Collaboration and partnership

The guidelines for our business partners

Procurement / June 2025

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1. General terms and conditions for goods deliveries

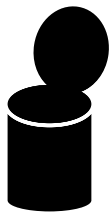
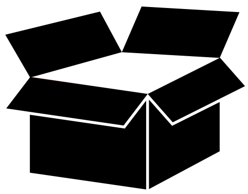
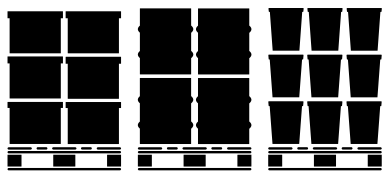
1.1 Purpose of logistics standards

The standardisations described are based on the national and international standards for the movement of goods and electronic data exchange in accordance with Global Standard 1 (GS1). This describes the essential requirements for business partners that are important for a smooth process along the entire logistics goods flow chain. Pistor's automatic conveyor systems and high-bay warehouses are dependent on compliance with these logistics standards.

Non-compliance with the specifications for delivery qualities will result in costs. Pistor shall charge verifiable expenses to the Supplier.

1.2 Terminologies

In line with international language rules, the following terms will be used for the logistics units:

Sales unit – consumer unit	**Trading unit – traded unit**	**Transport unit – logistic unit**
Unit sold by Pistor customers. This plays a subordinate role in Pistor's logistics functions.	Standardised unit containing one or more consumer units and sold by Pistor to customers.	A logistic unit containing one or more identical traded units that goes from a sender to a recipient. It can be designed homogeneously as an original pallet or as a layer pallet.
		

1.3 Distinctions of the traded units

The cubic traded units must be marked on at least one longitudinal side, narrow side or over the corner edge on both sides. For all other containers, at least one clearly defined label must be provided (sign or labelled directly). Care must be taken to ensure good visibility. Supplementary product information such as article descriptions and **Pistor article numbers** should be displayed as large as possible, especially for frozen products – at least 8 mm high to ensure legibility. **The products must always be marked with a GTIN and preferably with the Pistor article number.**

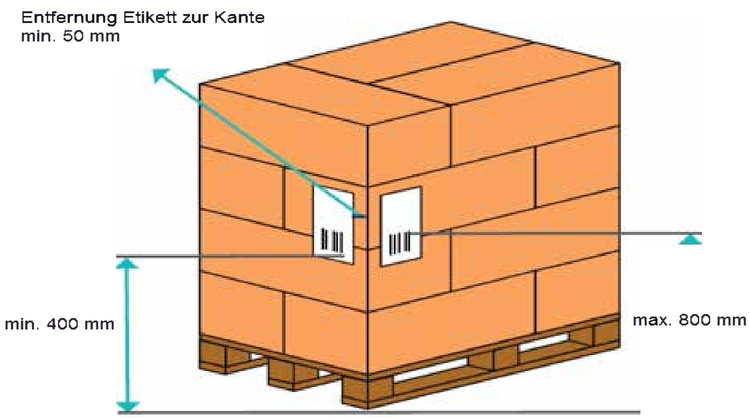
Barcode

The barcode is the encrypted form of the GTIN and makes it automatically readable by scanners. The GTIN (Global Trade Item Number) is the 13-digit number underneath the barcode. It can be used to identify each article, each product or each product variant worldwide without overlaps. It is often also referred to as an article number and acts as an access key to product information stored in databases, such as name, weight, container size or product group.

Best before labelling
A single-variety pallet may only contain one best before date (BBD). The label must be clearly visible on the traded unit. The traceability of the products is determined by the best before date and/or the batch number.
The SSCC (Serial Shipping Container Code) is an international marking standard that uniquely references the transport units (logistic units) worldwide. The globally applicable guideline «GS1 Logistic Label Guideline» (available at https://www.gs1.org/standards/gs1-logistic-label-guideline/1-3).

1.4 Affixing the transport label (SSCC)

The transport label (SSCC) must be attached in accordance with the GS1 standard: Across a corner 40 cm - 80 cm from the floor and at least 5 cm from the edge.



1.5 Marking without SSCC and without DESADV

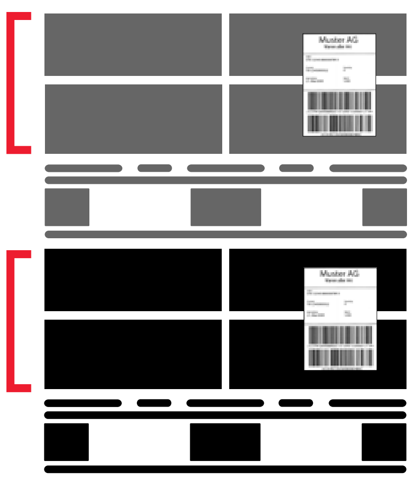
1.5.1 Box/traded unit

Each box/traded unit must be labelled with a GTIN.

1.5.2 Pallet/mixed pallet

The pallet/mixed pallet is not marked.

1.6 Marking with SSCC and without DESADV



1.6.1 Box

The box must be marked with a GTIN.

1.6.2 Pallet

The pallet must be unmixed and be marked with a transport label with SSCC and GS1-128.

1.6.3 Sandwich pallet

The layers of sandwich pallets must be unmixed. Each layer must also be marked with a transport label with SSCC and GS1-128.

1.7 Label with SSCC and DESADV

1.7.1 Box

The box must be marked with a GTIN.

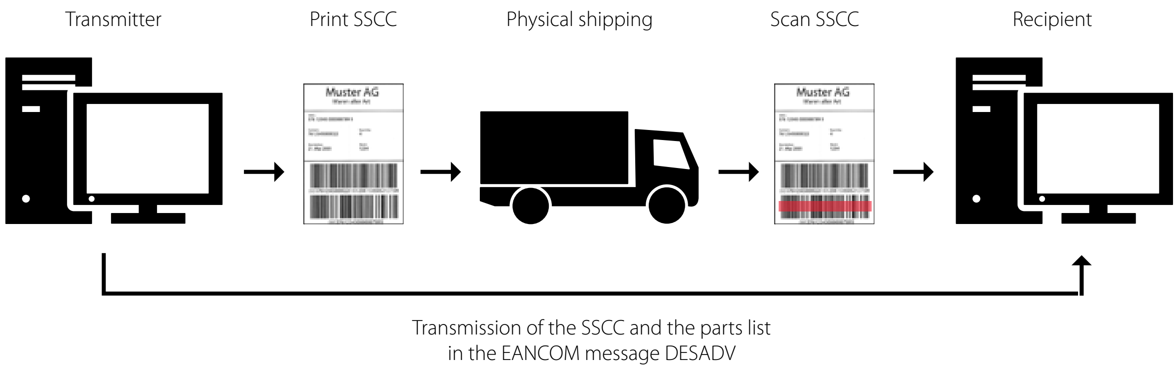
1.7.2 Pallet/mixed pallet

The pallet and mixed pallet must be marked with a transport label with an SSCC barcode.

1.7.3 DESADV

The DESADV must reach Pistor before delivery (please note the transmission time).

Connection between SSCC and EDI



1.8 Explanation

1.8.1 Contents of GTIN code

The GTIN is divided into four parts, for example:

» Country number (1)

» Operating number «variable» (2)

» Article number «variable» (3)

» Check digit (4)

Number structure for variable-quantity items (weight items) with pre-digit 28
The GTIN may only be used on the consumer unit.

Pre-digit	Individual article number of the trading company	Check digit	Weight field maximum 99,999 kg	Check digit
28	XXXX	P	XXXX	P

Number structure for variable-quantity items (weight items) with pre-digit 29
The GTIN may only be used on the consumer unit.

Pre-digit	Standard number according to GS1 number catalogue	Type of packaging	Weight field maximum 99,999 kg	Check digit
29	XXXX	V	XXXX	P

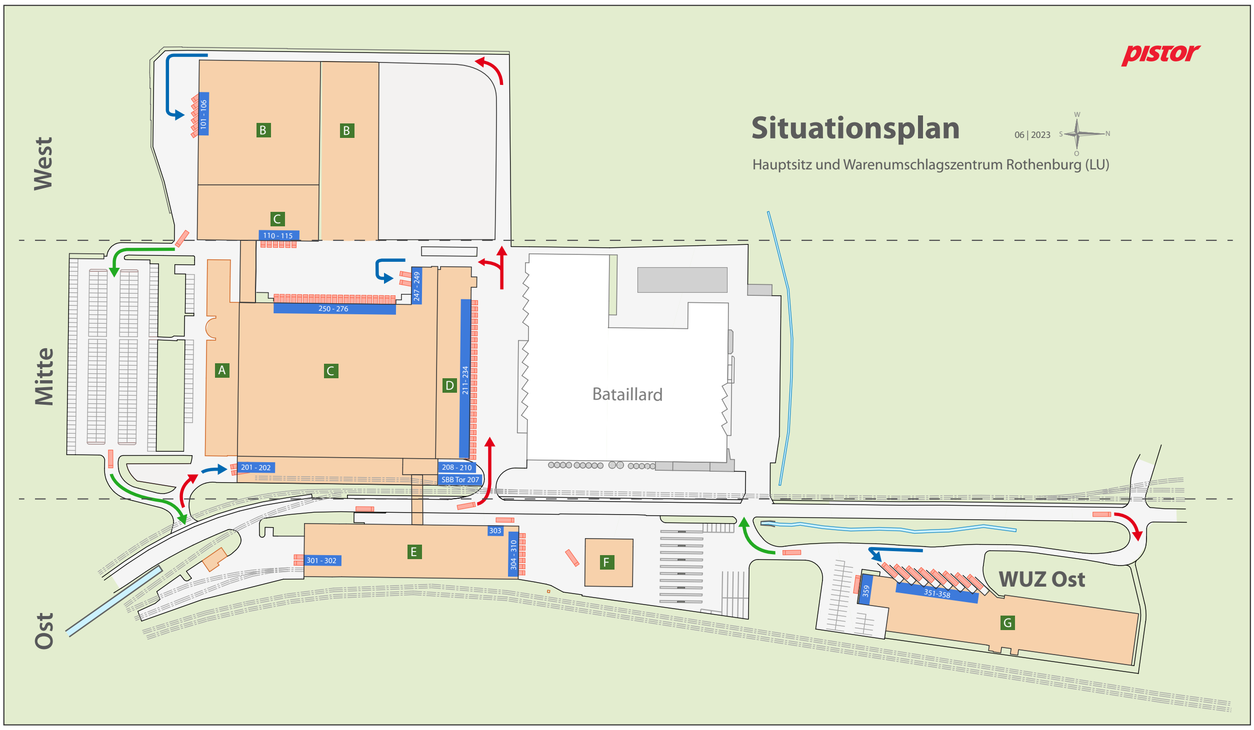
1.8.2 Transport label with SSCC and GS1-128

1.8.3 Transport label with SSCC

1.9 Delivery information

1.9.1 Deliveries/time window

Goods receipt at the goods handling centre is manned from Monday to Friday from 6 a.m. to 5 p.m. Goods can be **delivered unannounced until 12 noon**; afternoon deliveries must be clarified in advance by telephone. Import deliveries must always be announced. Waiting times must be expected during the normal peak times. Overnight stays on the Pistor site are not welcomed.
Delivery address: Hasenmoosstrasse 31, 6023 Rothenburg



Anlieferung

WUZ-Mitte Rampe 201-202 – für Hygiene- und Careprodukte (GLN: 7612558200097)

WUZ-Mitte Rampe 247-248 – für Frischdienst FD (GLN: 7612558200028)

WUZ-West Rampe 101-106 – für Normalware NW (GLN: 7612558200011)

WUZ-Ost Rampe 351 -358 – für Tiefkühlprodukte TK (GLN: 7612558200059)

- Warenannahmen (für Lieferanten)
- Anfahrweg Anlieferung
- Ausfahrt

- **A** Bürogebäude
- **B** Warenumschlagszentrum West/West II (Normalware)
- **C** Warenumschlagshalle
- **D** Frischdienst (Kühlwaren)
- **E** Werkhalle (Reverslogistik/Retouren)
- **F** Werkstatt Lkw
- **G** Tiefkühlcenter

1.9.2 Temperature-controlled deliveries

In general, the article specifications apply for maintaining temperatures. Goods that are not clearly specified shall be tested as follows:

Frozen products	The temperature of the goods must not exceed	-18 °C at delivery
Fresh products	The temperature of the goods must not exceed	5 °C at delivery

Deliveries with temperatures above the specified limit will be rejected. The surface temperatures of individual products will be tested.

1.9.3 Delivery notes in paper form

The standards according to Efficient Consumer Response (ECR) should at least be met (www.gs1.org or country organisation, e.g. www.gs1.ch). The delivery documents must contain the Pistor order number, all labels (MSC, BIO, etc.) and, if possible, the Pistor article numbers. The **quantities** specified on the delivery note should preferably be specified in the **Pistor traded unit**. With deliveries or collections with several vehicles per order, at least one copy of the delivery note must be enclosed for each partial delivery/collection.

1.10 Physical requirements for optimal goods receipt

1.10.1 Dimensions

Conveyor technology at the Pistor Rothenburg goods handling centre is limited to:

Height: max. 180 cm including pallet **Base area:** EUR pool pallet size **120 x 80 cm**
Weight: max. 950 kg including pallet

Non-standard heights and widths are not tolerated. Also not for imported goods, unless they are explicitly specified and confirmed in the purchase contract and noted in the delivery note. The delivery will be refused or repacked appropriately at the expense of the automatic transport systems.

Pallets with a total weight of more than 950 kg cannot be accepted for logistical reasons.

Non-mixed pallets must be equipped with intermediate pallets for each article if entire layers are ordered. The traded units must be protected, for example by cardboard liners/anti-slip paper, such that the units are not soiled or damaged by pallets stacked on top of each other.

1.10.2 Pallet quality

Pistor carries out an automatic pallet check at goods receipt. If defective pallets are delivered, the pallets are discharged and charged to the Supplier. The EPAL exchange criteria for EUR pallets apply for pallet quality (epal-pallets.org).

1.10.3 Load securing

All articles are transported by automatic conveyors, elevators, lifting devices and stacker cranes. The loading aids and load securing must be designed accordingly in order to be suitable for use. Deviating specifications are specifically recorded in writing in the order and checked in the goods receipt department (for examples, see Figures on pages 11 and 12).

1.10.4 Use of «easy opening-system» for outer boxes

Goods in the outer box must generally be delivered using the «easy opening system» (slip lids, tear-off tabs, predetermined breaking points, etc.). This enables Pistor to efficiently unpack and repack in automatic container systems.

1.11 Incoming goods inspection and quality assessment

1.11.1 Quality requirement delivery

If the logistics delivery units deviate inadmissibly from the specifications, Pistor reserves the right to refuse delivery or parts of it. This also applies for deliveries in which hidden defects are discovered, particularly if the goods are accepted with reservation for reasons of time or processing. The relevant quality controls of goods deliveries focus on:

1. Compliance with delivery times (see item 1.9.1)
2. Labelling of the transport unit (see items 1.4 and 1.7)
3. Dimensional accuracy of deliveries (height: max. 180 cm [including pallet]/base area: 120 × 80 cm)
4. Quality of loading aids according to standard specifications
5. Load securing as documented
6. Complete and clearly documented delivery (delivery notes)
7. Products designed, packaged and labelled in accordance with the order
8. Products with different best before dates, pallets delivered separately
   (different batches with the same best before date are permitted on the same pallet)
9. No soiling/damage to products and loading aids
10. Compliance with FIFO window

Examples of good load securing

Pistor boxes/dimensions complied with

Sturdy shrink film

Sturdy shrink film

SBB wooden frame/dimensions complied with

Sturdy box/dimensions complied with

Examples of poor load securing


Shrink only up to the edge of the pallet


Torn shrink film due to non-compliance with dimensions


Torn shrink film due to non-compliance with dimensions

The shrink film must not be attached to the pallet block.

The shrink film must not be attached to the pallet block.

Accepted examples of goods repacked for a small container system


The pallet dimensions were complied with, prepared separately and safely shrunk with a sturdy shrink film.


The pallet dimensions were complied with, prepared separately and safely shrunk with a sturdy shrink film.

1.11.2 Quality requirement pallet

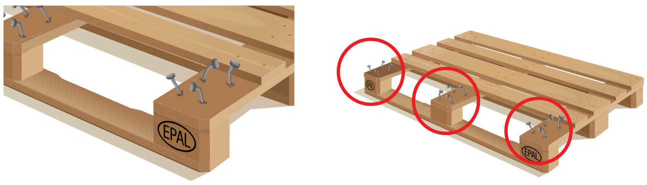
Tasks of shippers
- Obligation to check the exchangeability of the euro pallet before loading
- Loading and shipping exclusively with exchangeable euro pallets
- Informing service providers about contractual arrangements with the recipient

Role of service providers
- Keeping exchange accounting for euro pallets, if this is not agreed bilaterally between shipper and recipient
- Reporting irregularities and documenting them if possible

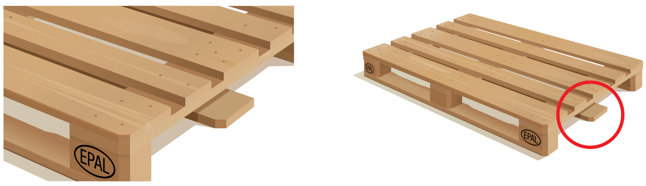
Tasks for recipients
- Inspecting received Euro pallets without flat-rate deduction
- Informing service providers about contractual arrangements with the shipper
- Obligation to check the exchangeability of the euro pallet before returning it

Exchange criteria
Non-exchangeable euro pallets according to EPAL exchange criteria, as of 2023:
epal-pallets.org

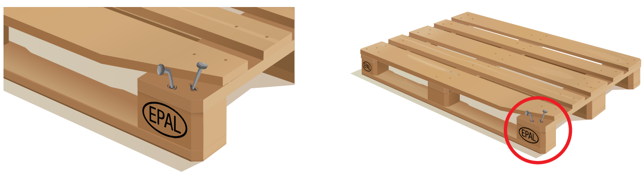
One board is missing.



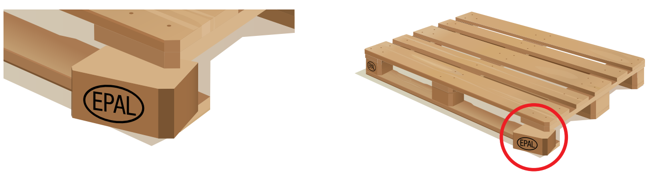
A block is missing or split such
that more than one nail shaft is visible.



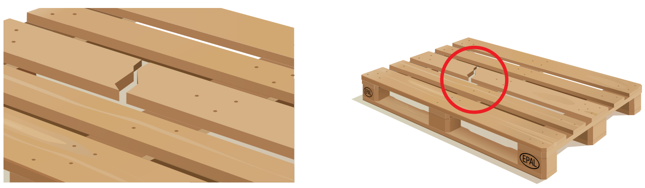
A board is chipped such
that more than one nail shaft is visible.



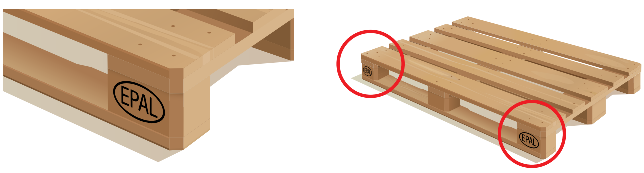
Twisted blocks must not protrude
more than 10 mm.



A board is broken crosswise or diagonally.

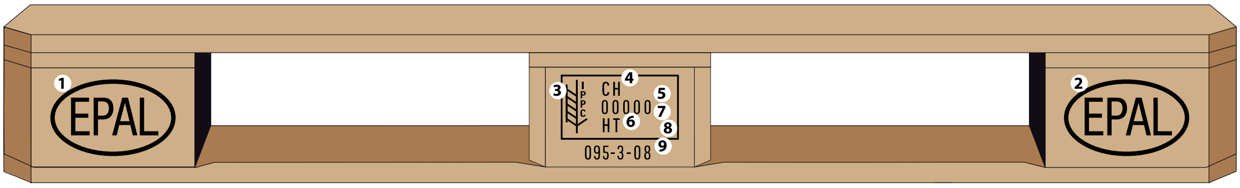


The marking on the right and
the marking on the left are missing.



Other characteristics for eliminating exchangeability:
- The load-bearing capacity is no longer guaranteed (rotten and decaying, severe chipping).
- There is so much soiling that the loaded goods become contaminated.
- Severe chipping on several blocks.
- Inadmissible components have apparently been used (such as boards that are too thin, blocks that are too narrow).

Euro pallets with the following markings can be exchanged unrestrictedly:



Left block EPAL or track sign

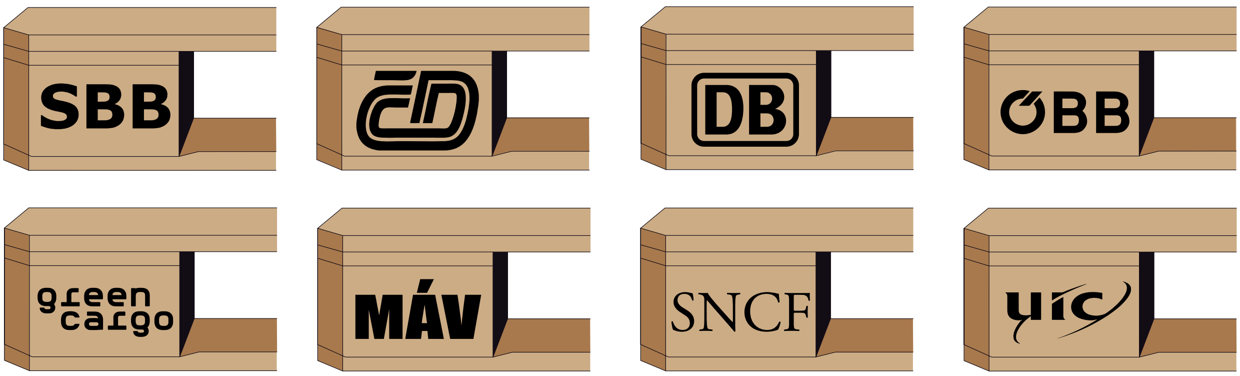
Right block EPAL or EUR

1/2 Weld penetration of the European Pallet Association e. V.
3 IPPC weld penetration according to national plant health regulations (for EPAL pallets mandatory since 01/01/2010)
4 Country code
5 Registration number of the competent plant health authority
6 Treatment method (heat treatment)
7 EPAL test clamp (mandatory)
8 Testing nail (only available if it is a repaired pallet)
9 Licence number - year - month

7

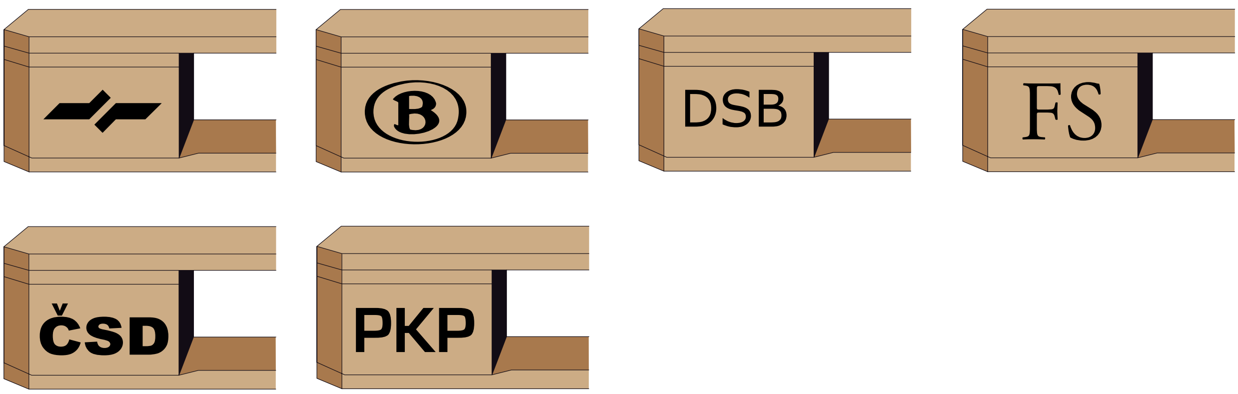
8

Best-known track signs in Switzerland:



EPAL NK SWITZERLAND epal.ch

Other permitted track signs:



1.12 Delivery errors

1.12.1 Deviations guaranteed best before date

The best before dates (from acceptance of delivery) are reported by the Supplier when articles are opened using the article master data sheet or data exchange. If this data is not complied with, the Supplier is obliged to contact operational procurement in advance in order to coordinate accordingly.

Deliveries of goods dated too short without notice will not be tolerated and will be invoiced at a flat rate on a case-by-case basis. We also reserve the right to return the goods against a credit note.

However, if the goods are kept, the costs incurred for liquidation/disposal, as well as the resulting expenses, will also be passed on.

1.11.2 Contribution to costs delivery error

Delivery errors in the form of defective cartons, etc. may always occur upon delivery. In the event of major defects, we will inform you of the damage incurred and return the goods. In order to reduce process costs, our suppliers are not actively informed about each individual case if minor defects occur. If the cumulative amount of claims in a calendar year exceeds CHF 100, we will issue you a cumulative invoice at the beginning of the year.

2. General terms and conditions for data deliveries

Data exchange via Markant
Pistor's principle is to process all data exchange via Markant. To simplify processes and achieve long-term success, Pistor is investing in a fully automated invoicing process. The aim is to keep the effort involved in post-processing to a minimum. The following must be observed:

2.1 Invoicing

Pistor expects one invoice for each order via Markant

Billing address
The following address must be used for all invoices via Markant:
Pistor AG
Hasenmoosstrasse 31
CH-6023 Rothenburg
(GLN: 7612558100014)

Order number
The Pistor order number must be entered without additional notes such as dates or initials.

Incorrect billing
In the event of incorrect billing, Pistor will return the invoice in Markant directly and disclose the cause of the error. As a result of the rejection by Pistor, Markant charges a fee and a counter document is created. Suppliers should therefore not send any further cancellation documents to Markant. The Supplier sends a corrected document to Markant.

The purchase order number must be entered for each adjusted document.

Industry prices
Pistor deems industry prices to be product prices agreed directly with the customer by our industry partner without Pistor's involvement. New customer allocations or changes to customer allocations must be reported to Pistor around three weeks before they take effect in order to guarantee error-free order processing.

Price changes must be notified to Pistor three months in advance so that Pistor can be changed. The industry partner is responsible for communicating the new prices to the customer and justifying them. The industry partner is responsible for ensuring that the customer is allocated to the correct price group and proactively informs Pistor of any changes.

The agreed reimbursements can be accessed independently in the supplier portal. These reimbursements must be checked independently by the industry partner within 30 days after the end of a month. Unless reported otherwise, they shall be deemed to have been approved.

Credit notes for goods returns
To ensure correct allocation, the Pistor return number must be entered for credits, without any additional notes. The number can be found on the return forms.
Is anything unclear about the order or return numbers? Please contact the relevant specialist from operational procurement if you have any questions.

Changes to prices and conditions
Prices, conditions, promotions, discounts, etc. must urgently be amended in accordance with the agreements at the effective date.

Price changes
Price changes must be received by us on time (at least 100 days in advance at the 1st of a month) and with a detailed justification. We need the following information:
- Average price increase in % per product group
- Price increase in % broken down by indicators (raw material, packaging, logistics, energy, currency, other factors)
- Detailed list of all items for which there has been a price change including Pistor article number, current and new prices as well as any special prices (Excel format).

Pallets and reusable containers
Pallets and reusable containers are replaced successively. Pistor does not accept any charges for pallets and reusable containers. If pallets and reusable containers are not exchanged due to a mistake, please clarify the matter with the responsible specialist from operational procurement.

If invoicing requirements are not complied with, Pistor will reject the invoice and a new invoice will be issued.

2.2 Requirements for article images

Image size
2400 x 2400 pixels

Motif/article size
Longest page 2400 pixels

Resolution
300 dpi

File size
May vary according to image content, one image
A good size is normally from **1MB** .

Colour mode
RGB, 8-bit channel

Colour profile
sRGB IEC 61966-2.1

File format
PSD, TIFF, EPS, JPEG

Cutout path
The product in the picture must
have a cutout path.

Colour and quality
- Natural and fresh colours
- Compare the colours with the original
- Non-reflecting product names
- Avoid drops of water

Image quality
- No distortions (through wide angle)
- Select neutral background
  for transparent packaging
- Optimal image sharpness
- Do not use depth of field as a stylistic tool
- No pixelation

Correct main images

Image properties
- Do not add logos or text later
- No product shadows
- No cropped products/plates or preparation trays
- No rulers and guides
- No compressed products
- No scan of printed images
- No sign of dust and scratches
- No product specifications such as:
- Vintage designations (wine)
- Lot number
- Best before date
- Price
- Promotional stickers

Markant
Suppliers who work with Markant must enter article images explicitly via Markant mPim.

For more detailed information, please request the entire concept **«Anforderungen und technische Vorgaben für Artikelbilder»** at **bildkontrolle@pistor.ch**

2.3 Requirements for brand logos

Brand logos must always be supplied as a vector file (can be enlarged indefinitely without any loss of quality). This can only be data with the extensions .ai, .eps or .pdf. The colour mode must be CMYK.

2.4 Requirements for product specifications

The data for product specifications must be entered by the Supplier according to the instructions of the Procurement department via Markant.

The following points must be specified for product specifications.

General
Pistor article number
Supplier article number
GTIN code
Article description d
Article description f
Product designation d
Product designation f
Country of production
Country of origin raw materials according to LIV

Additional information for fish
Latin name for fish
Production type fish
Catch zone
Fishing gear fish D/F

Delivery form/packaging type
Primary packaging
Secondary packaging

Product handling
Storage
Date format
Preparation instructions

List of ingredients/allergens
Declaration d
Declaration f
Gluten
Milk
Eggs
Fish
Crustaceans
Soya beans
Peanuts
Hard-shell fruit
Sesame seeds
Celery
Mustard
Sulphites
Lupins
Molluscs

Nutritional information
Vegetarian
Vegan
Kosher-certified
Halal-certified
Energy (kj)
Energy (kcal)
Grease
of which saturated fatty acids
Carbohydrates
of which sugar
Fibre
Protein
Salt
Traceability

2.5 Requirements for EDI

Workflows will be made more efficient if EDI processes are introduced, as various work steps are speeded up.

To ensure an optimal process, Pistor plans the following news chain:

- ORDERS – Order from Pistor
- ORDRSP – Order confirmation from Supplier
- DESADV with SSCC – Delivery advice from Supplier with shipping unit number
- RECADV – Goods receipt notification from Pistor
- INVOIC – Invoice from Supplier

2.6 Quality complaints

Any product defects and complaints shall be notified to the Supplier in writing. Pistor periodically checks the quality of the products and coordinates customer complaints. Upon request, the Supplier shall provide a written statement within a specified period of time.

The Supplier and Pistor shall maintain an open exchange of information if there are any quality deviations or complaints.

2.7 Contact details/General

If you have any general questions or if anything is unclear, please do not hesitate to contact **support.beschaffung@pistor.ch**.

If you have any questions about images, please contact **bildkontrolle@pistor.ch**

3. General terms and conditions of purchase (GTCP)

October 2024

1. General information and scope

These general terms and conditions of purchase (GTCP) apply for the procurement of Pistor AG. Agreements that deviate from these GTCP shall be set out in writing. The delivered goods must comply with the contractual agreements and the relevant statutory provisions.

2. Supplier's quality assurance

1 The Supplier shall operate an operational quality assurance system. Pistor would like to have its quality management system certified. The goods are subjected to a regular quality inspection by the Supplier as part of its self-inspection. In addition, special test plans or regular transmission of up-to-date analysis reports can be agreed.

2 The results of internal quality checks will be stored by the Supplier for at least 2 years. The retention period of 5 years applies for documents of product liability relevance. The Supplier shall grant Pistor unrestricted inspection of the quality record and the right to carry out audits.

3. Product requirements for food

1 The product data is entered by the Supplier in Markant or in the Pistor supplier portal.

2 The agreed minimum shelf life upon delivery must be complied with.

3 Each traded unit (outer carton and product) must bear the following information: Producer, article number, article description, composition, shelf life or use-by date, country of production, storage information and GTIN code.

4. Traceability

The Supplier shall ensure the traceability of the delivered goods to their origin within six hours, so that necessary measures can be taken in justified cases, in particular if the goods pose a risk to life and limb. When selecting its upstream suppliers, the Supplier shall also ensure that the traceability of the goods is guaranteed.

5. Delivery requirements

1 The general terms and conditions for goods deliveries to Pistor form an integral part of these GTCP.

2 Deliveries and collections of goods that cannot be carried out or can only be carried out in part on the desired delivery day must be reported to Pistor AG by 2 p.m. on the previous day.

3 No subsequent deliveries may be initiated.

4 Agreed returns of goods must always take place at the time of the next goods delivery and shall be borne by the Supplier. The persons responsible for transportation at the Supplier, including external lorry drivers, must be instructed accordingly and provided with the necessary papers.

5 Deliveries of goods by rail must be notified 24 hours before arrival at Pistor.

6 In the event of excessive delivery problems, Pistor reserves the right to charge for lost revenue, subsequent deliveries to customers and other inconveniences.

7 When goods are collected by Pistor, the goods must be ready by 8 a.m. at the latest.

8 Products with different best before dates (BBD) must be delivered separately on pallets. Different batches with the same best before date are permitted on the same pallet.

6. Requirements for delivery documents/invoices

1 Invoices must contain the terms of payment, the Pistor order number and, if possible, the Pistor article number. The delivery notes must contain the best before date and batch number in addition to the order and article number.

2 Subsequent debits and credits must be completed within 14 days.

3 In the event of excessive invoice errors, Pistor reserves the right to invoice the administrative costs (such as promotional changes).

4 The appropriate delivery documents must accompany each delivery of goods.

5 In the case of deliveries or collections with several vehicles per order, at least one copy of the delivery note must be enclosed for each partial delivery/collection.

7. Goods receipt inspection

During the goods receipt inspection, the delivered goods or the goods collected by Pistor are accepted under reservation to shorten the waiting time for the driver. The actual inspection of quality (open defects) must take place within 72 hours (working days MON-FRI) unless the law provides for a longer period. If the delivery takes place via DESADV, the defects may also be reported at a later date.

8. Deliveries

1 Delivery is at the risk of the Supplier. The Supplier is responsible for any loss or damage during transport.

2 The transfer of benefits and risks is made upon receipt of the delivery at the place of performance.

9. Delays in delivery

1 The delivery date specified in the order is binding and applies as a fixed date.

2 Partial and additional deliveries by the Supplier are only permitted with the prior consent of Pistor.

3 The Supplier is obliged to inform Pistor immediately if circumstances occur or become apparent that indicate that the specified delivery time cannot be complied with.

4 In the event of a delay in delivery, Pistor shall be entitled to the statutory claims. In particular, Pistor is entitled to withdraw from the Contract after a reasonable grace period has expired and to demand compensation. If Pistor demands compensation, the Supplier shall have the right to prove that it is not responsible for the breach of duty or that less damage has been incurred as a result of the delay.

5 Pistor is not obliged to accept early delivery. In any case, Pistor reserves the right to invoice the Supplier for the storage costs up to the due date.

10. Code of Ethics and Conduct

By accepting these terms and conditions, the Supplier accepts Pistor's Code of Ethics and Conduct and in particular the basic principles and principles contained therein.

11. Liability and warranty

The Supplier guarantees that the goods exhibit the warranted properties, do not have any defects that impair their value or suitability for the intended use and that they comply with the prescribed services and specifications. The goods must comply with the public law regulations at the place of destination. The Supplier shall be liable for subcontractors in the same way as for its own services. Pistor AG has the right to audit operations as well as quality assurance aspects and to inspect the relevant documents. A supplier audit will be carried out after prior notification. Such control measures do not relieve the Supplier from fulfilling its contractual obligations, in particular the obligation to deliver in accordance with the contract and the warranty obligation.

12. Deviations from these GTCP

Agreements that deviate from these GTCP shall be set out in writing. If the Supplier submits its own general terms and conditions, only the corresponding clauses shall apply. In all other respects, the provisions set out in these GTCP shall take precedence.

13. Place of jurisdiction/applicable law

All disputes shall be adjudicated by the ordinary courts at the registered office of Pistor AG. This Contract as well as its interpretation and enforceability are subject to Swiss substantive law to the exclusion of international conventions (in particular the CISG) and to the exclusion of conflict-of-law provisions.

Declaration of consent

We hereby confirm that we have read and understood this document «Collaboration and partnership».

Operation

Surname

First name

Role

Date, signature Company stamp

Please send the completed and signed declaration of consent by email to **support.beschaffung@pistor.ch**

Thank you very much.

Pistor AG
Hasenmoosstrasse 31 / CH-6023 Rothenburg
+41 41 289 89 89 / pistor.ch

Version / 202506