



Supplier Central Distribution Manual

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Preface

This document is the supplier's guide to Cold Move's expectations through their Chilled & Frozen Central Distribution Network.

It is intended for all suppliers that supply products to through our Chilled and frozen Distribution Centre's

It assumes that product specification have already been agreed with Cold Move's Chilled & Frozen Buying Department and Quality Assurance Department.

It assumes that all product and haulage legislation is being adhered to throughout the supply chain.

It also assumes that an agreed ordering process conforms to Cold Move's requirements allowing the transfer of information from Cold Move to the Supplier & Vice Versa

Introduction

This supplier manual will set out the procedures that will assist approved suppliers in doing business with us efficiently & effectively in a timely manner. The subjects covered in this manual are:

- Communication
- Product information
- Purchase Order processing
- Operational procedures
- Documentation
- Safety rules and Regulation
- Invoicing

Orders and Ordering

Orders will be placed with the supplier via E Mail at a time and date agreed with the buyer, the E Mail will contain an excel spreadsheet detailing products and quantities required.

Cold Move has the responsibility for receiving deliveries, assembling store orders and delivering these orders to their customers every day. We will also manage the stock control systems and maintain a safe environment for staff and visitors alike at the Distribution Centre.

If there are any issues arising from reading this manual or further clarification is required, please feel free to contact us.

Communication

1.0 Order E Mail / Excel spread-sheet

E Mail is the core data communication link used to exchange product and purchase order (PO) information.

1.1 Personal Communication

There are three main forms of personal communication available, telephone, fax and email. In most cases any correspondence made by telephone should be followed up by a confirming e-mail outlining any requests, arrangements or agreements made. Occasionally there may be a requirement for face-to-face meetings; the arrangements for such meetings will be set out when the need occurs.

All relevant phone and fax numbers and email addresses are in appendix A

Product Information

2.0 Product Specifications

All products must be in accordance to Product Specifications agreed by Cold Move's Buying Department, and in line with Cold Move's current policy. Any change in product specification must be approved prior to actual change.

2.1 New Product Line Information

Only after prior agreement from Cold Move's Buying Department, new line information must be transmitted E Mail to Cold Move's Head Office and signed off as set out in the Product Data Master Specification. A verification process will take place for accuracy and any errors will result in rejection of data.

2.2 Update Product Line Information

Only after prior agreement from Cold Move's Buying Department or Supply Chain, updated product information must be transmitted via E Mail as set out in the Product Data Master Specification. A verification process will take place for accuracy and any errors will result in rejection of data.

2.3 Product Identification

Ambient & Long Life Chilled Products

For receipt at Cold Moves Distribution Centre of full pallet, half pallet or layered pallet order quantities each product must have a pallet of its own however each pallet is only permitted to be stacked to a maximum of 1.6m

Chilled Products

For single case ordered quantities, which are not delivered on individual pallets, column stacking of these products is required.

For each variable weight case there must be a case label.

Case labels must include:

- Product description
- Consumer unit size
- Shelf life date
- Net case weight, in kilograms
- Outer case scanning barcode (EAN 128 Barcodes)

All labels must be placed inside shrink-wrapping, where shrink-wrapping is used, but remain visible with out the need for removal of the shrink-wrapping at the Distribution Centre.

2.4 Shelf Life Dates

All products that have **Best Before Dates** or **Use By Dates** must be delivered to the Distribution Centre with at least the agreed minimum number of day's shelf life.

No single pallet quantity can have more than one Shelf Life Date, except where pallets are of mixed products

Purchase Order (PO) Processing

3.0 Purchase Order (PO)

Cold Move Supply Chain will send a PO via E Mail. The PO will contain data as set out in the Purchase Order specification. A PO response via E mail is required. The PO response should contain data set out in the Purchase Order response specification. The scheduled delivery due date will be based on a previously agreed lead-time. The booking in time of delivery will be arranged with Cold Move Goods In Office prior to first delivery.

If after the PO response, there is a problem with any part of the PO a telephone communication to Cold Move's Head Office is required as soon as possible. These problems are to be followed up by a confirming email.

3.1 Cold Move Amending a Purchase Order (PO)

If for any reason Cold Move Supply Chain wishes to amend a PO, Cold Move will send a cancellation E Mail message for the original PO and then a new PO message with the amendments. This latest PO will have a new PO number. A reply via E mail is required as in point **3.0**. This effectively renders the original PO cancelled.

3.2 Emergency Purchase Order (PO)

If for any reason Cold Move wishes to raise an emergency PO, Cold Move Supply Chain will make contact by telephone to confirm the intentions prior to the raising of the emergency PO. After agreement the PO should be managed, as set out is point **3.0**.

Note An emergency PO may require a different lead-time to the standard lead-time.

Every effort will be made to devise a fixed delivery schedule that is mutually beneficial to all parties.

3.2 Booking Time

A "Booking In" time for each PO, for the delivery must be arranged with Coldmove on the same day that the PO response is sent to Cold Move. Cold Move will make every effort to deliver a fixed daily supplier delivery time.

Delivery to the Distribution Centre

4.0 Safety Rules And Regulations

Each driver will be made aware of the Safety Rules And Regulations on first arrival into our Central Distribution Centre. All delivery personnel must wear high visibility vests & safety shoes / boots before admittance to the facility.

4.1 Standard of packing

All pallets of product must be stabilised in such a manner as to ensure safety under reasonable distribution handling and storage conditions.

Products can be secured onto pallets using shrink-wrapping or similar means in such a way that the integrity of the product and outer case is maintained without packs being distorted due to over tensioning

Systems that restrict case movement on pallets by way of adhesives must not be used.

Trays must have sufficient wall height and structural integrity allowing loaded trays to be handled without shrink-wrapping.

Product must not overhang the edges of the pallet

Outer packaging materials must be easy to identify and condense for transit to a recycling site.

Plastic outer packaging should be either:

- Clear PVC
- Natural translucent polypropylene
- White Polystyrene
- Polyethylene shrink-wrapping

This does not apply to returnable transport packaging

4.2 Vehicles

All vehicles must be at the temperature appropriate to the product.

All vehicle floors must be sound and capable of withstanding a loaded medium weighted motorized pallet trucks. (Minimum 2500 kilograms)

Where legislation is applicable, all vehicles must have door seal integrity and Department of Agriculture certifications for each delivery.

4.3 Arrival at the Distribution Centre

Each driver must report to the entry point, within 30 minutes of the scheduled time, on entry to the Distribution Centre and follow the directions issued.

If for any reason a delivery will be outside the scheduled time, a telephone call to the Goods In Office is required as soon as this is realised. All deliveries will be benchmarked on a rolling KPI basis delivering a % on time analysis by week & month.

Drivers arriving outside the scheduled time without notification may be refused entry or severely delayed.

All product weights must be within the tolerances set out in the product specifications.

4.4 Unloading

Each driver will be directed to an unloading bay or a parking bay and then they must return to the Goods In Office for further directions.

Drivers must hand over their vehicle keys until unloading is complete.

Once loading is complete the driver's keys will be returned but they must not remove their vehicle until they get authorization from Cold Move.

4.5 Delivery Checking

On arrival at the CDC, your order will be offloaded by Cold Move personnel and the delivery docket signed unchecked to allow the driver be on their way as soon as is practical. Temperatures will be checked at this stage to ensure that they are within the agreed tolerances.

Notification of any non-conformance will be notified to the supplier on the working day following delivery.

Our accounts Department will also be notified at the same time.

4.6 Hauliers and Consolidators

Hauliers and Consolidators are required to know all procedures in operation prior to delivery.

Each haulier or consolidator must have the same level of documentation as if the product was delivered directly.

If a haulier or consolidator has a multiple supplier delivery to CDC they must be aware of the requirement to book in each PO. Failure to do this may mean that the scheduled time for each PO may be significantly different as deliveries are scheduled as they are due to be picked by line to fill the delivery cage.

Each Supplier PO must have a clearly identifiable supplier name on each pallet.

4.7 Pallet Exchange

All products must be delivered to the Distribution Centre on (standard 1200mm x 1000mm, four way entry, non-reversible pallets, "Euro Pallets" are acceptable.

The maximum gross weight of a loaded pallet must not exceed 1250 kilograms

For standard pallets the maximum height of the loaded pallet must not exceed 1.8 metres.

Pallet exchange will be worked on a one-to-one basis.

Returns from Distribution Centre

5.0 Returns from Distribution Centre

Products that are to be returned must be collected at an agreed scheduled time, on or before the next scheduled delivery day.

Where arrangements for uplifts are problematic, products to be uplifted will be held for a maximum of three working days prior to dumping or individual arrangements can be made with Cold Move for re-delivery of returns.

Cold Move will supply you with a Returns Docket detailing the reason for the return.

6.0 Invoicing

Supplier invoices must be E Mailed to accounts@coldmove.ie or via post to:

Accounts Payable
Cold Move Ltd
Glenascaul Industrial Estate
Oranmore
Co. Galway
Ireland

All invoices need to be made out to Cold Move Ltd in the agreed currency

Invoices should be for net delivered product as per section 4.5

Credit notes for returns as referred in section 5.0 must be forwarded to accounts@coldmove.ie

We agree to the supplier distribution requirements:

Supplier Name :

Supplier Signature:

Position:

Date

Appendix A

Contact Information: Cold Move: Galway HQ

Name	Telephone	E-Mail
Buying Office	091 792 926	purchasing@coldmove.ie
Quality Department	091 792 926	quality@coldmove.ie
Stock Control	091 792 926	stockcontrol@coldmove.ie

Contact Information: Cold Move: Swords

Name	Telephone	E-Mail
Warehouse	01 890 4072	swords@coldmove.ie

Contact Information: Cold Move: Bond Road

Name	Telephone	E-Mail
Stock control	091 792 926	stockcontrol@coldmove.ie
Anthony Wall Regional Manager	086 410 9593	anthonywall@coldmove.ie

Contact Information: Cold Move: Newbridge Bralca

Name	Telephone	E-Mail
Stock control	091 792 926	stockcontrol@coldmove.ie
Alan Kelly Warehouse Manager	086 822 8242	alan@bralcacoldstore.ie