



WALA

Annex to
Arbeitsanweisung

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Delivery Regulations for WALA-Heilmittel GmbH



Delivery regulations for WALA Heilmittel GmbH

Wala Heilmittel GmbH
Dorfstraße 1
DE-73087 Bad Boll / Eckwälden



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1 Delivery regulations for WALA Heilmittel GmbH

In order to ensure the defined quality standard, WALA works as a manufacturer of pharmaceuticals, active substances and cosmetics according to the rules of good manufacturing, warehousing and transport practice. In order to ensure smooth incoming goods processing and storage, the delivery and labelling regulations, which are described below, must be observed and complied with. WALA reserves the right to refuse to accept goods which do not comply with the defined delivery and labelling regulations or, if they are accepted, to deduct any additional processing costs in full from the invoice amount. The minimum flat fee charged for the additional processing of incoming goods is 50 Euro. Additional expenses, in excess of this amount, will be invoiced according to the actual work involved.

The delivery regulations, which are described in the following text, apply to all incoming production material (raw materials, packaging materials, intermediate products, bulk goods), auxiliary and operating materials as well as for all sales articles (merchandise, advertising materials, printed matter). Exceptions to or deviations from the delivery regulations are only possible by arrangement with the WALA purchaser.

1.1 Delivery locations

Delivery have to be made to the delivery location specified in the order. Delivery locations can be:

- WALA Heilmittel GmbH, Dorfstraße 1, DE-73087 Bad Boll (D1)
- WALA Heilmittel GmbH, Obere Wängen 6, DE-73119 Zell u. A. (OW6)
- WALA Heilmittel GmbH, Bosslerweg 2, DE-73087 Bad Boll (Goods receipt for fresh plants) (B2)
- Direct delivery to the specified contract manufacturer, logistics service provider or subcontractor.

Deliveries to the OW6 have generally to be made with transport vehicles that can be unloaded at a ramp. The vehicles must have a ramp height of at least 1.20 m. The ramp must be able to be placed on the loading area of the truck. The loading floor of the transport vehicle must be accessible with forklift trucks (forklifts, high-speed vehicles). Unloading takes place exclusively from the rear of the truck. Deviations from this requirement are only possible after agreement with the responsible purchaser.

1.2 Delivery times and contact details

- Mon – Thurs. 7.00 am – 12.00 am and 12.30 pm – 3.30 pm
- Fr 7.00 am – 2.00 pm
- Delivery at other times only after agreement by telephone with the respective incoming goods department:
Telephone Goods receipt Bad Boll, Dorfstr. 1 +49 – (0)7164 – 930-6602
Telephone Goods receipt Zell u. A., Obere Wängen 6 +49 – (0)7164 – 930-1458

1.3 Order confirmation / delivery notification

An order confirmation with the date of delivery have to be available at least one week before delivery. The delivery date from the order confirmation is to be adhered to by the freight forwarder in charge. Exception: Contract manufacturers have to inform the responsible purchaser of the exact delivery date at least 3 days before the planned delivery date.



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1.4 Postponement of delivery dates

If the actual delivery date is postponed compared to the delivery date promised according to the order confirmation, the new delivery date have to be agreed with the responsible purchaser beforehand. This obligation to notify also applies to the forwarder commissioned by the supplier vis-à-vis WALA's incoming goods department. On-time deliveries are given priority in incoming goods. Accordingly, if deliveries are late, waiting times for unloading are be expected.

1.5 Delivery instructions

1.5.1 Specifications load carries

Delivery is to take place on wooden Euro-pallets according to DIN EN 13698 in accordance with the requirements of the European Pallet Association (EPAL) (see figure 1) and the EPAL_Quality_Classification of GS1 (see Annex). World-pallets or UIC-pallets are not desired and can not be exchanged.

Finished goods and merchandise have always to be delivered on IPPC wooden Euro-pallets (labelling see figure 2). Special agreements are possible after consultation with the respective purchaser. Alternatives can be: IBC containers, bag in boxes H1 pallets.

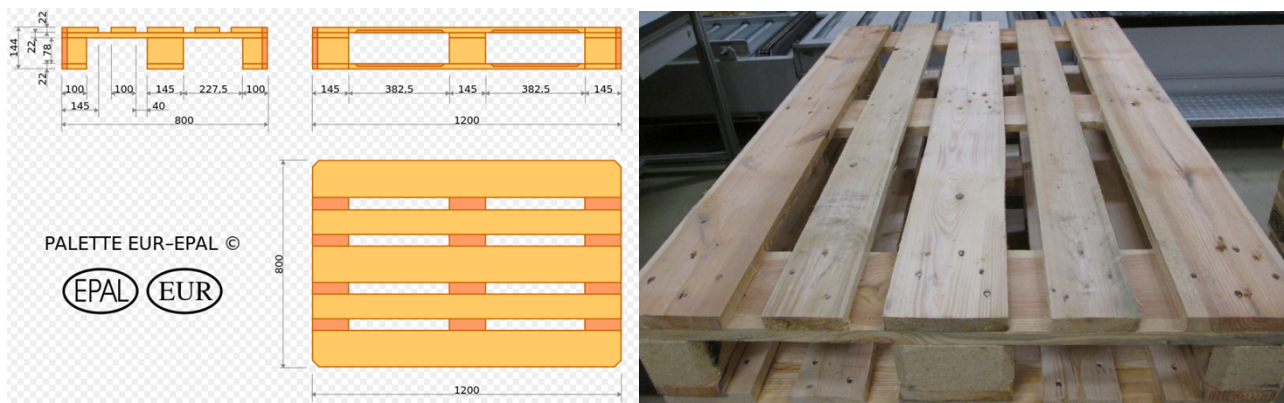


Figure 1: Euro-Pallet in accordance with EPAL-Standard, which complies with the requirements as described

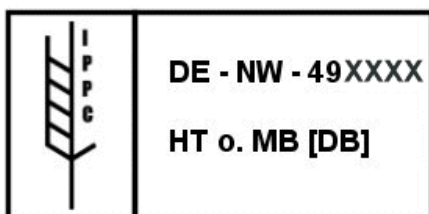


Figure 2: Labelling for IPPC-Paletten



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The following conditions apply for deliveries on wooden pallets:

- The goods must be **secured against slipping** (e.g. by wrapping them with stretch film).
- The goods must **not jut out** from the carrier pallet.
- Labels must be **attached permanently** and be **easy to read**.
- **Pallet feet** must remain **freely accessible** to ensure eligibility.
- The maximum **weight** per pallet is **800 kg**.
- The maximum **delivery height** including the pallet is **1150 mm** (when using boxes provided by WALA). Delivery of higher pallet loads have to be agreed upon beforehand with the WALA purchaser. A maximum height of **2000 mm** may not be exceeded under any circumstances.
- Only **clean, light-coloured and undamaged** pallets may be used (see Annex EPAL_Quality_Classification type A) for deliveries. Dirty, dark-coloured or damaged pallets, for example with protruding nails, splintered wood, crooked or missing pallet bases and/or crosspieces, will not be accepted (see Annex EPAL_Quality_Classification type B and C).
- The delivered **goods** and their **packaging** must be **clean** and **undamaged**. WALA reserves the right to reject delivered goods if these are damaged.
- Pallets may be stacked during transport provided that this does not adversely affect the quality of the materials and products being transported.
- In general, the delivery should not consist of more than one batch and type of product. If this is not possible, the pallet must be clearly marked as a „**mixed pallet**“. Individual agreements regarding deliveries of homogeneous types and batches must always be observed.
- When delivering hazardous/dangerous substances or hazardous/dangerous material the legal regulations and labelling requirements for transport and storage must be observed and correspondingly suitable packaging should be chosen.
- The packing scheme agreed between WALA and the supplier/subcontractor (type of cardboard/package, cardboard/package quantity, quantity cardboards/packages on pallet) have to be complied with on every delivery according to the manufacturing and packaging instructions.

1.5.2 Load carrier exchange

Insofar as no individual regulations have been agreed, the following regulation applies to the exchange of Euro-pallets:

On delivery a Euro-pallet exchange takes place i.e. the freight carrier receives an empty pallet in exchange for every exchangeable loaded pallet which complies with the delivery regulations (see see Annex EPAL_Quality_Classification type A). If the freight carrier refuses to take the exchange pallet, WALA reserves the right to treat the delivered pallets as free customer pallets. In special cases it is possible to have a Euro-pallet exchange account.

World and UIC pallets are treated as one-way pallets and are not exchanged.

1.5.3 Requirements for the delivery of packaging cardboards with sales goods

Sales goods shall be understood to mean finished goods, merchandise, advertising material and printed matter.



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In order to simplify the logistic processes at WALA we primarily use standardised slip-lid cardboards with the following measurements:

- **A-Tray: L 395 mm x W 290 mm x H 180 mm**
- **B-Tray: L 290 mm x W 200 mm x H 180 mm**

These cardboards can be made available for packing goods after appropriate coordination with the WALA purchaser. The lead time for this is at least 10 working days.

If it is not possible to pack the goods in cardboards of the listed sizes A-Tray and B-Tray, then cardboards with the following measurements and characteristics should be used:

- Slip-lid cardboards with a base area which is as even and smooth as possible
- **Minimum size of cardboard L 295 mm x W 220 mm x H 110 mm**
- **Maximum size of cardboard L 590 mm x W 380 mm x H 210 mm**
- Maximum weight of cardboard 30 kg
- The stability of the cardboard have to be such that they can be stacked on a pallet up to a height of 1500 mm without the bottom layer of cardboards being dented. Furthermore, the cardboards must withstand the transportation and several months in storage.
- If not agreed differently, the usual height of a pallet for delivery is 1150 mm. A maximum delivery height of 2000 mm may not be exceeded under any circumstances.
- If the cardboard sizes given can not be adhered to, then this have to be agreed with the WALA purchaser beforehand, with a lead time of 5 days.

1.5.4 Requirements for the delivery of packaging cardboards with production material

Production goods are understood to be packaging, raw materials, bulk goods as well as auxiliary and operating materials.

The following requirements are valid for the delivery:

- **Maximum cardboard size L 600 mm x W 400 mm x H 420mm**
- Unless otherwise agreed, the usual pallet height for the delivery is 1150 mm. A maximum delivery height of 2000 mm may not be exceeded under any circumstances.
- Cardboard with a base area which is as even and smooth as possible
- Maximum cardboard weight 30 kg
- Deviations from the defined requirements have to be agreed beforehand with the purchaser at WALA who is responsible.

1.5.5 Packaging scheme for Euro-pallets with A- or B-Trays or the same format

If the delivery is made on Euro pallets with boxes provided in the format A or B tray or the same format, then in addition to the requirements from Chapter 1.5.1 to 1.5.4, and additional information according to Annex AA_01151_Anlage_Packaging scheme for Euro-pallets with A- or B-Trays must also be complied with.

1.6 Labelling of goods (minimum requirements)

- raw materials (quantity in grams or kilograms)



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Each packaging unit/cardboard have to be labelled with:

- Name of the material or the product
- Supplier material number (if available)
- Supplier batch number
- WALA batch number (if available)
- Net weight
- Gross weight
- Tare weight
- Opened packaging units/cardboards must be labelled (if opened packaging units available)
- Expiration date (if required)
- Storage instructions (if required)
- Hazardous / dangerous goods / substances label (where necessary)

- Primary and secondary packaging material, merchandise, advertising material, printed matter (quantity in piece)

Each packaging unit/cardboard have to be labelled with:

- WALA material number (in plain text and optionally additionally as EAN bar code)
- WALA material description
- Quantity (referring to the respective bundled package)
- Opened packaging units/cardboards must be labelled (if opened packaging units available)
- Supplier batch description
- WALA batch description (if given on the order, in plain text and optionally additionally as EAN bar code)
- Expiration date (if required)
- Storage instructions (if required)
- Hazardous goods / hazardous substance label (where necessary)

- Bulk goods and finished goods from contract manufacturers (quantity in piece)

Each packaging unit/cardboard have to be labelled with:

- WALA material number (in plain text and optionally additionally as EAN bar code)
- WALA material description
- WALA batch number according to the specifications given on the order, in plain text and optionally additionally as EAN bar code
- Quantity per cardboard/ tray
- Opened packaging units/cardboards must be labelled (if opened packaging units available)

Data of the contract manufacturer must not be mixed with WALA data. This have to be clearly separated on the same or on a separate label.

1.7 Delivery documents (minimum requirements)

The following information have to be included in the delivery documents:

- Delivery address
- Supplier
- Supplier material number (if available)
- Supplier material description



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- Supplier batch number
- WALA order number/delivery number
- WALA material number
- WALA material description
- WALA batch number (if indicated on the order)
- Total delivery quantity and delivery quantity divided according to load carriers / pallets (e.g. 3 pallets of 100 kg and 1 pallet of 75 kg or 3 pallets of 1,000 units and 1 pallet of 900 units).
- Per load carrier: Indication of the number of packaging unit with quantity.

If a material delivery consists of multiple batches, the quantity per batch must be specified on the delivery note in sum (per pallet and parcels). Furthermore, the information on the delivery note must correspond to that on the labels on the packaging units/ cardboards.

Delivery documents are absolutely mandatory. If delivery documents are missing or incorrect on delivery, WALA reserves the right to reject delivered goods.

1.8 Return deliveries of surplus materials and empty packaging units from contract manufacturer

The delivery specifications described in chapter 1.5 – 1.7 also apply to return deliveries of unused materials. Please also observe that:

- The shipment is to be clearly labelled as a return delivery of surplus materials.
- Return delivery is to be made in the original WALA packaging units, sorted according to type and batch. The packaging units have to be labelled with their original labels. The originally noted quantity must be corrected by hand if necessary.
- Opened packaging units/cardboards must be labelled as such and the remaining quantity is to be specified on the respective packaging unit.
- Opened or still-full bundled packages that are being returned must be closed in such a way that WALA can see that they have been opened in the meantime.
- Legal regulations and labelling requirements have to be observed when returning hazardous substances/materials and suitably adapted packaging should be chosen.
- Surplus bulk goods should not be returned but rather destroyed directly by the contract manufacturer in question.
- Material labels on returned empty containers/ packaging units should be removed / invalidated and the containers labelled with the information "Return delivery for cleaning".
Please note: The permanent container serial numbers must not be removed / invalidated.
Caution: The fix installed container-Serial numbers should not be removed or invalidated.

Individual arrangements deviating from these may be made with the relevant WALA purchaser.

2 Attachments

EPAL_Quality_Classification
Packaging scheme for Euro-pallets with A- oder B-Trays



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3 Changes to the previous version

No changes