



## Guideline

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| <b>Nutreco Internal</b>   |   | <b>Document nr:</b> DMS-104754     |
| <b>Title: TNGB Goods Inwards Policy (Bulk Deliveries)</b>   |   | <b>Revision:</b> 4                 |
|   |   | <b>Effective date:</b> Jun 2, 2023 |
| <b>Document Owner:</b> Stacey Fleming   | <b>Approver(s):</b> Amanda Stringer                         |                                    |
| <b>Organization:</b> Nutreco : Livestock Feed : ECA : Great Britain : Trouw Nutrition Great Britain_EN_1744 | <b>Process:</b> 19. Inbound Logistics; 07. HSE; 08. Quality |                                    |

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](mailto: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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**In order to book, the haulier will need to provide the following details please:**

- Purchase Order (PO) number
- Item Description
- Type of Truck (Liquid Tanker, Powder Tanker, Bulk Tipper, Bulk Blower)
- 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 06:00 – 16:00
- Milk Plant 08:30 – 15:00
- Pet Plant 06:00 – 16:00 (*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.

**PRIOR TO DELIVERY**

Please e-mail the following information across to our Gatehouse ([gatehouse.gb@trouwnutrition.com](mailto:gatehouse.gb@trouwnutrition.com)) prior to delivery and preferably once the tank has been allocated for loading to avoid delays:

- Tank ID number
- Previous 3 loads plus those of the chassis/discharge pipes (if tank/container is demountable) including IDTF product code for each ([www.icrt-idtf.com](http://www.icrt-idtf.com))
- Cleanout procedure and proof of cleaning, where applicable, for load carrying areas & equipment (i.e. discharge pipes, sheets)
- Our Purchase Order (PO) number

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## 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.
  - We must be able to unload 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 paperwork 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.
  
- **Vehicle:**
  - 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.
  
- **Registration:**
  - Vehicles must be registered with one or more of the service supplier schemes recognized by the AIC, such as TASCC.
  - The UFAS/TASCC number must be displayed on the vehicle, as applicable.
  
- **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.
  - Loads showing signs of mould, water ingress, pest ingress poor hygiene standards, tampering or concealment will not be accepted.
  - 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

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Conformance can be supplied instead. Please e-mail a copy of the relevant certificate to our QC team: [QC.GB@trouwnutrition.com](mailto:QC.GB@trouwnutrition.com).

- Bulk limestone / calcium carbonate and maize flour deliveries into our Pet Plant must be  $\geq 99\%$  passing 600 microns and 100% passing 850 microns.
- Bulk limestone deliveries into our Pet Plant are collection by TNGB only.

- **Previous 3 Loads and Cleaning Records:**

- The IDTF numbers must be provided for all previous loads.
- The previous 3 loads must NOT be on the following lists:
  - AIC Sensitive List (*unless record of adequate cleaning is supplied*) OR AIC Exclusion List;
  - If the delivery is for our Pet Premix Plant only - BETA NOPS Sensitive A List (*unless record of adequate cleaning is supplied*) OR BETA NOPS Code Exclusion List.
- If delivering bulk calcined magnesite (cal mag) then the previous load must NOT have been ammonium chloride.
- For limestone deliveries into our main plant, the limestone must be 100% passing 2mm. Please bear this in mind if the previous load is more granular, otherwise the vehicle must have been cleaned appropriately & pots emptied (where applicable) prior to our load.

\*\*\*Gatehouse to refer to DMS-106131 for bulk limestone own collections for Pet Plant\*\*\*

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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