



Guideline

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Title: TNGB Goods Inwards Policy (Packaged Goods)		Revision: 3
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May we take this opportunity to make you aware of our Goods Inwards Policy, and the Booking in Procedure for all deliveries coming into Frank Wright Limited trading as Trouw Nutrition GB.

Please make sure all the relevant parties and your hauliers/forwarders are aware of these details, as due to the large volume of goods incoming and outgoing we have to ensure that this policy is followed.

Our delivery address is as follows:

Trouw Nutrition GB
Blenheim House
Blenheim Road
Airfield Industrial Estate
Ashbourne
Derbyshire
DE6 1HA
United Kingdom

PRIOR TO DELIVERY (BOOKING IN)

The haulier must book in the delivery 24 hours in advance of the agreed delivery date, before 12 noon.

To book please either:

- Send an e-mail to purchaseorders.gb@trouwnutrition.com. Please ask for a response to confirm the booking.
- **OR**
- Call our Supply Chain Department on **+44 (0) 1335 341207**. If the telephone is not answered, then please leave a message and request a call back to confirm the booking

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To book the haulier will need to provide the following details:

- Purchase Order (PO) number
- Item Description
- Number of Pallets
- Type of Truck (Curtain Sider / Container / Tilt Trailer / Swap Body Trailer / Van etc)
 - *For containers, tilt or swap body trailers, special arrangements have to be made to ensure that the ramp is free*
- Container Number & Container Size (if applicable)
- Seal Number (if applicable)
- Date/Time of Arrival

Once the booking has been confirmed, please notify our Supply Chain Department of any delays for whatever reason. Please note that if the delivery will no longer arrive on the date that has been booked then the delivery must be re-booked using either the phone number or e-mail address specified above (see page 1). Failure to do so may result in the haulier being turned away.

Gatehouse Opening Times:

- Main Plant 08:00 – 16:30
- Pet Plant 08:00 – 16:30 (*N.B. supplier will be notified if the order is for the Pet Plant*)

The delivery must be made within the allocated delivery slot. TNGB will not be responsible for any waiting time encountered due to a missed booking.

If the Gatehouse is busy on arrival the haulier must wait on the road and ensure that they are not blocking the entrance to the TNGB site or restricting access to neighbouring companies.

DELIVERY REQUIREMENTS

- **Personal items and hygiene:**
 - Do not consume food / drink outside of your vehicle unless using our on-site canteen located in the same building as the Driver toilet.
 - Use the smoking shelter provided, if required. The rest of our site is strictly non-smoking.
- **Health and Safety:**
 - All drivers must be wearing high visibility clothing (jacket or vest, minimum) & safety boots. Drivers with unsuitable attire will be asked to leave site.
 - Our site is busy with many truck & forklift truck movements. Please stick to the dedicated walkways, where available, & move around the site with caution.
 - The park brake must be applied when stationary.
 - The trailer brake must be applied when stationary.
 - The trailer wheels must be chocked when stationary.

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- We must be able to unload safely. Shrinkwrap must be intact, securing the product safely to the pallets. Product must be stacked neatly & safely. We reserve the right to reject a load if it is unsafe to unload.
- **Documentation:**
 - The haulier must have the Purchase Order (PO) Number and supplier delivery note available for the goods on arrival at the Gatehouse. If this information is not supplied then the delivery will not be admitted through the Gatehouse.
- **Vehicles:**
 - The height of the vehicle must not exceed the height restriction in our loading/unloading bay of 4.57 metres (15 feet).
 - The vehicle must be in a good state of repair & fit for purpose.
 - The vehicle interior must be clean, dry & protect the goods from deterioration, contamination & cross-contamination.
- **Product Quality and Integrity:**
 - The source must be approved by TNGB. If an unapproved supplier-manufacturer combination is received then the load will be rejected. This will be checked at intake by a member of our QC team.
 - Seal(s) must be used to seal the vehicle/container (unless agreed in writing by a TNGB Quality Representative) & must be unbroken on arrival to site. Paperwork will be checked to confirm the expected details.
 - A Certificate of Analysis must accompany the load or be provided prior to delivery, unless agreed in writing by a TNGB Quality Representative that this document is not required for the relevant item or that a Certificate of Conformance can be supplied instead. Please e-mail a copy of the relevant certificate to our QC team: QC.GB@trouwnutrition.com.
 - Unlabelled packages and packages showing signs of damage, mould, water ingress, pest ingress, poor hygiene standards, tampering or concealment will not be accepted. The condition & integrity of the packages must be appropriate.
 - Pallets must be clean, dry, free from mould, undamaged with no protruding nails.
 - Pallets must have a water resistance protective sheet / barrier between the wooden pallet & the product to protect the product from moisture & foreign body contamination (e.g. wood fragments, debris).
 - Each pallet of product must be protected with a hood & secured to the pallet with shrinkwrap.
 - Mixed pallets (i.e. different batch numbers and/or different items) must be clearly identified with a MIXED PALLET label on the outside of the secondary packaging.

If a delivery arrives on-site that has not been booked in or does not comply with the above requirements then we cannot guarantee that the delivery will be unloaded and the load may be rejected.

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