

**MANOR** 

**Logistics guidelines  
for Manor Food suppliers**

**MANOR**   
**FOOD**

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## 1. Purpose and Scope of Application

### 1.1. Purpose

Efficient processes and flawless operations are particularly important to us. Reliability, flexibility, and continuous improvement are requirements that we place not only on ourselves, but also on our suppliers. In the Food sector, these guidelines are an important tool, and compliance with them forms the basis for successful cooperation.

### 1.2. Scope

These guidelines apply to the entire supply chain, both for deliveries to Manor Food distribution centers and for direct deliveries to Manor Food supermarkets.

## 2. Communication / Contacts

### 2.1. Supplier Internet Portal

Suppliers can consult Manor SA's general guidelines in German, French and English at [www.suppliers.manor.ch](http://www.suppliers.manor.ch) in order to ensure optimal cooperation. Content overview:

- Administration: Accounting/invoicing guidelines and store addresses
- Purchasing: General purchasing conditions, code of conduct, product data sheets
- Logistics: Packaging/shipping instructions, goods flow, EDI information, dock opening hours
- Food: Information on private labels Bio Natur Plus (BNP), Local, Gran Delizia
- Non-Food: Product requirements, Manor guidelines

### 2.2. Contacts

- Purchasing:
  - Purchasing Department, Manor SA HQ, Basel: Tél. 061 686 11 11
- Distribution Centers:
  - Food Distribution Center, Rickenbach: Tél. 062 289 54 54
- Transport:
  - Swiss Transport Department, Manor SA HQ, Basel: Tél. 061 686 11 66

## 3. General Requirements

### 3.1. Order-Based Deliveries

- The principle is: 1 order – 1 delivery – 1 invoice.
- Orders with different delivery dates for supermarkets must be delivered on separate transport units (TUs), and the delivery date must be clearly visible from the outside.

## **3.2. Logistics-Relevant Product Master Data**

### **3.2.1. Minimum Durability Date (MDD) for Stored Products (Ry 65, 66)**

- The MDD of delivered items must be clearly visible on the goods.
- The MDD and the number of days between production and the MDD must be transmitted with the delivery information.
- At the time of delivery, a maximum of one third of this period may have elapsed. (Example: if the period between production and the MDD is 120 days, delivery must take place no later than 40 days after production.)
- See also Chapter 11 “Consequences of Non-Compliance”.

### **3.2.2. Expiry Date for Fresh Products (Ry 68-79)**

For this product group, Manor’s Purchasing Department establishes a specific agreement with suppliers.

### **3.2.3. Dimensions and Weight of Sales Units (Ry 65, 66, 67)**

The dimensions and weight of sales units must be communicated to Manor’s Purchasing Department together with the other product master data.

## **4. Accompanying Documents and Goods Labeling**

### **4.1. Goods Accompanying Documents**

Each delivery must be accompanied by a delivery note containing the following information:

- Sender and recipient addresses
- “Group” number according to the order
- Manor order number
- Delivery date
- Delivery positions including:
  - Product description
  - Supplier item number
  - Manor item number
  - MDD
  - Quantity
- Number and type of transport units

### **4.2. Labeling of Goods for Fruit and Vegetables (Ry 74)**

For fruit and vegetables without standardized packaging, the following information must be clearly visible on each transport unit (TU):

- Gross and net weight of the TU
- Number of packages (cartons, crates)
- Average weight per package
- Origin, producer, product description

### **4.3. EDI**

If the supplier is integrated into Manor's EDI system, the following requirements must be strictly observed for each delivery:

#### **4.3.1. DESADV**

- The electronic delivery note (DESADV) must be transmitted to the Manor system no later than 1 hour before delivery.
- In the Cross-Docking 1 (CD1) goods flow, each transport unit (TU) must be identified with a unique SSCC code.
- The physical goods flow (TU contents) and the data flow (TU contents according to DESADV) must match for each TU.
- The SSCC label must be created in accordance with Manor's SSCC labeling requirements.

## **5. Means of Transport**

- Transport means for Food deliveries must take into account the quality and nature of food products.
- Special attention must be paid to temperature requirements in order to maintain the cold chain.
- As a rule, deliveries are made by truck.

## **6. Packaging**

### **6.1. Packaging of Sales Units**

- Packaging must protect sales units against moisture, breakage, and dirt.
- It must be stackable.
- Each package must have a readable electronic EAN code (GS1) and, depending on the product, additional information (e.g. brand, product description, quantity, expiry date).
- It must comply with legal standards (LDAI, OPIa, OCEl).
- The weight of one packaging unit must not exceed 15 kg. Common exceptions (e.g. flour bags) are possible by agreement.

### **6.2. Transport Packaging**

- Packaging must be designed so that goods can be transported safely.
- Goods must be protected against dirt and damage.
- Environmentally friendly and reusable packaging should be preferred.
- Contents, quantity, and SSCC code must be recognizable from the outside. For labeling, see also Chapters 4.2 and 4.3.

## **7. Load Carriers / Transport Units**

Deliveries must be made on standardized pallets or on roll containers, as agreed.

### **7.1. Paletts (Ry 65, 66, 67)**

- Only EURO/EPAL and CHEP pallets may be used. One-way pallets are not accepted. Handling costs for repalletizing will be charged to the supplier.
- If half or quarter pallets are used, they must be grouped on a full pallet (80 × 120 cm).
- Pallet frames and lids must also comply with EPAL standards.
- Exchange is carried out according to standard procedures.
- Pallets must contain identical items. In the case of small quantities, several single-item pallets may be stacked.
- Items must not overhang the sides of pallets.
- Maximum pallet weight is 1,000 kg.
- Total height must not exceed 1,600 mm. Any exception requires prior written approval.
- Pallets must be secured using plastic wrap or strapping.

### **7.2. Roll Containers**

Deliveries on roll containers require prior approval.

### **7.3. Reusable Packaging for Fresh Products (rayons 68-79)**

The following packaging is permitted:

- For fruit and vegetables:
  - G1, G2, IFCO crates
  - Mesh containers for potatoes and watermelons
- For dairy products:
  - Packaging types H1, H2, and H4
- Total height of transport units must not exceed 1,600 mm. Any exception requires prior written approval.

### **7.4. Packaging Exchange (Pallets, Roll Containers, Reusable Packaging)**

- Exchange upon delivery is carried out on a “one-for-one” basis.
- Damaged or heavily soiled packaging will be refused. Any repackaging costs will be charged to the supplier.

## **8. Delivery Guidelines**

- Delivery notes must always be handed over to the goods reception office together with the delivery.
- The carrier must unload the goods and place them in the designated area.
- Unloading must take place at the designated ramp:
  - Refrigerated ramp for fresh products
  - Standard ramp for non-refrigerated goods
- Refrigerated and non-refrigerated goods must be unloaded separately.
- Temperature-controlled products must be transferred immediately to the cold storage area to avoid breaking the cold chain.
- The site may only be left after the cold check and the signing of all documents.
- DESADV data must be sent at the latest one hour before delivery and be available upon arrival.

- Drivers must handle company vehicles and equipment with care.
- Entrance doors are equipped with an alarm system – do not leave them open or blocked.
- Pallets and labels may be checked after unloading; anomalies may result in refusal to accept the goods.
- Pallet exchange is carried out 1:1.

## 9. Delivery locations and times

### Non-refrigerated goods

- Ramps: 19–23
- Delivery times: 07:00–12:00 / 13:00–16:30

### Refrigerated goods (temperature range: 3 °C)

- Ramps: 1–3
- Delivery times: 08:00–12:00 / 13:00–18:00

### Fresh products (fruit & vegetables)

- Ramps: 4–7
- Delivery times: 08:00–12:00 / 13:00–18:00

### Deliveries by post, DPD or courier services

- Mandatory notification at goods reception
- Placing parcels on the ramps is not permitted

## 10. Compliance with Delivery Deadlines

- Delivery dates and times must be strictly observed.
- Delays on the day of delivery must be reported by phone to the relevant distribution center.
- In the event of a delay of more than one day, the Purchasing Department and the distribution center must be informed.
  - Stock flow: Purchasing Department + [we.riv@manor.ch](mailto:we.riv@manor.ch)
  - Cross-docking flow: Purchasing Department + [fd-fg.riv@manor.ch](mailto:fd-fg.riv@manor.ch)
- Partial deliveries are not permitted. In the event of partial delivery, the goods will be returned.
- See also Chapter 11 “Consequences of Non-Compliance”.

## 11. Goods Inspection

- Upon receipt of goods, Manor carries out checks on items, quantities, quality, dating, and temperature.
- Transport units, packages, and accompanying documents may also be checked for accuracy and completeness.
- In the event of discrepancies, Manor reserves the right to charge any resulting additional costs.
- There is no time limit for claims regarding hidden defects.

## 12. Consequences of Non-Compliance

### 12.1. Insufficient Remaining Shelf Life at Delivery

- The goods will be refused and returned to the supplier.
- Any resulting additional costs will be charged to the supplier. Associated loss of sales may also be charged.

### 12.2. Failure to Meet Delivery Deadlines and Guidelines

- If agreed delivery dates are not respected and no information is provided to the relevant distribution center, the supplier will receive a reminder.
- The same applies in the event of non-compliance with the guidelines.
- In the event of repeated offenses, penalties will be charged:

Delivery Issue	Penalty
Missing, late, or incorrect DESADV	50 CHF per DESADV
Missing information on master data changes	100 CHF per item
Products delivered with short shelf life / expired	Stock flow: 500 CHF + return of goods (credit note) Direct/Cross-Docking flow: 100 CHF per store + credit note
Products delivered not part of Manor assortment	200 CHF per item
Mixed pallet (Stock flow): 1 pallet = 1 item	200 CHF per pallet
EAN unreadable or missing / guidelines not respected	50 CHF per item
SSCC unreadable or missing / guidelines not respected	50 CHF per package
Partial delivery and remainder	200 CHF + Refusal of goods
Failure to comply with delivery time slot	80 CH per hour of delay × number of affected operators
Delivery delay (order delivery date)	See GPC (Point 6.4)

### 12.3. Returns of Goods

Non-compliant goods must be collected within 3 working days after notification.

## 13. Applicable Laws and Standards

### 13.1. Laws and Regulations

- Federal Foodstuffs and Consumer Goods Act (LDAI)
- Ordinance on Plastic Materials and Articles (OPla)
- Ordinance on Regenerated Cellulose Films (OCel)

### 13.2. Standards

Manor accepts transport and packaging materials that comply with national and international standards (ISO, Euro, DIN, and SGL standards).

We thank you for your support and your contribution to efficient processes for the benefit of Manor supermarkets and restaurants.