

Shipping regulations of

**Miele & Cie. KG
Carl-Miele-Platz 1
D- 59302 Oelde**

**or
Postfach (Post box)
D- 59299 Oelde**

Version 2.3 (February 15, 2011)

These shipping regulations are valid independent of the agreed terms and conditions of delivery and form a constituent part of the contract, provided that no contrary agreement has been made in any individual case.

Failure to adhere to these conditions will result in all extra costs incurred being charged to the supplier liable for any losses.

Substantive changes are marked with a frame line on the right.

Miele & Cie. KG uses computer-controlled automatic transport and storage systems for handling incoming goods.
To ensure trouble-free processing of incoming goods, including transport and storage as well as back-tracking, it is necessary for suppliers to comply with certain shipping regulations regarding packaging and identification of delivered goods, and to use suitable containers and transport aids.

The reduction of packaging material is in Miele's and the suppliers' interest.

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1. Delivery note

A delivery note must accompany each delivery and must contain the following information:

Delivery note no.:

- Sender's details
- Addressee's details
- Supplier's no. *
- No. and type of all transport aids used

The following details are required for each delivered item:

- Miele order no. *
- Miele Mat. no. *
- Quantity delivered
- No. of containers
- Container type x

Containers which cannot be assigned to a single shipment item must be listed separately.

* = It is imperative to enter the Mat. no. as stated in the order, even if, according to drawing, the parts are to be identified by a different Mat. no.

X = The permitted container types are listed in Point 3.

2. Packaging

Packaging should be appropriate for the goods contained and the type of transport, **and should be selected with regard to the ecological aspects of recycling and/or reusability.**

Amended packaging regulations from August, 28, 1998 specify a max. cumulative permissible value of 250 ppm (after June 30, 1999) and 100 ppm (after June 30, 2001) for heavy metals such as lead, cadmium, mercury and chromium trioxide in packaging and packaging components. Have steps been taken to ensure that packaging materials comply with, or are lower than, these values?

Wood used in packaging must be treated in accordance with a method approved by IPPC standards and in full compliance with Standard ISPM no. 15 and declared as specified on the packaging.

Fragile goods should be clearly marked with the recognised standard symbols.

A fundamental requirement is that **each transport unit (TU) should contain identical goods with the same Miele Mat. no.** If this is not feasible either for reasons of cost or volume, then each transport unit should contain goods **sorted by Miele Mat. no. in separate packaging units (PU)** and the transport unit should be marked as a mixed pallet. As a rule, items of smaller volumes should be placed on top of items of larger quantities when packing a mixed pallet!

All material deliveries are carried out on the basis of an order placed by one Miele plant. Mixed pallets with materials for more than one Miele plant is not permissible!

Defective containers or transport aids will not be accepted or exchanged. Additional costs such as for repackaging and disposal of single-use packaging caused by failure to comply with these shipping regulations will be charged to suppliers (cf. "Agreement on purchasing and using reusable packaging").

Dimensions

The transport units should not exceed the standard Europallet dimensions:

1200 x 800 mm

Loading height including pallet is limited to

max. 980 mm

Weight

Weight per transport unit is limited to

max. 700 kg or max. 1000 kg when using metal plates

Outer surfaces Weight slips or **loosely** attached identification labels lead to processing faults and are therefore forbidden.

Container identification Each transport/packaging unit should be marked with the following information:

- Miele Mat. no.*
(e.g. Mat. no. 1234567)
- Quantity in the transport/packaging unit
- Batch no./Production no. (date)

* = It is imperative to enter the Mat. no. as stated in the order, even if, according to drawing, the parts are to be identified by a different Mat. no.

Mixed pallets are allowed only by agreement with the logistics.

Mixed pallets must be clearly marked with the inscription '**Mixed Pallet**'. Miele Mat. no., quantity and batch no./production no. are required for each material/**container** on the pallets.

2.1 Exchange of transport aids

If transport aids cannot be exchanged, this will be confirmed by rubber stamp and signature on a Miele document. Only this document can be used to reclaim empty containers at a later date. Faulty transport aids will neither be accepted nor exchanged.

2.2 Cage pallets

In many cases Miele provides its own special cage pallets (rigid, collapsible or collapsible with lid). This is the usual solution with a sufficiently large delivery quantity.

With collapsible cage pallets the container must be secured with the split pins fitted or the automatic safety devices must be properly locked in place.

DB cage pallets Another possibility is to make deliveries using DB (German Federal Railway) cage pallets. Here it must be noted that for organisational reasons Miele will only issue pallet credit notes in exceptional circumstances but pallets will always be exchanged on delivery.

The quality of DB cage pallets must comply with EPAL standards (www.epal-pallets.org). DB cage pallets must meet DIN 15155 and UIC 435-3 quality standards. Any necessary repairs to DB cage pallets must be carried out in a proper manner in accordance with the UIC 435-4 quality standard.

Faulty DB cage pallets will neither be accepted nor exchanged.

Loading height When using cage pallets, the load must not protrude above the top edge of the pallet or through the sides.

Goods protection If the walls of the pallets need lining to protect the contents, Miele will be pleased to provide specially produced reusable cardboard sheets.

2.3 Europallets

If delivery is made on Europallets, the load must not protrude beyond the edges of the pallet. The maximum permitted load height, including pallet, must not exceed 980 mm.

The quality of Europallets must comply with EPAL standards (www.epal-pallets.org). Europallets must meet DIN EN 13698-1 and UIC 435-2 quality standards. Any necessary repairs to Europallets must be carried out in a proper manner in accordance with the UIC 435-4 quality standard.

Faulty Europallets will neither be accepted nor exchanged.

2.4 Disposable pallets

Disposable pallets cannot be taken into storage system (including contents) even if they comply with standard pallet dimensions of 1200 mm x 800 mm. If, in exceptional circumstances, it is agreed that delivery on disposable pallets is unavoidable, the height, including pallet, must not exceed 820 mm because on receipt, the disposable pallet will be placed on another pallet.

Wrapped or shrink-wrapped goods on flat pallets should be secured in such a way that the foil does not incorporate the pallet.

Knots or ends of wrapping must be tied in so they do not trail nor protrude.

2.5 Euro-Fix crates

A large proportion of outsourced articles should be ready for assembly and delivered, transported and stored in small containers. These containers (Euro-Fix crates) are provided by Miele in five different sizes.

- | | |
|-----------------------------|--|
| Flat steel pallets | Flat steel pallets, provided by Miele, are required to transport these crates. These pallets with Europallet dimensions have a surrounding lip to prevent the load from slipping. The height of the load, including flat steel pallet, must not exceed 980 mm . |
| Stacking aids | Miele can provide stacking aids on request which may be used to stack several units, to optimise utilisation of transport volume and also to ensure safer transport. |
| Container quantities | The container type and quantity prescribed by Miele for each Miele Mat. no. must be complied with. Only one container for the remainder of a batch of parts is permitted per Miele Mat. no. |

2.6 Disposable packaging

As a multiple-use system is not always realistic in all cases, disposable packaging can be used. The supplier must provide Miele with a standard packaging sample for approval. As well as protecting the contents, the requirement to reduce packing material should also be taken into account. The general requirements (see Point 2) e.g. regarding maximum dimensions and weight must always be complied with.

3. Transport aid types

The types of transport aids in the following list may be used for deliveries to the Oelde plant. The delivery note should list the type of transport aid, using the designation given below, and the quantity delivered.

3.1 Large containers/pallets

The delivery note should show the **transport aid code**, taken from the following list, together with the quantity of containers delivered.

Designation	Container code
Miele cage pallet, collapsible with flap, orange	GIO
DB (German Federal Railway) cage pallets	GIB
Europallet	EPG
Disposable pallet	EWP
Miele flat steel pallet	PLS
Miele frame, stacking aid for Euro-Fix crates	EOS

3.2 Small containers/Stacking heights

3.2.1 Euro-Fix crates

These plastic containers are either red with "Miele Gütersloh" embossed in white on the side, or grey with "Miele EF-xxxx" embossed in white on the side.

Container dimensions L x W x D in mm	Container code
Euro-Fix 800 x 600 x 320 external (= EF1300)	EF1
Euro-Fix 756 x 556 x 300 internal	"
Euro-Fix 600 x 400 x 220 external (= EF2200)	EF3
Euro-Fix 567 x 367 x 200 internal	"
Euro-Fix 600 x 400 x 120 external (= EF2100)	EF2
Euro-Fix 567 x 367 x 100 internal	"
Euro-Fix 400 x 300 x 220 external (= EF3200)	EF5
Euro-Fix 367 x 267 x 200 internal	"
Euro-Fix 400 x 300 x 120 external (= EF3100)	EF4
Euro-Fix 367 x 267 x 100 internal	"

3.2.2 Stacking heights including flat steel pallet and stacking frame

EF1	2 crates/layers	4 crates/pallets	= 2 layers
EF3	4 crates/layers	12 crates/pallets	= 3 layers
EF2	4 crates/layers	24 crates/pallets	= 6 layers
EF5	8 crates/layers	24 crates/pallets	= 3 layers
EF4	8 crates/layers	48 crates/pallets	= 6 layers

4. Delivery

All drivers with deliveries must register at Gate 2 unless other arrangements have been agreed.

Lorries delivering sheet steel will be unloaded from the rear by forklift truck via a ramp. It must be possible to drive a forklift truck onto the lorry.

Vehicle types

Vehicles can only access the 2250 mm wide ramps by reversing.

Height-adjustable tailgate ramps 1-3 allow a vehicle bed height of 850 mm to 1400 mm and height-adjustable tailgate ramps 4-14 allow a vehicle bed height of 950 mm to 1500 mm. Vehicles able to use these facilities should be selected.

Loading of vehicles

It is not permitted to place third-party goods on incoming vehicles in front of Miele goods as these have to be unloaded to access goods addressed to Miele.

At Miele's discretion such vehicles will be turned away and put to one side or, if unavoidable, unloaded. Should third-party goods which have to be unloaded to access Miele goods be damaged or destroyed in the process, Miele will assume liability solely in the case of wrongful intent.

Load safety

In accordance with German Road Traffic Regulations STVZO §30, STVO §22, STVO §23 and German Commercial Code HGB/TRG §412, vehicles delivering goods must be roadworthy and suitable for their purpose.

In accordance with its purpose, load safety facilities must be available, taking into consideration guideline VDI 2700 ff issued by the German Association of Engineers.

5. Place of delivery

All deliveries to the Oelde plant should be made to the following address:

**Miele & Cie. KG
Carl-Miele-Platz 1**

D-59302 Oelde

Business hours Monday to Thursday 6.45 h - 15.00 h
Friday 6.45 h - 13.00 h

Deliveries outside business hours must be coordinated with Logistics/Goods receipt.

Railway station of destination The railway station of destination for express freight, part-load freight and forwarder groupage freight is:
Hamm Hbf. (Hamm Central Station)

6. Contact numbers

Empty pallets/containers	Goods receipt department	Tel. no. ++49-(0)5245/91-3432
Logistics	Production	Tel. no. ++49-(0)5245/91-3473