



WHOLESALE PROCUREMENT & OPERATIONS DIVISION SUPPLIER GUIDELINES

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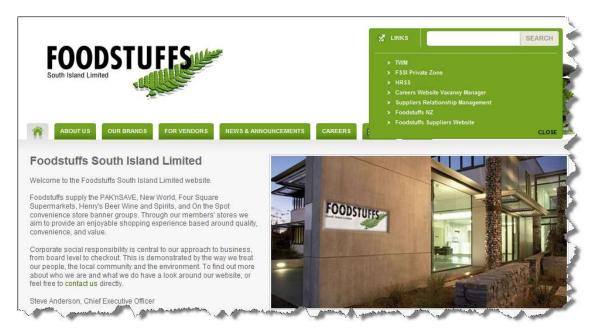
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1. Introduction

The purpose of this document is to provide our suppliers with clear guidelines around the expectations of the processing and delivery of goods into our distribution centres.

Foodstuffs South Island (FSSI) has created a specific business website that includes a great deal of information that can be valuable to suppliers when dealing with the various parts of the FSSI organisation. We would encourage suppliers to become familiar with the site www.foodstuffs-si.co.nz



Suppliers should also visit the Foodstuffs national website that provides information in relation to the management of price changes and trading terms among a number other trading aspects www.foodstuffs.co.nz



2. Store ordering on the Distribution Centre (DC)

2.1 Method & responsibility

The key retail banner group stores today are operating on SAP and use this system to generate their replenishment orders from the DC's. Stores/customers not on SAP generate orders either using the PDE method (scan and send) or by utilising the sales desk or Trent's website.

Responsibility for compiling orders rests with the store staff, but the vendors Territory Manager or Rep/Merchandiser may also be involved in this process one or more times a week.

Territory Managers should work closely with store department staff so that they are kept informed of any process developments as well as the upcoming promotional lines, new products and range deletions. FSSI does formally advise forthcoming promotions by way of advertising schedules through the group promotion managers.

2.2 Timings & frequency

Orders must be transmitted by the agreed store order schedule time.

3. DC SAP replenishment orders

FSSI and authorised vendors may choose to enter into agreements for a VMI (Vendor Managed Inventory) process. Vendors are encouraged to work with the FSSI buyer for order generation, assessing likely demand and compiling replenishment orders, but the ultimate decision will lie with the FSSI buyer outside VMI.

3.1 Preparation

An order is generated from the purchase order module of the FSSI SAP Replenishment system.

Separate orders can be created for the same vendor where stock may be sourced from multiple locations (vendor sub range).

Each order will quote a FSSI purchase order number. The ordering unit of measure will generally be cartons

Product will be ordered in the most economical measure to optimise both trading terms and operational handling efficiencies, as well as considering expected day's stock cover. It is expected most products will be ordered by the layer and full pallet.

3.2 Transmission

The order will be transmitted from the purchase order system in the form through the **Foodstuffs eXchange.** The timing of these orders shall be by arrangement between FSSI and the vendor. Where a schedule is in place for orders that are not received by the due time, the vendor should contact the FSSI buyer. For EDI orders there is a control response in place for confirmation of the information.

3.3 Back up procedures

In the event of a transmission failure by EDI, the alternatives are to email or telephone through the order.

4. Vendor order picking & despatch

4.1 Timing

The purchase orders are picked by the vendor and despatched in order to meet the agreed scheduled delivery day/time.

4.2 Documentation requirements

The consignment is to be accompanied by a packing slip that must quote the FSSI purchase order number.

An Advanced Shipping Notice (ASN) is a business-critical component required to maximise the efficiencies in goods receipting and as such are requested to be sent prior to all purchase orders being received into DC's. Refer the Foodstuffs eXchange for detailed instruction.

The invoice quoting the FSSI order number is to be forwarded to;

Foodstuffs South Island Limited.
Private Bag 4705
Christchurch.
Attn: Accounts Payable Department.

4.3 Pallet configurations

Each product is to be placed on a separate pallet. If there are two or more dates for the same SKU then they must also be separated on their own pallet. When a product is ordered in a quantity less than a layer then this can be presented on a "mixed pallet" This mixed pallet must be clearly labelled "mixed pallet". All pallets are to be presented wrapped and in good condition.

Single SKU ambient pallets are to be a maximum of 1.4m (including pallet). Produce, chilled and frozen pallets are to be a maximum height of 1.2m (including pallet). Any pallet shall not exceed one tonne (1000KG) in weight.

Product must be within the confines of the pallet, no overhang at all is permitted. Individual cartons must not exceed the industry agreed weight of 16kg or less where this makes good sense.

The CHEP and Loscam pallets are the standard pallet operated by FSSI.

4.4 Produce Crates and Bins

FSSI supports the CHEP and Loscam foldable crates in its business. Due to the benefits these crates bring for storage and returns, they are our preferred crate type. FSSI will only accept foldable crates in the network. Other foldable crates that are used in the produce industry are to meet approval before being used. The industry strives to improve staff health & safety and for this reason we wish to impose a weight restriction not exceeding 16kg gross weight.

The CHEP and Loscam crates and bins are the standard packaging operated by FSSI.

4.5 Labelling

We encourage suppliers toward the provision of Serial Shipping Container Code (SSCC) pallet labels. Typically, this means that one scan at goods receipt to a pre-received electronic ASN/Despatch advice helps to facilitate the speedy put away of goods received.

If an Address Label is required by your carrier please consider including the following information to minimise the occurrences of delivery errors:

- Foodstuffs SI Ltd or FSSI.
- The Destination Distribution Centre Hornby Ambient, Horny TCDC or Dunedin.
- The Street Address Quadrant Drive (Hornby) or Midland Street (Dunedin).
- Purchase Order Number.
- Pallet Number / Total Pallet Count.

<u>Please only use self-adhesive labels</u> affixed to the outside of the pallet wrap so that these can be disposed of with the pallet wrap.

Loose A4 (or similar) sheets are not to be used as they often fall from pallets when the wrap is cut or processed. The costs and risks (e.g. slip hazard, hindering automated machinery) associated with these sheets of paper are significant and 100% possible to eliminate





4.6 Product dates

Date sensitive product should arrive into the Hornby DC with a minimum of 80% of shelf life. There may be exceptions to this that will be by arrangement/agreement with our buyer.

Cartons are to be coded with GS1 128 barcode for articles with less than 90-day life giving product number and best by date. Refer to GS1 guidelines for barcoding.

4.7 Dangerous/hazardous goods

All vendors must comply with all regulations as laid down by the LTSA with regard to the transport and delivery of the product to Foodstuffs South Island Limited distribution centres and retail outlets.

5. Receipting into the DC

5.1 Timings & bookings

Deliveries can be made 5 days per week Monday to Friday and scheduled booking slots will be confirmed. Weekend deliveries can be available by special arrangements.

If the transport company anticipates a late arrival then the vehicle driver is required to contact the inwards good office, to advise them of the delay and anticipated new arrival time.

•	Hornby Ambient Inward Goods Office	(03) 372 2951
•	Hornby Chilled & Frozen Inward Goods Office	(03) 372 2939
•	Dunedin Ambient Inward Goods Office	(03) 466 4135

The booking slot covers only 1 truck. Therefore, if the order is being carried on more than 1 vehicle then it will be necessary to advise the DC the previous afternoon.

5.2 Unloading

Expected unloading time is 30 minutes per vehicle. The consignment note will be signed only for the number of pallets received and will be signed STC (subject to check). For temperature controlled loads to be received into our temperature controlled DC's the consignment must be able to be unloaded by way of rear doors.

5.3 Pallet Management

All products must be received on either a CHEP or Loscam pallet. All pallets received by the DC are managed on either the CHEP or Loscam transfer system. FSSI transfer the pallet quantity onto the relevant DC account from a vendor or nominated carrier's account daily via an electronic batch to CHEP or Loscam.

5.4 Damages & discrepancies

The DC receiving staff are responsible for checking the pallets on arrival. Any damages or omissions are to be noted where possible, on the driver's copy of the consignment note and clearly signed by both parties. FSSI will advise the vendor with relevant details of the product damage or count discrepancy within a 24-hour period.

The vendor should provide contact details to the Inward Goods Supervisor and buyer for delivery discrepancy advice.

5.5 Receipting dated product

Product is scanned into the warehouse under the Warehouse Management System. The GS1 128 barcodes will allow for the management of dated product.

Warehouse exception reports will provide information to the buyer and warehouse team on product dates.

6. Demand management & promotions

6.1 Promotional Calendar

Promotional submissions shall be done in line with the banner group procedures.

Reconfirmation of promotions by FSSI promotion manager shall include the timing, promotion type and deal. For promotions where an abnormally high lift in sales volume can be expected as a result of a low RSP (retail selling price) should be clearly communicated to both the vendor and the buyer.

The vendor and FSSI should jointly agree on estimated volume lifts to assist with timely ordering into the DC.

6.2 Co-management

Vendor's Account Managers should meet regularly with Banner Group Promotional Managers to review future market activity and promotional lifts.

6.3 Promotions

Refer to the Banner Group Promotion Managers for details.

6.4 Promotion stocks

Should be time managed to allow for store draw-off in the latter part of the week prior to the arranged promotion (buy-in week).

6.5 Instore promotions

Where a vendor's representative is to arrange special deals involving volumes at store level, the FSSI buyer must be advised prior with estimates to ensure stock will be available unless a VMI arrangement is operating.

6.6 Channel of supply

FSSI believes a single channel of distribution to members and customers provides the greatest efficiencies and effectiveness when an article is listed for DC ranging. For this reason, distribution should be via the DC. There could be some exceptions to this rule that would be mutually negotiated and agreed for varying reasons.

All temperature controlled products (chilled & frozen) listed for DC ranging shall only be supplied through the Hornby DC. No vendor or distributor is to supply a DC ranged article to a FSSI member/customer outside this channel. The only exception to this rule is the authority given by the Wholesale Merchandise Manager for special circumstance.

7. **Retail support**

7.1 Merchandising

FSSI retail banner groups will not expect to see any reduction in current support to the stores as a consequence of DC supply. The delivery of stock to stores will have strict schedules that will allow the call-cycle for vendor's merchandisers to be arranged. Delivery schedules can be made available on request through our Distribution Centre Manager or Buyer.



New World

We New Zealanders are a different bunch. We like to try new things - push the boundaries. We like to create, not copy. But we like to have fun while we're at it. It's an attitude thing really.



PAK'nSAVE

At PAK'nSAVE our policy is to provide New Zealand's Lowest Food Prices, so we never stop looking for ways we can keep costs down in order to pass those savings on to you. PAK'nSAVE follows a Food Warehouse format unique to New Zealand supermarkets.



Four Square

The household name Four Square emerged in the 1920s out of the Foodstuffs grocery buying co-operative. Foodstuffs' founder, Mr J Heaton Barker, became concerned at the activities of the grocery chain stores of the day ...



Henry's

Visit Henry's and you'll find everything you need to know about enjoying and appreciating our extensive range of Beer, Wine and Spirits at competitive prices.



Raeward Fresh

From small beginnings as a roadside stall on Johns Road, Raeward Fresh has grown to what we are today, offering our customers quality fresh fruit and vegetables, a full butchery range and all your grocery essentials.

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8. Ullage & DPA (Damaged product allowance)

8.1 Ullage discount from the vendor

FSSI does accept discount allowances provided by suppliers off the invoice for DC purchase orders to negate incidental and costly credit claims. The allowances are negotiated at a national level and can vary in discount percentage depending on the category and supplier.

Ullage for direct to store delivery is to be negotiated directly with the owner operator.

8.2 DPA criteria

FSSI will provide the members/customers with DPA at the bottom of each warehouse invoice for most products.

DPA is intended to cover the following incidentals;

• All damaged product, or those with minor manufacturing faults affecting less than one carton, or bulk equivalent lot.

DPA is not expected to cover the following incidents;

•Incorrectly priced or short or over supplied goods for which claims for credits/charge should continue to be made in the normal manor.

Any banner group member who believes their goods have been damaged in transit because of faulty equipment and/or incorrect handling procedures would be requested to direct this information to the attention of the Distribution Centre Manager.

Where vendors have not provided Ullage to FSSI, the member has the right to claim for any credit directly against the vendor.

9. Product recalls

9.1 Procedures

In the event of a product needing to be recalled from the market the vendor will follow the procedures as can be found on the FSSI website www.foodstuffs-si.co.nz



9.2 Recall credit requirements

Where ambient product has been recalled it will generally be brought back to the appropriate DC and the buyer will liaise with the vendor to arrange the credit and pick up. Alternatively, arrangements could be made to manage directly with the affected stores.

It is not intended that any temperature controlled or fresh product will be brought back to the Hornby DC as a result of a product recall. Therefore, a process will need to be implemented where the Hornby DC can pass a credit to the store and in turn the vendor will credit the Hornby DC. Stock in the stores will be the responsibility of the vendor to collect, or sight and dispose.

10. Performance measures

10.1 Inbound service levels to the DC

Should be monitored by the vendor and reports for variances provided to the buyer.

FSSI has developed a reporting system to monitor the vendor's performance into wholesale operations. Our expectation is no less than 97%

10.2 Outbound service levels from the DC

Measured weekly by FSSI reporting system. Members expectations is 97% and 100% of promotion supply.

10.3 Product performance exception reports

Product is monitored regularly to ensure it meets volume expectations and distribution.

Product reports on stock and sales performance is available to a vendor on request and under the VMI program.

11. New product introductions & deletions

11.1 Introductions

Refer to the FSSI website for details www.foodstuffs-si.co.nz

The FSSI buyer is to be made aware of all new product intended for DC ranging to ensure the logistical end of introduction is managed in such a way as not to cause delay or error.



11.2 Deletions

The vendor shall notify the FSSI Buyer of any product line that is to be deleted.

Product identified as not meeting certain performance criteria will be deleted from the warehouse range. The vendor will be advised of this in writing along with the amount of remaining stock on hand that will need to be cleared from the DC. A period of two weeks will be requested from the date of the letter to action this request. Failure to respond to the request will result in a Pro forma credit claim being raised against the vendor for the remaining stock.

12. Management of short dated lines

12.1 Monitoring

The Buyer will receive daily Pre-expiry exception reports for stock that is coming due to expire past its "use-by" date.

The vendor will be proactively notified of all dated inventory in order to take necessary action as appropriate to sell stock through to retail before expiry dates apply.

12.2 Sell down

The Buyer and vendor should liaise to allow for sell through of short/expiry dated product to retail. An agreement on price reductions for sell through can be made in conjunction with the buyer and a warehouse withdrawal account will be sent to the vendor for the agreed amount based on the FSSI wholesale cost.

13. Foodstuffs South Island Approved Supplier Standards Programme

All vendors and distributors supplying product to FSSI and its members are required to meet the above programme.

13.1 Requirements

Refer to the FSSI website for further information www.foodstuffs-si.co.nz

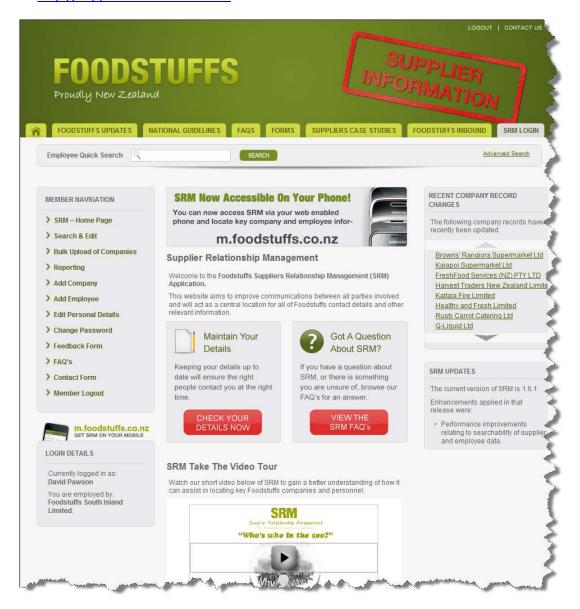


14. Supplier Relationship Management (SRM)

Foodstuffs have nationally developed the shared database for the mutual benefit of both Foodstuffs and suppliers. The database is real time and allows access to contacts within the businesses.

To gain access to the key contacts in both wholesale procurement and operations the search functions in SRM should be used.

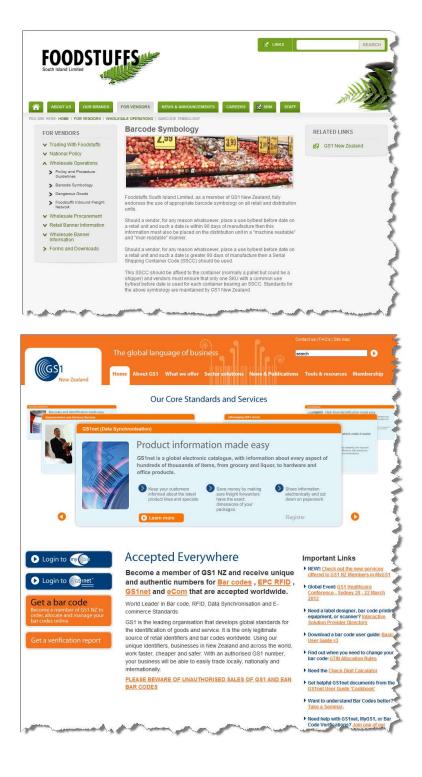
If a supplier is not registered or cannot access SRM the steps detailed on our webpage should be followed http://suppliers.foodstuffs.co.nz



15. GS1 Barcodes

15.1 Article Barcoding

FSSI requires all products to be allocated barcode numbers from a GS1 member organisation, not from any third party. All article listed for ranging are expected to meet the GS1 standards. Suppliers should refer to the GS1 website for information regarding compliance www.gs1.co.nz



FSSI Warehouse Management System (WMS) has the capability to manage most barcode types including the GS1 128 and can manage random weight articles.

The FSSI System (WMS) has been designed to scan and read GS1 128 Barcodes. The date coding formula is outlined in the GS1 New Zealand "Why & How" manual and we bring your attention to our date formats as listed below:

15.1.1 AI 11 - Production Date

a. Format – n6 as yymmdd

15.1.2 AI 13 - Packaging Date

- a. Format n6 as yymmdd
- b. The packaging date is the date on which the base product contained in the package has been packed.
- **c.** The production date is the date on which the product was made.

15.1.3 AI 15 Sell By Date

- a. Format n6 as yymmdd
- b. The sell by date indicates the limit of consumption or use of a product. It is a statement about public safety.

15.1.4 AI **17 - Expiration Date**

- a. Format n6 as yymmdd
- b. The expiration date indicates the limit of consumption or use of a product. It is a statement about public safety.

FSSI Limited will require GS1 128 barcode information to be supplied in the above format.

15.1.5 Random Weight Products

In order to handle variable weight products in the FSSI DC the following Application Identifiers (AI) are required. Other AI's can also be within the GS1 128 but the following are *Mandatory*;

- (01) GS1 14-digit barcode
- (21) Serial number; a unique incremental number to track each carton.
- (310n) Net Kilo weight where 'n' indicates the number of decimal places in the following detail of the barcode.

Additionally, there must be an indication of either packaging or production date for boxed meat, or for all other articles, the best before or expiry date.

- (11) Production Date OR (13) Packaging Date
- (15) Sell By date OR (17) Expiration date.

In the case that random weights are sold in repack the unit must have the (310n) kilo weight on it as well as any other Retail Barcode if applicable. The repack random weight barcode must comprise ONLY of the weight of the individual repack unit and have the same serial number as the carton in which it comes from.

15.2 Policy Statement

15.2.1 Usage of GS1 128

No Requirement for GS1 128

There is no requirement to apply GS1 128 to products in the following two categories:

- 1. Products that do not go through central distribution.
- 2. Products that do not have a best before or used by date on the retail unit.

(Please note: for these products existing GS1 barcodes are still required)

Products with a shelf life greater than 90 days

For a product with a shelf life greater than 90 days, with a use by date on the retail unit, the industry would prefer the GS1 128 to be applied to each carton, but the minimum requirement is that an SSCC using GS1 128 technology must be applied to the pallet.

Products with shelf life of less than 90 days

For products with a shelf life of less than 90 days, the GS1 128 must be applied to each carton.

15.2.2 Proposed Content of the GS1 128

Appli	cation Identifier	
00	Serial Shipping Container Code.	Optional for pallets.
01	GS1-UCC Item Number/Shipping Container Code.	Mandatory.
13	Packing Date.	At least one of these is mandatory.
15	Minimum Durability Date (best before date).	15 and/or 17 is mandatory if printed on the retail unit.
17	Maximum Durability Date (use by Date).	
21	Serial Number.	This AI is optional but used by
		Foodstuffs (South Island) Limited to
		identify unique carton serial number for
		random weight products only.
310	Net Weight, kilograms.	This AI is mandatory for random weight
		products only.

All other Application Identifiers are optional.

-	END OF DOCUMENT