

Delivery and Logistics Regulations for Suppliers

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Preamble

An efficient and dependable logistics system is key to a company's success and competitive edge. Adhering to well-defined logistics standards in the supply chain strengthens supply security, mitigates risks and is essential for quality assurance and cost efficiency.

These logistics requirements establish clear standards and guidelines for our suppliers. They cover all relevant aspects, from delivery schedules and time slots to packaging and transport requirements, as well as empties management and storage. These requirements are designed to enhance the efficiency and transparency of our processes, providing a clear framework for seamless collaboration.

Strict adherence to these logistics requirements is essential for optimising supply chain processes and ensuring a high level of supply security. These requirements therefore provide the basis for a successful and collaborative partnership.

1. General principles

Personal protective equipment (PPE) is mandatory in all STEP-G plants and production areas. This requirement is in place to protect both suppliers and employees while ensuring that the highest safety standards are consistently maintained.

All suppliers and external service providers must also wear the required protective equipment whenever they enter designated areas within the plants. Strict compliance with this rule is crucial for maintaining a safe working environment and minimising risks for everyone involved.

Loading and unloading times vary across STEP-G sites and must be strictly observed, as they are aligned with each facility's established workflows. Any deviations from these times require prior written approval from STEP-G.

All instructions given by STEP-G employees must be followed at all times.

1.1 Bonn plant

1.1.1 Access



Access is via Friedrich-Wöhler-Straße, all arrivals must report to reception. Instructions given by the reception team must be followed. Safety training is provided at least once per year and must be completed before entering the site.

1.1.2 Loading and unloading times

Bonn plant				
Monday	Tuesday	Wednesday	Thursday	Friday
06:00	06:00	06:00	06:00	06:00
19:00	19:00	19:00	19:00	19:00
Delivery and collection address				
Friedrich-Wöhler-Straße 2, 53117 Bonn				

1.1.3 Technical requirements

All vehicles arriving at the Bonn plant for loading or unloading must meet the following minimum requirements:

- Side loading and unloading capability
- Valid general vehicle inspection (HU)
- Valid safety inspection (SP)
- Sufficient load securing equipment
- Goods must be protected against weather conditions

1.2 Bitterfeld plant

1.2.1 Access



Access is via Devillestraße, all arrivals must report to the shipping department. Instructions given by shipping staff must be followed. Safety training is provided at least once per year and must be completed before entering the site.

1.2.2 Loading and unloading times

Bitterfeld plant				
Monday	Tuesday	Wednesday	Thursday	Friday
06:30	06:30	06:30	06:30	06:30
14:00	14:00	14:00	14:00	12:00
Delivery and collection address				
Devillestraße 2, 06749 Bitterfeld				

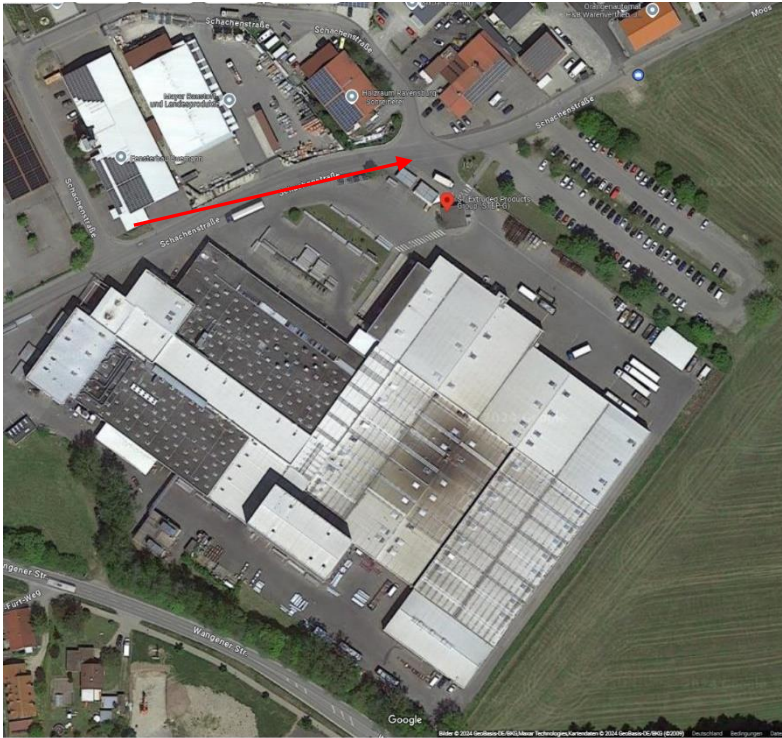
1.2.3 Technical requirements

All vehicles arriving at the Bitterfeld plant for loading or unloading must meet the following minimum requirements:

- Side loading and unloading capability
- Valid general vehicle inspection (HU)
- Valid safety inspection (SP)
- Sufficient load securing equipment
- Goods must be protected against weather conditions

1.3 Vogt plant

1.3.1 Access



Access is via Schachenstraße, all arrivals must report to reception. Instructions given by the reception team must be followed. Safety training is provided at least once per year and must be completed before entering the site.

1.3.2 Loading and unloading times

Vogt plant				
Monday	Tuesday	Wednesday	Thursday	Friday
07:00	07:00	07:00	07:00	07:00
15:15	15:15	15:15	15:15	12:30
Delivery and collection address				
Schachenstrasse 14, 88267 Vogt				

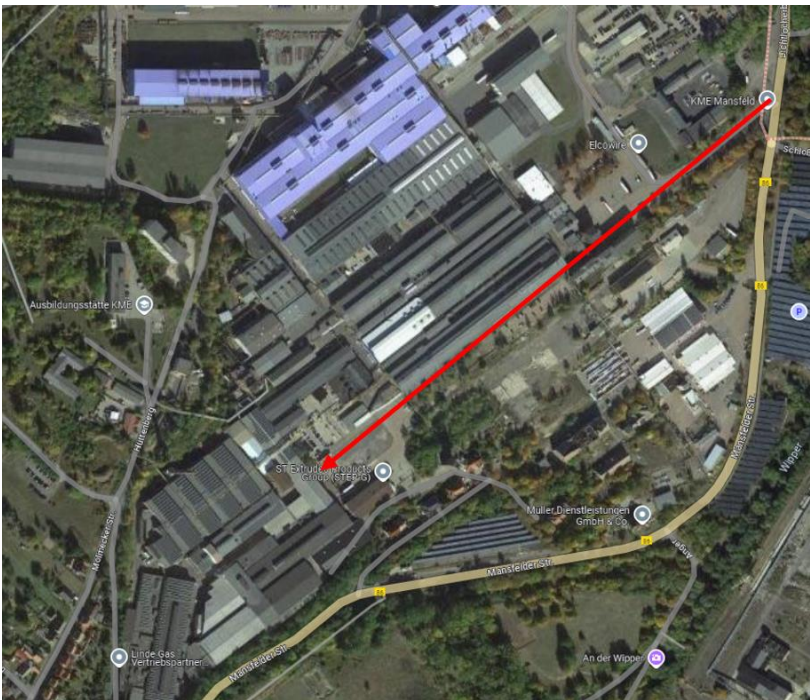
1.3.3 Technical requirements

All vehicles arriving at the Vogt plant for loading or unloading must meet the following minimum requirements:

- Side loading and unloading capability
- Rear loading and unloading capability
- Valid general vehicle inspection (HU)
- Valid safety inspection (SP)
- Sufficient load securing equipment
- Goods must be protected against weather conditions

1.4 Hettstedt plant (foundry)

1.4.1 Access



Access is via Mansfelder Straße. All arrivals must report to reception. Instructions given by the reception team must be followed. Safety training is provided at least once per year and must be completed before entering the site.

1.4.2 Loading and unloading times

Hettstedt plant					
Monday	Tuesday	Wednesday	Thursday	Friday	
08:00	08:00	08:00	08:00	08:00	Loading
18:30	18:30	18:30	18:30	18:30	
07:00	07:00	07:00	07:00	07:00	Unloading
13:30	13:30	13:30	13:30	13:30	
Delivery and collection address					
Lichtlöcherberg 40, 06333 Hettstedt					

1.4.3 Technical requirements

All vehicles arriving at the Hettstedt plant for loading or unloading must meet the following minimum requirements:

- Side loading and unloading capability
- Valid general vehicle inspection (HU)
- Valid safety inspection (SP)
- Sufficient load securing equipment
- Goods must be protected against weather conditions

2. Supply security

For further details, see [QAA STEP-G](#)

Our suppliers are responsible for ensuring a continuous and reliable supply of materials and components to STEP-G. The primary goal of these supply security measures is to ensure the company's continuous delivery capability and prevent potential disruptions. Within the scope of these requirements, supply security is a core responsibility of all suppliers and is of the highest priority.

All suppliers must guarantee an uninterrupted flow of raw materials and components to our company. To ensure this, we depend on clear agreements and proactive planning to minimise the risk of shortages. Suppliers must adhere to binding delivery times, meet defined availability standards and maintain transparent communication. Effective coordination in planning and inventory management helps ensure a reliable supply of goods and materials, even in the face of demand fluctuations and unforeseen disruptions. (Also applicable: QAA 9.4)

2.1 Risk management in the supply chain

All suppliers must implement a structured risk management system to ensure supply security. This includes identifying and assessing all risks that could disrupt the stability of the supply chain, such as natural disasters, political unrest, economic uncertainties or transport issues.

The risk management process must include a systematic analysis of potential risks as well as their impact and likelihood of occurrence. Suppliers must implement risk mitigation measures and develop comprehensive contingency plans. They must regularly review and update their risk management processes and maintain ongoing communication with STEP-G. These measures are designed to ensure that our suppliers are always prepared for potential disruptions and can respond effectively. (Also applicable: QAA 9.3)

2.2 Inventory management and safety stocks

Suppliers must adhere to the contractually agreed safety stock levels and delivery times to ensure supply security at all times. Safety stocks serve as a buffer to absorb fluctuations in demand or delivery delays, ensuring a continuous production flow. These safety stocks must be stored at the supplier's facility.

For inventory management, suppliers must adhere to predefined guidelines for determining safety stock levels, based on consumption data and fluctuations in demand. They are required to work closely with

STEP-G to meet contractual inventory targets and regularly review and adjust minimum stock levels. Suppliers must also ensure continuous inventory monitoring, carry out monthly stocktaking and use modern management systems, such as a warehouse management system (WMS) integrated into the ERP system.

2.3 Communication and information flow

Suppliers must ensure supply security through transparent and timely communication. An efficient exchange of information enables all parties to respond quickly and flexibly to changes, identifying and resolving potential bottlenecks at an early stage.

All suppliers must provide STEP-G with regular updates (at least once per month) on their delivery capability, and take immediate action if delays are anticipated. STEP-G requires suppliers to have the capability for electronic data exchange (EDI). In emergencies, suppliers must use the designated communication channels and contact information as outlined in the Escalation & Emergency Management procedures.

3. Delivery

3.1 Shipping terms

Unless otherwise agreed in individual contracts, all deliveries within the European Union (EU) are made under the Incoterm “DAP (Delivered at Place)” rules. This means that the supplier is responsible for fully organising and covering the costs of transport to the agreed destination (the specific STEP-G plant for which the order was placed), excluding import clearance and customs costs.

For deliveries from non-EU countries, the applicable Incoterm must be specified according to the mode of transport and, in every case, explicitly agreed upon in the individual contract. This approach provides flexibility in transport arrangements, ensuring that they are adapted to the specific requirements and conditions of the relevant non-EU country, as well as the contractual agreements between the supplier and our company. Import customs clearance is handled by STEP-G’s designated broker. Transport costs must always be itemised separately.

3.2 Notification of delivery

To ensure a smooth and efficient goods receipt process, advance notification of delivery is mandatory for all shipments. The preferred method is via an ASN (Advanced Shipping Notice) through EDI (Electronic Data Interchange), which provides all relevant shipment details in advance.

If advance notification via EDI is not possible, suppliers must instead inform the goods receipt department via the designated email address. Regardless of the notification method, a time slot must be booked for each delivery. Failure to arrive within the booked time slot may mean that unloading is not possible on the same day.

These requirements are intended to optimise our logistics processes, minimise waiting times and ensure a smooth flow of goods.

3.3 Goods receipt

In addition to Section 9.5 of the QAA, the following provisions apply:

As part of the goods receipt inspection, STEP-G reserves the right to examine delivered goods for defects and deviations in quality and quantity. This inspection is carried out as part of the standard goods receipt process and may take place at a later stage, depending on the prevailing logistical and operational conditions.

In accordance with statutory regulations (§377 German Commercial Code (HGB)), STEP-G reserves the right to fully utilise the complaint periods stipulated therein. This means that any defects identified during the initial inspection or later through random sample checks may be reported to the supplier within the legally permitted time limits. This also applies to hidden defects that may only become apparent during subsequent processing or use. In the event of a complaint, STEP-G expects the supplier to respond promptly and provide cooperative support in implementing the necessary corrective actions and ensuring consistent supply quality.

4. Container and empties management

4.1 General principles

Efficient empties management is a crucial part of our logistics processes. It ensures a smooth material flow while supporting resource conservation and sustainability. Therefore, we expect our suppliers to handle and return reusable containers, pallets and other transport aids with due care.

Supplier requirements:

1. **Proper handling:** Empties must be handled correctly to prevent damage or contamination. Care must be taken to maximise the containers' service life through proper use. (See 4.2)
2. **Return process:** Empties must be returned promptly and in the agreed quantities to avoid bottlenecks in the logistics chain. (See 4.3)
3. **Documentation:** Each return shipment must be accompanied by a complete list of the transport aids being returned.

A reliable empties management system minimises delays, optimises costs and supports our shared sustainability strategy. We rely on close collaboration with our suppliers to achieve these goals and continuously improve our processes.

4.2 Careful handling

Careful handling of our load carriers is crucial to preserve their quality and ensure their functionality and expected service life. We take care to only dispatch flawless load carriers that are designed for efficient and safe logistics. If any discrepancies arise during your goods receipt inspection – such as damaged or missing load carriers – they must be reported immediately to your designated contact in the empties management department at STEP-G. Proper documentation is crucial in such cases: discrepancies must be noted on the freight document, supported by photographic evidence and countersigned by the carrier.

Long goods pallets (LGP)

Our containers must be used exclusively for their intended purpose. They may not be repurposed for storage or any other applications. This requirement not only safeguards our load carriers but also ensures a seamless return cycle for empties.

Pool load carriers

For pool load carriers such as euro pallets and mesh boxes, the interchangeability criteria published on the EPAL website apply. Suppliers must ensure compliance with these standards to maintain the quality and interchangeability of the load carriers.

4.3 Return of empties

The return of empties is a key aspect of empties management and requires clear guidelines to ensure smooth logistics. The return frequency must be individually agreed upon with the responsible buyer and specified in the contract.

If no such contractual agreement exists, the supplier is required to return empties at least once per month. This ensures a regular return cycle and helps prevent shortages.

In all cases, the supplier shall bear the costs of returning empties. Empties must be returned properly and on time to ensure their functionality and availability. Regardless of the type of load carrier, the following conditions apply:

1. Free from contamination (including the removal of old labels)
2. Free from foreign objects
3. Completely emptied

STEP-G does **not** provide mesh boxes for packaging components such as stacking posts or intermediate layers. Suppliers must procure these at their own expense and they are managed via load carrier accounts.

4.3.1 Condition of delivered LGP and stacking posts

STEP-G uses two types of long goods pallets (LGP): one with a length of four metres and another with a length of six metres. Both versions can be equipped with stacking posts in lengths of 400 mm and 700 mm. LGPs must be delivered in single-type loads, meaning six-metre LGPs must be stacked exclusively with other six-metre LGPs, and four-metre LGPs with four-metre LGPs. Mixing different sizes in a single stack is not permitted. (Maximum stacking height: 19 units)



Figure 1: 6-metre LGP



Figure 2: 4-metre LGP

Stacking posts must also be returned as single-type loads in a mesh box, following the prescribed stacking pattern. This also applies to 400-mm stacking posts, which must be stacked accordingly. Securing the 400-mm posts (e.g. with PE strapping) is permitted.



Figure 3: 700-mm stacking posts in a mesh box

4.3.2 Condition of delivered intermediate layers

The intermediate layers used to protect our profiles must also be delivered in a mesh box, following the prescribed stacking pattern.



Figure 4: Intermediate layers in a mesh box

4.3.3 Condition of delivered euro pallets and mesh boxes

Euro pallets and mesh boxes must be delivered neatly stacked. Pallets must be stacked in sets of 15, and mesh boxes in sets of three.

4.3.4 Costs for non-compliance

If the supplier fails to comply with the requirements outlined in Section 4.3 et seq., STEP-G reserves the right to charge for any missing empties and impose a flat fee of €150 per delivery or transaction to cover additional handling costs.

4.4 Load carrier accounts

Load carrier accounts are coordinated and reconciled on a monthly basis. A statement of account is issued and provided to the supplier. If no written objection is raised within five working days of receipt, the statement is considered approved.

Load carriers must generally be exchanged on a one-for-one basis at the time of delivery. If an immediate exchange is not possible, a separate contractual agreement is required to address any deviations.

Discrepancies in the provided load carriers will be charged as follows: LGP (long goods pallets as per specification): €1,100, euro pallets: €25, mesh boxes: €235. These amounts are non-negotiable.

These regulations are an integral part of STEP-G's logistics requirements and are intended to ensure the efficient management of load carriers.

5. Liability

The supplier, along with any (logistics) service providers acting on its behalf, is fully liable for all damage to STEP-G's property and any other damages arising in the course of the business relationship. This liability extends to all direct and indirect damages, including consequential damages, regardless of their nature or extent. The following types of loss or damage are specifically covered under this liability provision:

1. **Property damage:** The supplier is liable for any damage to, destruction of, or loss of STEP-G's property. This includes, in particular, damage to facilities, vehicles, storage areas, technical equipment and other operational assets owned by STEP-G.
2. **Personal injury:** The supplier is fully liable for any damage causing injury or harm to STEP-G employees, third parties or other individuals. This liability also extends to actions or omissions by the supplier's (logistics) service providers or subcontractors.
3. **Environmental damage:** The supplier is also liable for any environmental damage resulting from its activities. This includes, but is not limited to, contamination of soil, water and air due to improper handling of materials, faulty processes or negligence.

The supplier's liability extends to all types of damage resulting from intentional misconduct, gross negligence or simple negligence. Furthermore, the supplier is obligated to indemnify STEP-G against any third-party claims related to damages caused. This includes both legal and out-of-court claims.

Additionally, the supplier must implement appropriate damage prevention measures and ensure that all logistics service providers working on its behalf are fully informed about the applicable safety and environmental regulations. In the event of an incident, the supplier must immediately take all necessary measures to contain and rectify the damage.

For damage resolution and the implementation of corrective actions, the legally mandated time frames in Germany apply in accordance with relevant legal provisions. Any deadlines for defect notifications and required actions must be met without delay or, at the latest, within the statutory deadlines, depending on the nature of the damage.

6. Updates and revisions

This document is always valid in its most current version. STEP-G reserves the right to amend or supplement the logistics requirements at any time without specifically notifying its suppliers. The latest version of these requirements can be downloaded from the “Download” section of the STEP-G website. Each supplier is responsible for staying informed about potential updates independently and on a regular basis.

Compliance with the most up-to-date logistics requirements is mandatory and a prerequisite for collaboration with STEP-G. Any changes to these requirements must be implemented immediately to ensure smooth business operations. If the supplier fails to identify or implement the required changes to these requirements in a timely manner, they shall bear full responsibility for any resulting consequences or costs.

If any provision of this document is found to be wholly or partially invalid or unenforceable, the validity of the remaining provisions shall remain unaffected. In place of the invalid or unenforceable provision, a legally effective provision that best reflects the economic intent of the original provision shall be deemed agreed. The same applies in the event of any regulatory omissions or loopholes.

7. Revision status and other applicable documents

7.1 Applicable documents

The following documents apply in their latest published version

- Standard Terms and Conditions of Purchase of ST Deutschland GmbH, ST Extruded Products Germany GmbH & Sankyo Tateyama Europe BV
[20240514_allgemeine_einkaufsbedingungen_st_deutschland_gmbh_de.pdf](#)
[20240514_allgemeine_einkaufsbedingungen_st_extruded_products_germany_gmbh_de.pdf](#)
[20240514_terms_and_conditions_of_purchase_sankyo_tateyama_europe_bv_en_01.pdf](#)
- Quality Assurance Agreement (QAA)
https://www.step-g.com/fileadmin/content_STEP-G/Download/Qualitaetsicherungsvereinbarung/20240516_QSV_STEP_450_004_QSV_DE_Rev04.pdf

7.2 Revision status

Version	Date	Author	Changes
01	11-2024	Frank Huber	Initial creation
02	02-2025	Frank Huber	Empties and format