



Guidelines for freight and logistics companies working under contract to the Vitra Group

Updated: June 2023

Preamble

Vitra manufacture seating, office furniture and interior design products. Vitra distribute them to specialist retailers as well as directly to commercial and private purchasers.

The freight and logistics companies responsible for the delivery of our products strongly influence, through their presentation and services, the overall lasting impression of Vitra as a premium brand that remains with our customers.

These guidelines represent a contractually binding minimum standard for all companies who undertake transport contracts for Vitra.

1 Subject of the guidelines

1.1 Transportation of Vitra Products

The company is contracted with the transport of Vitra products from the production site in Weil am Rhein or any other collection point to the appropriate delivery location.

1.2 Contract and Accompanying Documentation

Insofar as the processes and documents are paper-based, the forwarding transfer bill (in duplicate) with attached delivery bills and, if applicable, a CMR document in the case of cross-border shipments, form the basis of the respective shipment. In the course of progressive digitalization, the corresponding electronic documents and workflows apply as a substitute to ensure the relevant documentation and verification obligations and track & trace functionalities.

2 Execution

2.1 Suitable vehicles for the transportation of new furniture

Only vehicles that meet the Vitra Standards for Furniture Transport may be used. The use of flatbeds or curtain sided trailers is only permitted with the approval of the G.L.M GmbH or Vitra. If Vitra or G.L.M GmbH requests any details about the equipment of the truck, they have to be provided.

2.2 Preparation, Loading, Load Safety

Vitra provides the goods in suitable packaging within the shipping transshipment halls. The transfer of risk takes place with the handover at the ramp (exception: Vitra loads the vehicle). The trained driving personnel (see point 4) shall load the vehicle independently and shall be responsible for the professional stowage and securing of the load, taking into account product-specific characteristics (exception: Vitra loads the vehicle). The loading instructions must be taken into account. The driving personnel shall be responsible for completeness upon acceptance and delivery. This applies accordingly to unloading and pick-up operations during delivery at the delivery/collection address.

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If a booked loading slot (date and time) cannot be met (e.g. due to traffic congestion, force majeure, accident event), this must be reported to G.L.M. GmbH immediately. If this notification is not made or not made immediately, any additional costs claimed by the customer will be forwarded by G.L.M. GmbH or Vitra to the carrier.

3 Complying with legal requirements

The freight and logistics company ensures that their assistants, transport companies, employees and representatives comply with all relevant statutory provisions whilst undertaking contracts for Vitra. The company is especially required to ensure, via effective scheduling, that the Regulation (EU) 2020/2006, the Drivers Act (Fahrpersonalgesetz), and the Drivers Regulations (Fahrpersonalverordnung) in the appropriate valid version concerning drivers hours and rest periods are fully complied with. In the event of non-compliance the G.L.M GmbH and the Vitra herewith rule out any responsibility for compensation, loss or hindrance caused.

4 Vehicles

The vehicle must be equipped with ten functional ratchet straps and/or six load bars, or similar appropriate fixing equipment to ensure the safety and security of the goods and the load. Should this not be the case the HGV may not be approved for loading by the distribution manager in charge.

The vehicle must give a good overall impression. The cargo space is to be kept clean and orderly and the load adequately secured before every vehicle movement.

The driving personnel must be equipped with a mobile telephone with an integrated camera for photo documentation of delivery difficulties, poor conditions, transit damage, etc.

In our experience navigation systems greatly assist with both safety and time management. Vitra prefers working with companies that use navigational aids and GPS systems.

As part of our environmental responsibility policy Vitra expect companies to train their drivers in environmentally responsible driving. Vehicles that are used for Vitra deliveries must at least comply with the emissions category 5.

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5 Vehicle Personnel

The driving personnel must present itself kempt and orderly and possess a minimum standard of spoken English to conduct the required tasks.

Within the loading area of Vitra you have to wear safety shoes.

Trained personnel who are aware of the quality and value of the goods, as well as how to handle them, are required. This knowledge is to be imparted through training by the company and is supported by the Vitra guidelines *loading techniques*. (see attachment)

6 Deliveries, Conduct in the event of anomalies

The driving personnel is not empowered to negotiate agreements with the recipient of goods or their contractor. In the event of a customer request that differs from the documented order the appropriate action is to contact the G.L.M. GmbH by telephone. All other conditions of the delivery papers are still to be conformed with. In the case of end customer deliveries, it is necessary to fulfill the booked additional services.

In a naturally critical moment in the delivery process, the freight company, in the form of their employees and vehicles, represents the contractor to the client. The quality of this procedure is an important visiting card for the logistics company, the G.L.M GmbH and for Vitra.

In case of object delivery, the goods must be handed down from the truck by the driving personnel. The driving personnel ensures that the delivery is not directly exposed to the weather and free, unhindered access by unauthorized persons.

In the event of incomplete, damaged or unwanted deliveries, or other differences, the driving personnel are to immediately contact their supervisor, before leaving the site.

The supervisor at the freight company should immediately contact the authorised agent of G.L.M. GmbH. (authorised agent is printed on the Freight Transfer Note)

Should it be impossible to meet a fixed delivery appointment (time and date) due to traffic problems, accidents or other such incidents, it is vital to immediately inform the G.L.M GmbH. If this message is delayed or not sent, all and any resulting claims and additional expenses for the both G.L.M GmbH and Vitra will be forwarded in full to the freight company.

The Freight Transfer Note must be signed by the delivery driving personnel. The delivery driving personnel is responsible for ensuring the Goods are signed for and the name of the recipient is also entered on the form in block capitals.

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7 Quality Control

G.L.M. GmbH or Vitra will carry out two unannounced forwarding audits per year during loading. The entrepreneur informs the driving personnel about his agreement for this procedure. Road safety relevant issues of vehicle or driving personnel are not subject of the audits. Their control and fulfillment are the responsibility of the driving personnel and the entrepreneur.

8 Terms and conditions of conveyance

For all transports in the national road traffic the legal bases of the HGB §407 - §466 apply. We work exclusively on the basis of the General German Forwarders' Terms and Conditions 2017 - ADSp 2017, in the international road traffic the CMR terms and conditions apply.

9 Continuous Improvement Process

As part of the continuous improvement process there will annual assessment meetings to analyse the cooperation, exchange experiences and to discuss and implement suggestions for improvement.

10 Declaration and signature of the freight and logistics company

We, the freight and logistics company

have received and read the " Guidelines for freight and logistics companies working under contract to the Vitra Group" and declare our understanding that these form an extended contractual obligation applying to all freight and logistics contracts with the G.L.M. GmbH and Vitra.

Place, Date

Stamp, Signature