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## 1. Information management in logistics

Constructive and goal-oriented collaboration between the SUPPLIER and SW requires good communication. Essential conditions for this are:

Information provided at the appropriate time and without prompting for all changes to matters affecting supplier relationships.

Observing and tracking agreements that are made.

Use of means of communication in line with the current state of the art.

### 1.1. SUPPLIER – SW communication

#### 1.1.1 Scope of validity

Schwäbische Werkzeugmaschinen GmbH  
Seedorfer Str. 91  
D-78713 Waldmössingen

#### 1.1.2 Contact persons

The SUPPLIER and SW will name responsible contact persons, substitutes and supervisors, each with:

- Name
- Position
- E-mail address
- Phone / mobile phone number
- Phone number for emergencies (emergency phone number)

Language of communication is either the language of the plant receiving delivery or English.

### 1.1.3 Accessibility

It must be possible to reach the contact person named by the SUPPLIER at least from 8:00 am to 4:00 pm.

Outside of standard business hours, the SUPPLIER can be reached at the emergency phone number.

The emergency contact who can be reached at the emergency phone number must be authorized to make decisions for manufacturing and shipping.

## 1.2 Transfer of information

The goal is to establish an integrated data system between SW and the SUPPLIER.

The technical preconditions and approved formats are agreed on in a suitable contract with SW strategic purchasing.

### 1.2.1 Business processes that should be carried out in an integrated data system

The following business processes should be carried out in an integrated data system:

- Single order
- Order confirmations
- Invoices
- Empty goods management

## **2. Control concept and order processing**

SW strives to make the entire supply chain as lean and low-waste as possible and therefore prefers consumption-oriented control systems. SW coordinates with the SUPPLIER to determine which control concept is best.

### 2.1 Control concepts

- Kanban
- Single order

#### 2.1.1 Kanban

Specific associated details (relevant article numbers for which KANBAN application will be used; conditions of delivery, frequencies and shipping details) are agreed on in the KANBAN contract.

#### 2.1.2 Single order

The delivery dates named in the order are binding arrival dates for the SW plant receiving delivery. The SUPPLIER ensures delivery on the arrival date by determining the correct time for the shipping date from the SUPPLIER'S plant, taking into account transport times and the applicable Incoterms.

The SUPPLIER checks the incoming order to ensure it is complete, correct and plausible (supplier name, item number, quantity, deadline, etc.) and informs SW by way of an order confirmation within 3 working days after the order date or immediately if there are any abnormalities. The SUPPLIER conducts continuous order tracking. The SUPPLIER is capable of providing information at any time regarding the progress of production. The SUPPLIER ensures consistently transparent order tracking for its sub-suppliers.

## 2.2. Flexibility

SW will take transport times into consideration and if possible will place orders in such a way as to prevent order-linked additional costs for both parties. If order-linked additional expenses are unavoidable, they should be allocated to SW or the SUPPLIER based on the cost by cause principle.

Order-linked costs may not be claimed by the SUPPLIER if SW postpones the delivery date for an order that has not left the SW plant yet.

## **3. Packaging**

### 3.1 Requirements for packaging

#### 3.1.1 Criteria for packaging design

The packaging, which is an important element of the logistics chain, is normally designed between SW and the SUPPLIER based on economic, qualitative and ecological criteria.

The packaging must meet the various requirements for quality storage technology, transport and handling. Care must be taken to ensure that the packaging protects employees or other persons from hazards posed by the products themselves (for example hazardous goods). The packaging itself must not pose any hazards for persons (for example protruding nails).

Due to ecological considerations, reusable and pre-sorted materials should be used that are environmentally compatible and easy to dispose of. They must also be labeled according to waste management requirements.

#### 3.1.2 Responsibilities and defining the packaging requirements

The packaging should be defined at an early stage – if possible in the development phase – in coordination between SW and the SUPPLIER.

The SUPPLIER must test the packaging sufficiently in consultation with the SW contact person before it is approved by SW (transport tests, drop tests, etc.).

### 3.1.3 Permitted and non-permitted materials

Material	Permitted materials	Non-permitted materials	Note
Composite materials	None	All	No composite materials
Plastics in general	Labeling in accordance with DIN 6120	PVC, polystyrene	
Plastic packaging materials - Films, bags and sacks - Protective and insulating caps - Tubes - Thermoformed inserts	- PE - PE - PE, PP, PS - PE, PP, PS, PET, ABS		
Paper and cardboard	Labeled with RESY symbol	Wax paper Paraffin paper Bituminous paper Oiled paper	
Straps	PP PET	Steel* Polyamide Polyester	*Only for heavy loads and only with the approval of the SW contact person
Corrosion protection paper	Only VCI paper that is verifiably materially recyclable with paper/cardboard		
Wood/Plywood	ISPM-15 (IPPC standard)	impregnated, coated and painted wood, wood with bark	
Filling material	Corrugated cardboard Paper	Chips made of polystyrene and plant-based products	Minimize use as much as possible

### 3.1.4 Delivery requirements

The SUPPLIER must pack the packages pre-sorted by type. Different change/revision versions of products must not be combined into one package or one load unit.

The SUPPLIER is required to ensure that the products it delivers are traceable. The system for ensuring traceability must be presented and coordinated with SW during contract negotiations, for example with the quote or during technical discussions.

### 3.1.5 Delivery status

Transport equipment and packaging will only be accepted if they are in flawless condition. If damage can be proven, SW reserves the right to refuse acceptance or to charge a fixed sum in the amount of the new value.



### 3.1.6 Requirements for protection against electrostatic discharge (ESD)

Electrostatic discharge sensitive devices (ESDS) must be protected against accumulating a charge and rapid discharge according to the categorization of their risk for damage. If there is no external protection available, the ESDS component must not come in contact with materials that can collect an electrostatic charge.

It must be ensured at all times that ESDS components are not exposed to any hazards in terms of ESD during transport and storage. SUPPLIER has strictly complied with the relevant requirements for ESD-proof packaging in accordance with DIN EN61340-5-1.

All ESD packaging materials must be labeled with the ESD symbol.

### 3.1.7 Corrosion prevention and moisture control

Surfaces are considered to be unprotected if no corrosion protection measures have been taken, such as painting, zinc plating or nickel plating, or if there has not yet been any treatment with the corrosion protection agent named below.

All unprotected surfaces of manufacturing products at risk of corrosion must be packaged after manufacturing and/or mounting and before entry into or retrieval from storage by the SUPPLIER with:

#### **Corrosion protection oil Isotect OSD 409 PETROFER**

or with

#### **VCI packaging film**

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See Appendix 2 Corrosion protection concept

### 3.1.8 Packaging for hazardous goods

The corresponding warning symbols must be placed on the packaging by the SUPPLIER so they are clearly visible. The SUPPLIER must always follow the applicable legal provisions and regulations in the relevant countries.

## 3.2 Disposable packaging

### 3.2.1 Definition

Disposable packaging is defined by the SUPPLIER in consultation with the SW contact person. The SUPPLIER ensures that the packaging adequately protects the packaged goods against dirt, environmental effects (corrosion protection, etc.), mechanical effects and damage. High packing density must be ensured to keep costs for transport and packaging components low.

### 3.2.2 Procurement

The SUPPLIER procures the agreed on disposable packaging (also includes auxiliary packaging materials) at its own expense. The packaging costs are paid for in the price of the product. The packaging costs are identified separately in the offer.

## 3.3 Reusable packaging

### 3.3.1 Definition based on the type of reusable packaging

#### Loaned goods

Reusable packaging that is replaced with a partner (full for empty):  
Euro pallets, mesh boxes, ESD crates, etc.

#### Reusable empty goods belonging to SW

Reusable empty goods belonging to SW include standard and special load carriers. They are procured by SW and are the property of SW. Reusable packaging is defined by SW based on internal standards.

Suggestion by the SUPPLIER for the design of reusable packaging are welcome. The SUPPLIER is responsible for the product quality.

SW covers the need for empty goods for transport time in both directions.

Unless otherwise agreed, the SUPPLIER can make the reusable goods belonging to SW available to its subsupplier for their SW-specific production processes after prior confirmation by the SW contact person.

The SUPPLIER is liable to SW for damage to the reusable goods belonging to SW caused by the SUPPLIER or its subsuppliers. The SUPPLIER is responsible for a violation of its subsuppliers to the same extent as for its own violation.

### 3.3.2 Empty goods management

The SUPPLIER will conduct an annual inventory of all reusable packaging belonging to SW on the reporting date specified by SW. The SUPPLIER must compensate for differences in quantity determined during the inventory with the replenishment value.

### 3.3.3 Provision and storage of reusable empty goods belonging to SW

Unless a 1:1 exchange (with no time delay) of full goods for empties is agreed on between SW and the SUPPLIER, the SUPPLIER will request reusable goods belonging to SW promptly (taking into consideration the lead times agreed on with the exchange partner).

The SUPPLIER will check the reusable empty goods in incoming goods and report any deficiencies that are discovered (differences in quantity, damage, etc.) to the SW contact person immediately, indicating the delivery slip and including photographic documentation and a brief description of the complaint. The further procedure must be coordinated with the SW contact person.

Reusable empty goods must be stored by the SUPPLIER so there is no possibility of them becoming soiled before, during or after the production process.

### 3.3.4 Repair work and scrapping

Load carriers belonging to SW may only be scrapped or repaired by the SUPPLIER after confirmation from SW.

### 3.3.5 Labeling of SW reusable packaging by the SUPPLIER

No labels, stickers or similar items may be pasted onto reusable load carriers belonging to SW. The label holders, which are generally arranged in a standard manner, should be used for labeling (article label, delivery slip, shipping label).

## 4. Shipping logistics:

The objective is punctual, complete delivery to SW by the SUPPLIER with flawless quality and reliable access.

### 4.1 Fundamental elements of shipping from SUPPLIER to SW

#### 4.1.1 Transport company, package service provider and package shipping

If SW pays for freight, the SUPPLIER will use only the freight forwarders, carriers and parcel services specified by SW (Appendix 1). Exceptions are permitted in substantiated cases only. Multiple shipments to the same unloading point within one day must be combined and processed by the SUPPLIER to form one logistically meaningful shipping unit.

#### 4.1.2 Packages and containers

Packages and containers must be delivered in groups of identical materials (i.e. separated by batch, index and part number) (see section 3.1.1 and section 3.1.4). The agreed packaging requirements apply. They may also define possible deviating packages.

The SUPPLIER must obtain confirmation before using mixed containers. Mixed containers must be clearly and visibly labeled as such by the SUPPLIER. Different revision levels of the same product must never be combined in a single packaging unit or package/container.

Delivery of residual quantities in incomplete containers must be coordinated by the SUPPLIER with the SW contact person and clearly labeled in line with the agreement.

## 4.2 Shipping and transport documents

### **Delivery slip**

The delivery slip issued by the SUPPLIER must include at least the following details:

- SUPPLIER name and return address
- SUPPLIER number
- Recipient's address (plant taking delivery, unloading point)
- SW article number
- Delivery quantity
- Number and type of packages (small load carriers, parcels, Euro pallets)
- Number of exchange pallets used per order (see also section 3.3.3)
- Delivery slip number printed on the delivery slip, *also machine-readable*
- SW order number including item, *also machine-readable*
- Serial / batch number, *also machine-readable*, and expiration date if applicable
- Index (change)
- Color (part if applicable)
- Test certificate according to purchase order
- Mixed containers: (see section 4.1.2 and section 3.1.1.).

### 4.2.1 Transport documents

Transport papers

Standard transport/shipping order, for example VDA 4922, bill of lading.

Customs documents

Typical customs clearance documents include especially:

Export Declaration

Commercial invoice (or in the case of consignment deliveries or free samples, etc. a pro-forma invoice)

Packing list

Packing declaration

Certificate of Non Preferential Origin or Proof of Preferential Origin, as stipulated in the current version of the free trade agreements.

### 4.3 Labeling of products

Each individual package must have a tag or label affixed in a clearly visible location which provides information about the contents. The following information must always be visible:

- SW article number
- SW article designation
- SUPPLIER serial number or batch number

### 4.4 Transport notification

The supplier notifies the logistics service provider of the pick-up date with sufficient lead time so that on-time delivery by SW is ensured.

In case of heavy transport loads, the SW contact person must be notified accordingly.

#### 4.4.1 Special features for transport of critical goods

For hazardous goods, the SUPPLIER is responsible for ensuring that all required hazardous goods papers are available to the logistics service provider that is picking up the goods.

## 5. Deviation management:

### 5.1 Deviation management

The SUPPLIER must demonstrate a defined process for early warning and escalation management when process deviations occur.

The SUPPLIER's early warning system for detecting potential supply bottlenecks must be in line with the procurement times of the products.

If the SUPPLIER experiences disruptions with effects on deliveries to SW (especially delivery date or quantity and quality), the SUPPLIER must introduce the required measures to eliminate the disruptions, immediately, taking into consideration the SW quality requirements.

If it becomes apparent that despite the measures that were introduced, agreements and promises cannot be kept, the SUPPLIER must inform the SW contact person of this immediately without being prompted. The SUPPLIER must coordinate further procedure, for example regarding a new delivery quantity, with SW.

The SUPPLIER will inform SW regarding at least the following points:

- Cause of the disruption
- Maximum production capacities
- PLANNED/ACTUAL output quantities
- Personnel capacity and the current shift model (hours, number of shifts and working days per week).
- Tested alternative production possibilities and possible risks
- Deliverable alternative parts
- Options for splitting batches and partial deliveries
- Options for reducing transport times with special transport
- Backlog reduction plan
- Process analysis/bottleneck process analysis.

The SUPPLIER is responsible for costs caused by a SUPPLIER disruption in line with the cost by cause principle. This does not affect other claims of SW arising from or associated with special transport, process deviations, failure to meet delivery deadlines or quantities or other disruptions.

## 5.2 Risk and crisis management in logistics

### 5.2.1 Background

To ensure the ability to supply SW, a professional approach to risks and crises is required on the part of the SUPPLIER.

### 5.2.2 Definition, tasks and goals

SW sees risk management in logistics as proactive stabilization of the supply chain. This includes among other things providing proactive, event-oriented, prompt and ongoing information about the current status of supply and coverage in the supply chain and at the supplier's plant (ranges of inventories, date for resumption of production, date for production). Starting from a risk analysis, the SUPPLIER must develop and implement suitable strategies for reducing the susceptibility of the supply chain and to ensure continuous supply for SW (even in the event of a crisis).

Crisis management includes preventing and systematically dealing with crises in the supply chain. The goal is to neutralize or minimize the effects of crises with suitable measures.

Structured, proactive and ongoing communication is provided by the SUPPLIER.

This includes a realistic assessment of the situation in relation to potential risks that could adversely affect the ability to supply SW as a crisis develops further (time, quantity, quality on the material level).

Upon request by SW, the SUPPLIER will present planned, ongoing and completed measures and results.

Possible internal and external incidents and causes of crises:

- Fire or water damage
- Disruption in the necessary transport infrastructure
- Natural catastrophes (earthquake, tsunami, volcanic eruption, hurricane, etc.)
- Political events (social unrest, financial/currency crises)
- Strikes (for example a freight forwarders strike)

## 6. Logistics quality:

### 6.1 Definition

Preventing disruptions in logistics processes along the entire supply chain from SUPPLIER to the customer is becoming ever more important for SW. Hence the SUPPLIER must comply with applicable requirements in relation to delivery and logistics. Costs incurred by SW as a result of deviations from applicable requirements or due to other logistics errors may be invoiced to the SUPPLIER that caused them (see section 6.2).

### 6.2 Logistics complaints

Logistics complaints are triggered by a disruption in processes at SW that was caused by the SUPPLIER.

Logistics complaints are recorded and evaluated by SW in terms of costs incurred in this connection.

The SUPPLIER is liable for the costs and/or damage incurred as a result of logistics errors in accordance with the cost by cause principle.

If the SUPPLIER fails to comply with requirements as specified in this Supplier Manual or with any location-specific additions agreed on, SW is entitled to refuse acceptance of the delivery.

If a logistics complaint is issued, the SUPPLIER will be informed and requested to analyze the error pattern or logistics error and introduce suitable measures. The logistics complaint from SW will be processed and documented by the SUPPLIER in compliance with the 8D system. The documentation can be requested from SW.

Appendix 1

**Definition of terms:**

Packaged goods	Goods that are packaged
Packaging materials	Container in which the packaged goods are packed
Auxiliary packaging materials	Materials that increase the stability of the packaging materials
Disposable packaging	Packaging that is only intended for one-time use
Reusable packaging	Packaging that can be used multiple times without adversely affecting its protective, transport, storage and handling function and can be used in open or closed circuits
Loaned goods	Reusable packaging that is replaced with a partner (full for empty): Euro pallets, mesh boxes, ESD crates, etc.

Appendix 2

## Approved freight forwarders and parcel services for SW Waldmössingen

DELIVERY ADDRESS	CLASSIFICATION / MODE	von SW zugelassene Logistiker			
		SUPPLIER 1	SUPPLIER 2	SUPPLIER 3	SUPPLIER 4
<b>Schwäbische Werkzeugmaschinen GmbH</b> - Wareneingang - <b>Seedorfer Str. 80 D - 78713 Waldmössingen Germany</b>	<b>EXPRESS DELIVERY FOR PARCELS AND PALLETS.</b>  max. dims 120 x 80 x 80 cm  09:00/10:00 Uhr: max. 30 kg 12:00 Uhr: max. 70 kg	<b>DHL Express</b> DHL EXPRESS DHL Express Germany GmbH Lufthfrachtzentrum Gebäude 620 70629 Stuttgart Germany Aufträge sind über Online Portal (DHL.intraship.de) anzulegen. KD Nr.: 966381441	<b>UPS</b> UPS United Parcel Service Deutschland S.à.r.l. & Co. OHG Wellendinger Str. 1a 78665 Fritlingen Deutschland nur Pakete bis 30,00 Kg Aufträge sind über Online Portal (ups.de) anzulegen KD Nr.: 2AV795		
	<b>STANDARD SERVICE</b> Pakete bis 30 kg	<b>UPS</b> UPS United Parcel Service Deutschland S.à.r.l. & Co. OHG Wellendinger Str. 1a 78665 Fritlingen Deutschland nur Pakete bis 30,00 Kg Aufträge sind über Online Portal (ups.de) anzulegen KD Nr.: 2AV795			
	<b>STANDARD GENERAL CARGO &gt; 30 kg</b>	<b>GEFR. WEISS GMBH</b> Gebrüder Weiss GmbH Zweigniederlassung Aldingen Nagelsee 7, 78554 Aldingen Tel.: 07424 982110 Anmeldung per Speditionsauftrag an: erfassung.aldingen@gw-world.com			
	<b>PARTIAL LOADS / BIG LOADS &gt; 1000,00 Kg; NOTIFICATION TO FORWARDER WITH FULL AND COMPLETE CONSIGNMENT DETAILS (DIMENSIONS; WEIGHTS)</b>	<b>Gleich Transporte</b> Spedition Gleich Robert Bosch Str. 11, 97944 Boxberg - Tel.: (+49) 7930 99 36 339 Anmeldung per Speditionsauftrag an: disposition@gleich-transporte.de KD NR. 10259			
	<b>EXPRESS ROAD SERVICE - NATIONAL</b>	<b>Rüdinger Transport GmbH</b> Rüdinger Transport GmbH Lilienthalstraße 7 70825 Korntal-Münchingen Tel.: (+49) 711 83 99 60 0 info@ruedinger.eu www.ruedinger.eu - Anmeldung per Speditionsauftrag an: dispo@ruedinger.eu KD NR. 34062	<b>Kurier-Express Bausch GmbH</b> Kurier-Express Bausch GmbH Schwenninger Str. 20, 78052 Villingen-Schwenningen Tel.: (+49) 7721 717-38 Anmeldung per Speditionsauftrag: info@bauscheexpress.de KD NR 11815	<b>Flash Europe GmbH</b> Flash Europe GmbH Jacob-Brodbeck-Straße 6, 70734 Filderstadt Tel.: (+49) 711 7794482 Anmeldung über Onlinezugang: https://customerportal.flash.global/ Kd Nr.: 65SCHSCH	<b>TEMA GmbH</b> TEMA GmbH Transport und Logistik IN-KDM Südwest Schwarzwaldring 13 78658 Zimmern o.R. Tel: 0741/ 17 42 69 - 0 Anmeldung per Speditionsauftrag: info@tema-transport.de

## Appendix 3

### Corrosion protection concept for Schwäbische Werkzeugmaschinen GmbH

#### 1 Definition

#### 2 Corrosion protection agent

2.1 Characteristics

2.2 Application area

2.3 Processing instructions

#### 3 VCI packaging

3.1 Characteristics

3.2 Features

3.3 Protected metals

3.4 Durability/shelf life

#### 4 Duration of corrosion protection

#### 5 Note

##### 1. Definition

Surfaces are considered to be unprotected if no corrosion protection measures have been taken, such as painting, zinc plating or nickel plating, or if there has not yet been any treatment with the corrosion protection agent named above.

All unprotected surfaces of manufacturing products at risk of corrosion must be treated after manufacturing and/or mounting and before entry into or retrieval from storage by the responsible department or the Supplier with:

Corrosion protection oil Petrofer **Isotect OSD 409**

and/or packaged with

packaging films made of VCI films.

## 2. Corrosion protection agents

Corrosion protection oil Petrofer Isotect OSD 409  
(8 kg // 24 kg canister or 160 kg barrel)

To be procured from:

PETROFER Chemie H. R. Fischer GmbH + Co. KG  
Römerring 12–16  
31137 Hildesheim  
Germany  
Phone: +49 5121 – 76 27-0  
[info@petrofer.com](mailto:info@petrofer.com)  
[www.petrofer.com](http://www.petrofer.com)

### 2.1. Characteristics

Oily protective film  
Very good water displacement  
Reliable corrosion protection

### 2.2 Application area

For metal and cast parts  
For temporary storage for complex components, modules and complete machines

### 2.3 Processing instructions

- The surfaces being treated should be dry and clean before application.
- The preserving agent can be applied with a brush, pressure pump sprayer or spray gun.
- For further details please refer to the data sheets

### 2.4 Note

It is also possible to use the Petrofer preserving spray **Protect it**

- The spray contains 100% Petrofer Isotect OSD 409
- The spray can is filled with compressed air

### 3. VCI packaging materials

- Flat film, T = 50 - 200  $\mu\text{m}$ , various widths
- Side-gusseted bags, T = 50 - 200  $\mu\text{m}$ , various sizes
- Bubble wrap, T = 80 - 100  $\mu\text{m}$ , various widths and lengths
- Stretch wrap, T = 35  $\mu\text{m}$ , B = 500 mm, running meter = 1000 m

#### 3.1 Properties

- VCI films (with vapor phase to inhibit corrosion) provide effective corrosion protection for all metal products.
- Packaging the product in leakproof VCI films provides protection against corrosion of all kinds for metal parts for up to 5 years if they are properly stored, depending on the thickness of the foil and application. This includes rust, stains, white rust and oxidation.
- Additional protection can be provided with a VCI oil (for example spindles)

#### 3.2 Features

- Metal parts pack with VCI film are continuously protected against salt, excessive humidity, condensation, wetness, aggressive industrial ambient conditions and corrosion processes between different metals.
- The VCIs sublimate out of the film and condense on all metal objects in the closed packages.
- All areas of the parts being protected are reached through the vapor phase. The outer areas as well as poorly accessible internal surfaces are effectively protected against corrosion.
- This ensures complete protection of products against corrosion damage during storage and for domestic and overseas transport.

#### 3.3 Protected metals

- Aluminum
- Carbon steel
- Stainless steel
- Brass
- Galvanized steel

#### 3.4 Durability/shelf life

- The shelf life of VCI packaging materials in the original packaging, under normal storage conditions and with proper storage, taking into account the manufacturer's specifications, is up to 5 years.
- Protect against direct solar radiation and moisture.

### 4. Duration of corrosion protection

Corrosion protection oil:

- If used properly and application instructions are followed, 18 – 24 months.

VCI film:

- If used properly and application instructions are followed, 12 – 24 months.

## Appendix 4

### **Delivery conditions for Schwäbische Werkzeugmaschinen GmbH, D-78713 Waldmössingen**

#### **Truck loading requirement:**

##### Delivery (Anlieferung) Seedorfer Str. 91

- For delivery in Goods Receiving 1, trucks are unloaded via our ramp. This means that "side unloading" is not possible
- For delivery in Goods Receiving 2, unloading with a 40-ton crane is possible. The ramp height is 120 cm

##### Delivery (Anlieferung) Seedorfer Str. 80

- A forklift truck is used during delivery. There is no ramp available.

Unloading takes place exclusively inside our buildings.  
"Outdoor unloading" is prohibited.

#### **Reporting to SW incoming goods:**

When the goods arrive, the transporter / truck driver must immediately report to the employee in SW Goods Receiving and park his vehicle in the assigned location.

Unloading of goods will be performed by SW's qualified specialists. Joint unloading is possible in special cases with prior approval.

#### **Delivery times:**

Monday to Friday: 7:00 am to 3:30 pm