
Instructions to suppliers

Tibnor AS

Valid from: November 13, 2023

Contents

1. Application.....	2
2. Business ethics, environment, and sustainability	2
3. Acknowledgement of order	2
4. Marking of goods	3
5. Notice of dispatch	3
6. Transport & Safety.....	4
7. Documentation – distribution.....	6
8. Invoices.....	7
9. Deviations from orders, instructions or contracts	7
10. Claims handling	7
11. Updates to these instructions.....	7
Appendix 1 - Addresses for order acknowledgements	8
Appendix 2 – Contacts for dispatch advice notices	9
Appendix 3 – Contacts for material certificates	10

1. Application

In order for Tibnor to plan arrival, receiving and inspection of incoming goods, all suppliers should follow these instructions.

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 Supplier Code of Conduct (which can be found on SSAB's website www.ssab.com).

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 email no later than the day of shipment, or dispatch notices (via 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 be able to communicate in English or Norwegian. All instructions to the drivers are given in English or Norwegian and must be understood and followed.

Opening hours for unloading at our stocks in Norway, see table below. All incoming trucks must book slot time on booking address as below in advance:

https://www.planyo.com/booking.php?calendar=49076&mode=resource_list&planyo_lang=NO

Trucks arriving later than booked slot time have to wait until free unloading capacity within unloading timeframe as specified below.

The reason for this is that the same equipment is used to unload trucks and 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 and ship are not affected.

Hours for unloading trucks (exceptions due to holidays may occur)

Eidsvoll Østre Hurdalsveg 189, 2074 Eidsvoll Verk	Mon-Fri	06.00-09.00
---------------------------------------------------	---------	-------------

NB! The time slot is for registration of the vehicle but unloading may be after 09.00

- 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 Eidsvoll 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. Invoices

Invoices should be sent to Tibnor AB in pdf format (only one invoice per PDF).
Incomplete or incorrect invoices will be returned to the sender.

Invoices: autoinvoiceNO@tibnor.com

Reminders/statements and questions: einvoice.norway@tibnor.com

If you are unable to send invoices via email, post them to:

Invoicing address by post

Tibnor AS
Postboks 140, Furuset
1001 OSLO
Norway

Incomplete or incorrect invoices will be returned to the sender.

9. 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.

10. 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.

11. Updates to these instructions

The most current version of these instructions is published at

<http://www.tibnor.no/service/leverandor>

Appendix 1 - Addresses for order acknowledgements

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 stocks – characterized by order numbers starting with 46:**

Order acknowledgements and information that material is ready for collection must be sent to our reference written in the purchase order:

Product	Contact
All products	See info in purchase order

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

Product	Contact
All products	See info in purchase order

Appendix 2 – Contacts for dispatch advice notices

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

Tibnor warehouse	Product	Dispatch advice to
All Tibnor warehouses	All products	tibnor.exp@tibnor.com
Other deliveries (direct to end customers)	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.

Delivery location	Product	Dispatch advice to
All Tibnor warehouses	All products	sertifikater@tibnor.com
Other deliveries (direct to end customers)	All products	sertifikater@tibnor.com

If you are unable to send certificates via email, post them to
Tibnor AB
Box 909
SE-731 29 Köping
Sweden