Customer Service Charter
- Plant Walkenried -

Issued: 01. December 2015

...releasing the potential of plaster
Introduction

Saint-Gobain Formula, the industrial plaster division of Gyproc, which is a company of the Saint-Gobain Group, is a world leading supplier of formulated plaster and other gypsum products.

For over 125 years, Saint Gobain Formula has been optimising gypsum's abounding and diverse properties, providing customised service solutions and tailor-made products to our industrial partners across the globe.

Ongoing product research, development and innovation ensures that we continue to provide a diverse range of market-leading solutions for both today's and tomorrow's business environments.

The Saint-Gobain Formula Customer Service Charter is our written commitment to a package of service solutions enabling our customers to order market-leading products from a range of diverse applications as

- Ceramics
- Building Related products
- Agrilculture
- Personal Care
- Investment Casting & Metal Casting
- Art & Decoration

relying completely on our delivery and service criteria, which are setting a benchmark throughout the gypsum industry.

This service commitment is reflected in every part of our business approach. Continuous process assessments and close collaboration with our Technical and Commercial Customer Service ensure a continuous and sustainable enhancement of our process hand in hand with our customers.
Your Contact Partner in our Customer Service Team

We are at your disposal from:
Monday to Thursday 8:00 a.m. to 4:30 p.m.
Friday 8:00 a.m. to 3:00 p.m.

Off office times you can reach us by fax or e-Mail using the contact details mentionned below. We shall contact you immediately.

Central Phone No. Customer Service Team: 05525 / 203 0
Fax No. Customer Service Team: 05525 / 203 58
e-mail: info@saintgobainformula.com

Michael Bestert  Department Manager
Phone 05525 / 203 18 e-mail: michael.bestert@saint-gobain.com

Babett Biele  Order Processing Germany
Phone 05525 / 203 80 e-mail: babett.biele@saint-gobain.com

Liane Neumann  Order Processing Europe
Phone 05525 / 203 98 e-mail: liane.neumann@saint-gobain.com

Oliver Kneip  Order Processing Intercontinental
Phone 05525 / 203 52 e-mail: oliver.kneip@saint-gobain.com

Further Contact Partners in Walkenried

Melanie Bauersfeld  Accounts Receivables
Phone 05525 / 203 34 e-mail: melanie.bauersfeld@saint-gobain.com
Fax 05525 / 203 799

Bernhard Renner  Technical Service
Phone 05525 / 203 15 e-mail: bernhard.renner@saint-gobain.com
Fax 05525 / 551

Stefan Thieme  Technical Service
Phone 05525 / 203 733 e-mail: stefan.thieme@saint-gobain.com
Fax 05525 / 551

Mario Timm  Technical Service
Phone 05525 / 203 65 e-mail: mario.timm@saint-gobain.com
Fax 05525 / 551
Order Processing

Delivery times

Our products are not available from stock but are produced order-related according to our customer's requirements. Please be aware of the following delivery times and minimum order quantities.

- 25, 40 and 50kg bags: 8 - 10 working days from receipt of order
- bulk ware: 4 - 8 working days from receipt of order
- Big Bags: 10 - 15 working days from receipt of order

Minimum order quantities

- Bagged cargo: 3 tons
- bulk ware: 10 tons
- Big Bags: 7 tons

In general, purchase order is possible below the given quantities, too. Please take into account, however, that the delivery times can be extended significantly.

At any time, efforts are being made to carry out in due time even orders received on short notice being beyond our normal delivery times. Please understand that this will not be possible in any case and this will cause additionally an increased planning and handling effort. Therefore in this cases we reserve the right to charge to your account a lump sum of 150 Euro for increased effort.

Order acceptance

We accept your orders by fax, e-mail, per post or personally in our Customer Service Office. Please take into account our opening times.

Order confirmation

Each order will be confirmed by fax. The loading date stated in the order confirmation is obligatory for us. To be on a safe side, please check all data and contact us in case of deviations.

Order modification

Modifications of orders can be made up to 3 days prior to the confirmed collection date taking into account our minimum order quantities and delivery times. In case modifications are required at a later date, please address to your responsible contact partner in our Customer Service Team.

Order cancellation

Order cancellation is possible up to 3 days prior to the confirmed collection date without any further charges. Cancellations received at a later date will be charged with a fee of 150 €.

Furthermore the General Terms and Conditions of the Saint-Gobain Formula GmbH will apply.
Packaging

Packaging units

Our products can be delivered in a large range of diverse packagings. Our packaging sizes go from 350g Poly bags to 1000 kg Big Bags. - depending on the product, the order quantity, the application area and your individual requirements.

Loading of our products on silo-trucks is possible, as well.

Pallets

Our products are delivered on Euro-pallets complying with the requirements of EPAL. All pallets - except of Big Bags - are wrapped with foil or stretched.

Furthermore, one-way and special pallets are included in our delivery range.

- One-way pallets 120 x 80 cm surcharge 7,50 €/pce.
- One-way pallets 120 x 80 cm with heat treatment according to IPPC Standard surcharge 10,00 €/pce.

Euro-pallets have to be returned to our plant within 3 months. After expiration of this term, we reserve the right to charge to your account the pallets at the price of 9,00 €/pce.

As we have to check very precisely the quality of the pallets on return, we cannot accept more than 50 pallets per delivery.

For deliveries exceeding 50 pallets, please arrange for a date to ensure that sufficient staff will be available at that time. For this purpose, we need a lead time of 5 - 8 days prior to delivery.

If an amount of more than 50 pallets is delivered without prior agreement, we will charge a fee of 0,50 € per pallet.

We will check each pallet according to the EPAL bulletin. Please understand, that we cannot accept pallets which do not comply with this bulletin and that we will give them back to the driver to take with them.

As an alternative to the exchange of pallets, we can offer you delivery on Euro-Pallets at cost:

- Euro-pallets according to EPAL-bulletin 9,00 €/pce.
- New Euru-pallets 11,00 €/pce.

You have any special requirements or wishes regarding layout, size and type of the packaging? Do not hesitate to contact us - together we will find a solution.
Collection or delivery?

Delivery conditions

Generally, for the orders we receive in our plant the delivery condition "ex works" will apply and you will have to arrange for a forwarder of your choice to collect the goods at the confirmed date of collection.

But we will be pleased, however, to carry out delivery "free domicile" by one of our reliable logistic partners.
In this case you will not have to care about delivery on time of your purchase order, you can leave all this to us. We can grant you very favourable conditions.

Do you wish a quotation "free domicile"? Please contact our Customer Service Team or arrange for this immediately when placing your order.

The following pages are generally designated for the use of your forwarder.
Please provide the documents to your forwarder in order to ensure a safe and smooth loading process.
Loading and Behaviour Guidelines

Loading times

Trucks are being loaded or unloaded at the following times:

Monday - Thursday  6:00 a.m. to 9:00 p.m.
Friday 6:00 a.m. to 7:00 p.m.

The drivers have to announce loading of their trucks not later than one hour before end of loading time at the shipping department. Silo-trucks must be ready for shipment 2 hours before end of loading time (cleaned and dry!). On Saturdays, Sundays and public holidays no loading is carried out. In principle, loading can only be effected if the truck driver submits our 8-digit collecting reference (=number of order confirmation)

Loading time

For the confirmed loading time (day) loading will be confirmed by us. Fixing of a precise loading time (hour) is generally not possible. Our loading staff, however, will always make all efforts to load all trucks as soon as possible after their arrival on the factory premises. If due to unforeseen events, there should arise idle times for the trucks, then Saint-Gobain Formula GmbH will its best to keep them as low as possible. A claim for stallage will arise only after exceeding the confirmed loading date.

Delayed collection

Collection of the goods which are ready for loading has to be organized by the authorized forwarder for the day of the confirmed delivery date. If the goods are not collected within 2 days after the confirmed loading date, we will reserve the right to impose warehouse charges to the amount of 5,- € /pallet per day.

Silo trucks have to be collected at the confirmed loading date, as otherwise this could lead to a production bottle-neck due to the existing silo capacities. In the event of this case occurring we will reserve the right to impose relocation charges in the amount of 150,- € to the forwarder responsible for the collection.
Loading and Behaviour Guidelines

Loading security

1. The stability of the vehicle body in the area of the fore front wall, side walls and rear wall must comply with DIN EN 283 “Interchangeable tank testing” or DIN EN 12642 “superstructures at commercial vehicles”. In case the vehicle bodies do not dispose of this stability, load securing measures are required, which will result in a much higher material and time expenditure.

2. Regarding loading of bagged cargo on pallets please note as follows: If the truck complies with the conditions prescribed in clause 1, then all pallets not being loaded form-fit have to be secured with a load securing strap with a permissible tensile force of minimum 2500 daN and a ratchet tensile force of minimum 400daN. In any case, the last pallet row has to be finally secured with a clamping board and 2 securing straps.

3. If the vehicle superstructures do not dispose of the stability prescribed in clause 1, the load securing measures will require much more effort. In this case the following load securing requirements have to be followed:
Each pallet row has to be secured with 1 securing strap with a permissible tensile strength of minimum 2500 daN, a ratchet tensile force of minimum 400daN.
In any case the last pallet row has to be finally secured with a clamping board and and 2 securing straps.

If anti-slip-mats are used to increase the adhesion factor (min. $\mu = 0.6$ dry and wet), a smaller number of securing straps is allowed!

Load securing equipment as a sufficient number of securing straps, ant-slip-mats and other appropriate devices for load securing have to be brought along by the driver in a sufficient quantity.
Your way to Saint-Gobain Formula

Direction Hannover

Direction Braunschweig

departure Seesen

directions:
- Direction Hannover
- Direction Braunschweig
- Direction Dortmund
- Direction Frankfurt
- Direction Erfurt

departure Göttingen Nord

directions:
- BAB 7
- BAB 38

directions:
- BAB 243
- BAB 38

junction "Kasseler Kreuz"

departure Drammetal

departure Werther

Saint-Gobain Formula GmbH
Kutzhütte 37445 Walkenried
Loading and Behaviour Guidelines

General Provisions

All silo trucks will be weighed on Saint-Gobain Formula premises. (Other vehicles will be weighed by taking samples at the loading manager's disposition)
Gross vehicle weight must not exceed 40 t after loading.
When exceeding gross vehicle weight rating the truck has to unload/blow out the overloaded material. On principle, the forwarders have to provide trucks which are actually in the position to load the ordered load.

The smoking ban throughout the factory premises has strictly to be followed. In the areas where smoking is allowed (marked accordingly), the cigarette ends have to be disposed into the designated boxes. The cigarette ends must not be thrown away carelessly.

The consumption of alcohol or of other intoxicating substances represents a risk of accidents, and therefore it is strictly forbidden to bring along spirits and to enjoy them on the premises. Furthermore it is strictly prohibited to enter the premises in alcoholized condition.
It is not allowed to take photos, films or videos.

Our staff is instructed to look after the strict compliance of all instructions and to report any breaches immediately.
Safety Instructions on the Walkenried Plant

Safety instructions

On the Saint-Gobain Formula premises the road traffic regulations (STVO) are applied.

The speed limit of 20 km/h on the premises has to be observed.

Each employee of a contractor / forwarder is obliged to take care for his own safety and to wear the personal protective equipment.

Personal Protective Equipment

In order to comply with the continuously increasing requirements concerning safety and with regard to the compliance with the German Working Regulations, we have implemented in our plant a modification regarding safety in May 2003.

For our employees it is obligatory already for a longer time to wear their personal protective equipment on the factory premises.

In order to protect the drivers of your forwarders from a possible accident as well, Saint-Gobain Formula has decided to oblige all persons entering the factory premises to wear the following personal protective equipment:

Sturdy shoes
Safety helmet
orange or yellow safety vest
safety glasses

If there should be a driver on our premises who is not wearing the required personal protective equipment, our loading staff is instructed not to load his truck.

Therefore, we would ask you to instruct your forwarder accordingly in order to avoid difficulties and delays in the loading activities.

Please understand that this guideline is strictly followed, as it serves for the protection of all persons staying on our factory premises.

Generally, on our premises the relevant version of the loading guidelines will apply.