



General Terms of Delivery and Dispatch for Suppliers

(Version 04, last updated 01/02/2023)

Erstellt	Geprüft	Freigegeben	Ausgabe
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1 Basic information

These Terms of Delivery and Dispatch form the basis of a working relationship with AGRANA Stärke GmbH and apply to all deliveries to the factories and external warehouses listed in Point 2.

Small parcel deliveries are excluded from these terms.

Any special agreements that have already been made shall supplement these terms. Any other deviations require written consent from the purchasing department at AGRANA Stärke GmbH.

Sequence and validity of the delivery terms

Should there be contradictions in the Terms of Delivery and Dispatch, the conditions below shall apply in the following sequence:

1. Conditions of ordering
2. Conditions of the contract / framework agreement
3. Conditions of these Terms of Delivery and Dispatch
4. General purchasing conditions in the current version (www.agrana.at/staerke/aeb)

Should there be any deviations in the order, such as delivery delays, short deliveries, or excess deliveries, these must be reported to the contact person stated in the order as soon as such deviations are discovered.



2 Delivery addresses

Deliveries must only be made to the delivery address stated in the order.
The delivery addresses are as follows:

Aschach factory

Raiffeisenweg 2-6, 4082 Aschach, Austria

Telephone: +43 7273 6441-0

Fax: +43 7273 6441-18043

External warehouse Quehenberger Logistics GmbH
Solarstraße 14, 4653 Eberstalzell, Austria

External warehouse Bexity GmbH
Schirmerstraße 6, 4060 Leonding, Austria

External warehouse Nothegger Systemlogistik GmbH
Hans-Biberstrasse 7, 4600 Wels, Austria

Gmünd factory

Conrathstraße 7, 3950 Gmünd, Austria

Telephone: +43 2852 503-0

Fax: +43 2852 503-19420

External warehouse Schnabl Helmut Transport GmbH
Hans-Czettel-Straße 12, 3950 Gmünd, Austria



Pischelsdorf factory

Industriegelände, 3435 Pischelsdorf, Austria

Telephone: +43 2277 90303-13112

Fax: +43 2277 90303-13133

- | | |
|--------------------|--|
| External warehouse | Rhenus Logistics Austria GmbH
Karl-Mierka-Straße 7-9, 3500 Krems an der Donau, Austria |
| External warehouse | Moser Transport GesmbH
Königstetter Straße 165, 3430 Tulln, Austria |
| External warehouse | Garant-Tiernahrung Gesellschaft m.b.H.
Raiffeisenstraße 3, 3380 Pöchlarn, Austria |
| External warehouse | Bios 1 Biosubstratherstellungs-u. Verwertungsges.m.b.H..
Untergrafendorf 113, 3071 Böheimkirchen, Austria |
| External warehouse | Essmeister GesmbH & CoKg
Bahnhofstraße 5, 3372 Blindenmarkt, Austria |
| External warehouse | Ing. Markus u. Ferdinand Roch
Klostergasse 8, 3434 Tulbing, Austria |
| External warehouse | Quehenberger Logistics GmbH
Warneckerstraße 10, 1110 Wien, Austria |
| External warehouse | Containerdienst Hans Hämmerle Gesellschaft m.b.H.
Terminal Piadena, Via XX Settembre, 6, 26034 Piadena (CR),
Italy |
| External warehouse | Poll-Nussbaumer Transport GmbH
DIT Duisburg Rheinhausen
Gaterweg 201, 47229 Duisburg, Germany |
| External warehouse | Nuttens Services SAS
7 Hameau de Berseaucourt, 80320 Pertain, France |



3 Delivery of palletized goods

To ensure smooth unloading at the site of delivery, the following delivery conditions must be observed on-site:

- If requested by AGRANA Stärke GmbH, notification of deliveries must be given in advance.
- Except where otherwise stipulated, deliveries must only be made using vehicles with loading ramp access. Deliveries must be unloaded from the back of the lorry. The conditions of ordering and the framework agreement must be heeded here.
- Deliveries of loose material are the exception to this (see Chapter 4).
- When unloading deliveries, the internal logistics department of AGRANA Stärke GmbH will not manipulate any cargo units that are not intended for AGRANA Stärke GmbH.
- As a result, the cargo units must be loaded so that it is possible to unload them from the back of the truck without needing to handle third-party goods.
- It is the task of the contractor to prevent contamination (caused, for example, by odours, chemical substances, germs, etc.), damage, and/or soiling of the goods intended for AGRANA Stärke GmbH by other loaded goods.
- Attention must be paid to properly secure the cargo and to ensure that the truck is free from any technical flaws. This is the responsibility of the contractor.
- The basic dimensions of the pallets must not be exceeded.
- Safe handling of the shipping units must be ensured. (Securing of fallen packaging units, etc.)



3.1 Receiving hours

Aschach factory

Monday–Thursday: 7:00–15:30

Friday: 7:00–12:00

Gmünd factory

Monday–Thursday: 7:00–15:00

Friday: No receipt of goods

Pischelsdorf factory

Monday–Thursday: 7:00–15:00

Friday: 7:00–11:00

Acceptance of raw materials and collection
of loose by-products (ActiProt, wheat
bran, and BioAgenasol)

Monday–Thursday: 6:00–21:00

Friday: 6:00–18:00

4 Delivery in silo trucks

- If requested by AGRANA Stärke GmbH, notification of deliveries must be given in advance.
- Deliveries in silo trucks must meet all the relevant conditions of the Food Safety and Consumer Protection Act – LMSVG 2006, and the corresponding EU Directives.
- The authenticity of the ordered products must be guaranteed by the freight carrier upon delivery using appropriate access protection measures (seals, etc.).
- The delivery note, cleaning document, and weight card must be provided in writing for every delivery.
- For identification purposes, the relevant registration number must be clearly written on the delivery note, the cleaning document, and the weight card.
- The seals used for protection must be numbered and documented on the delivery note.
- The seals and other access protection measures must only be removed in the presence and at the request of the receiving personnel.



4.1 Delivery times – silo trucks and tankers

Aschach factory

Silo trucks:

Monday–Thursday: 7:00–15:30

Friday: 7:00–12:00

Tankers:

Monday–Thursday: 7:00–14:30

Friday: 7:00–11:30

Chemicals:

Monday–Thursday: 6:00–13:30

Friday: 6:00–10:45

Gmünd factory

Silo trucks and tankers:

Monday–Thursday: 7:00–15:00

Chemicals:

Monday–Thursday: 6:00–13:30

Friday: 6:00–10:30

Pischelsdorf factory

Silo trucks:

Monday–Thursday: 7:00–15:00

Friday: 7:00–11:00

Tankers:

Monday–Thursday: 6:00–21:00

Friday: 6:00–18:00

Chemicals:

Monday–Thursday: 7:00–15:00

Friday: 7:00–11:00

5 Safety training

The following instructions must be noted and adhered to by lorry drivers for every delivery to the factories listed in Point 2:

- ONLY stay in the designated areas!



- Marked paths must be used!



- Clothing with signal colors must be worn!



- Helmets are compulsory when leaving the vehicle interior!



- Safety boots or sturdy shoes must be worn!



- The maximum speed is
15 km/h or 20 km/h, depending on the factory!



- Forklift trucks always have priority!



- No smoking anywhere on the premises,
except in the designated smoking zones!



- No photography anywhere on the premises!



- Any accidents or other incidents must be reported
to AGRANA personnel immediately.



- Access to fire exits and escape routes must be kept clear at all times!
In the event of an emergency, immediately find the designated
assembly point by following the signposted escape routes.



**Feuerwehruzufahrt
freihalten**

In addition, the current corona protective measures at the respective location must be observed.

6 Necessary documentation

The following documentation must be provided with each delivery:

- Delivery note
- Consignment note / CMR
- Other documents requested during the ordering process (certificates, etc.)
- Analysis certificates, where appropriate
- Customs documentation, where appropriate
- Documents relating to hazardous goods (ADR/RID), where appropriate

6.1 Delivery note

A delivery note must be produced for each delivery. This must be clearly visible and attached to the front of the shipment in a document pocket or given to the internal logistics department of AGRANA Stärke GmbH by the freight company.

To ensure smooth operations, the following information must be provided on the delivery note:

- Delivery note number
- Address of the contractor, including contact details for inquiries
- Delivery address
- Delivery date
- AGRANA order number incl. order item and AGRANA material number
- Description of item
- Quantity/weight delivered
- Number of loading aids

For items with a limited shelf life:

- Dates of manufacture & expiry
- Batch

For organic products:

- Item description, preceded by 'ORGANIC'
- 'Öko' certification number of the contractor
- Organic certification
- The label 'kontrolliert biologischer Anbau' ('kbA' for short) or 'organic'

6.2 Consignment note / CMR

- Return address
- Delivery address
- Number of packages in the delivery
- Total weight of the delivery
- Date of handover or dispatch of the delivery

6.3 Customs documents

The contractor is responsible for the proper production of all documents needed to clear customs and for handing these documents to the haulage contractor.

Status of customs clearance "duty paid" shall be clearly stated on all delivery documents in case of third countries origin.

In case such statement is missing on the papers at the time of goods receipt at AGRANA, the shipment will be blocked and the order shall be handled as overdue. Responsible party shall bear all costs which may arise out of incomplete delivery papers (e.g. rejection costs, storage, etc.) until final clarification.

6.4 Documents about the transportation of hazardous goods

The legal requirements must be fulfilled with regards to labelling, documentation, etc. The contractor is solely responsible for this.

7 Packaging requirements

Packaging must be selected to ensure that

- no damage is caused to the goods during transportation
- the goods are protected from contamination
- secure and smooth handling of the goods is guaranteed
- the packaging is filled optimally
- the external dimensions of the pallet are not exceeded
- legal conditions are complied with
- simple recycling or disposal of the packaging is possible

For further requirements on the packaging, see the material specification, order, or contract / framework agreement.

7.1 Labelling of the goods

The delivered goods must be labelled to ensure they can be identified and traced. For this reason, the description of the items on the accompanying papers must correspond with the product labelling.

Hazardous goods must be labelled according to the legal requirements.

Goods that are subject to special handling must be indicated by attaching the symbols specified in DIN 55402.

The most common symbols are below:

Zerbrechliches Packgut Fragile, Handle with care		Vor Nässe schützen Keep dry	
Oben This way up		Schwerpunkt Centre of gravity	
Gabelstapler hier nicht ansetzen Do not use fork lift truck here		Zulässiger Temperaturbereich Temperature limitations	



7.2 Formation and securing of cargo loads

To ensure efficient transportation and for storage purposes, the following general requirements apply:

- Stability of the cargo loads in terms of condition, shape, and volume.
- Labelling of the cargo unit with regards to its stacking capacity.
- The basic dimensions of the loading aid must not be exceeded by packaged goods or by securing the cargo load.
- It must be possible to handle the cargo using industrial trucks.
- Please avoid cutting straps in cardboard boxes and containers.
- Edge reinforcements should be used if they are required for securing the cargo unit.
- Adequate transportation protection must be ensured.

7.3 Loading aids

AGRANA Stärke GmbH accepts the following loading aids:

Euro pallet (EPAL)

Dimensions: 800 x 1200 x 144 mm

With access available underneath on all 4 sides

Without lower crosswise (transverse) board on the front side (800 mm)

Swap the pallets is not permitted!



Disposable pallets (throwaways)

Dimensions: 800 x 1200 mm

Dimensions: 1000 x 1200 mm

With access available underneath on all 4 sides

Without lower transverse board on the front side



IBC container

Dimensions: 1000 x 1200 x 1160 mm



For international trade with packaging materials made of wood, the phytosanitary conditions of the IPPC (International Plant Protection Convention, see www.ippc.int) must be followed.



8 Non-acceptance / notice of defects

In the event of non-compliance with these Terms of Delivery and Dispatch, AGRANA Stärke GmbH reserves the right to refuse deliveries or to invoice any costs corresponding to expenses incurred or to offset these costs against an open request from the contractor.

The following non-exhaustive list contains some of the reasons for non-acceptance of deliveries.

- Use of heavily contaminated cargo units
- Incomplete transport documents / accompanying papers
- Non-compliance with the contractually agreed regulations
- Exceeding the basic dimensions of the pallet
- Goods that have slipped or fallen from the pallet
- Goods that have been damaged
- Difficult or impossible unloading

Compliance with these General Terms of Delivery and Dispatch will be checked during the goods receipt. Should any defects be detected during this process, a complaint pertinent to the defect shall be made and communicated promptly to the contractor.