



# Inbound Delivery Guidelines

## DC Ratingen and DC Haldensleben



Version 04a

Valid from: 20. AUG 2015

# **Inbound Delivery Guidelines**

## **DC Ratingen and DC Haldensleben**

Dear Sir or Madam,

In order to ensure a fast and efficient process in handling deliveries into our Ratingen and Haldensleben DC's, please find enclosed information to guide you.

Whilst our team is well equipped to handle all aspects of your delivery please be advised that the following areas will need to be handled separately and may be chargeable.

- Sorting
- Palletising
- Documentation
- Re-packing
- Disposing

Your cooperation is welcomed in order to provide a smooth and effective inbound delivery service to both DC sites.

Best regards.

A handwritten signature in black ink, appearing to read 'Udo Wessels', written in a cursive style.

Udo Wessels  
Head of GEBERIT Logistics Ceramics and CCP Central Europe

## 1 Changes to previous version

- Changes in legal entities

## 2 Adresses and arrival windows

### 2.1 Adresses

GEBERIT Logistics Ceramics and CCP  
Central Europe  
Keramag – Sphinx – Ceravid  
**DC Ratingen – Lintorf**

An den Dieken 94

**DE - 40885 Ratingen**

GEBERIT Logistics Ceramics and CCP  
Central Europe  
Keramag – Sphinx – Ceravid  
**DC Haldensleben**

Industriestrasse 10

**DE – 39340 Haldensleben**

### 2.2 Arrival windows

Monday – Friday

06:30 – 08:30

08:45 – 12:00

12:30 – 16:00

Monday – Friday

06:00 – 09:00

09:15 – 12:00

12:30 – 16:00

Arrivals outside of these time-frames need to be confirmed by the inbound team at the appropriate DC.

## 2.3 Contact persons

### **DC Ratingen – Lintorf**

+49 2102 916 504

Bernd Ströter

Kunibert Grabosch  
Abdeslam Tadlaoui

### **DC Haldensleben**

+49 3904 481 124

Silke Blacha

Olaf Arendt  
Nico Tuchen

All arrival notifications must be sent to the following e-mail addresses:

[Inbound-RAT@keramag.de](mailto:Inbound-RAT@keramag.de)

[Inbound-HDL@keramag.de](mailto:Inbound-HDL@keramag.de)

### 3 Arrival Notifications

It is mandatory for either the sender or his forwarder to advise the delivery of each trailer by e-mail. The delivery can be advised in advance but as a minimum must be communicated no later than 02:00 PM / 14:00 on the working day before arrival.

If you have regular, agreed timeslots you will not receive confirmation.  
If you don't have regular timeslots, you will need to wait for confirmation.  
Deliveries, which are not advised in time, will be handled accordingly.

#### 3.1 Content of the arrival notification

The e-mail must include the following:

- Name of sender
- Name of forwarder
- Number plate of the truck
- Driver's mobile phone number
- Arrival date and planned arrival time

#### 3.2 General terms in arrival notifications

- Forwarders will have access to agreed areas within the DC as advised by Sanitec.
- Whilst we always endeavor to comply with unloading times, we cannot provide a 100% guarantee. If waiting time is required, we would ask for your understanding and cooperation.
- Sanitec will not pay any costs in regard to waiting times for deliveries that have not been advised in time, or are not made within the agreed time-frame.

Deliveries that have not been advised within the required time-frame will be allocated the next available time-slot for unloading, which could lead to a delay until the following day. We therefore advise you to use the following contacts:

[Inbound-RAT@keramag.de](mailto:Inbound-RAT@keramag.de) or [Inbound-HDL@keramag.de](mailto:Inbound-HDL@keramag.de)

#### 3.3 Driver requirements

The forwarder must ensure that the driver is able to speak and understand some basic words in English or German.

The driver has to announce his arrival at the gate in English or German with:

- Name of sender
- Name of forwarder
- Number plate of the truck

The driver will be advised of the gate number or asked to use the waiting zone outside. If asked to wait, further communication will be made via the driver's mobile phone.

Sanitec will not compensate for waiting costs caused by an inability to communicate with the driver.

### **3.4 Special details for DC Haldensleben**

The waiting zone before the entrance in Haldensleben is restricted to 3 trucks and the waiting time before arrival and after discharge is limited to 30 minutes.

In Haldensleben the entire access road ("Industriestrasse") has prohibited parking! As shown on the signs.

We advise you arrive shortly before your arrival window.

## **4 Checking of deliveries and document handling**

The inbound team will only confirm to the forwarder the delivery of complete pieces, i.e. pallets, single boxes etc., together with any outward visible damage. A detailed check will be done afterwards.