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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 be able 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 placed 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 to 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.

## 3. Acknowledgement of order

- All orders from Tibnor must be confirmed within 7 days of order date, if not otherwise stated.
- Order acknowledgements must be sent to the specific addresses listed in Appendix 1.

## 4. Marking of goods

Marking must be permanent and readable.  
Marking requirements are specified in Tibnor Purchasing Specifications.

However, the label on goods must at least include following:

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

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

## 5. Notice of dispatch and packing lists

Notice of dispatch and packing lists to Tibnor must be sent by email no later than the day of shipment, or dispatch notices can be issued when goods are ready for collection. Contacts for documents are listed in Appendix 2.

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

## 6. Transport

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](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.

### Opening hours for the warehouse:

<b>EIDSVOLL</b> Østre Hurdalveg 189 2074 Eidsvoll Verk	<b>Mon-Fri</b> 06:00-22:00 (Fri 06.00-20.00)	<b>Unloading</b>	<b>7 AM – 10 AM (Mon-Fri)</b>
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- The transport vehicle used must be weather-protected according to Tibnor's instructions and be adapted to the recipient's unloading facilities. 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 70mm so an overhead crane/ forklift 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 gears. 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.

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

Document	Number of copies	
	Shipping agent	Tibnor
Sent to		
Notice of dispatch	X	X
Packing list		X
Certificate of origin (when applicable)		X
Material certificate		X
Single Administrative Document (SAD); applies to non-EU countries (must accompany the goods)	X	

See Appendix 1, 2 and 3 for addresses

## 8. Invoices

### E-mail for invoices:

[autoinvoiceNO@tibnor.com](mailto:autoinvoiceNO@tibnor.com)

(Note! Only one invoice per PDF)

### Email for reminders/statements and questions:

[einvoice.norway@tibnor.com](mailto:einvoice.norway@tibnor.com)

### 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 – Address for order acknowledgements

- A. For orders intended for Tibnor **stock – characterized by order numbers starting with 460** – the main principle is that the person who placed the order is to receive the acknowledgement.

Product	Contact person and substitute	Email address
Aluminum and non-ferrous metals	Aga Murawel-Lane	<a href="mailto:agnieszka.murawel-lane@tibnor.com">agnieszka.murawel-lane@tibnor.com</a>
Stainless steel	Aga Murawel-Lane	<a href="mailto:agnieszka.murawel-lane@tibnor.com">agnieszka.murawel-lane@tibnor.com</a>
Hot rolled plates	Kenneth Sandberg	<a href="mailto:kenneth.Sandberg@tibnor.com">kenneth.Sandberg@tibnor.com</a>
Cold rolled and metal coated coils and sheets	Kenneth Sandberg	<a href="mailto:kenneth.Sandberg@tibnor.com">kenneth.Sandberg@tibnor.com</a>
Beams	Marianne Kråkvoll	<a href="mailto:anne.hansen@tibnor.com">anne.hansen@tibnor.com</a>
Hollow sections, precision tubes and cold formed sections	Kenneth Sandberg	<a href="mailto:kenneth.Sandberg@tibnor.com">kenneth.Sandberg@tibnor.com</a>
Merchant bars	Marianne Kråkvoll	<a href="mailto:anne.hansen@tibnor.com">anne.hansen@tibnor.com</a>

- B. For orders intended for **direct deliveries to customers – characterized by order number starting with 47**– the main principle is that the person who placed the order is to receive the acknowledgement

## Appendix 2 – Address for notice of dispatch and packing lists

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

### A. Deliveries to our warehouses

please send notices of dispatch and packing lists to e-mail address: [tibnor.exp@tibnor.com](mailto:tibnor.exp@tibnor.com)

### B. Other deliveries (direct to end customers)

please send notices of dispatch and packing lists to the person who placed the order and a copy to e-mail address: [tibnor.exp@tibnor.com](mailto:tibnor.exp@tibnor.com)

## Appendix 3 – Address 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 our warehouses –

please send certificates to e-mail address: [sertifikater@tibnor.com](mailto:sertifikater@tibnor.com)

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

please send certificates to e-mail address of the person who placed the order and a copy to [sertifikater@tibnor.com](mailto:sertifikater@tibnor.com)