



# Supplier Guidelines

Between

**Thermoplan AG**  
**Thermoplan-Platz-1**  
**CH-6353 Weggis**  
**Tel. +41 41 392 12 00**

hereinafter referred to as "Thermoplan"

and

**Supplier name**  
**Street No.**  
**CH-Postcode Town**  
**Telephone**

hereinafter referred to as "the Supplier"

hereinafter jointly referred to as "the Parties" |

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## 1 General provisions

The Supplier Guidelines are part of Thermoplan AG's General Terms and Conditions of Purchase.

In the event of any discrepancies, the following order applies: 1. List of Deliverables Agreement / 2. Equipment Loan Agreement / 3. Supplier Guidelines / 4. QAA / 5. Thermoplan's General Terms and Conditions of Purchase.

Carriers and labels are identified using the GS1 wording.

## 2 Delivery papers

All of the documents needed to identify the shipment must be in either German or English.

### 2.1 Delivery notes

A separate delivery note must be used for each place of delivery.

For each logistic unit, one delivery note must be created which indicates the content of the logistic unit, and the delivery note must be affixed to the outside of the logistic unit in a way that is both easily visible and protected.

**Each delivery note must contain the following information:**

- Thermoplan AG order number
- Thermoplan AG item number
- Thermoplan AG description
- Thermoplan AG index
- Thermoplan AG item
- Thermoplan AG release order
- Invoice number
- Delivered amount
- Delivery note number
- Supplier load, badge or LOT number if required on the order
- Expiration date/date of manufacture if required on the order
- Reference to ESD guidelines if required on the order
- Reference to FOOD safety guidelines if required on the order

## 2.2 Invoices and customs documents

It doesn't matter whether you are connected to us via WEB-EDI or not. The following points must be observed. 2.2.1 and 2.2.4 apply to suppliers within Switzerland and 2.2.2, 2.2.3 and 2.2.4 apply to suppliers outside of Switzerland.

If you are connected to us via WEB-EDI, the processes agreed there apply in addition to these regulations.

### 2.2.1 Invoices from domestic suppliers

Invoices from domestic suppliers must contain the following information and be delivered as follows:

1. Continue to declare all necessary details such as customs tariff number, country of origin, preference property, etc. on the invoice
2. Send us a digital copy of this invoice in a PDF. It is crucial that only one PDF invoice is sent per email, as follows:
  - TO: [zoll@thermoplan.ch](mailto:zoll@thermoplan.ch)
  - SUBJECT: {Invoice number}\_#\_{free text}
  - EXAMPLES: 123456\_#\_Invoice or FA12789.1\_#\_Invoice

The screenshot shows an email composition interface. On the left is a 'Senden' button with a paper plane icon. The 'Von' field has a dropdown arrow and contains 'Insert your email-address...'. The 'An' field contains 'zoll@thermoplan.ch'. The 'Cc' field is empty. The 'Betreff' field contains '123456\_#\_Rechnung'. The email body text reads: 'Liebe Thermoplan|' followed by 'Anbei erhalten Sie unsere Rechnung nr. 123456 zu ihrer Bestellung xy.' The 'nr.' and 'xy.' are underlined with red wavy lines, indicating spelling corrections.

#### Important:

- a) Everything that comes before **#** in the subject must be the invoice number; everything after **#** can be defined by the supplier himself
- b) [zoll@thermoplan.ch](mailto:zoll@thermoplan.ch) is a NOREPLY address and is used exclusively for invoices and preliminary receipts
- c) Long-term supplier declarations (LLE) are only permitted after consultation with your contact person. We therefore ask you to print the declaration of origin directly on the invoice.

### 2.2.2 Invoices from international suppliers

Deliveries of goods imported into Switzerland from abroad must be cleared correctly. For customs and tax reasons, a correct assessment order is a prerequisite for every import shipment. These are created by the respective freight forwarder/customs declarant using the customs documents. In order to keep the administrative effort as low as possible for us and you, we ask you to note and adhere to the following points:

1. Continue to declare all necessary details such as customs tariff number, country of origin, preference property, etc. on the customs documents
2. Send us a digital copy of all customs documents (at least a customs invoice and all existing proof of preference\*) in one PDF. It is crucial that only one PDF invoice is sent per email, as follows:
  - TO: [zoll@thermoplan.ch](mailto:zoll@thermoplan.ch)
  - SUBJECT: {Invoice number}\_#\_ {free text}
  - EXAMPLES: **123456\_#\_Invoice** or **FA12789.1\_#\_Invoice**

The screenshot shows an email composition interface. On the left is a 'Senden' button with a paper plane icon. The header fields are: 'Von' with a dropdown arrow, 'An' with the address 'zoll@thermoplan.ch', 'Cc' (empty), and 'Betreff' with the subject '123456\_#\_Rechnung'. The main body of the email contains the text: 'Liebe Thermoplan' followed by a cursor, and 'Anbei erhalten Sie unsere Rechnung nr. 123456 zu ihrer Bestellung xy.' where 'nr.' and 'xy' are underlined with red wavy lines.

#### Important:

- a) Everything that comes before **#\_** in the subject must be the invoice number; everything after **#\_** can be defined by the supplier himself
- b) [Zoll@thermoplan.ch](mailto:zoll@thermoplan.ch) is a NOREPLY address and is used exclusively for invoices and preliminary receipts
- c) Please send the same email to the transport partner so that everyone involved has the same information.

\* Remember that for a EUR.1, for example, the certified copy must be scanned.

### 2.2.3 Other points to be complied with for customs documents

- **Information on the customs invoice/commercial invoice:**

As The following information is essential for correct customs clearance and must always be noted on the customs/commercial invoice:

- ZAZ account: 11701-2
- Thermoplan VAT ID number: CHE-105.740.286
- Relocation procedure: 777

- **Reference number = invoice number:**

Internally, Thermoplan AG uses the supplier's invoice number as the reference number for the import process. It is therefore necessary that this is noted everywhere. On waybills, transport invoices, shipping orders or in emails. Especially with waybills, it is fundamental that the invoice number is noted in the reference field in the courier tool.

- **Preferential origin of goods:**

Declaration of origin / EUR.1:

The "preferential origin of goods" is very important for Thermoplan AG. If you are able to send goods preferentially, we ask you to take this into account with every shipment.

For authorized exporters (EA), a declaration of origin on the commercial invoice is sufficient, regardless of the value of the shipment. For suppliers without EA status, a EUR.1 movement certificate must be created for goods worth more than EUR 6,000 or CHF 10,300.

### 2.2.4 Quality-relevant documents

The supplier is obliged to deliver the documents required in the order, such as material certificates, measurement protocols, test reports and initial samples, electronically without being requested to do so. These documents and materials must be sent to the following email address:

- [qs@thermoplan.ch](mailto:qs@thermoplan.ch)

Initial samples must be delivered separately and marked as such "initial samples" from the series delivery.

## 3 Regulations regarding types of packaging

### 3.1 General regulations on packaging types

Thermoplan AG distinguishes between the following types of packaging:

- Logistic units (LU) = carrier (pallet, transport carrier)
- Trade unit (TU) = external packaging or smallest packaging unit
- Consumer unit (CU) = smallest packaging unit/container (reusable container belonging to Thermoplan AG)

Thermoplan AG specifies the packaging type, quantity unit and nature of the packaging (such as bulk goods, packaged individually, food safety material FCM 1, 2 or 3, or ESD) and, in the case of reusable containers, the container type for the respective item. Items at risk of electrostatic discharge must be supplied in specially- designed protective containers.

#### 3.1.1 ESD

ESD endangered items must be delivered in specifically designed protective containers.

1. Traceable (batch labelling)
2. Goods with packaging that is identifiable as ESD – the ESD label should be used to seal the package and Class S packaging should be used
3. The goods are to be packaged individually, wrapped directly in ESD material.

#### 3.1.2 Food Safety

- FCM C1
1. Traceable (batch labelling)
  2. Labelled as FCM
  3. Dust-protected, intact packaging

- FCM Standard
1. Traceable (batch labelling)

The delivered logistic units, trade units and consumer units must all be of the same type and batch. If this is not possible for economic or ecological reasons, the units must be marked as stipulated under 4.2.

When determining the packaging, be it disposable or non-disposable packaging, make sure that the goods do not protrude on the logistic unit and are protected from negative influences in a compact, secured unit from damage, soiling, environmental influences, etc. All corrosion must be prevented by the packaging, and electrostatic discharge must be prevented. In addition, the logistic units, trade units and consumer/container units must be storable and stackable.

**All deliveries must be in the specified packaging units.**

To minimise our handling of the delivered goods, all deliveries to us must be in the specified packaging units. The desired packaging units are noted freshly on the order. In case of questions and suggestions, please get in touch with your contact in our procurement department.

Permissible maximum weights:

- Trade units and consumer units that are moved manually:  $\leq 15$  kg
- Logistic unit:  $\leq 800$  kg

Maximum dimensions permitted

1. L x W x H (cm): 120x80x160 cm

Thermoplan AG makes every effort to use reusable packaging. Where this is not economically feasible, a switch must be made to disposable packaging. The packaging must be recyclable and easy to dispose of. Any and all types of packaging chips are impermissible.

### **3.2 Reusable containers**

The following applies to all reusable containers:

Thermoplan AG and the Supplier will keep an account of and monitor container inventory. Thermoplan AG periodically reconciles container inventory (at the end of the month). If there is no contrary report within 14 days, the reconciliation is considered accepted. A container inventory must be maintained if so requested by the Logistics Department at Thermoplan AG. The inventory is jointly determined by the involved parties. The agreed products may not be changed afterwards. Defective Thermoplan AG containers must be returned to Thermoplan AG. Reusable containers are the property of Thermoplan AG which must also be reimbursed for them.

Reusable containers can be ordered by email: [logistics@thermoplan.ch](mailto:logistics@thermoplan.ch). They will then be sent by the shipper with the next delivery.

### **3.3 EPAL exchangeable equipment**

Equipment is generally exchanged on a one-for-one basis. If this is not feasible, an account of the exchangeable equipment is kept. Thermoplan AG and the supplier will keep account of and monitor the exchangeable equipment. Thermoplan AG periodically reconciles the exchangeable equipment (at the end of the month). If there is no contrary report within 14 days, the reconciliation is considered accepted.



## 4 Labelling

### 4.1 General regulations

Thermoplan AG uses labelling in accordance with the GS1 standard. See the labelling guidelines for suppliers in Annex 1.

### 4.2 Mixed containers

All containers holding more than one type of item (mixed containers according to 3.1) must be clearly identified on two sides with the label "mixed container" in the place specified according to GS1.

## 5 Miscellaneous

In the event of any justified deviations (such as different packaging in production runs, irregular lead times or an insufficient amount of empties supplied by Thermoplan AG), arrangements must be made in a timely manner with the operational purchaser at Thermoplan AG. A corresponding comment is to be entered in the delivery note ("replacement packaging").

If the Supplier Guidelines are not observed, Thermoplan AG retains the right to charge the Supplier for handling and repackaging. Failure to comply with the packaging stipulations will negatively impact the Supplier's evaluation.

## 6 Annexes

Annex 1 (Labelling guidelines for suppliers)

## 7 Signatures

**Thermoplan AG**

**Supplier**

Date, signature

Date, signature

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**Head of Logistics**  
Roman Fässler

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Sales Supplier

Date, signature

Date, signature

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**Head of Supply Chain**  
Silvio Vanoli

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Supplier