goods, in order to reduce transport costs, packaging costs and storage costs.



- 2.4. Packages must not have any protruding and/or protruding markings, labels or straps in order to avoid potential hazards to persons and other goods. The packaging must have the required stability. To this end, the packaging must be folded and/or glued correctly or in accordance with the specified folds.
- 2.5. Defective and/or damaged packaging and load carriers must not be used, especially if this jeopardises the integrity and/or quality of the goods packaged with them.
- 2.6. It must be possible to handle the packaged goods easily; in particular, it must be possible to open and close the respective packaging and to store the goods without disproportionate effort and time-consuming intermediate steps.
- 2.7. If a consignment consists of several items, each item must be packed separately. The article number and quantity must be clearly labelled on each outer packaging. Several cartons or small load carriers can be combined on one Euro pallet. When stacking the packaging units, make sure that the articles are stacked in columns on the pallet according to type so that all articles can be accessed in the respective layer.



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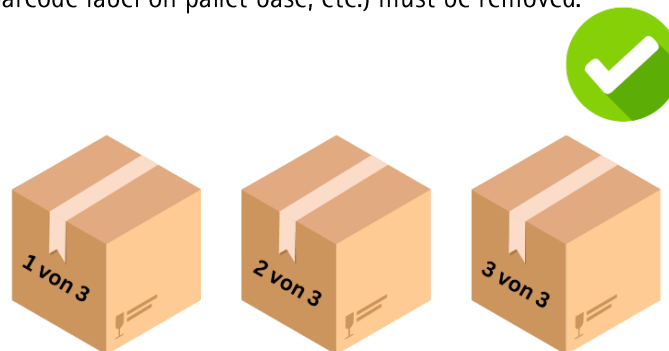
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3. Delivery note and labelling

- 3.1. The business language is German. All documents and labels handed over to Froli in connection with the delivery of goods must be written in German, or alternatively in English.
- 3.2. Delivery documents must be enclosed with every order. The order number, item number, delivery date, article description with article number, batch/manufacturing date, drawing number and index as well as quantities/units of measure and unloading point must be listed/printed or labelled on the delivery documents. The delivery documents must always be attached to the outside of a package by means of a delivery note pocket. If a delivery consists of several packages, the delivery documents must be attached to package 1 of n.
- 3.3. If a delivery consists of several packages, the number of the relevant package and the total number of packages must be printed clearly visible on the outside of each package. Unnecessary labelling or labelling from previous shipments (barcode label on pallet base, etc.) must be removed.



- 3.4. In principle, the traceability of goods must be ensured. In particular, this must be ensured for goods that are used in our products, the material of which must be verified, etc. In the case of deliveries containing several batches of an article, the batches must be packed separately. If several batches of a product are delivered on one pallet, the older batch must be placed at the top and the newer batch at the bottom to ensure the first-in-first-out principle.
- 3.5. If special environmental conditions must be observed for transport, these must be labelled with symbols in accordance with DIN 55402-2 and/or DIN EN ISO 780.
The following requirements apply to symbol labelling:
 - Symbols must be placed directly on the packaging. If it is not possible to place them on the packaging, they must be placed on a label instead.
 - The symbol colour is black on a white background.
 - The colours red, orange and yellow are only permitted for hazardous goods in accordance with applicable regulations. An exception to this is a red barred labelling.
- 3.6. Sensitive goods must be protected against damage, e.g. with bubble wrap or similar. In addition, indicators must be attached. Goods that are sensitive to tipping or tilting must be provided with a tipping indicator that is visibly attached to the outside of the packaging.
- 3.7. Unless otherwise agreed, the goods shall be delivered to us, including packaging and load carriers and without ancillary costs, to the address specified in our General Terms and Conditions of Purchase at the delivery times defined therein.

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4. Procedure for return / exchange

- 4.1. The supplier undertakes to take back used, completely emptied packaging and load carriers at the place of delivery in accordance with the law on the placing on the market, return and high-quality recycling of packaging (VerpackG) and to bear any recycling/return costs incurred.
- 4.2. In the case of recurring deliveries, the packaging may also be taken back at one of the next deliveries. A deviating agreement on the return location and any return costs incurred can be made with Froli in advance of the respective delivery of goods.
- 4.3. Load carriers are accepted and exchanged on delivery subject to reservation. The exchange of load carriers is documented in a pallet note. New, class A and/or class B load carriers are generally exchanged 1:1 upon delivery. In the event that an exchange is not possible immediately, the supplier shall collect the load carriers at the next available opportunity.
- 4.4. An exchange of obviously defective load carriers delivered with faultless load carriers is excluded. If a defect is subsequently discovered on the load carrier, Froli will notify the supplier. Froli reserves the right to invoice the supplier for the costs of the replaced faultless load carriers or to offset these against the supplier's claims. If new load carriers have to be purchased for replacement due to the defective load carriers, Froli will invoice the supplier for the costs of the new purchase.
- 4.5. Froli is not obliged to store the goods. The costs for the disposal/return of defective load carriers delivered shall be borne by the supplier.

5. Commissioning of third parties

The supplier is obliged to pass on our General Packaging and Delivery Guidelines to its authorised forwarding agent or subcontractor. The supplier or the authorised third party is obliged to obtain written confirmation of the delivery and acceptance of the goods. In the event of non-compliance, Froli reserves the right to refuse acceptance of the goods and to return the delivery.

6. Environmental protection

In order to minimise environmental pollution, recyclable and environmentally friendly packaging must be used and the packaging must only be dimensioned and manufactured in such a way as is necessary to protect the goods in question. When delivering hazardous substances, the requirements of the current version of the Hazardous Substances Ordinance (GefStoffV) and the Hazardous Goods Ordinance (GGVSEB) must be complied with. The avoidance of waste always has priority.

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7. Deviations/Liability

- 7.1. The supplier undertakes to comply with these General Packaging and Delivery Guidelines.
- 7.2. Deviations from these General Packaging and Delivery Guidelines may be agreed individually in writing or in text form in advance of the respective delivery of goods.
- 7.3. If deviations are detected without prior agreement, the supplier shall receive a written or verbal complaint. The supplier is thereby requested to work out adequate corrective measures, to inform us of these without delay and to implement them immediately after our approval.
- 7.4. If deviations from the requirements of these General Packaging and Delivery Guidelines that have not been agreed are detected, Froli reserves the right to refuse to accept the goods altogether. The supplier shall bear the costs for the additional expenditure, damage etc. incurred due to a breach of these General Packaging and Delivery Guidelines. Froli reserves the right to invoice these to the supplier or to offset them against the next delivery.

8. Final provisions

Our General Terms and Conditions of Purchase (GTCP), available at <https://www.froli.com/service>. On request, we will send you the GTCP in digital form by e-mail.

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