

## Supplier Requirements for Delivery and Receiving Instructions

### 1. RAW MATERIAL DELIVERY

The supplier must ensure that all products are inspected for package integrity before shipping to Matrix Marketing and ship in good conditions under the UN/ADR/IATA/IMO and any local safety regulations.

#### 1.1 Raw Material Quality

The supplier must analyze product batches to ensure that they meet the following requirements according to the Purchase Order:

- In conformity with Analytical Specifications agreed, or
- In conformity with an approved pre-shipment sample, or
- In conformity with Analytical Specifications and in conformity with an approved pre-shipment sample
- Upon acceptance of the quality at the receiving area

Every product lot delivered to Matrix Marketing must have a minimum of 80 % shelf life remaining upon receipt. For example, a product with a shelf life of 12 months must have  $12 \times 80 \% = 10$  months (rounded up) remaining when the product is delivered. Exceptions can be negotiated on a case-by-case basis with Matrix Marketing GmbH. Quality reviews the shelf-life compliance upfront when they received the Certificate of Analysis and shipping documents from the supplier (even before receiving the actual goods).

Any product lot with less than 80 % shelf life remaining must not be shipped unless prior approval is obtained from Matrix Marketing, Purchasing Department.

#### 1.2 On time delivery

Our suppliers are expected to deliver products on the date stipulated on the Purchase order. The supplier is responsible to notify Matrix Marketing Purchasing Department of any problems or delays.

### 2. RECEIVING INSTRUCTIONS

All deliveries must be shipped in good condition by suppliers and included a packing list or delivery note on the package.

The receiving department will note any incidents on bill of lading and register a non-conformance in the Matrix Marketing Intranet database if goods are delivered in dirty, dented, rusted, leaking, ripped or damaged containers that will be returned to the supplier at the supplier's expense.

#### 2.1 Documentation

The supplier must ensure that the appropriate paperwork must accompany the shipment.

- Delivery Note / Packing List
- Certificate of Analysis
- MSDS
- TSE/BSE Statement (if requested by Matrix Marketing, Purchasing Department)
- Other documents requested by Matrix Marketing, Purchasing Department

##### 2.1.1 On the Delivery Note / Packing list must be mentioned:

- Matrix Marketing Purchase Order Number
- Matrix Marketing Product Code
- Supplier Product Name and Code and CAS Number
- Supplier Lot Number
- Total Net weight
- Other information requested by Matrix Marketing, Purchasing Department

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### 2.1.2 Certificates of Analysis for each lot must include the following information:

- Matrix Marketing Purchase Order Number
- Matrix Marketing Product Code and Name
- Supplier's name and address
- Supplier's Product Code and Name and CAS Number
- Supplier's production date and expiry date
- Supplier Lot Number
- Total Net weight
- Other information requested by Matrix Marketing, Purchasing Department

### 2.2 Packaging requirements

#### 2.2.1 Packaging Materials

The supplier must deliver products with the right packaging material stipulated on the Purchase Order, in conformity with the national / international regulations. If the supplier wishes to change the type or size of packaging, this should be approved by Matrix Marketing.

All packages must be of good and appropriate quality, free from pest activity, contamination, foreign matter, product visibility or dirt, meet all local and international standards and, upon arrival must be in good condition.

#### 2.2.2 Tamper evident seal

All containers must be properly sealed and have tamper evident seals. Seals are absolutely required to demonstrate that the packaging has not been opened prior to delivery.

#### 2.2.2 Palletizing

Where necessary products must be shipped on pallets and secured with non-metallic straps, stretch wrap, shrink wrap, palletizing glue or other appropriate means of transportation in order to provide stability during transit. Product Name, CAS Number and Lot number must be clearly visible on two adjacent sides of the pallet. All pallets must comply with applicable national and international standards (including ISPM-15), free of insect and rodent, constructed of plastic or hardwood with no broken, splintered or missing boards and no exposed nails.

### 2.3 Raw Material labelling

On **all packaging**, labels must contain following Information:

- Product Name with CAS Number
- Gross weight, net weight and tare weight
- Supplier Lot Number
- Container Numbering
- Productions Date / Expiry Date
- Product handling instructions and special storage conditions (e.g. refrigerated)

In the case of dangerous goods a proper labelling is required on all packaging according to national and international transport regulations.

### 2.4 Material Tracking

Matrix Marketing must be notified in writing of any changes (e.g. manufacturing site, legislative, labelling, packaging, etc.) to raw materials and/or production processes that affect the purchased product(s).

Purchased products shall be delivered from a single lot. However, if only multiple lots are available (**maximum of two lots**), suppliers should inform Matrix Marketing, Purchasing Department and ask for approval before any goods delivery. The multiple lot shipment must be indicated on documents.

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### 3. SUPPLIER NON-CONFORMANCE

#### 3.1 Supplier non-conformance tracking

The supplier must have a quality system in place to track the status of raw materials and final products, and a tool for monitoring non-conforming material (on-hold or out-of-specification).

Before any order or shipment acknowledgment, the supplier must notify Matrix Marketing Purchasing Department of any non-conformance against product specifications. Examples of delivery and receiving issues considered by Matrix Marketing as a supplier non-conformance:

- a) Unreadable or no product label on the container/packaging
- b) Leakage, unclean, rusty and wet containers/packaging
- c) Broken seals, bags or boxes
- d) No tamper evident seals on drums
- e) Inappropriate or damaged drums
- f) Use a wrong container type
- g) Evidence of pest or foreign matter
- h) Signs of residual moisture or any type odor contamination
- i) Any other defect affecting product packaging and/or quality
- j) Inappropriate storage conditions for sensitive products (non refrigerated or frozen)
- k) Failure to deliver on time and/or to notify Matrix Marketing in a timely fashion of delays

For the above cases, the supplier will arrange for the timely collection and replacement of the products at their own expenses.

### 4. INVOICE

All invoices must reference the following:

- a) Matrix Marketing Purchase Order number
- b) Matrix Marketing Product Code, Product Name and CAS Number
- c) Supplier Product Name and Code
- d) Supplier Lot number
- e) Net weight
- f) Unit of measure
- g) Price per unit
- h) Country of Origin
- i) Customs Tariff Number
- j) Incoterms
- k) Credit Terms

Our General Terms and Conditions of Purchase (Raw Materials) are part of the "Supplier Requirements for Delivery and Receiving Instructions".