

The MANN+HUMMEL logo is displayed in green, bold, sans-serif capital letters on the side of a large, light-colored corrugated metal warehouse building. The building has several dark vertical structural elements. In the foreground, a dark green truck is parked, and the ground is paved. The sky is clear and blue.

**MANN+  
HUMMEL**

# Supplier handbook Logistics

For all sites of  
**MANN+HUMMEL**

Revision 05  
07/2025

**MANN+  
HUMMEL**

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## **1 Foreword**

MANN+HUMMEL set high standards not only for itself, but on its suppliers too. It is not just the products and internal processes, which need to be aligned between MANN+HUMMEL and the supplier; cooperation and collaboration must also be as efficient as possible. To avoid unnecessary effort on both sides, clear rules for this cooperation must be established.

The purpose of this handbook is to ensure that suppliers obtain and can orientate themselves on clear guidelines for the logistic process. It is thus possible, for example, to create a smooth communication process between MANN+HUMMEL and the supplier which saves a considerable amount of time.

This handbook serves as a guideline for logistic co-operation between the supplier and MANN+HUMMEL. Validity extends to all suppliers of MANN+HUMMEL Group locations. Deviations from the guidelines in this handbook are permissible only in exceptional circumstances and need to be approved in advance by MANN+HUMMEL.

The handbook comprises a general section containing the instructions applicable to all MANN+HUMMEL sites. In the supplementary manual MHG-SC-M-0007 Supp1 all plant-specific features are included.

Details about packaging can be found in the supplementary manual MHG-SC-M-0007 Supp2 packaging section. Manual MHG-SC-M-0007 Supp3 describes the labeling of handling units and MHG-SC-M-0007 Supp4 the electronic communication with EDI.

All manuals are available in English language from the MANN+HUMMEL homepage.

## 2 List of abbreviations

AEO	Authorized Economic Operator
ASN	Advance shipping notice
CSL	Controlled shipping level
C-PTAT	Customs-Trade Partnership Against Terrorism
ECCN	Export control classification number
EDI	Electronic Data Interchange
EUR.1	Movement certificate
EXW	Ex works (Incoterm)
FAS	Free alongside ship (Incoterm)
FCA	Free carrier (Incoterm)
FOB	Free on board (Incoterm)
MH	MANN+HUMMEL
MOQ	Minimum order quantity
MPR	Material and production release
NAFTA	North American free-trade area
PPAP	Production part approval process
PPM	Parts per million
REX	Registered exporter system
US	United states
STP	Secure Trade Partnership
VDA	Verband der Automobilindustrie (German Association of the Automotive Industry)
VMI	Vendor managed inventory
VRS	Vendor Rating System

### **3 Cooperation between MANN+HUMMEL and the supplier**

For good cooperation between MANN+HUMMEL and the supplier, it's essential that communication is as clear as possible. In order to achieve this and prevent misunderstandings, the following rules must be observed.

#### **3.1 Contact persons and availability**

At the beginning of any cooperation, the supplier must name a person that MANN+HUMMEL can contact for logistics-related issues. A deputy must also be named. The contact person or his deputy must be available on working days between 08:00 and 16:00 hours. Outside these times, there must be an adequately staffed emergency contact number. The contact persons can be entered in the supplier portal. Alternatively, appendix 1 can be filled out and returned to MANN+HUMMEL. It is necessary to inform MANN+HUMMEL of plant holidays and extraordinary shut-down times immediately.

#### **3.2 Notification of supply bottlenecks**

Should bottlenecks occur at the supplier, MANN+HUMMEL must be contacted immediately. MANN+HUMMEL must also be notified if the quantities delivered do not correspond to the quantities ordered including a recovery plan for the following weeks.

#### **3.3 Notification of change**

MANN+HUMMEL must be notified immediately of any changes on the part of the supplier which are relevant to the cooperation with MANN+HUMMEL. These include change of production site and change of contact person/their deputy.



## **4 Scheduling agreements and orders**

### **4.1 Scheduling agreements**

MANN+HUMMEL privileges scheduling agreements to provide suppliers the same period of forecast as we are receiving from our customers on a rolling basis. In that case suppliers are expected to anticipate their production to meet with quantities within the firm period.

- Firm period is defined with agreements as such:
  - Frequency of schedules sent by MH + transport time in days
    - E.g.: if supplier receives once a week the schedules by EDI and the transport time is 2 days, the firm period is 5 working days + 2 days = 7 days
  - Quantities out of the firm period are then forecasts. Forecast can have variations up and down and needs to be agreed between the MANN+HUMMEL plant and the supplier.
  - The firm period is the period where no changes are expected nevertheless if any changes would occur this is the responsibility of the supplier to perform is upmost to fill the requirements. In case this would not be possible, the supplier must contact immediately MH plant concerned.
- MPR – Material and production release / MANN+HUMMEL liability
  - MPR is applied for all Scheduling agreements and it represents MANN+HUMMEL liabilities to purchase or reimburse suppliers for finished goods/semi-finished products and raw material within the defined and agreed period in purchasing contract linked to cancellation of demand.
  - Except agreed differently during the contract signature the MPR is automatically 4 weeks for production release and 4 weeks additional for material release.
- MOQ
  - The MOQ (minimum order quantity) requested by MANN+HUMMEL is the smallest possible handling unit defined in the packaging description between MANN+HUMMEL and supplier.

### **4.2 Closed orders**

In certain cases and based on MANN+HUMMEL can define with supplier to work with close purchase orders.

- Firm period is defined with closed orders as such:
  - Complete supply, manufacturing and delivery lead time of the supplier. (to be defined by supplier)
- MPR – Material and production release MANN+HUMMEL liability
  - The responsibility of MANN+HUMMEL is the close order quantity
- MOQ
  - The MOQ (minimum order quantity) requested by MANN+HUMMEL is the smallest possible handling unit defined in the packaging description between MANN+HUMMEL and supplier.

### **4.3 Checking orders/call-offs**

If an order or scheduling agreement call-off from MANN+HUMMEL is unclear or widely deviates from comparable orders, the supplier must contact MANN+HUMMEL and check that the order is correct.

They are confirmed by the supplier, if the supplier does not react within 48 hours after transmission.

## **5 Communication**

An electronic data exchange with our suppliers is key for success and mandatory.

All information can be found in the manual MHG-SC-M-0007 Supp 4, which is also available on our homepage.

## **6 Dispatch to MANN+HUMMEL**

### **6.1 Shipping notification and delivery date**

MANN+HUMMEL transmits pick-up dates at the supplier in orders and schedules for incoterms EXW, FCA, FAS and FOB. For other incoterms MANN+HUMMEL transmits receiving dates. The size at which shipments are notified and the process to be applied can be obtained from the relevant shipping instructions (MANN+HUMMEL homepage, company – suppliers - documents for suppliers – logistics & shipping instructions). It is essential that delivery note advice for production material is through EDI delivery note (defined in the electronic data exchange agreement provided by purchase department or available on our homepage, manual MHG-SC-M-0007 Supp 4).

### **6.2 Delivery services**

The relevant incoterm is defined in the purchasing document (purchase order, scheduling agreement). The forwarding agent / delivery service provider is taken from the shipping instructions or agreed with the plant.

Where implemented and dependent on the incoterm, the supplier is responsible to order the nominated forwarder, which is provided by the 4PL service provider.

### **6.3 Accompanying documents for material**

#### **Goods labels**

Goods labels must meet the standards that are described in handbook MHG-SC-M-0007 Supp3, available on the MANN+HUMMEL homepage.

#### **Delivery note**

The supplier is responsible for providing delivery notes in accordance with VDA 4991. The delivery note for partial and complete loads is generally handed to the truck driver. On small consignments and parcels, the delivery note is generally clearly visible on or in the package. Different rules on this may however apply at individual sites.

At the time of shipment, the supplier must also send an electronic delivery note to MANN+HUMMEL. Requirements are outlined in VDA 4913.

The following page shows an example of a delivery note, which is conform to standard VDA 4991.



		Delivery Note	
<b>1</b> Mann + Hummel GmbH Grönerstr 45 71636 Ludwigsburg		No. / Date <b>2</b> <b>12345678</b> <b>31.12.2005</b> Reference- No. / Date	
<b>3</b> Model Supplier Model Street 1 12345 Model Town		Herkunftsländ/ountry of origin/ountry of destination	
Shipping Address <b>4</b>			
Transport Details <b>5</b> Shipping Agent - Lorry Sped. Dachser			
Conditions <b>6</b> FCA Currency			
Marking - type of packaging /-quantity of packaging - type of goods (No) - Weight (gross/net) - Volume (m³) <b>7</b>			
Orderer's Code:		AO-P1	Total weight in KG
Order-No./Date:		550000111	gross: 275
Orderer's additional Details:			net: 250
Sender's Department:		Distribution	
Extension		111	
Sender's Order No.:		0815	
Product-No. of Orderer - Product-No. of Supplier			
Pos.- No	Description of the Goods/Service (possibly No./Goods Type) Dimensions of packaging Country of Origin—Net Weight	Quantity and Units	addressee's note quantity
	<b>8</b>	<b>9</b>	
1	2300032101 Dichtung	5.000 St.	
2	CHEP KLT 3443 <b>10</b>	10 ST	
3	Euro-Palette <b>11</b>	1 ST	
			Notes
	Entry Note	Quantity Control	Quantity Control/Report
	Addressee	Invoice Controlling	
Date			
Name / No.			

Field Name	Contents	
(1) addressee (obligatory entry)	receivers (customer's) address	M+H GmbH Ludwigsburg
(2) delivery note number (obligatory entry)	The delivery note number must not have more than 8 digits and must be numerical (not contain any special characters). Each number can be used only once in the same year.	12345678
shipping date (obligatory entry)	date of the actual day of shipping (not the issue day)	31.12.2005
(3) supplier number and sender's address (obligatory entry)	The sender's address must be the same as stated in the order or in the delivery schedule	LN: 500001 Musterlieferant Musterstraße 1 12345 Musterstadt
(4) delivery address (obligatory entry)	address of the recipient, in case it differs from the orderer's address	
(5) transport details (obligatory entry)	Please enter the shipping method and if necessary the name and number of the shipping agent	shipping agent's lorry Spedition Dachser
(6) delivery conditions (obligatory entry)	please state the delivery conditions	postage paid / postage unpaid
(7) other details (obligatory entry)	<ul style="list-style-type: none"> <li>orderer's code</li> <li>ordering number / date</li> <li>orderer's additional details</li> <li>total weight in KG (gross), this entry refers to the weight stated in the positioning part of the described quantity delivered of a delivery note number</li> <li>total weight in KG (net)</li> </ul>	AO-P1 550000111  275  250
(8) product number (obligatory entry)	Delivery name / service name. The goods names are to be taken from the order / delivery schedule. In case of goods with a product number, this is the part number or the item number	
(9) quantities + units (obligatory entries)	each position can only contain one quantity	
(10) packaging details / cargo carrier details (obligatory entry)	according to the model delivery note, details regarding packaging and quantities of partial deliveries for each packaging unit have to be entered	

(11) Dimensions of handling units(length/width/height).
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### Forwarding order

The forwarding order in accordance with VDA 4922 must be passed on delivery to the relevant MANN+HUMMEL employee or forwarding agent.

## **6.4 Incoterm**

Delivery terms agreed with MANN+HUMMEL are based on the latest version of the Incoterms (*International Commercial Terms published by the International Chamber of Commerce*). Our purchase orders or contracts determine which individual delivery terms are applicable for your deliveries to MANN+HUMMEL.

MANN+HUMMEL has implemented a transportation management for inbound shipments in the regions NAFTA and Europe.

For all shipments where MANN+HUMMEL is freight payer (based on the valid Incoterms), suppliers need to follow the shipping instructions published on the MANN+HUMMEL homepage in the Internet.

Main supplier responsibilities are:

- Booking of transport requests according to the details in the shipping instructions
- Respecting cut-off times for booking the transport request
- Material needs to be ready for loading at 08:00 am on the planned pick-up day
- Shipping the correct ordered quantities
- Ensure quality of loading units
- Availability of all needed shipping documentation

Any deviations can lead into additional costs or expedite freight costs which will be invoiced to the supplier.

For deliveries under FCA - Free Carrier (named place)

The supplier ensures that the goods are available on time and are loaded properly. He is responsible for the issuance of an Export Accompanying Document and must obtain, where applicable, licenses required for exportation of purchased goods, e.g. export license or any other official authorization in good time prior to the delivery.

For deliveries under DAP - Delivered at Place

The supplier is responsible for the shipment up to the unloading point specified by MANN+HUMMEL and bears all transportation costs and risk.

## **6.5 Loading and transport**

The supplier must ensure the following when loading a truck:

If the MANN+HUMMEL is paying the transport costs, the supplier must ensure that the truck is loaded within a reasonable period of time (max 2 hours for loading and unloading). Additional costs incurred through long waiting times on loading are covered by the supplier.

Maximum loading time on the supplier side is 2 hours [1 hour for empties unloading (if applicable), 1 hour for the loading].

The goods must be stored in the truck in a way that they can be unloaded with a forklift or pallet truck easily and without movement or risk to other goods. It must be ensured, when stacking pallets, that the packaging and the pallet material is not damaged.

Goods will not be accepted which have been unloaded on site at MANN+HUMMEL, if they are not received by an authorized employee from MANN+HUMMEL.

The carrier only confirms the number and type of pallets/load carriers transported. He does not make any statement regarding their content.

### 6.6 Origin of goods, preferential status and tariff number

The supplier is obliged to make reliable statements to MANN+HUMMEL regarding the commercial origin of goods, the preferential status and the customs tariff number of the delivered goods. The designation of a distinct commercial country of origin, the preferential status (if applicable) and the customs tariff number of the goods delivered to MANN+HUMMEL is mandatory. On request of MANN+HUMMEL, the supplier is obliged to prove the above mentioned information by issuing appropriate proof of commercial/preferential origin (or equivalent document) free of charge. The current version of the applicable regulations according to the customs and preferential legislations (and where appropriate other requirements of MANN+HUMMEL) shall be binding and strictly adhered to. The type of proof of preferential origin is determined by the applicable free trade agreement/preferential agreement. The supplier bears all the costs (e.g. customs duties) which result from the non-submission of proof of commercial/preferential origin as well as other customs-relevant information. In addition, the supplier is obliged to inform MANN+HUMMEL immediately in writing if these documents lose their validity (even if only partially), if some changes occur or if they have been wrongly issued.

In addition, all the relevant delivery documents/certificates, which are necessary for an import of the goods are to be attached by the supplier to the goods or (where required) to provide them to MANN+HUMMEL.

### 6.7 Third-country deliveries

The supplier is responsible for correctly preparing the documents required for customs clearance in line with the current legal requirements for importing goods into the recipient country. Any costs or consequential damage resulting from missing or improperly prepared customs documents will be charged to the supplier.

If questions or problems related to customs topics should arise, please address to the Corporate Customs Department prior to pick up of delivery.

Contact: [Customs-Tempo@mann-hummel.com](mailto:Customs-Tempo@mann-hummel.com)

#### For deliveries to MANN+HUMMEL GmbH

Please scan all shipping documents related to any of your shipments from third countries to Germany and send them by email to [importavis@mann-hummel.com](mailto:importavis@mann-hummel.com)

Originals of preference documents (e.g. EUR.1, Form A, REX statement and others) must be sent by express mail service to MANN+HUMMEL GmbH for the attention of the Customs Department.

In case of sea freight shipping please include data about packaging means (e.g. wooden pallet, carton, etc.) in your invoice.

## **6.8 Deliveries within EU**

The supplier is responsible for the orderly establishment of the delivery documents in accordance with the respective standards.

## **6.9 License obligations and US exports**

For goods known to require re-export licenses, the supplier has to provide all details to the following email address prior to the first delivery: [ausfuhrgenehmigung@mann-hummel.com](mailto:ausfuhrgenehmigung@mann-hummel.com)

MANN+HUMMEL requires the ECCN classification number or other applicable classification numbers based on local legislation of the supplier.

MANN+HUMMEL needs to be informed about goods originating in the USA, goods manufactured using US technology or manufacturing machines which are subject to US export control or goods exceeding a material content of 10% or more with US origin, calculated on the value of the sale, stating the exact percentage.

The same applies analog for goods with Chinese origin which are subject to Chinese re-export control regulations.

## **6.10 Security in the supply chain**

For the purposes of creating a secure supply chain, it is useful to hold certification from AEO S, AEO C+S, C-TPAT, STP or a similar standard certificate. Copy of the relevant certificate has to be provided to MANN+HUMMEL. For companies without certification, MANN+HUMMEL reserve the right to demand a security declaration (sample on next page).

## Example of a security declaration

<b>Security Declaration<sup>1</sup></b> <b>for Authorised Economic Operators</b> <b>AEO</b>		
Name (Company)	<hr/>	
Street Address	<hr/>	
City	<hr/>	
Country	<hr/>	
Postal Code	<hr/>	
Phone	<hr/>	
e-Mail	<hr/>	
I hereby declare that:		
<ul style="list-style-type: none"> <li>• goods, which are produced, stored, forwarded or carried by order of Authorised Economic Operators (AEO), which are delivered to AEO or which are taken for delivery from AEO               <ul style="list-style-type: none"> <li>○ are produced, stored, prepared and loaded in secure business premises and secure loading and shipping areas</li> <li>○ are protected against unauthorized interference during production, storage, preparation, loading and transport</li> </ul> </li> <li>• reliable staff is employed for the production, storage, preparation, loading and transport of these goods</li> <li>• business partners who are acting on my behalf are informed that they also need to ensure the supply chain security as mentioned above.</li> </ul>		
Name of Authorised Signatory <sup>2</sup>	<hr/>	Company Stamp (where required)
Position	<hr/>	
Signature	<hr/>	
Date issued	<hr/>	
This declaration was issued to:		
Name (Company)	<hr/>	
Street Address	<hr/>	
City	<hr/>	
Country	<hr/>	
Postal Code	<hr/>	
<sup>1</sup> Necessary adjustments to the text should be made to take into account the parties' respective business models and roles in the international supply chain.		
<sup>2</sup> Authorised Signatory registered at the Commercial Register		



## 7 Irregularities

In general, the supplier is responsible for the compliance with legal or regulations. Should the supplier cause additional costs for irregularities, they have to be covered by the supplier.

### 7.1 Cancellation of order

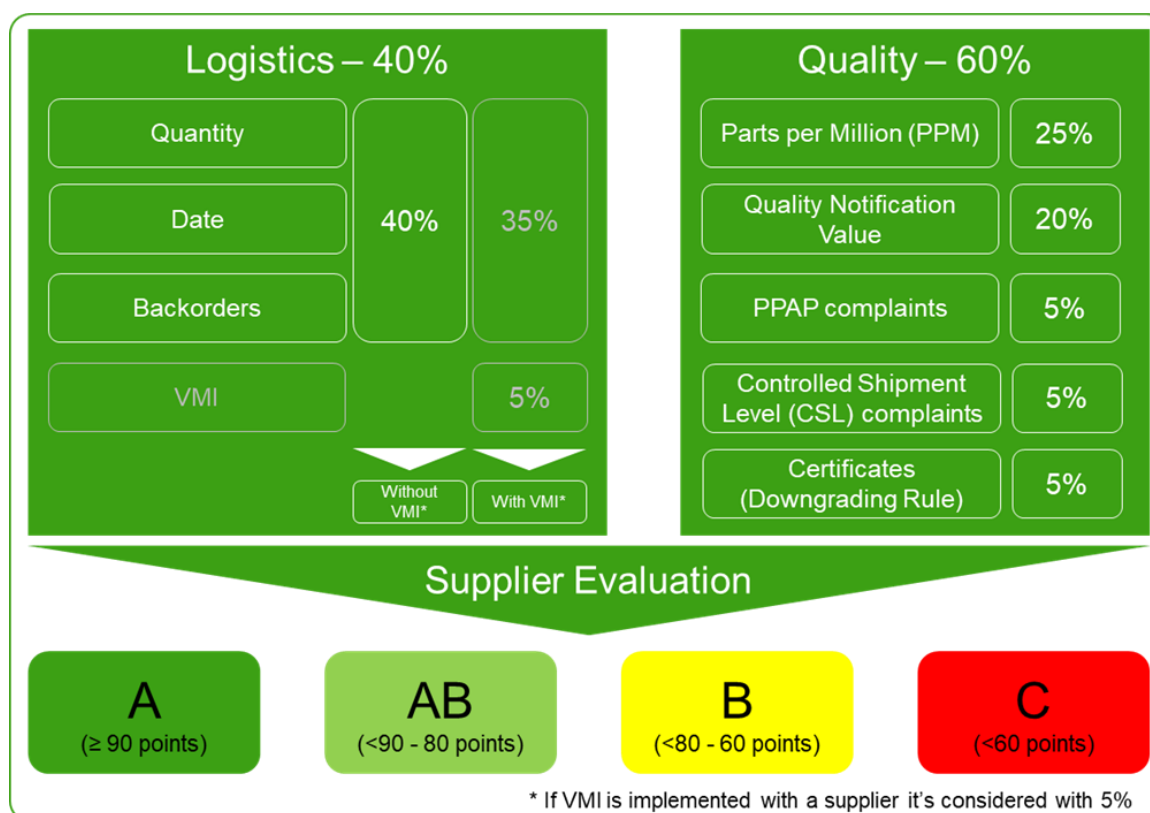
If MANN+HUMMEL cancels the order within the material approval process and the supplier cannot find an alternative use for the already purchased material elsewhere, MANN+HUMMEL will pay the cost of such material. MANN+HUMMEL has the right to collect this material.

Should cancellation take place during production release, MANN+HUMMEL will either accept the goods or pay the agreed purchase price. This does not apply if MANN+HUMMEL has placed another order for the same part or intends to do so in the near future.

### 7.2 Supplier evaluation – Vendor Rating System

In order to support the continual improvement processes at the supply base MANN+HUMMEL systematically evaluates the performance of its suppliers with regard to quality and delivery reliability.

The MANN+HUMMEL vendor rating system (VRS) is essentially based on 2 supporting columns. The first column are: the quality of the supplier products in terms of PPM evaluation, a quality quota, PPAP complaints, CSL status and the certificate status. The second column: the suppliers' logistic performance in terms of a delivery reliability for quantity, date, Vendor Managed Inventory (VMI) and backorders, based on VDA 9003 recommendation.



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Ratings are calculated automatically every month including the past 12 months rolling average and provided to the suppliers on the Supplier Portal eCONN. The results are updated on every 15<sup>th</sup> working day of each month.

Suppliers are responsible to check their current ratings on a regular basis on eCONN. MANN+HUMMEL expects the suppliers to work on continuous improvement and to act proactively. Therefore, any access to our portal is tracked (Login Tracking) and monitored.

**Please note:** Registration on eCONN has to be completed (**profile published**) to be able to see the menu item "Vendor Rating" and display the current status.

The results of the evaluation will have an impact to the selection process of suppliers for future projects as well as following consequences, i.e.:

<b>A</b> (≥ 90 points)	<b>A-Supplier</b> <ul style="list-style-type: none"> <li>Besides 8D/RPS management no further actions required</li> </ul>
<b>AB</b> (<90 - 80 points)	<b>AB-Supplier</b> <ul style="list-style-type: none"> <li>Besides 8D/RPS management no further actions required</li> <li>Development of their Management System (ISO/IATF) possibly needed</li> </ul>
<b>B</b> (<80 - 60 points)	<b>B-Supplier</b> <ul style="list-style-type: none"> <li>Room for improvements in quality and/or logistics performance</li> <li>Action plan has to be established and presented on demand to M+H</li> </ul>
<b>C</b> (<60 points)	<b>C-Supplier</b> <ul style="list-style-type: none"> <li>New Business on Hold possible</li> <li>Action plan has to be established in presented within 4 weeks by the supplier</li> <li>Focus supplier, preferably will be considered for "Top Focus Supplier Meeting", process audits or improvement workshops</li> </ul>

Please see also the following link:

<https://www.mann-hummel.com/en/the-company/download-center/documents-for-suppliers/quality-processes-and-requirements/>

### 7.3 Errors in delivery

This chapter describes the most frequent delivery errors, to enable the supplier to take appropriate action to avoid them and thus prevent unnecessary additional costs. The way that MANN+HUMMEL handle these errors are also explained.

The following non-conformities are considered as logistics claims:

- non-compliance with packing regulations
- late or premature shipment
- missing delivery note

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- missing information on delivery note (e.g.: quantity, designation, order numbers)
- errors in ASN message
- missing or late ASN message
- errors in the labeling of packaging units
- damaged packaging

Consignment deliveries must be received at MANN+HUMMEL on the agreed date. Delayed and advance deliveries causes additional costs; for early deliveries MANN+HUMMEL reserve the right to refuse the receipt.

The cost of special deliveries caused by the supplier will be charged to the supplier.

With over-deliveries, MANN+HUMMEL reserve the right either to return the excess quantity to the supplier or to place it in store. Costs can be charged to the supplier.

If packing is incorrect or damaged, receipt of goods can be refused.

Prior to delivery, it is essential to clarify the options for unloading the truck at the site in question (unloading from the back with or without a ramp, unloading from the side etc.)

Should errors or deviations from these instructions occur, the supplier must assess the problem immediately and provide a root cause analysis. If requested by MANN+HUMMEL, an 8D report must be drawn up.

## **8 Useful Links**

The following links could be helpful to look up information or for norms that are demanded in this handbook:

### **MANN+HUMMEL Homepage:**

Homepage: [www.mann-hummel.com](http://www.mann-hummel.com)  
[www.mann-hummel.com/en/company/downloads/supplier-documents.html](http://www.mann-hummel.com/en/company/downloads/supplier-documents.html)

### **Norms:**

VDA-Normen: [www.vda.de](http://www.vda.de)  
<https://www.vda.de/en/services/Publications>

Odette Normen: [www.odette.org](http://www.odette.org)  
<http://www.odette.org/publications>

## **9 Department in charge**

Global Material Planning & Logistics  
MANN+HUMMEL GMBH,  
Schwieberdinger Straße 126  
71636 Ludwigsburg, Germany

## 10 Change history

Revision	Release date	Changes from previous revision
00	04 / 2015	Initial version
01	09 / 2019	Plant specific changes
02	10 / 2019	Changes for HSE requirements
03	04 / 2020	Changes for Label requirements
04	08 / 2021	General changes, plant specific requirements now in Supplementary handbook
05	07 / 2025	Packaging, labels and EDI now in Supplementary manuals

## 11 Appendix

### Appendix 1 – Contact persons

Function	Name	Telephone	Mobile	E-Mail
<b>Plant manager</b>				
<b>Sales manager</b>				
<b>Logistics manager</b>				
<b>Logistics contact</b>				
<b>Quality manager</b>				
<b>Production manager</b>				
<b>24 hours emergency</b>				