

# SUPPLIER MANUAL



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## PURPOSE

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We at Stena Stål work continuously with improvements concerning the environment, quality and safety to create as sustainable operations as possible as well as service out of the ordinary. Our goal is that every delivery should meet or exceed our customers' expectations. Stena Stål has customers who place high demands on precision for products, deliveries and service, and this manual supports the company in meeting these expectations. For this to be possible, our suppliers are expected to deliver the right product, at the right time, at the right place and safely.

This Supplier Manual describes what we at Stena Stål expect from our suppliers and the document shall be used for increased understanding of requirements, seeking information and finding the right contact interfaces if problems or questions arise.

It is the supplier's responsibility to read this manual and to implement new manual versions. The latest version is available on our website, under Suppliers.

## SCOPE

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This manual applies to all types of purchases for which the material is handled at Stena Stål's facilities and/or in our shipments. Logistics-related parts of the manual can be waived if the material is to be delivered directly to the customer and this is agreed upon with the customer and carrier. Ethical elements of the routine must always be complied with, regardless of the type of operations.

This manual shall be used as a basis and complement to Stena Stål's supplier agreements, shipping agreements and order confirmation.

## ETHICAL GUIDELINES AND SUSTAINABILITY

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Stena Stål is a company within Stena Metall that supports the UN Global Compact and the UN's Global Sustainability Goals. Suppliers to Stena Stål are also expected to support these and to encourage their suppliers to do the same.

All suppliers for Stena Stål undertake to comply with the requirements and expectations contained in our Code of Conduct and Business Policy, which can be found on our website <https://www.stenastal.se/hallbarhet/>

Stena Stål, or a third party appointed by Stena Stål, is entitled to carry out audits with the supplier to ensure compliance with our ethical guidelines mentioned above.

The supplier is expected to cooperate and facilitate such an audit if necessary.

### IMPACT ON CLIMATE

It is the responsibility of the supplier to be environmentally conscious and operate motor vehicles in the most fuel-efficient manner and to choose the best fuel relative to the environment. Stena Stål is entitled to require climate reporting of emissions from carriers when this is considered appropriate.

# DOCUMENTATION

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## ORDER CONFIRMATION

The seller's written order confirmation is binding for the buyer unless any remarks are made immediately. The order confirmation must be submitted to Stena Stål within 7 days of order confirmation to be valid.

Any express deliveries must be confirmed by email to the responsible contact person at Stena Stål.

## NOTIFICATION

Notification of an inbound delivery to Stena Stål must be sent to the contact person at Stena Stål no later than 2 days before delivery. If material is to be collected by Stena Stål from the supplier, notification that the material is ready for collection must be sent when this is the case.

### **Delivery notification shall include at least the following:**

- Supplier name and reference number
- Stena Stål's purchase order number
- Stena Stål's reference
- Delivery address
- Date
- Dimensions – relevant dimensions for recipients being able to plan unloading, such as length, diameter, etc. (this is product-dependent information)
- Type of product (e.g. reinforcement mesh, HEA beams, etc.)
- Name of carrier company
- Weight per unit and total weight
- Production order number regarding production order
- Number of shipping units/components
- Charge number
- Means of transport including ID for transport (registration number, name of vessel and date, container number, train number or similar)
- Other pre-agreed information

If the supplier is unable to keep the agreed time of delivery or receipt of goods, or if such delay appears likely, Stena Stål shall be immediately informed. Furthermore, the time at which delivery is expected to be made shall be indicated. The above also applies to inbound partial deliveries. This shall then be handled as set out below regarding deviations from delivery terms.

## PACKING SLIPS

Material sent to Stena Stål must always be accompanied by a packing slip containing the information necessary for the shipping unit to be matched to the packing slip as well as notification. It is not enough to use CMR or the order confirmation as a substitute for a packing slip.

### **The packing slip shall contain at least the following:**

- Supplier name and reference number
- Stena Stål's purchase order number
- Stena Stål's reference
- Delivery address
- Date
- Type of product (e.g. reinforcement mesh, HEA beams, etc.)
- Dimensions – relevant dimensions for recipients being able to plan unloading, such as length, diameter, etc. (this is product-dependent information)
- Number of shipping units/components
- Weight per unit and total weight
- Charge number
- Production order number regarding production order
- Traceability of shipping units and charges; shall be possible to see what is co-packaged
- Other pre-agreed information

In the case of a partial delivery, it shall be stated which shipping units belong to which packing slip. These shall also be marked "Part/Part 1" & "Part/Part 2" or similar.



## PACKING METHOD & TRANSPORT

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The means of transport must be weatherproofed and in accordance with Stena Stål's guidelines. The goods shall be possible to unload with traverse cranes in Västerås, Helsingborg, Kalmar, Värnamo, Lidköping, Timrå, Skellefteå and Luleå. This does not apply to materials that arrive on pallets such as sheet metal. If the material arrives so that unloading must be conducted in a more time-consuming manner with a forklift, Stena Stål reserves the right to charge this cost. The goods shall be placed on the means of transport in such a way that they can be unloaded in an easy and time-efficient manner. Goods should always be placed on at least 3 wooden boards with a height of at least 70 mm to allow access for strapping and lifting the material.

If a smaller shipping unit is to be loaded onto a trailer with a canopy, it must not be placed so far in that it is covered by the canopy when it is fully open. Smaller shipping units shall be placed further back on the trailer.

**The material must be loaded in such a way that the weight is evenly distributed to reduce damage due to unbalance.**

If any of the above is not followed, which affects unloading times and causes delays, Stena Stål has the right to refrain from unloading the material or charge an additional cost. If the goods are packed in such a way that unloading cannot take place safely, unloading will not be carried out and the consequences of this will result in charges to the carrier or the supplier.

## SAFETY ROUTINES AT STENA STÅL FACILITIES

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Stena Stål expects the safety rules that apply at our respective facilities to be followed by all drivers; the safety routines assigned to the driver by local staff must be followed. It is also a requirement that the carrier is able to communicate in Swedish or English in order to be able to read the safety regulations and other essential information.

**Due to safety rules, it is required that all drivers at Stena Stål facilities must wear the following safety gear:**

- Long-sleeved shirt and pants
- Safety helmet
- Safety vest
- Safety shoes
- Knee pads – if at storage sites and not just in walkways

The speed limit inside the facilities is 10 km/h.

When the carrier is walking around at a facility, the

walkways must be used except when loading or unloading materials.

**For shipments of hazardous waste at Stena Stål's facilities, the following applies:**

- Hazardous waste classes 1–5: Permitted at the facilities but the part of the shipment containing hazardous waste must not be opened.
- Hazardous waste classes 6–9: Shipments with goods of this type are not permitted at the facilities under any circumstances.



## ARRIVAL AT FACILITY

When arriving with goods at a Stena Stål facility, truck canopies must be removed before the goods enter the facility, but this should only be done if the goods allow it.

The carrier shall wait for the go-ahead before goods are driven into the facility in order to ensure an efficient flow in the facility and safe unloading. The sequence of unloading is decided by Stena Stål staff.

Inbound deliveries must be made during Stena Stål's hours of operation. The supplier is expected to be there at a reasonable time for unloading to be completed before closing time. If this is not observed, Stena Stål has the right to refrain from unloading the material at the supplier's expense.

To ensure unloading on the arrival day, arrival is recommended as early as possible within the arrival window. The carrier shall follow local instructions on when the shipment is to be driven into the facility and to which position, as well as other guidelines. Once the shipment is unloaded, the carrier must leave the warehouse to clean the bed and close the bed enclosures so as to make way for the next transport.

Upon winter road conditions, snow on the roof must be brushed off before the shipment is driven into the building.

For the main warehouse in Västerås, the carrier shall drive as instructed by the appointed person at the facility. The shipment shall be placed at lane 2 to await further direction by the operator. The shipment is then driven to the lane directed and there the bed is opened and the straps removed.

### Stena Stål's hours of operation are as follows:

Helsingborg	Mon–Fri	07:00–15:30
Kalmar	Mon–Fri	08:00–15:00
Värnamo	Mon–Thurs Fri	07:00–15:30 07:00–12:00
Sävenäs	Mon–Fri	09:00–12:00
Lidköping	Mon–Thurs Fri	08:00–15:00 08:00–12:00
Västerås	Mon–Fri	05:30–12:00
Timrå	Mon–Fri	07:00–14:00
Skellefteå	Mon–Thurs Fri	07:00–16:00 07:00–14:00 (lunch 11:00–11:45)
Örnsköldsvik	Mon–Thurs Fri	09:30–15:00 09:30–12:00
Luleå	Mon–Fri	07:00–16:00
Kiruna	Mon–Thurs Fri	07:00–16:00 07:00–14:30



## INVOICING

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Invoicing shall preferably be via e-invoices as set out below. If this is not possible, emails can also be accepted but with the ambition that the supplier will eventually be able to handle e-invoices.

### E-INVOICES

Send invoices via Pagero Online. Look up Stena Stål AB, 556077-5925, and then add the company.

### INVOICES ARE EMAILED TO:

invoice@stenastal.se

Invoices and associated specifications are emailed together in the same PDF, 1 PDF per invoice. Invoices must be marked with the purchase order number and our contact/reference "first and last name" in order to be processed.

Note that only invoices and credit notes are sent to the above email address.

Other documents including reminders are sent by email to: ekonomivdelning@stenastal.se

### INVOICING

Our invoicing address is:

Stena Stål AB

FE 10088

838 78 Frösön

## DEVIATIONS FROM SUPPLIER MANUAL OR SUPPLIER TERMS

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If there are deviations from supplier terms or this manual, notification must be immediately sent to the person who placed the order from Stena Stål.

If deviations occur regarding notifications, accompanying documentation, packing method or delivery time, Stena Stål is entitled to refuse the goods upon arrival. This shall be communicated to the carrier and supplier within a reasonable time.

## COMPLAINTS MANAGEMENT

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If the material arriving does not meet the specified quality requirements or traceability cannot be verified when such requirements exist, Stena Stål is entitled to refuse unloading of the material for subsequent return to the supplier. The reason why the material was not accepted must be specified in CMR.

In addition, a complaint will be made against the supplier to investigate the distribution of liability and costs. Stena Stål is also entitled to require a root cause analysis according to methodology 8D if deemed appropriate.

Responses regarding the cause of quality deficiencies shall be submitted as soon as possible and no later than 5 days after the supplier has been made aware of the problem.