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If you have any questions about these instructions, please get in touch with your contact at Tibnor.

## 1. Application

In order for Tibnor to plan arrival, receiving and inspection of incoming goods, all suppliers should follow these instructions. For sheets and heavy plates, see Appendices 4 and 5.

As supplement to these instructions, additional information can be found in the order, in Tibnor's technical product specifications, and/or in a specific written contract signed by the supplier and Tibnor.

If information in the order or the contract conflicts with these instructions, contact Tibnor (usually the person who wrote the order) for information on how to proceed. If no documented contact is available, information applies in this order of priority: (1) order, (2) contract, (3) product specification.

## 2. Business ethics, environment, and sustainability

Tibnor is a company within the SSAB Group ("SSAB"). The supplier agrees that it will perform the work under any order from Tibnor in conformity with the principles expressed in SSAB's Code of Business Ethics and SSAB's Environmental and Sustainability Policy (each of which can be found on SSAB's website [www.SSAB.com](http://www.SSAB.com)).

SSAB actively support the UN Global Compact's principles and we encourage our suppliers to align with the same principles (available at [www.unglobalcompact.org](http://www.unglobalcompact.org)). Tibnor, or a third party assigned by Tibnor, reserves the right to conduct reviews of our suppliers or on-site audits to ensure compliance with the principles mentioned above. The supplier agrees to cooperate in order to facilitate such reviews or audits. Tibnor also expects the supplier, within its sphere of influence, to monitor its own suppliers for commitment to environmental and social responsibility.

Also to be seen on the web:

<https://www.ssab.com/company/sustainability/responsible-partner/business-ethics-and-anti-corruption>

<http://www.ssab.com/company/sustainability/responsible-partner/responsibility-in-the-supply-chain>

## 3. Acknowledgement of order

- All orders from Tibnor must be confirmed within 7 days of order date.
- Immediate deliveries must be confirmed by email.
- Order acknowledgements must be sent to the specific address listed in Appendix 1.

## 4. Marking of goods

Marking must be permanent and readable.

The label on goods must include:

- Tibnor's order number
- The supplier's name
- Material type/grade
- Material number
- Dimensions
- Quantity, weight gross/net
- Charge/heat number
- If the shipment contains several units of material, each unit must be labeled
- Color marking as recommended by Tibnor

The need for any additional marking is stated in our order.

## 5. Notice of dispatch

Dispatch notifications for all shipments to Tibnor must be sent by fax or email no later than the day of shipment, or dispatch notices (via fax or email) can be issued when goods are ready for collection. Contacts for dispatch advice notices are listed in Appendix 2 and contacts for information regarding material ready for collection are listed in Appendix 1.

The dispatch notice must contain:

- Supplier's name and reference number
- Tibnor's order number and ordered item's number
- Delivery address
- Type, dimensions
- Means of transport (registration number, name of ship and shipping date, container number, railroad car number)
- Name of transport company
- Quantity in pieces, kilograms, and/or meters
- Total number of packages
- Charge/heat number

## 6. Transport & Safety

- Due to safety reasons ALL DRIVERS must wear long sleeves and long trousers (no shorts), reflective vest, safety shoes and helmet or safety protected hard-cap. Safety glasses are also required except for Köping-Norsa and Eskilstuna: All other safety instructions given by Tibnor staff on arrival and when unloading in the warehouse must also be followed. They must also be able to communicate in English or Swedish. All instructions to the drivers are given in English or Swedish and must be understood and followed.
- Opening hours for unloading at our stocks in Sweden, see table below. Trucks arriving later than below mentioned times may have to wait until the next morning. The reason for this is that the same equipment is used to unload trucks and to load trucks destined for customers. If a truck is delayed, you should contact the transport department so that disruptions can be minimized. Deliveries by train are not affected. (For our stock in Denmark see Appendix 6).

### Hours for unloading trucks

Köping (Sjöhagsvägen 2, Norsa)	Mon-Fri	06.00-09.00
Köping (Nya Hamnvägen 20, Sjötullen)	Mon-Fri	07.00-14.00
Eskilstuna	Mon-Fri	07.00-14.00
Lanna	Mon-Thu Fri	07.00-14.30 07.00-11.00

- The transport vehicle used must be weather-protected according to Tibnor's instructions and be adapted to the recipient's unloading facilities. For shipments to Norsa this means trucks must have removable tops that can be opened prior to unloading unless it is raining/snowing. No trucks with closed compartments are accepted. Unloading by front-end loader results in delays and extra costs.
- The goods must be placed on a minimum of three wooden strips with a minimum height of 70 mm so an overhead crane and straps can be used to unload. The size of the bundles should be approved by Tibnor. Bundles should only contain one dimension and material from one charge.
- The goods must be transported on even, horizontal supports to minimize the risk of damage.
- The speed limit is 10 km/h within Tibnor warehouse areas.
- Drivers must follow Tibnor's general safety regulations, including wearing safety vests. Instructions will be given to the driver upon arrival.
- The unloading sequence is planned by Tibnor's Shipping Department.
- Vehicles with hazardous materials.

The following restrictions apply to vehicles with hazardous materials arriving at Tibnor's facilities:

#### Hazardous materials Classes 1–5

Vehicle is allowed in the facility, but the part of the vehicle containing the hazardous material must not be opened.

#### Hazardous materials Classes 6–9

Vehicle is under no circumstances allowed in the facility.

## 7. Documentation – distribution

The following documents must be sent on the dispatch day.

Document	Number of copies	
	Shipping agent	Tibnor
Sent to		
Notice of dispatch, preferably in PDF format via email; see Appendix 2 for address		1
Delivery notice (same info as notice of dispatch) must accompany all shipments, including rail cargo		1
Certificate of origin (when applicable)		1
Single Administrative Document (SAD); applies to non-EU countries (must accompany the goods)	1	
Material Certificate, preferably in PDF format via email; see Appendix 3 for address		1
Invoices from EU suppliers, preferably in PDF format via email; see Appendix 1 for address. 1 invoice per file!		1
Invoices from non-EU suppliers, preferably in PDF format via email; see Appendix 1 for address to Tibnor. 1 invoice per file!	1	1

The delivery is considered incomplete until all requested documentation has been received.

*For addresses, see Appendices 1, 2, and 3.*

## 8. Deviations from orders, instructions, or contracts

Tibnor must immediately be informed about any deviations from these instructions, our order, or signed contracts. Inform the person who placed the order.

## 9. Claims handling

If defects are found in delivered material, the supplier will be informed and must immediately confirm receipt of the message. The supplier must advise Tibnor of their action plan within five (5) working days of being informed of the problem.

## 10. Updates to these instructions

The most current version of these instructions is published at <http://www.tibnor.se/service/leverantorsinformation>

## Appendix 1 – Addresses for order acknowledgements and, if applicable, information that material is ready for collection

Order acknowledgements and information that material is ready for collection must be sent to different addresses depending on product category and type of business.

For orders intended for Tibnor **stock – characterized by order numbers starting with 46** – the main principle is that the person who issued the order is to receive the acknowledgement.

Product	Address	Email address
Merchant bar, beam, expanded metal, stairs, rail	<b>Susanne Lange</b> Tibnor AB Box 600 SE-169 26 Solna	<a href="mailto:susanne.lange@tibnor.com">susanne.lange@tibnor.com</a>
Heavy plates Hot formed hollow sections	<b>Ulf Matsson</b> See above	<a href="mailto:ulf.matsson@tibnor.com">ulf.matsson@tibnor.com</a>
Steel sheets	<b>Jennie Olmkvist</b> Tibnor AB Box 506 SE-301 80 Halmstad	<a href="mailto:jennie.olmkvist@tibnor.com">jennie.olmkvist@tibnor.com</a>
Stainless steel	<b>Rose-Marie Larsson</b> Tibnor AB Box 909 SE-731 29 Köping	<a href="mailto:rose-marie.larsson@tibnor.com">rose-marie.larsson@tibnor.com</a>
Reinforcement bar and mesh Engineering steel – hollow bars	<b>Therese Trafvenfelt</b> See above	<a href="mailto:therese.trafvenfelt@tibnor.com">therese.trafvenfelt@tibnor.com</a>
Cold formed hollow sections Tubes	<b>Alexandra Lindén</b> Tibnor AB Kapvägen, Lanna SE-333 74 Bredaryd	<a href="mailto:alexandra.linden@tibnor.com">alexandra.linden@tibnor.com</a>
Engineering steel - alloyed and carbon steel, forged bar	<b>Mats Sköld</b> Tibnor AB Silverdalsvägen 4 SE-635 10 Eskilstuna	<a href="mailto:mats.skold@tibnor.com">mats.skold@tibnor.com</a>
Non-ferrous metals Aluminum	<b>Anders Nykvist</b> See above	<a href="mailto:anders.nykvist@tibnor.com">anders.nykvist@tibnor.com</a>
Engineering steel – unalloyed, ground, drawn. Castings and chromium plated bars.	<b>Carina Hägerman</b> See above	<a href="mailto:carina.hagerman@tibnor.com">carina.hagerman@tibnor.com</a>

For orders intended for **direct deliveries to customers – characterized by order number starting with 47**

Product	Contact
All products	See info in purchase order

**Invoices** for all products must be sent by email to:

**[invoice@tibnor.com](mailto:invoice@tibnor.com)**

If not possible by email, please send by mail to:

Tibnor AB  
Box 600  
SE-169 26 SOLNA  
Sweden

## Appendix 2 – Contacts for dispatch advice notices

Dispatch advice notices must be sent to different contacts depending on product type and destination of shipment.

### A. Deliveries to our warehouses

#### Deliveries to the Köping warehouses – Dispatch advice to:

Product	Address	Email address
Tube, cold formed profile, hollow section, beam, merchant bar, reinforcement steel, and other steel	See above	<a href="mailto:ext_padm3@tibnor.com">ext_padm3@tibnor.com</a>
Steel sheets and heavy plates	See above	<a href="mailto:ext_padm3@tibnor.com">ext_padm3@tibnor.com</a>

#### Deliveries to the Eskilstuna warehouse – Dispatch advice to:

Product	Address	Email address
All types of material	Tibnor AB Silverdalsvägen 4 SE-635 10 Eskilstuna	See reference in purchase order

#### Deliveries to the Linköping, Luleå, Malmö (Dalby) and Gothenburg warehouses – Dispatch advice to:

Product	Address	Email address
Reinforcement bar and mesh	Tibnor AB Box 909 SE-731 29 Köping	<a href="mailto:therese.trafvenfelt@tibnor.com">therese.trafvenfelt@tibnor.com</a>

#### Deliveries to the Lanna warehouse – Dispatch advice to:

Product	Address	Email address
Tubes	Alexandra Lindén Tibnor AB Kapvägen, Lanna SE-333 74 Bredaryd	<a href="mailto:alexandra.linden@tibnor.com">alexandra.linden@tibnor.com</a>
Other materials except Tubes	Tibnor AB Box 909 SE-731 29 Köping	See reference in purchase order

### B. Other deliveries (direct to end customers) – Dispatch advice to:

Product	Contact
All products	Same contact as for acknowledgements

**Appendix 3 – Contacts for material certificates**

Tibnor has a central, digital archive for certificates concerning material in our stock and deliveries direct to customers, so we prefer to have certificates sent via email in PDF format.

**A. Deliveries to all our warehouses – Certificate to:**

Product	Address	Email address
All products	Certificate Tibnor AB Box 909 SE-731 29 Köping Sweden	<a href="mailto:ext_padm3@tibnor.com">ext_padm3@tibnor.com</a>

**B. Other deliveries (direct to end customers) – Certificate to:**

Product	Address	Email address
All products	Certificate Tibnor AB Box 909 SE-731 29 Köping Sweden	<a href="mailto:ext_padm1@tibnor.com">ext_padm1@tibnor.com</a>



## Appendix 4 – Deliveries to the Taulov, Denmark stock

### Opening hours for unloading lorries

Mon-Thu	08:00-14:00
Fri	08:00-11:00

- Due to safety reasons ALL DRIVERS must be able to communicate in English, German or Danish. All instructions to the drivers are given in English, German or Danish and must be understood and followed.
- The transport vehicle used must be weather-protected according to Tibnor's instructions and be adapted to the recipient's unloading facilities. For shipments to Taulov it means suitable for unloading with forklift, wooden strips with a minimum height of 70 mm between all bundles.
- Bundles should only contain one dimension and material from one charge.
- The speed limit is 20 km/h within Tibnor warehouse areas.
- Drivers must follow Tibnor's general safety regulations, including wearing safety vests and shoes. Instructions will be given to the driver upon arrival.
- The unloading sequence is planned by Tibnor's Shipping Department.
- Vehicles with hazardous materials.

The following restrictions apply to vehicles with hazardous materials arriving at Tibnor's facilities:

#### **Hazardous materials Classes 1–5**

Vehicle is allowed in the facility, but the part of the vehicle containing the hazardous material must not be opened.

#### **Hazardous materials Classes 6–9**

Vehicle is under no circumstances allowed in the facility.

### **Order acknowledgements:**

Order acknowledgements shall be sent to the person who placed the order:

E-mail: first name.surname@tibnor.com

FAX: +45 66 11 08 61

### **Contacts for dispatch advice notes and certificates:**

Dispatch advice notes and certificates shall be sent to the person who placed the order:

E-mail: first name.surname@tibnor.com

FAX: +45 66 11 08 61

**Invoices** for all products must be sent by email to:

**[bookkeeping@tibnor.com](mailto:bookkeeping@tibnor.com)**

If not possible by email, please send by mail to:

Tibnor A/S  
Klokkestøbervej 18  
DK-5230 Odense M  
Denmark