

1st July 2016

WOOLWORTHS DISTRIBUTION CENTRE EQUIPMENT CONTROL POLICY & PROCEDURES

Attention: Transport Providers & Vendor Equipment Controllers:

As a part of ongoing improvement to the Woolworths Group Supply Chain, please find below updated equipment control policy and procedures. By supplying or carrying product to the Woolworths Group (Woolworths) you agree to be bound by the terms of this policy, as amended from time to time.

Pallet Delay Days:

Woolworths have standard pallet transfer delay days across their Network as below;

AMBIENT	30 days from Receipt Date
CHILLER/FROZEN	15 days from Receipt Date
PRODUCE	7 days from Receipt Date

Note to Vendors:

If you are transferring pallets to your transport provider, it is your responsibility to ensure your Carrier agrees to this policy, including Woolworths Query Process.

Woolworths Delivery Sites:

MRDC	-	Melbourne Regional Distribution Centre – Hume Broadmeadows
MLDC	-	Melbourne Liquor Distribution Centre – Laverton
MNDC	-	Melbourne National Distribution Centre – Mulgrave
WoRDC	-	Wodonga Regional Distribution Centre – Barnawartha
WyRDC	-	Wyong Regional Distribution Centre – Warnervale
SRDC	-	Sydney Regional Distribution Centre – Minchinbury
SNDC	-	Sydney National Distribution Centre – Yennora
SLDC	-	Sydney Liquor Distribution Centre – Erskine Park
ARDC	-	Adelaide Regional Distribution Centre – Gepps Cross
PRDC	-	Perth Regional Distribution Centre – Perth Airport
BRDC	-	Brisbane Regional Distribution Centre – Larapinta
BLDC	-	Brisbane Liquor Distribution Centre – Staplyton
Townsville	-	Townsville Produce Distribution Centre
Tasmania	-	Tasmania Regional Distribution Centre SIW - Western Junction
Bunbury	-	Bunbury Meat Distribution Centre – Bunbury
WMC	-	Woolworths Meat Company Distribution Centre – Churchill
Truganina	-	Truganina Meat Distribution Centre - Truganina

All Woolworths Distribution Centres

At all Woolworths Distribution Centres the Sender must provide the CHEP/Loscam transfer docket. Upon delivery of goods a CHEP or Loscam Equipment Transfer Docket is to be supplied by Vendor/Transport Company.

If you require a copy of the receipted transfer you are to supply two copies of the transfer (photo copies will not be provided).

If only one transfer is supplied then this will remain with Woolworths.

Woolworths cannot accept a transfer of equipment unless the request is accompanied by the CHEP and/or Loscam equipment transfer docket.

To avoid rejection or correction of your transfers please ensure:

- **CHEP:** the Movement/Shipment date on the transfer is recorded and administered (processed) as the receipt date into the Woolworths Distribution Centre.
- **Loscam:** that the Movement/Shipment date is the receipt date into Woolworths Distribution Centre. The Effective Date on the transfer is recorded and administered as the amount of delay days from the receipt date into the Woolworths Distribution Centre, as listed at Pallet Delay Days.
- The primary reference on all equipment transfers **must be all Woolworths Purchase Order Numbers**.

Woolworths Supermarkets

Direct Store Deliveries (DSD) (excluding Victorian Stores)

- Direct store deliveries must be accompanied with 2 copies of delivery paperwork clearly outlining type and quantity of hire equipment.
- **Pallets** – Exchange of CHEP and Loscam pallets must take place at the time of delivery noting exchange is like for like (CHEP for CHEP / Loscam for Loscam).
- Exchange of other CHEP/Loscam hire equipment not available at stores.
- Both copies of delivery paperwork must be clearly **signed** by both parties inclusive of **store stamp** to verify exchange has taken place. Original to be retained at store and copy to be retained by Vendor/Carrier.
- Should an exchange not take place at the time of delivery, IOU/s must be noted on the delivery paperwork. Vendor/Carrier must attempt to redeem outstanding IOU equipment on next delivery to store.
- All IOU pallets must be claimed within 6 months from date of delivery.

Direct Store Deliveries (DSD) (Only Victorian Stores)

- Vendor must create Equipment Transfer onto Woolworths Account Number -1610333919 – Transfers to be sent to store with Invoice and Goods.
- Driver must have Equipment Transfer **store stamped and signed**. Woolworths will not accept any Equipment Transfer without the store stamp.
- Vendor must send a copy of the stamped transfer to Vic Pallet Control, in a timely manner, preference within 72 hours of delivery.

Woolworths Primary Freight

Vendors:

- It is expected that the Vendor writes the pallet transfer paperwork (CHEP or Loscam docket), transferring pallets to the Primary Freight carrier.
- As the Woolworths pallet delay days is a Vendor expense, the Customer needs to apply the correct future delay date, based on the receipt/delivery date into the Woolworths DC.

Vendor's Responsibility:

- To supply a transfer of pallets onto the carriers account. Despatch Date/Movement Date/Shipment Date should reflect the date of receipt into the Woolworths DC. **The Effective Date is the amount of delay days from the DC Receipt Date** as listed at Pallet Delay Days.
- The primary reference on all equipment transfers **must be all Woolworths Purchase Order Numbers**.
- It is the Vendors responsibility to ensure that this transfer has been accepted by the receiving trading party, (that is the Carrier).
- The CHEP/Loscam account number should be requested from the Carrier prior or upon pickup.

Produce Deliveries:

- It is expected that the Vendor writes the pallet transfer paperwork (CHEP or Loscam docket), transferring pallets/crates/bins to the receiving Woolworths DC.
- The primary reference on all equipment transfers **must be all Woolworths Purchase Order Numbers**.
- As the Woolworths pallet delay days is a Vendor expense, the Customer needs to apply the correct future delay date, based on the receipt/delivery date into the Woolworths DC.

Primary Freight Carriers:

- It is expected that the Carrier writes the pallet transfer paperwork (CHEP or Loscam docket), transferring pallets to the receiving Woolworths DC.
 - **Please note: Woolworths will only accept one equipment transfer docket per load per Supplier** (CHEP/Loscam)
- Carrier is required to complete the pallet transfer paperwork (Chep Movement Docket or Loscam docket) onto the receiving Woolworths DC with all fields completed correctly.
- The primary reference on all equipment transfers **must be all Woolworths Purchase Order Numbers**.
- Woolworths cannot accept a pallet transfer unless the request is accompanied by the CHEP and/or Loscam equipment transfer docket.
- The Carrier needs to apply the correct future delay date, based on the **receipt date into the Woolworths DC**.

Carrier's Responsibility:

- To supply a transfer of pallets onto the receiving Woolworths DC account.
CHEP: that the Movement/Shipment date is the date of receipt into Woolworths DC.
Loscam: that the Movement/Shipment date is the receipt date into Woolworths DC, effective date is the amount of delay days from receipt date reflective of the applicable standard delay days.
- The primary reference on all equipment transfers **must be all Woolworths Purchase Order Numbers**.
- Carrier responsibility to ensure that this transfer has been accepted by the receiving trading party (that is the Woolworths Distribution Centre).

Woolworths Query Process

If you have not provided a docket upon delivery, please contact the site ULD Officer to provide proof of delivery prior to forwarding an Equipment Transfer Docket.

It is the responsibility of the Sender to ensure that their transfer has been accepted by Woolworths.

If the transfer has not been transacted off your account, please contact Woolworths Site ULD Officer within 3 months of delivery date to avoid penalty. Woolworths will not investigate claims over 6 months from delivery date ("the claim period") and disclaims all liability for loss or expense related to transfer of equipment after the Claim Period.

Woolworths will accept equipment claims:

1. All enquiries for transactions must be made in writing with relevant supporting documentation for consideration by Woolworths.
2. Within 1 to 3 months from delivery date without penalty; and
3. Within 4 to 6 months from delivery into the Distribution Centre, the transfer/effective date will be advised by Woolworths.
4. Woolworths will not back date the transaction equipment hire date. Woolworths will not incur back dated hire days.

To avoid correction/rejections of your transfers please ensure the following;

1. Movement and Effective dates are correctly recorded and administered on the transfer; movement/despatch/shipment date must be the date of receipt into the Woolworths DC.
2. Correct receiving account number is used.
3. Correct type of equipment and quantity on transfer docket.
4. The Woolworths Purchase Order number(s) listed as the Primary Reference.

Where a rejection of a transaction has been advised on your equipment transactions from equipment provider companies, please ensure you contact the Woolworth's site ULD Officer.

Rejected receipted stock:

1. Hire equipment associated with rejected receipted stock (returns) will be transferred at the date the equipment is collected from the Distribution Centre.
2. The vendor/transport provider will be responsible for collecting the rejected stock on the agreed date, as dates on transfer dockets will not be adjusted.

To maintain accurate records within Woolworths Pallet Management system, provide your equipment controllers email address and account number to the Woolworths ULD Officer.

Attached;

- Woolworths Transfer Matrix
- Woolworths ULD Officer Contacts

Regards
National ULD
Woolworths Group
E nationaluld@woolworths.com.au

Woolworths Transfer Matrix:

Customer responsibility;

- to ensure that the transfer is accepted by the receiving party
- to notify the equipment pooling hire company (CHEP or Loscam)

LOCATION	TYPE	DC #	NOTIFY SUPPLIER OF TRANSFER	CHEP	LOSCAM
Adelaide RDC	Ambient	5910 / 5911 5913 / 5915	Sender notifies CHEP Woolworths notifies Loscam	1610523258	596722
Adelaide RDC	Chiller	5937 / 5938 5939	Sender notifies CHEP Woolworths notifies Loscam	1610502222	596722
Adelaide RDC	Produce	5936	Sender notifies CHEP Woolworths notifies Loscam	1610502224	596722
Brisbane LDC	Ambient	2983 / 2984	Sender notifies CHEP and Loscam	4000182694	410207
Brisbane RDC	Ambient	2990 / 2991 2993	Sender notifies CHEP and Loscam	1610440698	496220
Brisbane RDC	Chiller	2987	Sender notifies CHEP and Loscam	1610403283	496220
Brisbane RDC	Produce	2986	Sender notifies CHEP and Loscam	1610402902	496220
Townsville DC	Produce	2919 / 2995 2996	Sender notifies CHEP and Loscam	1610402919	496220
Woolworths MC DC (Churchill)	Chiller	2913	Sender notifies CHEP	1610440661	N/A
Melbourne LDC	Ambient	3979 / 3981 3991 / 3985	Sender notifies CHEP and Loscam	1610333902	314144
Melbourne NDC	Ambient	3911	Sender notifies CHEP and Loscam	1610337308	328660
Melbourne NDC	Produce	3986	Sender notifies CHEP and Loscam	1610333919	328660
Melbourne RDC	Ambient	3902	Sender notifies CHEP and Loscam	4000228861	314037
Truganina Meat DC	Chiller	3949	Sender notifies CHEP and Loscam	4000286125	314167
Perth RDC	Ambient	4933	Sender notifies CHEP Woolworths notifies Loscam	1610625713	696653
Perth RDC	Chiller	4939 / 4937 4938	Sender notifies CHEP Woolworths notifies Loscam	1610600932	696653
Perth RDC	Produce	4936	Sender notifies CHEP Woolworths notifies Loscam	1610600280	696653
Bunbury Meat DC	Chiller	4916 / 4988	Sender notifies CHEP	1610600646	N/A
Sydney LDC	Ambient	1951 / 1954 1973 / 1953	Sender notifies CHEP and Loscam	1610263236	274740
Sydney RDC	Ambient	1979 / 1983	Sender notifies CHEP and Loscam	1610263233	296930
Sydney RDC	Chiller	1947 / 1987 1988 / 1948	Sender notifies CHEP and Loscam	1610203731	207522
Sydney RDC	Produce	1986	Sender notifies CHEP and Loscam	1610263245	279350
Sydney NDC	Ambient	1944	Sender notifies CHEP and Loscam	4000271835	201967
Tasmania DC	Produce (Crates only)	7191	Sender notifies CHEP	4000165664	N/A
Wodonga RDC	Ambient	3933 / 3943	Sender notifies CHEP and Loscam	1610301880	218959
Wodonga RDC	Chiller	3939 / 3937 3950	Sender notifies CHEP and Loscam	1610301881	316659
Wodonga RDC	Produce	3936	Sender notifies CHEP and Loscam	1610301882	319892
Wyong RDC	Ambient	1931 / 1933 1930 / 1943	Sender notifies CHEP and Loscam	1610203209	218927
Wyong RDC	Chiller	1959 / 1937 1938	Sender notifies CHEP and Loscam	1610203210	216659
Wyong RDC	Produce	1946	Sender notifies CHEP and Loscam	1610203212	219866

WOOLWORTHS ULD OFFICER CONTACTS

Locations	Contact Name	Phone	Email
Adelaide RDC	Glenda Thompson	08 8206 5533	ardc-ulds@woolworths.com.au
Brisbane LDC	Jean-Pierre Marshall/ Donna Hutton	07 3380 9405	jmarshall3@woolworths.com.au blde_uld@woolworths.com.au
Brisbane RDC General Enquiries	Donna Carter	07 3809 1879	dcarter3@woolworths.com.au
Ambient & Chiller	Peter Costello	07 3809 1893	pcostello@woolworths.com.au
Produce & Townsville DC	Portia Katene	07 3809 1881	ptaupaki@woolworths.com.au
Woolworths Meat DC	Todd Pointon	07 3202 2811	tpointon@woolworths.com.au
Melbourne NDC Melbourne RDC Melbourne LDC	Yiota Micallef and/or Sharyn Alger	03 9263 2547 / 03 9263 2504 03 9263 2659	vicpalletcontrol@woolworths.com.au
Wodonga RDC	Yiota Micalleff and/or Sharyn Alger	03 9263 2547 / 03 9263 2504 03 9263 2659	wodongapalletcontrol@woolworths.com.au
Truganina Meat DC	Yiota Micallef and/or Sharyn Alger	03 9263 2547/ 03 9263 2504 03 9263 2659	vicpalletcontrol@woolworths.com.au
Perth RDC	Dev Patel / Trudy Sims	08 9334 6361	prdcpalletcontrol@woolworths.com.au
Bunbury Meat DC	Casey Bugg	08 9725 4844 Ext: 2	cbugg@woolworths.com.au
Sydney RDC	Emma Bourke Jodie Vassallo	02 9675 8225 02 9675 8244	nswuldshared@woolworths.com.au
Sydney LDC & NDC	Danielle Vassallo	02 8887 2103	sydbasinuld@woolworths.com.au
Tasmania RDC	Mark Gartside and/or Ian Nicholson	03 6391 0819 03 6391 0954	siwpallets@woolworths.com.au
Wyong RDC	Neine Tough	02 4350 3883 02 4350 3801	wyongrdc-ulds@woolworths.com.au