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If you have any questions about these instructions, please get in touch with your contact at Tibnor.

1. Application

In order for Tibnor to plan arrival, receiving and inspection of incoming goods, all suppliers should follow these instructions. For sheets and heavy plates, see Appendices 4 and 5.

As supplement to these instructions, additional information can be found in the order, in Tibnor's technical product specifications, and/or in a specific written contract signed by the supplier and Tibnor.

If information in the order or the contract conflicts with these instructions, contact Tibnor (usually the person who wrote the order) for information on how to proceed. If no documented contact is available, information applies in this order of priority: (1) order, (2) contract, (3) product specification.

2. Business ethics, environment, and sustainability

Tibnor is a company within the SSAB Group ("SSAB"). The supplier agrees that it will perform the work under any order from Tibnor in conformity with the principles expressed in SSAB's Code of Business Ethics and SSAB's Environmental and Sustainability Policy (each of which can be found on SSAB's website www.SSAB.com).

SSAB actively support the UN Global Compact's principles and we encourage our suppliers to align with the same principles (available at www.unglobalcompact.org). Tibnor, or a third party assigned by Tibnor, reserves the right to conduct reviews of our suppliers or on-site audits to ensure compliance with the principles mentioned above. The supplier agrees to cooperate in order to facilitate such reviews or audits. Tibnor also expects the supplier, within its sphere of influence, to monitor its own suppliers for commitment to environmental and social responsibility.

Also to be seen on the web:

<https://www.ssab.com/company/sustainability/responsible-partner/business-ethics-and-anti-corruption>

<http://www.ssab.com/company/sustainability/responsible-partner/responsibility-in-the-supply-chain>

3. Acknowledgement of order

- All orders from Tibnor must be confirmed within 7 days of order date.
- Immediate deliveries must be confirmed by email.
- Order acknowledgements must be sent to the specific address listed in Appendix 1.

4. Marking of goods

Marking must be permanent and readable.

The label on goods must include:

- Tibnor's order number
- The supplier's name
- Material type/grade
- Material number
- Dimensions
- Quantity, weight gross/net
- Charge/heat number
- If the shipment contains several units of material, each unit must be labeled
- Color marking as recommended by Tibnor

The need for any additional marking is stated in our order.

5. Notice of dispatch

Dispatch notifications for all shipments to Tibnor must be sent by fax or email no later than the day of shipment, or dispatch notices (via fax or email) can be issued when goods are ready for collection. Contacts for dispatch advice notices are listed in Appendix 2 and contacts for information regarding material ready for collection are listed in Appendix 1.

The dispatch notice must contain:

- Supplier's name and reference number
- Tibnor's order number and ordered item's number
- Delivery address
- Type, dimensions
- Means of transport (registration number, name of ship and shipping date, container number, railroad car number)
- Name of transport company
- Quantity in pieces, kilograms, and/or meters
- Total number of packages
- Charge/heat number

6. Transport & Safety

- Due to safety reasons ALL DRIVERS must wear long sleeves and long trouser (no shorts), reflective vest, safety shoes and helmet or safety protected hard-cap. Safety glasses is also required. All other safety instructions given by Tibnor staff on arrival and when unloading in the warehouse must also be followed.
They must also be able to communicate in English, German or Danish. All instructions to the drivers are given in English, German, or Danish and must be understood and followed.
- Opening hours for unloading at our stock in Denmark, see table below. Trucks arriving later than below mentioned times may have to wait until the next morning or available unloading time. The reason for this is that the same equipment is used to unload trucks and to load trucks destined for customers. If a truck is delayed, you should contact the transport department so that disruptions can be minimized.
- **Booking of timeslot: Email tcl.log@tibnor.com**

Hours for unloading trucks:

TCL Unloading MUST be finished	Mon-Fri	06.00 -13.30 14.00
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Please note that holidays may cause some exceptions to our opening hours.

- The transport vehicle used must be weather-protected according to Tibnor's instructions and be adapted to the recipient's unloading facilities. For shipments to TCL this means trucks must have removable tops that can be opened prior to unloading unless it is raining/snowing. No trucks with closed compartments are accepted. Unloading by front-end loader results in delays and extra costs.
- The goods must be placed on a minimum of three wooden strips with a minimum height of 70 mm so an overhead crane and straps can be used to unload. The size of the bundles should be approved by Tibnor. Bundles should only contain one dimension and material from one charge.
- The goods must be transported on even, horizontal supports to minimize the risk of damage.
- The speed limit is 15 km/h within Tibnor warehouse areas.
- Drivers must follow Tibnor's general safety regulations, including wearing safety vests. Instructions will be given to the driver upon arrival in the reception at TCL.
- The unloading sequence is planned by Tibnor's Shipping Department.
- Unloading time is expected to be app. 1 - 1,5 hours per truck. Unloading time starts, when the truck is inside the warehouse.
- Vehicles with hazardous materials.

The following restrictions apply to vehicles with hazardous materials arriving at Tibnor's facilities:

Hazardous materials Classes 1–5

Vehicle is allowed in the facility, but the part of the vehicle containing the hazardous material must not be opened.

Hazardous materials Classes 6–9

Vehicle is under no circumstances allowed in the facility.

7. Documentation – distribution

The following documents must be sent on the dispatch day.

Document	Number of copies	
	Shipping agent	Tibnor
Sent to		
Notice of dispatch, preferably in PDF format via email; see Appendix 2 for address		1
Delivery notice (same info as notice of dispatch) must accompany all shipments, including rail cargo		1
Certificate of origin (when applicable)		1
Single Administrative Document (SAD); applies to non-EU countries (must accompany the goods)	1	
Material Certificate, preferably in PDF format via email; see Appendix 3 for address		1
Invoices from EU suppliers, preferably in PDF format via email; see Appendix 1 for address. 1 invoice per file!		1
Invoices from non-EU suppliers, preferably in PDF format via email; see Appendix 1 for address to Tibnor. 1 invoice per file!	1	1

The delivery is considered incomplete until all requested documentation has been received.

For addresses, see Appendices 1, 2, and 3.

8. Deviations from orders, instructions, or contracts

Tibnor must immediately be informed about any deviations from these instructions, our order, or signed contracts. Inform the person who placed the order.

9. Claims handling

If defects are found in delivered material, the supplier will be informed and must immediately confirm receipt of the message. The supplier must advise Tibnor of their action plan within five (5) working days of being informed of the problem.

10. Updates to these instructions

The most current version of these instructions is published at https://www.tibnor.dk/da_DK/om-tibnor/leverandorplysninger

Appendix 1 – Addresses for order acknowledgements and, if applicable, information that material is ready for collection

For orders intended for Tibnor **stock – characterized by order numbers starting with 46:**
Order acknowledgements and information, that material is ready for collection must be sent to:

disponering@tibnor.com.

Other issues can be adressed directly to:

Product	Name	Email address
Merchant bar, expanded metal, stairs, rail	Lone Ellegaard	lone.ellegaard@tibnor.com
Heavy plates Hot formed hollow sections	Lone Ellegaard	lone.ellegaard@tibnor.com
Steel sheets and Coils	Lone Ellegaard	lone.ellegaard@tibnor.com
Reinforcement bar and mesh Engineering steel – hollow bars	Rebecca Wiuff Foss	rebecca.wiuff.foss@tibnor.com
Cold formed hollow sections Tubes	Lone Ellegaard	lone.ellegaard@tibnor.com
Engineering steel - alloyed and carbon steel, forged bar, beams	Rebecca Wiuff Foss	rebecca.wiuff.foss@tibnor.com
Engineering steel – unalloyed, ground, drawn. Castings and chromium plated bars.	Rebecca Wiuff Foss	rebecca.wiuff.foss@tibnor.com

For orders intended for **direct deliveries to customers – characterized by order number starting with 47**

Product	Contact
All products	See info in purchase order

Invoices for all products, must be sent by email to:

autoinvoicedk@tibnor.com

If not possible by email, please send by mail to:

Tibnor A/S
Klokkestøbervej 18
DK-5230 Odense M
Denmark

Only one PDF invoice per email sent with clear indication of Tibnor purchase order number.
Invoices without Tibnor purchase order number, will be returned.

For other inquiries (statement, specification etc.), please send a mail to:
bookkeeping@tibnor.com

Appendix 2 – Contacts for dispatch advice notices

Dispatch advice notices, must be sent to different contacts depending on product type and destination of shipment.

A. Deliveries to our warehouses

Deliveries to the TCL warehouse – Dispatch advice to:

Product	Address	Email address
All Materials (Except Coils)	Prinsessens Kvarter 11, Taulov, 7000 Fredericia	See reference in purchase order

Product	Address	Email address
Coils	See delivery address in Purchase order	See reference in purchase order

B. Other deliveries (direct to end customers) – Dispatch advice to:

Product	Contact
All products	Same contact as for acknowledgements

Appendix 3 – Contacts for material certificates

Tibnor has a central, digital archive for certificates concerning material in our stock and deliveries direct to customers, so we prefer to have certificates sent via email in PDF format.

A. Deliveries to all our warehouses – Certificate to:

Product	Address	Email address
All products	Certificate Tibnor AB Box 909 SE-731 29 Köping Sweden	ext_padm3@tibnor.com

B. Other deliveries (direct to end customers) – Certificate to:

Product	Address	Email address
All products	Certificate Tibnor AB Box 909 SE-731 29 Köping Sweden	ext_padm1@tibnor.com