STADLER

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Supplier instruction

Stadler Rail AG

STADLER

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1 Preamble

Observance of and compliance with the currently valid version of these Supplier Instructions is a mandatory component of every purchase order placed by Stadler Bussnang AG (STAG), Stadler Rheintal AG (STAR), Stadler Service AG (SRS) and Stadler Signalling AG (SIGCH), hereinafter referred to as "SRAIL".

The aim of this document is to clearly define the framework conditions for the processing of deliveries ordered by SRAIL.

1.1 Contact persons

The responsible purchaser at SRAIL is the first point of contact for the supplier.

The operational contacts are as follows:

Coordination / deadlines	Material planner in accordance with purchase order
Packaging / RLC	gebindemanagement.star@stadlerrail.com (STAR)
	gebindemanagement.stag@stadlerrail.com (STAG)
Safety data sheets	sicherheitsdatenblatt.star@stadlerrail.com (STAR)
	sdb.stag@stadlerrail.com (STAG)
TMS	tms@stadlerrail.com
Transport	rail.transport@stadlerrail.com
Customs	gts.schweiz@stadlerrail.com

1.2 Abbreviations and definitions of terms

ESD	Electrostatic discharge
Load unit	Shippable package or combination of package and load carrier
Load carrier	Tools for internal and external transport and storage processes
RLCs	Returnable load carrier
Package	Unit of article(s) and packaging
SRAIL	Stadler Rail AG with subsidiaries Stadler Bussnang AG, Stadler Rheintal AG, Stadler Service AG and Stadler Signalling AG
TMS	System for recording and registering deliveries
Packaging	Generic term for all packaging elements

2 Terms of delivery

The deadlines specified in the purchase order must be adhered to and apply to Incoterm DAP or DDP arriving at the place of delivery in accordance with the purchase order and to EXW or FCA departing from the supplier in accordance with chapter 2.5. Upon expiry of this period, the supplier shall immediately be in default. The supplier is obliged to inform SRAIL immediately if the deadline is exceeded. The supplier has not fulfilled his obligation to notify if the delivery date has already expired at the time of notification. If additional costs are incurred due to delayed delivery (e.g. express costs, night shifts, etc.), these shall be borne by the party responsible.

A special release from container management must also be available for the use of non-standard load carriers (see Chapter 3.3-3.5).

2.1 Delivery size/scope of delivery

In the context of the purchase order, the supplier is informed of the composition of the delivery or the batch size to be delivered. If there are no corresponding agreements between the supplier and SRAIL, the orders will be delivered per vehicle but packed per carriage. In the case of predefined assembly modules, these must also be observed on delivery. The delivery of parts of an assembly is only permitted after prior release by SRAIL.

The mixing of several purchase orders in one packaging unit must be avoided. In exceptional cases, the mixed packaging units must clearly show which purchase orders and order items they contain.

The provisions in accordance with section 3.2 must also be complied with.

2.2 Outgoing goods inspection (supplier)

The supplier is obliged to carry out an outgoing goods inspection before despatch and delivery to SRAIL and to rectify any discrepancies found before delivery. The delivery notes must correspond to the physically delivered goods.

2.3 Delivery notes

The supplier is obliged to attach a delivery note to the packaging units for each delivery or for each purchase order or complaint report contained in the delivery. These documents must not be removed during the entire transport. Please note the special features for SIGCH purchase orders described in section 5.5. The following information must be included on the delivery note:

- Delivery note number and date of issue
- SRAIL project number and vehicle number
- Order number and order item or ticket number (in the event of a complaint) per delivery note item
- SRAIL article number and SRAIL article designation
- Supplier article number
- Net weight per article
- Delivery quantity
- Delivery address
- Name and address of the supplier, incl. point of contact

2.4 Loading and unloading

The legislation on load securing must be observed when loading cargo units. With the Incoterm EXW, costs and risks are transferred to the buyer as soon as the goods have been loaded onto the collection vehicle. Stacked load units must be perpendicular. When stacking load units, it must be ensured that the load units with the greatest gross weight are at the bottom. The load units in the upper levels must not protrude beyond the lower levels. Furthermore, the load units must be loaded in such a way that side unloading with a 2-tonne stacker truck is possible without additional effort. Agreements to the contrary must be made in advance with SRAIL.

2.5 Transport and shipping

Notification of transports:

All transports, regardless of the freight payer and organiser of the transport, must be registered by the supplier including all delivery and customs documents via the Stadler Transport Management System. SRAIL reserves the right to refuse consignments if no notification has been made. For deliveries and collections at Stadler Bussnang AG, Stadler Rheintal AG and Stadler Service AG, the supplier or its transport service provider is obliged to book a time slot via the TMS for all DAP or DDP deliveries and for all EXW or FCA collections. There is no entitlement to loading or unloading without a valid time slot booking.

You can reach the TMS directly via https://tms.stadlerrail.com.

Post and courier shipments:

If shipment is made by post or courier, the individual packages must be sent to the delivery address specified in the purchase order in accordance with the prescribed labelling instructions (see section 4.2). For DAP parcels, the shipping service provider specified by SRAIL must be used. If parcels are sent to SRAIL via other CEP service providers, the additional costs incurred will be passed on to the supplier.

For parcel shipments, the contact person at SRAIL must be mentioned on the delivery notes. The shipping documents must be created in duplicate, once inside the parcel and once on the outside, and provided in digital form via the TMS.

2.6 Deliveries

The delivery addresses of SRAIL must be taken from the purchase order. Different delivery addresses can be defined for each project or purchase order. You can find the current opening times at any time on our website or in the calendar view of the TMS time slot booking system.

2.7 Incoterms

The trade terms (Incoterms) are specified in the purchase orders. These must be complied with, taking into account the following information.

EXW/FCA

In the case of Incoterms EXW and FCA, transport must be carried out exclusively by the forwarding agent commissioned by SRAIL. The supplier is obliged to register all shipping documents (for FCA incl. export accompanying document and valid proof of origin regardless of the invoice amount) and shipment-relevant data in full in TMS two working days before the Inco date by 12:00 noon (UTC+1). Additional costs for consignments that are not registered correctly and completely shall be borne by the supplier. Deviations and special cases regarding the type of despatch must always be clarified in advance with the responsible contact person in accordance with the purchase order. If the transport for EXW or FCA deliveries is commissioned directly by the supplier to forwarding agents without the authorisation of SRAIL, the costs and the risk of transport shall be borne in full by the supplier.

DAP/DDP

The supplier is obliged to clear all shipments through a customs agent nominated by SRAIL and to deliver them duty paid. At least 48 hours before the planned border crossing, all consignments must be mandatorily registered in TMS and notified at gts.schweiz@stadlerrail.com without being requested to do so. For this purpose, the delivery note, the invoice, the export document and any proof of origin (movement certificates, invoice declarations) including the corresponding TMS consignment number must be submitted by e-mail. The planned border crossing, the licence plate number of the means of transport and the arrival time at the border must also be declared. The goods must then be cleared through customs at the notified border customs agent before delivery.

2.8 Incoming goods inspection

After delivery, an incoming goods inspection is carried out to check the identity of the goods and for obvious quantity deviations and mechanical damage to products and packaging. During the incoming goods inspection, quality checks can also be carried out on non-standard load carriers with release. Further quality control checks are carried out at the discretion of SRAIL.

Any defects found shall be notified to the supplier in the form of a complaint notification ticket.

Complaint report

If a return shipment is made to the supplier within the scope of a complaint report, this shall be made with the Incoterm "EXW". If a return shipment is made to SRAIL as part of a complaint report, the shipment must be made in accordance with the "DDP" Incoterm. It is not permitted to list SRAIL as the importer on the proforma invoice for a return shipment and/or to make a customs declaration using SRAIL as the reference. The supplier undertakes to ensure that SRAIL is named as the delivery address in the customs clearance for the purpose of proof of preference and to provide the corresponding evidence as quickly as possible via the TMS.

2.9 Loading equipment exchange/empties management

In principle, SRAIL does not exchange loading equipment. The costs of the load carriers and tools used are included in the purchase price. If a written agreement to the contrary has been reached on an exchange of loading equipment, the following loading equipment is deemed to be exchangeable:

- Euro pallets (DIN EN 13698)
- Mesh box pallets (DIN EN 13626)
- Wooden stacking frame (Euro pallet) (1200 x 800 x 200 mm)
- Wooden lid (Euro pallet) (1200 x 800 x 40 mm)

The exchange of loading equipment must be explicitly noted by the supplier on the delivery documents and in the TMS. SRAIL does not keep loading equipment accounts, which is why loading equipment that is not directly exchanged in the course of delivery cannot be reclaimed.

For enquiries about RLCs that are returned to the supplier, please contact the address given in section 1.1.

3 Load unit, load carrier and packaging

3.1 General information

Care must be taken to ensure that the articles are packaged with recyclable materials to conserve resources. The goods must be packed in such a way that no dirt or splashing water can penetrate the outer packaging before delivery to SRAIL. The packaging material must not be contaminated with silicones (silicone oils and greases).

The articles must be arranged in the packaging in such a way that the quantity can be determined after opening and identification is as easy as possible. The packaging must provide sufficient protection to ensure that the articles are not damaged during proper transport and storage.

Surface-treated articles and visible parts must be suitably protected against damage and dirt. If no packaging units are defined, it must be possible to remove the parts individually from the container.

The supplier undertakes to immediately correct any packaging declared non-compliant by SRAIL at any time and to adapt it to the required standards.

The respective load units, load carriers and packaging must fulfil these and the following properties and requirements before they can be used. Exceptions to this must be requested in advance and confirmed in writing by SRAIL.

In order to support the continuous improvement process, the supplier undertakes to examine innovations, taking into account feasibility and economic efficiency, and to implement them after consultation with SRAIL.

3.2 Load unit

All load units must be constructed in such a way that they have a stable shape and optimally utilise the volume. If possible, the load units should be designed in such a way that they can be stacked. Load units must not exceed the basic dimensions of the load carrier and the maximum height of 1.75 m.

CORRECT

Figure 1 Example of a correct load unit

INCORRECT

Figure 2 Example of an incorrect load unit

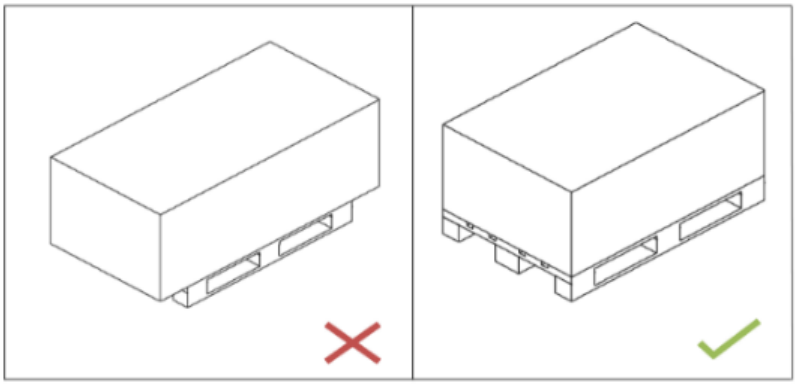


Figure 3 Basic dimensions of the load unit (no protrusion)

The load units must be secured in accordance with the legislation on load securing. Securing against slipping during transport is essential (e.g. by strapping, shrink-wrapping or stretch-wrapping with the load carrier). When strapping the load unit, use plastic strapping and edge protector strips. In addition, the load unit must be strapped at least once each from the long and end sides. Furthermore, the load units should be stackable at least double-height.

3.3 Load carriers and packaging

Load carriers and packaging fulfil a protective, storage and transport function. They serve as information carriers and also combine the packages into load units.

3.2.1 General requirement

The load carriers and the packaging material must generally be designed in such a way that the occurrence of defects of any kind (qualitative and quantitative) in the goods during transport, storage and handling is excluded. All load carriers and packaging must be able to withstand the dynamic and static forces during transport and storage.

In addition, load carriers and packaging must fulfil the following requirements:

- Dimensionally stable design
- Compliance with safety regulations
- Protection against slipping during transport and stacking
- Injury-proof design (e.g. no sharp edges, shatter protection)
- Opening and closing must be possible without tools and by one person
- Needs-based and installation-friendly (observance of ergonomic and practical principles)
- Screw connections and nailing inside the load carrier or the cover must be avoided

3.2.2 Protection of materials in load carriers and packaging

All materials must be protected from short-term exposure to the weather (loading and unloading) and from moisture, dust and dirt. In addition, the load carriers and packaging must be designed in such a way that the material cannot be damaged during proper transport or storage (e.g. by impact, friction, etc.). As a general rule, the parts must be firmly seated in the load carriers or packaging (except for bulk goods).

The following additional protective measures must be taken for sensitive parts:

Surface-treated and glazed parts

- Pack individually with suitable filler padding material (e.g. air cushion film)
- Packaging in call-off batches possible after release by SRAIL
- Special labelling on outer packaging (see Chapter 4.1.2)

Sensitive electrical parts

- ESD packaging must be used
- No metal clips permitted for closing the packaging

3.2.3 Specific requirements for load carriers and packaging

Packaging must be filled according to type (one SRAIL article number per package), unless an alternative procedure has been agreed in writing. Furthermore, all line items for one purchase order must be packed individually. This applies in particular to sensitive parts. Each package must be labelled with the side from which it can be opened.

3.2.4 Packaging of set items or kits

In principle, all parts that belong to a set/kit (an order item consisting of several articles) must also be physically assigned to this set. This refers to all parts of the kit including add-on parts, mounting material or C material (complete assembly kit). In addition, a table of contents must be enclosed in which the parts of a set are listed. Separate deliveries of materials belonging to this set are only permitted in consultation with the purchasing department and must be clearly indicated on the delivery.

Example: Assembly kit

Figure 4 Example of packaging for an assembly kit

3.4 Classification of delivery variants (load carriers)

At SRAIL, a distinction is made between standard and non-standard load carriers.

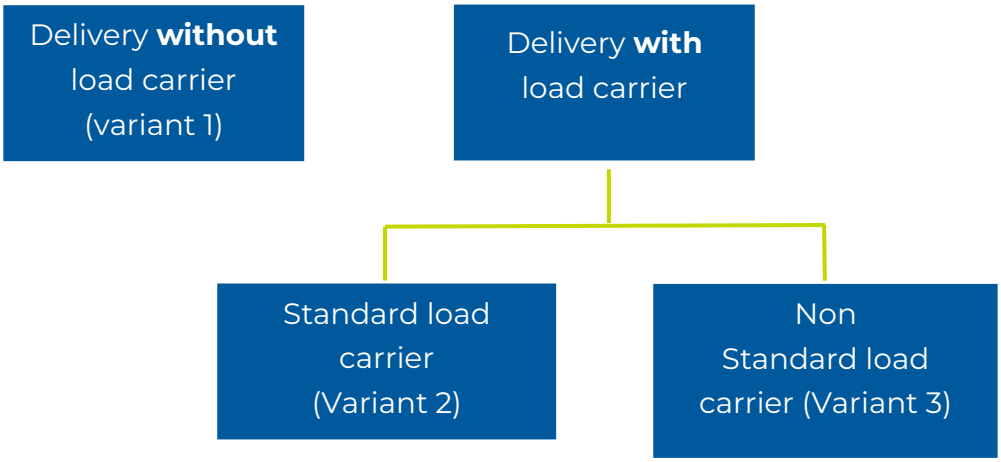


Figure 5 Allocation of the load carriers to the three specified variants

3.5 Creation and description of delivery variants

There are four different delivery variants, which are shown in Table 1. Sample images of the delivery variants are shown in Appendix 1.

	Delivery variant 1 (see Appendix 1 Figure 12)	Delivery variant 2 (see Appendix 1 Figure 13)	Delivery variant 3 (see Appendix 1 Figure 14)
Material	See purchase order		
Load unit Weight Length Width Height	 ≤30 kg ≤600 mm ≤600 mm ≤600 mm	 ≤750 kg ≤1200 mm ≤800 mm ≤1750 mm	Release by SRAIL required
Carrier	No load carrier required (e.g. parcel)	Standard load carrier (e.g. Euro pallet, mesh box pallet)	Non-standard load carriers
Packaging	E.g. cardboard box	E.g. cardboard box or stretch film, wooden frame	E.g. cardboard box, stretch film or sheets
Labelling	Material, packaging and load unit	Material and packaging	
Delivery documents	Delivery note, packing list, export, movement certificate, commercial invoice, certificate if applicable		
Transport and Dispatch	CEP service provider or freight forwarder	Freight forwarder, freight company	
Packaging concept[1]	No	No	Yes

[1] Packaging concept must be agreed with the respective purchaser, release by container management

3.6 Specific requirements for non-standard load carriers

All requirements of chapter 3.2 plus the following apply to non-standard load carriers:

- Material does not stick out
- Load carrier has maximum volume utilisation
- Load carriers must be picked up by the stacker truck from at least one long side and one end (Figure 6)
- Bracket is at least 100 mm (Figure 7)
- Load carriers should be stackable and collapsible
- Marking in accordance with Chapter 4.3
- Load carriers should not exceed lorry dimensions (13.6 x 2.4 x 2.4 m)

Figure 6 Illustration of the requirements for non-standard load carriers

Figure 7 Illustration of the requirements for non-standard load carriers

3.7 Release of non-standard load carriers

Release must be obtained from SRAIL for non-standard load carriers. The release form will be made available to the supplier on request. It is up to the supplier to present several variants if required. For release, the relevant documents must be sent to the container management team by e-mail.

As soon as release has been granted by SRAIL, the non-standard load carrier may be used in the corresponding project until further notice.

SRAIL reserves the right to carry out a quality check on newly approved non-standard load carriers. If deviations and non-compliances are detected during a quality inspection, the supplier shall bear all costs for achieving the agreed quality.

4 Labelling

This chapter deals with the labelling of load carriers, materials and load units. Exceptions to the requirements described in this chapter require the written release of SRAIL. Labelling is used to quickly identify and allocate deliveries, materials and load carriers.

4.1 Labelling of delivery parts and material

All materials must be labelled with the SRAIL article number and, if applicable, the serial number. Labels are used for identification. The specifications are defined in more detail in this chapter.

4.1.1 General minimum requirements

The requirements for the article number and serial number labels are identical in terms of format and quality.

- Length: min. 30 mm
- Height: min. 10 mm
- Font size: min. Point 12
- Quality of the label: residue-free removal from the part
- Print quality: waterproof
- Bar code: Code 125 (DIN EN 799-1995)
- Specification of the bar code: waterproof, lifespan at least >10 years, cannot be removed non-destructively

The labels must be affixed to the article or the article packaging so that they are clearly visible and cannot be lost. They must not be applied to visible surfaces or to connecting parts such as holes, glued or welded areas.

4.1.2 Hazardous substances and mixtures

The supplier is obliged to comply with the statutory regulations (CLP Regulation) on the labelling of hazardous substances and mixtures. Correct dangerous goods accompanying documents (according to ADR or SDR) must be handed over to the transport company for the transport.

4.1.3 Labelling of material with article numbers

All materials must be labelled with the SRAIL article number, identical to the purchase order. Parts smaller than 40 x 20 mm do not have to be labelled directly. In these cases, the direct packaging must be labelled.

Mandatory content of the label:

- SRAIL order number
- SRAIL article number
- Article designation
- For rolling stock: Length (per roll)
- Index/Version

Optional content (if available):

- Drawing number
- Batch number/lot number
- Expiry date/date of manufacture

4.1.4 Labelling of parts requiring serial numbers

Parts that are manufactured with a serial number because of supplier or customer specifications must also be labelled with this number. The serial number may consist of a maximum of 18 alphanumeric characters (in accordance with GS1 standards).

- Size: Depending on the space available on the article
- Material of the label: Inside assembly: Polycarbonate or aluminium
  External assembly: Aluminium
- Attachment/readability: Min. 30-year life
  Take weather and cleaning influences into account
- Temperature: -25°C to +45°C
- Moisture: 100 % internal and external
  Mechanical attachment at the discretion of the manufacturer
- Placement to read with 128): When installed, the sticker must be clearly visible and easy a commercially available scanner (bar code format type

4.2 Labelling of load units/packages

For all deliveries, each load unit must be labelled in duplicate, once on the front and once on the long side (see Figure 8).

If a loading unit consists of several packages, each package must be labelled in duplicate (on the front and on the long side) and provided with a packing list (see Chapter 5.1) (see Figure 9).

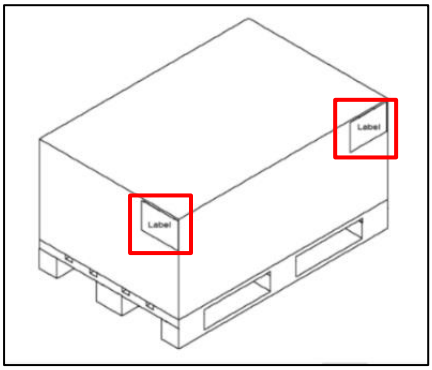


Figure 8 Labelling of a load unit

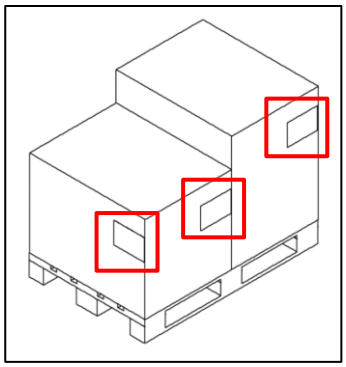


Figure 9 Labelling of different packages on one load unit

If the loading unit has a length of more than 1.5 m and a displaced centre of gravity (starting from the centre point), this must also be marked on the loading unit.

4.2.1 Minimum requirements for the label of the load unit/package

The label must be printed in the following format:

- Format: Min. DIN A5 landscape
- Paper: white
- Font size: min. Point 16
- Bar code: Code 128 or ITF

4.2.2 Content of the labelling

The label must contain at least the following information, in the order given:

- Sender
- SRAIL order number (additionally as bar code)
- Delivery note number (additionally as bar code)
- Project name/number (e.g. L-4367 SPT Glasgow)
- Vehicle number (mandatory) and carriage number (mandatory if available)
- SRAIL article number
- Serial number (if available)

4.3 Labelling of load carriers

Standard and non-standard load carriers must be marked as follows:

Information about the load carrier:

- SRAIL article number of the container (for RLC)
- Type of use: One-way or returnable load carrier
- Weight of the load carrier (gross and net)
- Load capacity (e.g. as stacking factor)
- Outer dimensions
- Owner
- Centre of gravity sign

Information about the contents:

- Supplier of the contents (for returns)
- Contents of the load carrier (SRAIL article number)
- Project designation of the load carrier (e.g. L-4367 SPT Glasgow)

4.4 Other labelling (indicators)

The supplier must attach information on specific transport and storage conditions to the outside of the packing unit in a clearly visible location (e.g. temperature-sensitive goods). These special transport and storage requirements must be communicated to the customer in good time and in writing.

4.5 Stadler internal labelling (container label)

For traceability and container management, SRAIL container labels are attached when an RLC is first delivered (see Figure 10). GPS trackers are also fitted to defined returnable containers (see Figure 11). These labels and the GPS trackers may not be removed by the supplier, or only after consultation with SRAIL. If this is not possible (e.g. use of the containers for several customers or use for several projects), this can be reported in advance to SRAIL container management.

Figure 10 Example of a container label

Figure 11 Example of a GPS tracker

5 Documentation

5.1 Attestations

The certificates (e.g. acceptance test certificates, material declarations, declarations of conformity, etc.) that are part of the purchase order must be delivered to SRAIL in accordance with the instructions noted in the order items. It is not permitted to physically enclose the documents with the delivery. Delivery is always made electronically to the e-mail address specified in the purchase order.

5.2 Safety data sheets

The safety and product data sheets must be sent to SRAIL before the first delivery.

Furthermore, the safety data sheets must be physically attached to the goods and uploaded to the TMS for each delivery. Any changes to the documents must be reported to us immediately by e-mail without being requested to do so.

5.3 Package insert: Technical documents/advertising catalogues

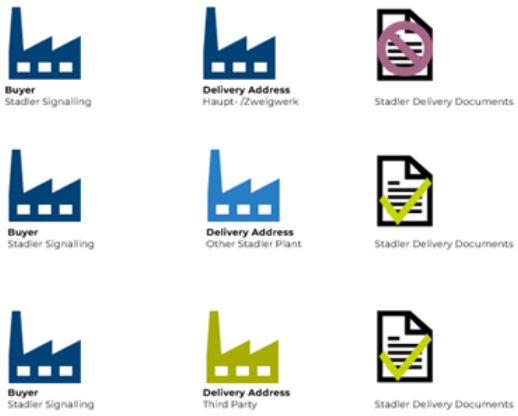
No advertising material, brochures etc. may be enclosed. Technical documents, descriptions, drawings, operating and maintenance instructions may be enclosed, but must be listed separately on the delivery documents.

5.4 Shipping documents

The detailed requirements that must be complied with by the supplier are listed in the current version of the "Stadler Rail AG Export Control and Customs Specifications". The document is available on our website.

5.5 Triangular transaction or intra-Community supply (SIGCH only)

If the delivery address does not correspond to any of the purchaser's storage locations, SRAIL's delivery documents must be attached to the packaging units. The supplier must transmit the TMS consignment number together with the shipping documents to the purchaser and in return receives the documents required for delivery.



6 Environment / sustainability

The supplier is required to use RLCs made of recyclable packaging materials wherever possible in the interests of the circular economy. Resource efficiency is a prerequisite. The products and components should be packed and packaged as space-saving and optimally as possible. Filling material should
be avoided as far as possible.

7 Appendix

7.1 Appendix 1 Creation of delivery variants

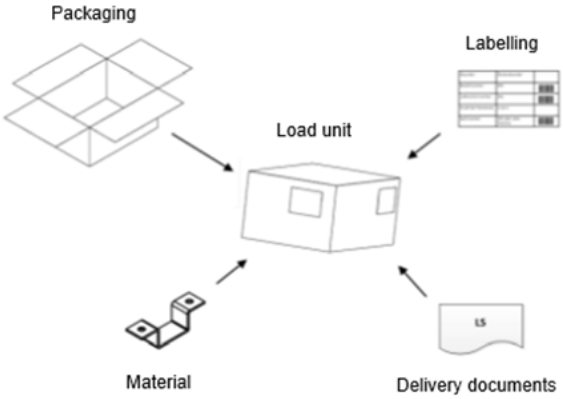


Figure 12 Formation of a load unit for delivery variant 1

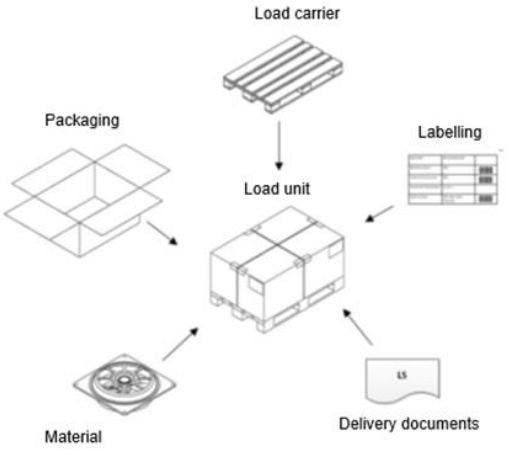


Figure 13 Formation of a load unit for delivery variant 2

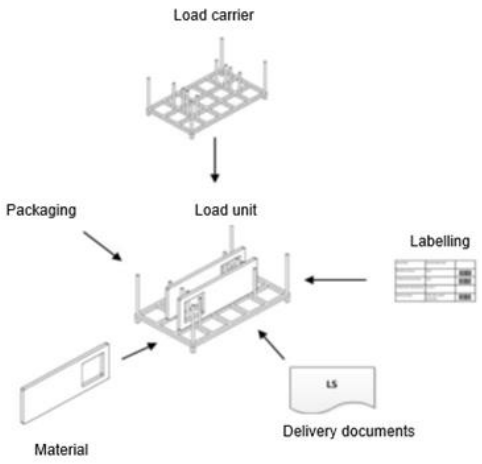


Figure 14 Formation of a loading unit variant 3