

# clas ohlson

## Supplier's Manual Europe

Clas Ohlson is a retail trading company with retail sales in Sweden, Norway, Finland, UK, Germany.

Our main office and distribution centre is located in Insjön, Sweden.

We collaborate with a vast number of suppliers mainly in Europe and Asia.

In order for our operation to work in a smooth and cost effective manner, it is important for our suppliers to follow our supply and packaging guidelines described in our supplier's manual.

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## 1.1 Purchase orders

For every order we send, we also send a purchase order.

The purchase order includes:

- Clas Ohlson AB order number
- Clas Ohlson AB article number
- Description
- Price
- Amount
- Shipping date
- Payment terms
- Delivery terms
- Method of transport
- Quantity in pcs.
- Possible product specific requirements

## 1.2 Order confirmation

An order confirmation is attached to every purchase order. This should be completed and returned to your contact person at Clas Ohlson AB within seven days.

If there are any changes on the purchase order they should be clearly marked in the order confirmation.

The delivery date (ETD/ETA\*) and supplier order number should always be included.

## 1.3 Invoicing

Every purchase order from us must be invoiced separately.

An invoice must contain the following information:

- Clas Ohlson AB order number
- Clas Ohlson AB article number
- Quantity
- Unit price
- Any environmental taxes should be specified separately
- Payment terms
- Delivery terms in accordance w. Incoterms@2010
- Name of contact person at Clas Ohlson AB
- Country of origin for all items

Exceptions are allowed and agreed on, for example single summary invoices, every PO number must be separated and clearly state each belonging item numbers on the invoice.

\* ETD = Expected time of departure, ETA= Expected time of arrival

## Invoicing options:

- **PDF invoice**  
[invoice@clasohlson.se](mailto:invoice@clasohlson.se)
- **E-invoice**  
Operator: Pagero  
GLN: 7393173000001
- **Invoice address**  
Clas Ohlson AB  
Ekonomiavdelningen  
S-793 85 Insjön

## 1.4 Payment terms

Payment 60 days after invoice date.

## 1.5 CSR information

Clas Ohlson has a Code of Conduct which specifies the demands we place on ourselves, our suppliers and contractors regarding working conditions and terms of employment.

Clas Ohlson's suppliers must respect the principles laid out in Clas Ohlson's Code of Conduct and act in accordance with them.

Before Clas Ohlson can purchase products or services from a supplier, the supplier must read the Code of Conduct and sign a declaration stating that the supplier will fulfil the demands in the Code of Conduct.

If the supplier employs a manufacturer for the production of products/services which Clas Ohlson purchases:

- the supplier must, if requested by Clas Ohlson, divulge which manufacturer is employed
- the supplier is responsible for ensuring that the manufacturer also complies with the Code of Conduct

If a supplier does not sign the Code of Conduct, Clas Ohlson will not purchase products or services from the supplier.

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## 2.1 Shipping

Every delivery must be accompanied by a waybill (CMR) or an air waybill which must contain:

- Waybill number for the current delivery
- Shipping date
- Supplier's name and address
- Clas Ohlson AB order number
- Contact person at Clas Ohlson AB
- Number of products listed in pieces, metres, etc.
- Gross weight delivered
- Number of packages
- Number of pallets
- Number of approved EUR pallets

When the delivery term is FCA, Free Carrier seller's premises, in accordance with Incoterms®2010, the delivery must be according to the purchase order using the indicated forwarder and as per the routing instruction.

Dangerous goods should be clearly marked on the waybill in accordance with section 5.3.

Delivery address:  
Clas Ohlson AB  
Distribution Centre  
Vabäcksvägen 14  
S-793 41 Insjön

When shipping FOB (free on board) in accordance with Incoterms®2010 by sea from Asia please see instructions in the manual "Supplier Manual Asia".

Containers should always be announced to the import department at Clas Ohlson prior to delivery to our warehouse: [import@clasoohlson.se](mailto:import@clasoohlson.se)

## 2.2 Delivery documents

Every delivery must be accompanied by a packing slip/shipping list. The packing slip should be attached to the waybill and must include the following:

- Packing slip number of the current delivery
- Supplier's name and address
- Clas Ohlson AB order number
- Clas Ohlson AB article number
- Name of contact person at Clas Ohlson AB
- Number of items in pieces, metres, etc.
- Information about the number of ordered/delivered items.

## 2.3 Restrictions for shipping containers

Clas Ohlson AB does not approve of containers delivered to us which have been processed with toxic substances to prevent mould, fungus or insects.

If the supplier advocates fumigation nevertheless, the matter must be discussed with Clas Ohlson's Chemical Safety Coordinator or contact person in the purchasing department. The fumigation process shall be performed on site by the shipper (20-24 hours). After fumigation the container must be ventilated until the fumigant can no longer be detected before the container is sealed.

If a container has been fumigated all certification and details pertaining to the fumigation must be sent to Clas Ohlson along with the other shipping documentation. Fumigation documentation must contain:

- Name of fumigant
- Date of fumigation
- Duration of fumigation
- Temperature during fumigation
- Dosage concentration
- Amount of fumigant in container after half of the fumigation period
- Container number
- Article number

The container must be shipped within 21 days of fumigation.

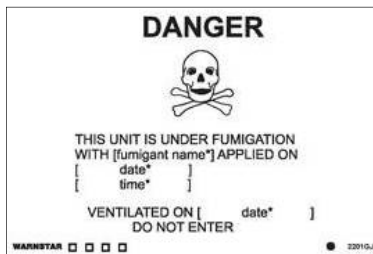
### Marking and labelling of fumigated shipping containers

If fumigation has been agreed for a shipping container, restrictions for transport of dangerous goods according to valid version of ADR and IMDG-code shall apply (see chapter 5.5).

- Only cargo transport units that guarantee a minimum of gas escape shall be used.
- Warning mark according to 5.5.2.3.2 shall be affixed at each access point, where it will be easily seen by person opening or entering the cargo transport unit. Marking shall remain on the cargo transport unit until it has been unloaded.
- Marking shall be at least 300 x 250 mm. Black letters to white paper. Letters shall be at least 25mm of height.
- On the marking, fumigant, date and time for fumigation, and date for ventilation shall be stated.

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Figure 2.3



Example of labelling.

## 2.4 Package labelling

Every individual package delivered to Clas Ohlson AB should be clearly marked with the following information:

- Clas Ohlson AB
- Clas Ohlson AB order number
- Clas Ohlson AB product number  
If a Clas Ohlson AB product number begins with the number 18, the entire article number should be coloured red.
- Approved weight symbol, see point 2.5
- Number of products
- Quantity in "Multipacks" / Inner box and in "Stock pack" / Outer box
- Dangerous goods shall be clearly labeled in accordance with the latest version of ADR/ADR-S and IMDG code. Both the Inner box and the Outer box must be labeled.
- Packages containing glass/porcelain must be clearly labeled.

No barcodes of type EAN-13 are allowed on the package.

## 2.5 Weight symbols

Every item delivered to Clas Ohlson AB shall be labelled with a weight symbol in order to comply with the Swedish Work Environment Authority regulations.

## 2.6 Palletised goods

Remember to take into consideration the maximum dimensions we can accommodate in our automated warehouse.  
The goods must fit on a 1200 x 800 mm pallet.

Note the following size and weight limits for a fully laden pallet:

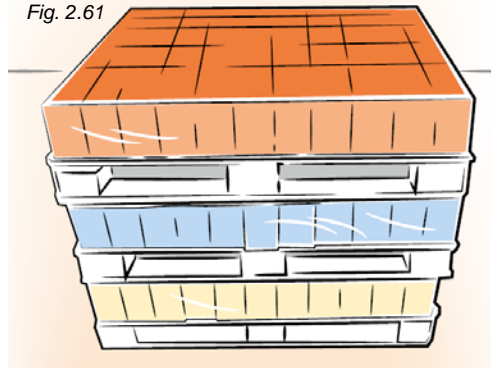
- 1300 mm in height inclusive of pallet
- The maximum weight per pallet is 500 kg
- 3 pallet collars per pallet

Exceptions to the stated restrictions regarding the weight, height or number of pallet collars per pallet must first be approved by your contact person at Clas Ohlson.

Palletized goods should be shipped using approved EUR pallets, see appendix 7.3.

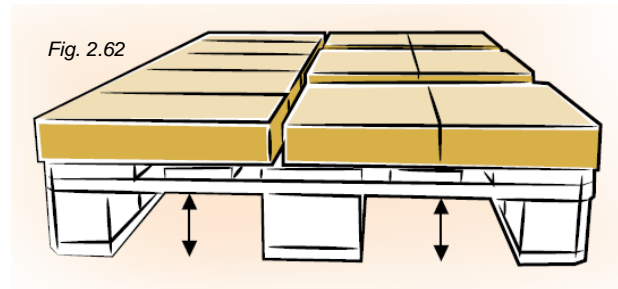
The pallet should be kept homogeneous, i.e. every outer box is loaded with products having the same article number; alternatively it should be rainbow-mixed, i.e. stacked with layers of homogeneous articles separated by load carriers, see figure 2.61.

Fig. 2.61



Mixed pallets consisting of layers comprising products with different article numbers may only be used in exceptional circumstances and with the approval of your contact person at Clas Ohlson.

From an environmental standpoint, the load must be securely fastened together with straps, plastic stretch wrap, etc. Stretch wrap must not cover the openings, see figure 2.62.



## 2.7 Delivery confirmation and time booking

All deliveries to the Clas Ohlson Distribution Centre (DC) must be confirmed and booked in advance by the supplier/carrier

### 2.7.1 Delivery confirmation

Notification of incoming goods from our vendors must be sent to the following e-mail address <mailto:deliveryconfirmation@clasohlson.se> and contain the following information:

- Vendors name
- CO order number (all order numbers included in the delivery)
- CO article number and number per item
- Number of pallets
- Forwarding agents name
- Waybill number (if available)
- ETD (estimated time of delivery)

Please fill in the attached template or use your own if it contains all of the above information. Our order number must always be stated on the notification!

### 2.7.2 Delivery time booking

The notification of all deliveries should be made by e-mailing [tidsbokning@clasohlson.se](mailto:tidsbokning@clasohlson.se) by no later than 12.00 noon for delivery to the DC on the following day.

The delivery notification must contain the following information:

- Supplier
- CO order number (all order numbers belonging to the delivery)
- Number of pallet places (floor space)
- Name of Carrier
- Waybill number



Clas Ohlson will then confirm this notification (by e-mail) and send you the following information:

- Date for unloading
- Time for unloading

In case of schedule deviations, call: 0046 247 264221

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**Goods reception opening hours:**

Monday-Friday: 06.30-14.00

Clas Ohlson AB will not pay any extra costs that "Delivery time booking" may cause.

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### 3.1 Sales pack

A sales pack is a pack that is consumer ready, see appendix 7.1.

Sales packs should meet the following requirements:

- Be well sealed in an appealing sellable design
- Well protected
- Prepared for rack hanging. Hole size min. 32x7 mm.
- Clearly marked with name, quantity and CO art.no.
- Labelled with an approved barcode, see section 3.5
- Batch number

Important instructions/warnings should be written in Swedish, Norwegian, Finnish, English and German.

*Inform your contact person at Clas Ohlson AB immediately if there are changes made to the sales packaging or if the product has been discontinued.*

### 3.2 Inner box

A multipack is a stock handling unit. It consists of a certain number of sales packages of the same article. The correct number of sales packs per multipack is determined with respect to store deliveries and the replenishment of our manual warehouse, see appendix 7.1.

The suitable number of sales packs per multipack can be obtained from your contact person at Clas Ohlson AB.

*Inform your contact person at Clas Ohlson AB immediately if any changes are to be made to a multipack.*

If the product is classified as dangerous goods, the multipack must fulfil packaging and labelling requirements in accordance with the current version of the ADR/ADR-S and IMDG codes.

### 3.3 Outer box

Stock pack is a stock handling unit. It contains a certain quantity of both sales packs and multipacks. These should be formed so that they are stackable and the pallet is used to its maximum efficiency, see appendix 7.1.

Every stock pack should be marked with the following information:

- Clas Ohlson AB article number
- Clas Ohlson AB order number
- Total product quantity
- Approved weight symbol
- If the product is classified as dangerous goods, the multipack must fulfil packaging and labelling requirements in accordance with the current version of the ADR/ADR-S and IMDG codes.

*Inform your contact person at Clas Ohlson AB immediately if any changes are to be made to a stock pack.*

### 3.4 Packaging Material

The material used for the packaging of goods must be of such quality that the products are not damaged during transportation, handling or storage. The packages must be able to be stacked on top of one another.

The packages must be sealed so that they do not open or collapse when handled.

Any unnecessary extra or double packaging such as plastic tape and straps on outer boxes or plastic bags and blocking/filling paper round the inner sales packs must be avoided.

The size of the packaging should be proportionate to the size of the contents wherever possible, to minimize waste and save space.

The packaging materials which are approved at the present time are:

- Strapping made of polypropylene (PP)
- Adhesive tape made of polypropylene (PP) without further reinforcement
- Boxes made of corrugated fibreboard without further reinforcement
- Clear and transparent plastic film/wrap made of low-density polyethylene (LDPE)
- The blocking and filling inside the package must be of cardboard, paper or white polystyrene (PS) foam

We expect that all the packaging used to send goods to us is designed to be as cost-effective as possible with regards to the size and material used and also that you, as a supplier, do your utmost to keep our transportation and handling cost as well as environmental impact to a minimum.

### 3.5 Barcodes

We recommend using EAN 13. These barcodes are compatible with our system:

- EAN 13
- EAN 8
- UPC-A
- UPC-E

The quality of the barcode should be up to the Overall Symbol Grade B according to the ISO-standard 15416.

Each barcode that does not meet the required standard is re-marked. This cost will be debited according to the Cost Table. See section 4.1.

### 3.6 Instruction manuals

Instruction manuals in Swedish, Norwegian, Finnish, English and German shall be included with or printed on each sales pack.

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## Debiting

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### 4.1 Debiting for incorrect delivery/packaging

In every case where the products delivered to Clas Ohlson AB do not meet the standards reached in our agreement with you, will all such costs be debit to your account for each such an occurrence.

Debiting occurs at the following rate:

- SEK 3000 initial charge
- SEK 500/hour for internal administration processes

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### 5.1 Necessary Item Information

In order to simplify handling of those articles delivered to Clas Ohlson AB will we kindly request that you fill in the *Necessary Item Information* form when asked to do so. See appendix 7.2.

### 5.2 Product safety

We expect that you can supply us with a declaration of conformity (DoC) to any such directives for the relevant product with three days notice.

### 5.3 Dangerous goods

Dangerous goods should be packed and labelled in accordance with current versions of the ADR and IMDG codes. Both multipack, stock pack, and in some cases sales pack should be available to ship individually

### 5.4 Safety data sheets

The safety data sheet shall be translated to Swedish, Norwegian, Finnish, English and German.

When a safety data sheet has been updated, a new version must be sent to Clas Ohlson at once.

### 5.5 Environment and Health

We assume that you, the supplier, know about and comply with the European legislation about chemical content in products, and that you adapt to new requirements without our reminder.

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## Returned products

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### 6.1 Returns/Claims

Returns/claims shall be dealt with in co-operation with your contact person at Clas Ohlson AB.

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## 7.1 Packaging

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