

Dear Sir / Madam,

with great satisfaction, we are pleased to inform that starting from June 2016 we launched the possibility of notifying the deliveries in our Distribution Centres in Ołtarzew, Gądkı, Katowice, Toruń, Wrocław. Due to the new solutions and rules of proceedings while unloading, we will be able to serve taking deliveries with even greater effectiveness and assure the time of unloading, which will reduce the waiting time.

Below, you will find the detailed regulations concerning a delivery of goods to our Distribution Centres. We hope that timeliness as well as clear and consistent rules will result in even more effective, efficient and problem-free cooperation.

WORK HOURS OF DELIVERY CHAMBERS IN DC THAT REQUIRE NOTIFICATION

➤ **DC Gądkı**

7 Magazynowa Street, 62–023 Gądkı

Monday – Saturday 7:15 – 7:00

➤ **DC Katowice**

76 Porcelanowa Street, 40–246 Katowice

Monday – Saturday 6:15 – 6:00

➤ **DC Ołtarzew**

1 Ceramiczna Street, 05–850 Ożarów Mazowiecki

Monday – Saturday 6:15 – 6:00

➤ **DC Toruń**

58 Szosa Bydgoska Street, 87–100 Toruń

Monday – Saturday 6:15 – 6:00

➤ **DC Wrocław**

8A Graniczna Street, 54–610 Wrocław

Monday - Saturday 7:30 – 00:30

ON HOLIDAYS WAREHOUSES ARE CLOSED

DELIVERY ORGANISATION RULES ON THE DISTRIBUTION CENTRE PREMISES

1. Basic information:

- Deliveries are taken by the specified deadline and at the scheduled in a notification time.
- The driver is obliged to park in a designated space and provide transport documents and ID card to the delivery registration office – 30 min before the notified time of unloading at the latest.
- If the hour of delivery of documents to the delivery registration office exceeded the notification hour by 15 minutes, the delivery is considered delayed. Consequently, the driver may wait for an another free time frame.
- The driver is obliged to move around the premises wearing a reflective vest.
- The Information with the permission to approach the loading ramp will be given by the CB radio on **36** channel.
- After receiving the information with the unloading gate number, the driver takes the car to the designated dock.
- The unloading process is carried out by the NEUCA employee.
- The driver is obliged to supervise the unloading and await for the delivery control in a place designated by the delivery chamber employee.
- After the unloading of the car, the driver leaves the dock, drives to the parking lot and goes to the delivery registration office for the documents.
- In order to make the delivery reception fast and smooth, we expect:
 - goods from every order to be sorted separately (simple identification). In case of EAN 128 labels, the label should include the information about EAN/GTIN, quantity and the expiry date of the batch.
 - every pallet/packaging should contain the products of the same batch (two for one pallet unit of the same index at the most) and of the same expiry date,
 - after unloading, NEUCA employee inspects the goods and verifies the pallets,
 - the driver should wait till the verification ends. NEUCA reserves the right to return of goods during the delivery if:
 - * the goods are damaged,
 - * the expiry date differs from the one in the system,
 - * the delivered quantity differs from the ordered quantity.
- After the receipt and delivery control, the driver receives the full set of documents confirming the receipt of goods and possible document of discrepancy.
- If the driver wishes to collect the return pallets, it should be reported in the delivery registration office.
- In case of returning the pallets, the driver gets the separate document confirming the quantity of returned packages.
- Before leaving the Distribution Centre, the car can be subjected to inspection (semitrailer + cabin) by the security guards at the gatehouse. If the semitrailer is not empty, the driver is required to show the relevant document identifying the content of the semitrailer.
- The deliverers who are beyond the deadline of notification (i.e. late) will be served ahead of the cars without notification in a free time frame.

DELIVERY NOTIFICATION RULES TO THE DISTRIBUTION CENTRES

- Every delivery to the Distribution Centre should be notified online or by phone. The coordinators responsible for the notification in the warehouses can be contacted by phone from 7.15 a.m. to 5.45 p.m., from Monday to Friday.

Phone numbers and e-mail addresses to the coordinators responsible for the notification:

- **DC Gądkki, Wrocław, Katowice, Toruń**
 - e-mail: filip.romanowski@neuca.pl
 - tel. +48 669 491 366
- **DC Ołtarzew**
 - e-mail: ernest.zwolinski@neuca.pl
 - tel. +48 661 360 020

- The delivery can be notified on the next working day of the warehouse at the latest, but with a three-day advance at the most.
- Notification by e-mail – you will always receive the reservation confirmation – up to three hours at the latest.
- Notification should include:
 - a) NEUCA S.A. order number,
 - b) name of the deliverer,
 - c) delivery deadline (date and hour),
 - d) number of pallets, (if you cannot give the number of pallets, please give us the number of packages),
 - e) information if it is a domestic or an international delivery,
 - f) information if the car is adjusted to unload at the ramp, if it has a lift.

Contact:

Below you will find the contact details to the specialists responsible for the organisation of deliveries to the Distribution Centres.

- In case of any questions, please contact:
 - Filip Romanowski
 - e-mail: filip.romanowski@neuca.pl
 - tel. +48 669 491 366