

# PALOMA D.D.

## LOGISTICS MANUAL

### Logistics requirements of Paloma d.d.



## CONTENT

1. General logistics – concept .....	3
1.1. Location .....	3
2. Workflow in the warehouses of Paloma .....	4
2.1. Purchase of goods - Inbound.....	4
2.1.1. TRANSPOREON procedure with purchase of goods - Inbound.....	4
2.2. Loading the goods – Outbound.....	5
2.2.1. TRANSPOREON procedure by loading of goods - Outbound.....	6
3. Basic prerequisites for delivery or loading.....	7
3.1. Transport requirements .....	7
3.2. Load securing equipment.....	8
3.3. Pallet requirements.....	8
3.3.1. Quality of EUR-pallets .....	9
3.3.2. Handling of EURO pallets .....	11
3.4. Transit support .....	11
3.5. Pallet dimensions and weights.....	11
3.6. Wrapping of the package .....	12
3.7. Type of labelling .....	12
3.7.1. Inbound logistics – purchase of goods.....	12
3.7.2. Type of labelling - outbound logistics –GS1 identification standard for finished products.....	12
4. Locations.....	15
4.1. Headquarters, plant and warehouse Sladki Vrh .....	15
4.2. Distribution center Šentilj .....	16
4.3. Distribution center Kuehne+Nagel (ex Jöbstl) Spielfeld - Austria .....	17
4.4. Distribution center Intereuropa d.d. – Maribor.....	18
4.5. Distribution center F.A. maik d.o.o. – Maribor .....	19



## 1. General logistics – concept

Paloma is a public limited company with a more than 140-year tradition in the manufacture and marketing of hygienic paper products in Europe, and is the market leader in South-East Europe. The company has four divisions and is predominantly export-oriented. Our annual capacity is 72,000 tonnes of hygienic paper, which is processed into toilet paper, kitchen towels, napkins, tissues, universal towels, industrial towels, medical towels, folded toilet paper packs and toilet paper packaged in maxi rolls. The product range also includes parent reels and paper dispensers.

Paloma's strategic focuses:

focus on the Paloma brand,

focus on key strategic markets,

premium positioning,

manufacture of high-quality hygienic paper,

focus on the manufacture, processing and marketing of hygienic paper and hygienic paper products.

### 1.1. Location

The company Paloma d.d. (hereinafter referred to as Paloma) is located in north-east of the Republic of Slovenia. It has three mayor locations: headquarters and production plant Sladki vrh, production plant in Ceršak and Central warehouse Šentilj v Slovenskih goricah. We also use the third-party warehouses, located in Spielfeld (AT) and Maribor (SI).



ID za DDV: SI45280312  
Matična št: 5034639  
NOVA KBM SI56 0451 5000 0183 159  
ADDIKO BANK LJ. SI56 3300 0452 8031 286  
A BANKA VIPA SI56 0510 0801 4070 036

Vpis v sodni register: Okrožno sodišče v Mariboru  
Registrski vložek: 1/00522/00  
Osnovni kapital: 5.093.751,00 EUR

## 2. Workflow in the warehouses of Paloma

### 2.1. Purchase of goods - Inbound

Unloading can be done by truck or by train (railway connection only in Šentilj warehouse).

Deliveries to warehouses of Paloma are allowed only with the original delivery note from the supplier. Paloma order number has to be clearly apparent on the delivery note. The arranged delivery time (date/time) has to be strictly followed to guarantee a smooth receiving procedure.

The terms of business which were arranged with Paloma purchase department have to be followed.

Entering Paloma's facilities is not possible without a safety vest. Drivers will get instructions about safe movement of drivers in Paloma facilities when entering the location. Loading and unloading is done by employees of Paloma.

**All the arrivals of the trucks must be pre-reserved in Transporeon system!**

**All the instructions for using the TRANSPOREON are on address <https://www.transporeon.com/en/>. How to get the TRANSPOREON account please visit <https://www.transporeon.com/en/contact/>.**

#### 2.1.1. TRANSPOREON procedure with purchase of goods - Inbound

## TRANSPOREON

Transport companies must reserve the exact time of arrival in Transporeon system – Time slot. Reservations must include all obligatory data: purchase order, registration number of truck and trailer, driver's name and mobile phone number, ...

Unloading of custom goods is possible from 7:30 to 13:00.

If you are unloading cellulose, specify in the comment section which type of cellulose and under which purchase order the goods are unloaded. Also specify if the goods are under custom supervision – field type of goods.

When making reservations for recycled paper, be sure to mark the correct type of loading, which is NO PALLETS and please use 2 slots in INBOUND section. Also mark, if you are unloading custom goods or not custom goods. All the deliveries of recycled paper must be under SIST EN 643 standard.

Raw material bales should not be delivered on pallets.

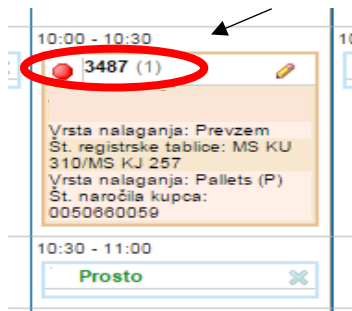
Recycled paper delivery is possible only in the morning shift (until 13.00).



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At the arrival of the vehicle transport number from Transporeon must be given to gatekeeper.



In case of late arrival, unloading will be made when the next slot is free, or as soon as possible (this may also mean that you will be unloaded the next day if all the slots in the present day are full).

In case of early arrival or delay, you can change reserved slots one hour before arrival time or you are obligated to inform the Paloma about possible delay.

For one arrival only one slot can be reserved. Trucks must arrive to unloading at least 15 minutes before reserved time slot.

At pallet exchange all the necessary documentation is OBLIGATORY (pallet list, delivery note and CMR).

To maintain undisturbed working procedures please respect and follow the rules of Transporeon. In case of any unclarified issues regarding reservations contact your supervisor.

## 2.2. Loading the goods – Outbound

Loading can be done by truck or by train (railway connection only in Šentilj warehouse).

Loading of goods is possible only with prearrangement with Paloma. The arranged delivery time (date/time) has to be strictly followed to guarantee a smooth dispatch.

The terms of business which were arranged with Paloma – sales department have to be followed.

International transports are based on the CMR convention. When the truck is loaded, the legal responsibility for goods and quality is transferred to the transport company as in CMR convention.

**All the loadings of the trucks must be pre-reserved in Transporeon system!**

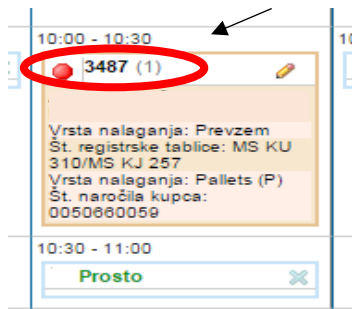
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## 2.2.1. TRANSPOREON procedure by loading of goods - Outbound

# TRANSPOREON

Transport companies must reserve the exact time of arrival in Transporeon system – Time slot. Reservations must include all obligatory data: purchase order, registration number of truck and trailer, driver's name and mobile phone number, ...

At the arrival transport number from Transporeon must be given to gatekeeper.



Please use the correct slots for loading.

All the no pallet loadings and pallets on top loadings must be reserved for Gate 2.

In case of late arrival unloading will be made when the next slot is free or as soon as possible (this may also mean that you will be unloaded the next day if all the slots in the present day are full).

In case of early arrival or delay you can change reserved slots one hour before arrival time or you are obligated to inform the Paloma about possible delay.

For one arrival only one slot can be reserved. Trucks must arrive to loading at least 15 minutes before reserved time slot.

At pallet exchange all the necessary documentation is OBLIGATORY (pallet list, delivery note and CMR).

To maintain undisturbed working procedures please respect and follow the rules of Transporeon. In case of any unclarified issues regarding reservations contact your supervisor.

### 3. Basic prerequisites for delivery or loading

#### 3.1. Transport requirements

Loading platform of the trailers - Must be intact, dry and stable when loading. The truck must be clean, odourless, dry, free of mold, dust and pests.

Sideboards of the trailers- The appropriate condition is considered if the vehicle has sufficient number and quality of sideboards. Sideboards should always extend beyond the height of the goods loaded.

Housing / Tarpaulin – The appropriate condition is considered, when all the sides and roof are clean, with no damages and possible places of water leakage.

In the event of transport of hazardous goods, the transport company shall ensure compliance with all statutory requirements.

The safety of heavy goods vehicles shall be maintained accordingly.

If the business partner hires a transport service provider, all requirements shall be clearly indicated in the relevant agreement or the provider of services shall subject themselves to the requirements of **IFS Logistics**.

Entering Paloma's facilities is not possible without a safety vest.

Drivers will get instructions about safe movement of drivers in Paloma facilities when entering the location. Loading and unloading is done by employees of Paloma.



### 3.2. Load securing equipment

The vehicle must contain sufficient number of equipment for securing the cargo. The quantity depends on the type of loading and is accurately described in the instructions for the safe loading and securing of cargo in road traffic (Official Gazette of the Republic of Slovenia, No. 70/2011 of 05/09/2011).

**All the trucks with sideboards must be equipped with minimum 4 Clamping boards!**

Paloma d.d. will not take responsibility for damages on goods caused during the transport procedure which are consequence of inadequate securing equipment or not securing cargo by driver with enough clamp boards.



### 3.3. Pallet requirements

For distribution it is only allowed to use EURO or CHEP-pallets with a size of 800x1200mm.

There is no exchange of CHEP pallets.

The products have to be sorted by item. Are there still pallets, which are not assorted by item, because of a low amount of orders, the supplier / forwarding agent has to sort the products to a singular type at delivery.

If the supplier delivers on Display-pallets (only in special circumstances), he has to put the products on EURO- or CHEP-pallets.

Several tier- or sandwich pallets have to be separated by the supplier to guarantee a decent taking over (only possible, if it is guaranteed, that there is no damaging of the lower pallets).

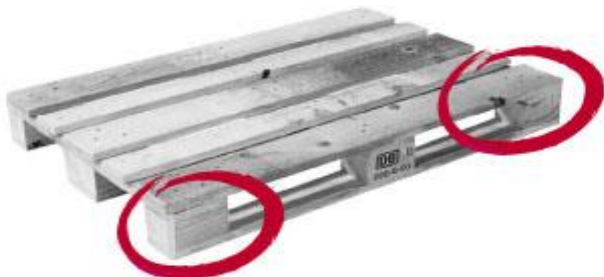




### 3.3.1. Quality of EUR-pallets

Paloma does not take back or exchange EPAL, if there is one or more defects as below. This pallets are not exchangeable:

- The mark EUR on the right or for example, the symbol on the left EPAL is missing.



- A single upper or lower leading board is damaged so that more than one nail or screw shank is revealed.



- A board is broken across its width.



- More than two upper or lower leading boards are damaged and reveal one nail or screw shank for each board.



- A block is missing or split to the point where more than one nail shank is visible.



- A board is missing.



- Other characteristics (poor overall condition):
  - o The loading capacity can no longer be guaranteed (wood worm-eaten or rotten).
  - o Contamination is such that products may be soiled.
  - o Large splinters are coming away from a number of blocks.
  - o There is evidence that inadmissible construction elements have been used, e.g. boards and blocks that are too weak.

Pallets can only be repaired per UIC-code 435-4.

### 3.3.2. Handling of EURO pallets

Generally, the EURO pallets are exchanged 1 by 1. That means that the supplier and receiver gets and returns the same amount of pallets back (if they are flawless), which he delivers or load. Please take in consideration that all the returned pallets are of the highest quality (as described above).

At pallet exchange all the necessary documentation is OBLIGATORY (pallet list, delivery note and CMR).

All the returned pallets, that are in more than 1:1 exchange rate, must always be delivered to Sladki Vrh location (example: 150 pallets returned, 33 pallets loaded).

Until 5th day every month the report of non-returned pallets are sent to client or transport company.

Until 15th day in month, all the pallets from that report must be returned to Paloma.

If there will still be open amount, on 16.th day in month the invoice will be issued.

Value of non-returned EURO pallets to Paloma is set to 12 € per piece.

### 3.4. Transit support

A pallets overhang may result in disturbance of transportation and storing.

Basically there is no overhang of an original pallet allowed. After transportation this is difficult to manage.

Possible kinds of transit supports are for example: plastic wraps (only transparency), strapping, intermediate pads.

### 3.5. Pallet dimensions and weights

The dimensions of pallet depends on goods that are transported and should be pre-checked with specific department in Paloma.

The EPAL-flat pallet is designed to withstand the following loads when stacked on a shelf or on the fork of a fork-lift truck:

- 1000 kg, (nominal load), if the load is distributed randomly across the surface of the pallet.
- 1500 kg, if the load is evenly distributed across the surface of the pallet.

When stacked, the lower pallet must withstand a maximum additional load of 4 000 kg, if it is resting on a flat, horizontal and rigid surface and if the load is exerted horizontally and across the whole surface of the pallet.

Goods as packaging material and transport boxes can have different dimensions.



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Raw materials are purchased none palletised in bales.

Finished goods produced by Paloma for outbound logistics are standardised on EURO or CHEP pallets.

### 3.6. Wrapping of the package

Trading units have to be closed and compact units which make a stacking possible. Take care of internal transportation loads for the trade unit or pallet by using ground conveyors, walk ways and conveyor belts (for example acceleration, slow down, stroke movements, impacts, frictional resistance).

The adhesion of the side walls of the trade units may not get loose by force effects, through which the sale units fall out of the package.

### 3.7. Type of labelling

#### 3.7.1. Inbound logistics – purchase of goods

For purchase of goods, type of labelling and standards must be prearranged with Paloma purchase department.

#### 3.7.2. Type of labelling - outbound logistics –GS1 identification standard for finished products

GS1 identification standards include standards that define unique identification codes (called GS1 identification keys) which may be used by an information system to refer unambiguously to a real-world entity.

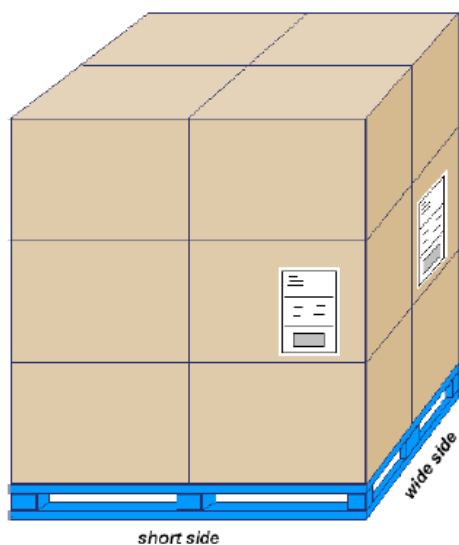
Logistical information system provides identification of each logistic unit. Standard logistics labels are A6 size (148mm X 105mm), white colour. They are printed with thermal transfer printers with black print and fixed to stretch wrap.



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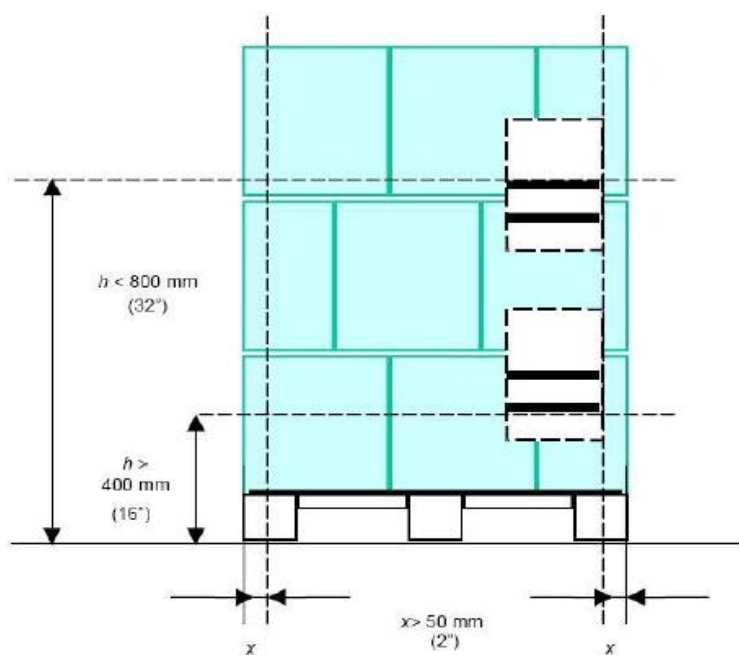
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Position of the label:



Logistics label is adhesively bonded to the two sides of the pallet. On the short side and the long side on right position.

GS1 – Label recommendations



The combination of GS1 128 and SSCC label contains the following information:

- AI (00) SSCC (Serial Shipping Container Code)
- AI (02) EAN product code (GTIN)
- AI (10) Batch number
- AI (11) Production date (YYMMDD)
- AI (37) Quantity of products in logistic unit

Example of Paloma standard logistics label:

From <b>Paloma d.d.</b> Sladki Vrh 1 2214 SLADKI VRH SLOVENIJA	To <b>CUSTOMER</b> Street ZIP COUNTRY	
ID: 606479	DN: 10000000000001	
<b>SERVIE TE 33x33 EXCLUSIVE</b>		
<b>3P CO 20/1 A300 BAC.RDE</b>	Datum: 30. 01. 2004	
SSCC <b>3 3838952000000002 8</b>	Prod. date: <b>01. 03. 2006</b>	
Bar code:	Series:	Qty:
<b>38398520081434</b>	<b>10000000000001</b>	<b>900</b>
 <p>(02)038389520081434(37)900(10)10000000000001(11)060301</p>		
 <p>(00)33838952000000028</p>		



ID za DDV:  
Matična št:  
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A BANKA VIPA

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Vpis v sodni register:  
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Osnovni kapital:

Okrožno sodišče v Mariboru  
1/00522/00  
5.093.751,00 EUR

## 4. Locations

### 4.1. Headquarters, plant and warehouse Sladki Vrh

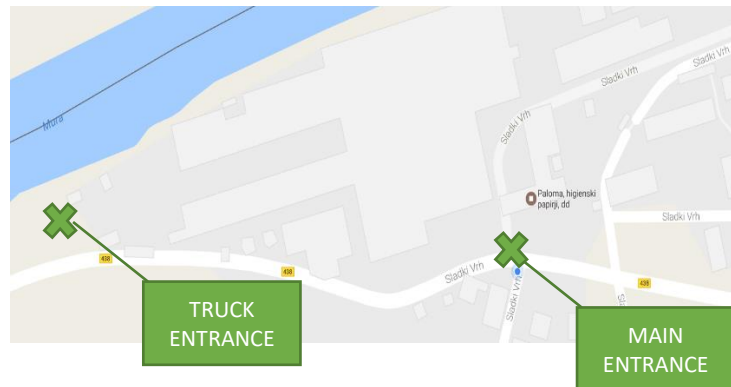


Postal address:

Sladki Vrh 1  
SI - 2214 Sladki Vrh  
Slovenia

Delivery, loading address:

Main entrance and truck entrance  
Sladki vrh 1  
SI - 2214 Sladki Vrh  
Slovenia



	name	telephone	e-mail
FG warehouse Sladki vrh	Warehouse office	00386 2645 7280	
Costumer service	Andreja Novak	00386 2645 7478	andreja.novak@paloma.si
System support - TRANSPOREON	Primož Brus	00386 2645 7230	primoz.brus@paloma.si
Transport of finished goods - Outbound	Breznik Vlado	00386 2645 7272	vlado.breznik@paloma.si
Purchase department - Inbound	Sonja Nekrep	00386 2645 7246	sonja.nekrep@paloma.si
Purchase department - Inbound	Zvonka Gorjup	00386 2645 7240	zvonka.gorjup@paloma.si
Packaging materials warehouse	Stanko Breznik	00386 2645 7372	stanko.breznik@paloma.si

#### WORKING TIME OF ENTRANCES:

Please always consider Transporeon reservations !

TRUCK ENTRANCE:	from	to
MONDAY - FRIDAY	06:00	22:00
SATURDAY	closed	closed
SUNDAY	closed	closed

MAIN ENTRANCE	from	to
MONDAY - SUNDAY	00:00	24:00



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## 4.2. Distribution center Šentilj



Postal address:

Maistrova ulica 22

2212 Šentilj v Slovenskih goricah

Slovenia

Delivery, loading address:

Maistrova ulica 22

2212 Šentilj v Slovenskih goricah

Slovenia

	name	telephone	e-mail
Warehouse general	Office Šentilj	00386 2645 7285	//
Warehouse customs	Office Šentilj	00386 2645 7293	//

### WORKING TIME OF ENTRANCE:

Please always consider Transporeon reservations !

MAIN ENTRANCE:	from	to
MONDAY - FRIDAY	06:00	22:00
SATURDAY	closed	closed
SUNDAY	closed	closed



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Osnovni kapital: 5.093.751,00 EUR



### 4.3. Distribution center Kuehne+Nagel (ex Jöbstl) Spielfeld - Austria

#### Third-party warehouse



Postal address:

Bundesstraße 228  
8471 Spielfeld  
Austria

Delivery, loading address:

Bundesstraße 228  
8471 Spielfeld  
Austria

	name	telephone	e-mail
Contact for Paloma in warehouse	Janko Tišler	0043 6646 2532 04	spielfeldlager@joebstl.at
Warehouse general	//	0043 3135 5010	office@joebstl.at

**WORKING TIME OF ENTRANCE:** Please always consider Transporeon reservations !

MAIN ENTRANCE:	from	to
MONDAY - FRIDAY	07:00	15:00
SATURDAY	closed	closed
SUNDAY	closed	closed

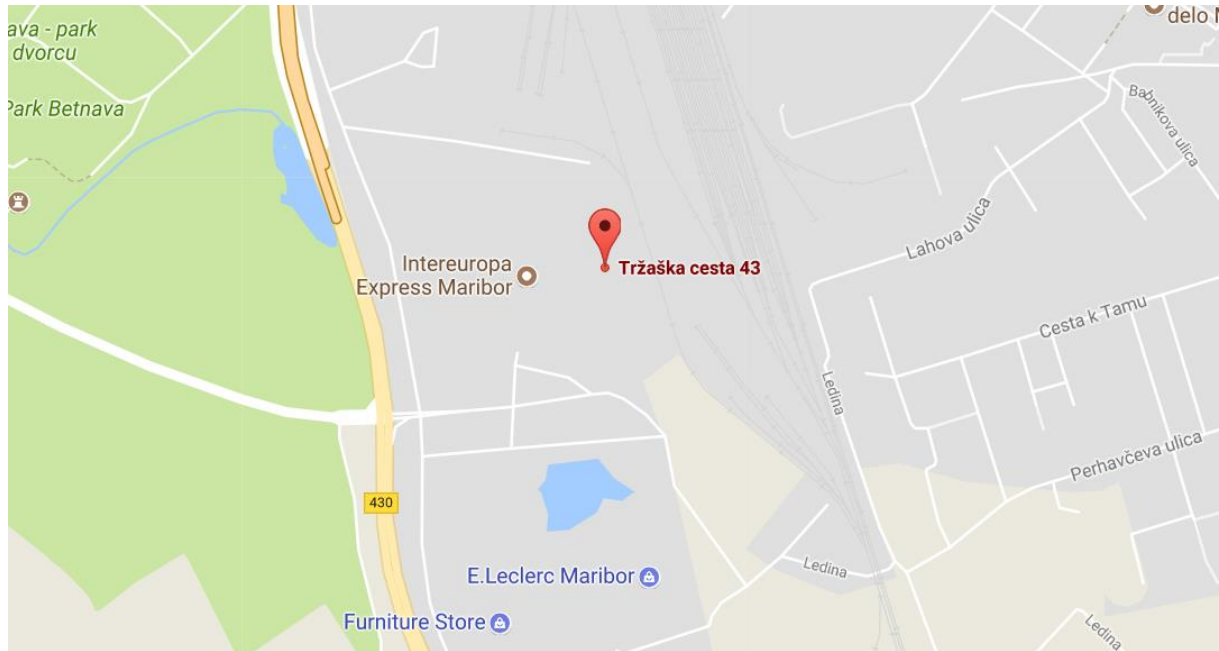


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#### 4.4. Distribution center Intereuropa d.d. – Maribor

##### Third-party warehouse



Postal address:

Intereuropa d.d.

Warehouse: VR-2

Tržaška cesta 43

2000 Maribor

Delivery, loading address:

Intereuropa d.d.

Warehouse: VR-2

Tržaška cesta 43

2000 Maribor

	name	telephone	e-mail
Contact for Paloma in warehouse	Tatjana Bobinski	00386 2 4208 435	tatjana.bobinski@intereuropa.si
Contact for Paloma in warehouse	Saša Pliberšek	00386 2 4208 415	sasa.plibersek@intereuropa.si
Warehouse manager	Dragorjat Šafarič	00386 40 341 183	dragorjat.safaric@intereuropa.si
Warehouse general		00386 2 4208 492	

##### **WORKING TIME OF ENTRANCE:**

MAIN ENTRANCE:	from	to
MONDAY - FRIDAY	07:00	15:00
SATURDAY	closed	closed
SUNDAY	closed	closed

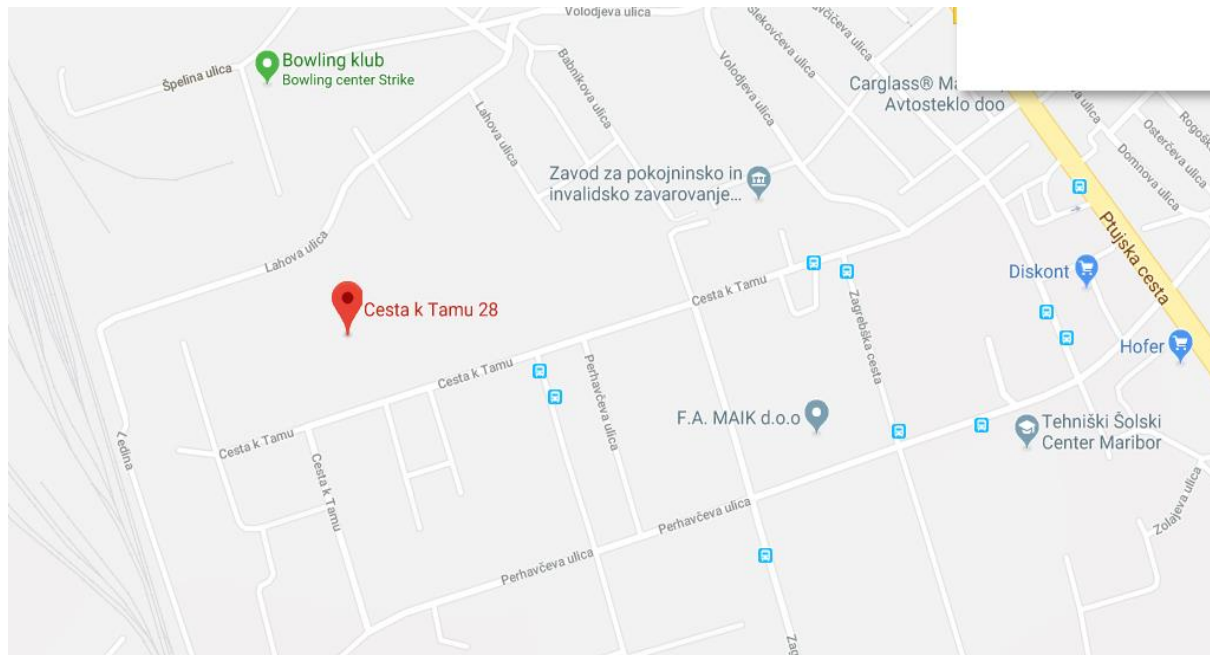


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Osnovni kapital: 5.093.751,00 EUR

## 4.5. Distribution center F.A. maik d.o.o. – Maribor

### Third-party warehouse



Postal address:

F.A.MAIK d.o.o  
PE Perhavčeva 10  
SI - 2000 Maribor

Delivery, loading address:

F.A.MAIK d.o.o  
Cesta k tamu 28  
2000 Maribor

	name	telephone	e-mail
Warehouse general		00386 51 384 194	
Warehouse mannager	Tadej Borak	00386 31 679 656	tadej.borak@fa-maik.com
Head of warehousing area	Matej Kurnik	00386 31 340 041	matej.kurnik@fa-maik.com

#### WORKING TIME OF ENTRANCE:

MAIN ENTRANCE:	from	to
MONDAY - FRIDAY	06:00	22:00
SATURDAY	closed	closed
SUNDAY	closed	closed



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