

proximus

Outside Infrastructure Distribution Center

Delivery Instructions

**Rue Tir de Ronet, 5
5020 Flawinne
Belgique**

December 2022

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1. General

This document describes the procedure for delivering goods to the outside infrastructure distribution center (OIDC). Use this document as a checklist to ensure a smooth delivery process

Very important

If a delivery does not meet these delivery conditions, it almost always means that additional steps will have to be taken to ensure that the quality of the reception of the goods is not jeopardized. A non-compliant delivery can generate additional costs and delays for the reception, storage and distribution of the goods.

If, on delivery, it is observed that the delivery specifications have not been met, Proximus may (immediately) refuse the delivery and/or pass the additional expenses on to you.

If a delivery is refused, a re-delivery must take place (with a new reservation) within six working days of the notification of refusal.

You are requested to communicate these terms and conditions to your transporter and to ensure that all legal requirements for transport and handling of goods are respected.

Sustainability

At Proximus, we have set the bold ambition to make a net positive contribution to a net zero planet and to become a truly circular company by 2030. This will require us to embed sustainability in everything we do.

More info on: www.proximus.com/sustainability

If you would have questions or proposals on sustainability improvements (packaging, transport, etc.), please contact procurement@proximus.com.

Questions ?

If you still have questions after reading this document, you may send an e-mail to cable.warehouse@proximus.com.

2. When and where to deliver

The Outside Infrastructure Distribution Center (OIDC) is established at Flawinne near Namur, Belgium.



Outside Infrastructure Distribution Center

Rue Tir de Ronet 5
B-5020 Flawinne
Belgium

Contact

Telephone : +32 (0) 81 721 860
E-mail : cable.warehouse@proximus.com

Directions

Take highway E42. Leave the highway at the “Gembloux-Namur” turn-off (no. 12). Take direction Namur (N4) and then turn right to the N958 – road for Floreffe (± 5 km, drive past Suarlée and Floriffoux). Take the bridge across the Sambre. Enter Floreffe. After ± 500 meters, at a T-junction, turn left to the N90. Drive ± 3.5 km on that road and enter Flawinne (Chaussée de Charleroi). On the roundabout, turn left into Rue de Déversoir. Take the bridge over the Sambre and after ± 100 m, turn right to the Rue Tir de Ronet. The entrance to the complex is on the right-hand side.

Delivery opening hours



Deliveries can be made every workday from 6 am to 12 am.

Goods cannot be delivered outside these times.

The time zone in Belgium is GMT+1 in the winter and GMT+2 in the summer.

EST (Eastern Standard Time) = GMT (Greenwich Mean Time) - 5.

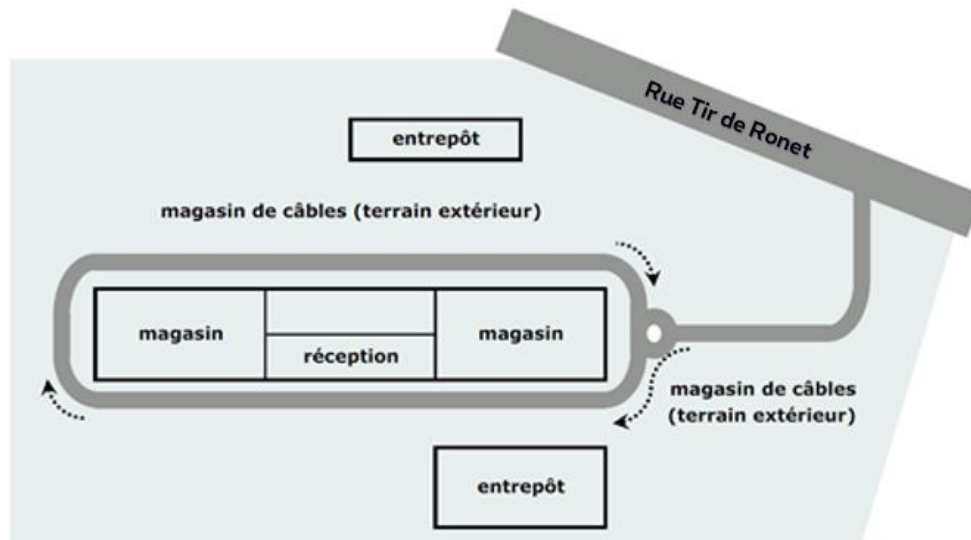
Workdays are Monday through Friday.

There are 11 annual holidays:

- 1st of January (New Year's Day)
- Easter Monday
- 1st of May (Labor Day)
- Ascension Day
- Whit Monday
- 21st of July (National Day)
- 15th of August (Assumption Day)
- 1st of November (All Saints' Day)
- 11th of November (Armistice Day 1918)
- 25th December (Christmas Day)
- 26th December (Boxing Day)

Internal rules

To deliver the goods, the driver must report to the reception desk. Non-Proximus personnel may not enter the logistics processing area unaccompanied.



- The driver drives onto the premises and reports to the reception office with the shipping documents.
- After the administrative procedure has been completed, the driver will be asked to park his vehicle in the free space in front of the unloading area.
- For the delivery of reels:
 - The driver opens his truck, releases the cable reel supports and positions the load such that Proximus staff can access it with the forks of the forklift truck.
- For the delivery on Europallets:
 - The driver positions the freight such that Proximus staff can unload it.
- The driver waits while the goods are unloaded by the Proximus employees.
- The driver will only be asked to verify and/or unload the goods together with Proximus supervisor if there are problems.
- Once the goods have been unloaded, the reception clerk gives the stamped waybill back to the driver so that he can leave.
- This document is stamped on the basis of the principle "signed for receipt, subject to quality and quantity control".

Billing address

The billing address is not the same as the delivery address.

The bills must be addressed to:

Proximus PLC under Belgian Public Law

Post Box 10600

1140 Evere Haacht

VAT: BE 202-239-951

3. Pre-delivery notification (make a reservation)

Pre-delivery notification

The outside infrastructure distribution center uses a time-slot system to maximize delivery efficiency, thereby minimizing the time that transporters may have to wait. This system requires the prior notification of all deliveries.

All deliveries must be notified 48 hours in advance.

The following rules apply:

- Deliveries that have not been announced in advance will not be received.
- Arrival before confirmed time slot: the goods will be unloaded in the confirmed time slot.

Arrival after confirmed time slot: a best effort will be made to unload the goods by 12 a.m. Otherwise a new time slot must be requested.

Do not forget to inform your transporter of this crucial point.

If you arrive with the goods during the confirmed time slot, the outside infrastructure distribution center will guarantee the unloading of the goods in that time slot.

► Communication

Deliveries must be announced by e-mail. The e-mail address is: cable.warehouse@proximus.com.

Delivery

If the load to be delivered exceeds the capacity of one delivery van or truck, any freight contained in an additional vehicle must be considered as a separate delivery and an additional time slot must be requested.

► Information to be provided

The e-mail subject must contain "Delivery notification" and the name of the supplier (not the transporter).

The e-mail must contain:

- the name of the supplier; if this is not the same as the transporter's, the latter's name must also be included.
- the delivery time and date: the arrival time stated must be narrowed down to the nearest quarter hour
- the number of reels and/or Europallets and/or packages in the delivery
- the number of unique article numbers
- the delivery order number(s).

Important

The pre-delivery notification must be fully and properly filled in.

An electronic version of the delivery slip (read more about the delivery slip in "4. Accompanying documents") has to be sent with the pre-delivery notification e-mail. However, the driver must give the reception clerk the paper version of the delivery slip.

Important for new suppliers who deliver for the first time

Suppliers who deliver the first time, should announce, at least two weeks before their first delivery, all details about their delivery methods and product specifications via cable.warehouse@proximus.com.

► Reply

The person who e-mailed the prior notification will receive an e-mail reply from the outside infrastructure distribution center's delivery planning department, confirming the allocated time slot (date and time).

Time slot

A 30- minute delivery margin is permitted (time slot = one quarter before and one quarter after the announced arrival time).

After each delivery, the person who e-mailed the prior notification receives an e-mail from OIDC's delivery planning department indicating any non-conformity discovered with respect to the delivery requirements. This allows you to directly see what went wrong, and to rectify any refused or future deliveries.

4. Accompanying documents

4.1. Waybill

This document (which serves as proof that the goods have been received) must meet the applicable (legal) regulations.

On delivery, Proximus will sign a copy of this document as proof of receipt, but only after it has conducted a complete check on the delivered goods. The mere act of receipt by the reception service is not deemed to be an acceptance.

If transport damage is observed on the goods, or the number of Europallets and/or parcels does not match the quantity on the waybill, this will be indicated on the waybill.

4.2. Delivery slip

The purpose of the delivery slip is to check the delivery, and hence includes all the details related to the content of the delivery.

Example :

SUPPLIER Example street 11 9999 Example Téléphone 099 99 99 99 Fax 099 99 99 99 info@supplier.be VAT number BE 000.000.099		Proximus Outside Infrastructure Distribution Center Rue Tir de Ronet, 5 5020 Flawinne				
Order number	Item number	Item description	Ordered quantity	Delivered quantity	Unit	Backorder Quantity
4500123546	12345678	Exemple article 1	14006	3999	m	10007
		<i>Reel number</i>	10AA123456	2001	m	
			10AA987654	1998	m	
		<i>Batch</i>	9999888877			
	87654321	Exemple article 2	10	10	pc	0
	23456789	Exemple article 3	200	20	pc	30
4500234567	87654321	Exemple article 2	100	80	pc	20
	34567890	Exemple article 4	25	25	rl	0
Total number of delivery units = 8						

► Document heading

This part includes the particulars of the supplier and the receiver:

- Supplier details (name, address, telephone, fax, e-mail and VAT number)
- Delivery address:
 Outside Infrastructure Distribution Center
Rue Tir de Ronet 5
 B-5020 Flawinne

► Rows

The delivery slip may concern the delivery of different articles.

Every row consists of :

- Proximus' article number: the article code, consisting of 8 digits
- Proximus's name/description of the item
- the quantity ordered
- the quantity being delivered

For the delivery of cabling, the full quantity of a delivered article must be broken down by reel number. Each reel has its own reel number.

- the type of unit, as indicated on the order received
- the production batch number (maximum 12 characters)
- the number of back orders (the part of the order delivered subsequently)

The article numbers must be grouped by the order number (Proximus's unique order reference number consists of 10 digits) under which the article has been ordered.

► Footer

The total number of delivery units is indicated at the bottom of the delivery slip (see the definition of delivery unit under "6. Content of delivery unit").

The driver must give both the delivery slip and the waybill to the reception: although a copy of the delivery slip may be placed on the reel or Europallet or in the parcel, a copy must also be given to the reception desk before the reception process can be started

5. Packaging

► Best practices

Packaging materials should be used socially responsible.

This means that:

- it would be best to use sustainable packaging that consists of recycled and/or recyclable material that can be recycled again after use. This applies to all types of packaging (primary, secondary, and tertiary packaging).
- unnecessary packaging should not be added to deliveries (for example cable protection) if not delivered to our suppliers in the first place (unless needed as protection during transport).
- the size and volume of packaging should be reduced as much as possible (smaller packaging, less waste, optimization of the number of packages per pallet).

It's the supplier's responsibility to choose the best sustainable packaging for their products without quality loss (for example scratches during transport).

The aim is to reduce the volume of packaging as much as possible.

Initiatives to make packaging more socially responsible should be communicated to procurement@proximus.com.

► Order unit

The product specifications of the contract relating to the delivery indicate whether or not the package containing the order unit must bear a label indicating Proximus' article number (8 digits) and EAN bar code.

The order unit must always be clearly identifiable by Proximus' article number, as this number is used throughout our logistics process.

Bar code



The bar code is a pattern of black stripes and white spaces in which information has been encoded. The EAN (European Article Number) is a one-dimensional bar code consisting of 13 digits divisible into four groups (there is also a shortened 8-digit version). The first 2 digits indicate the country of the manufacturer or the distributor. The following 5 digits are the manufacturer's or the company's code. The next 5 digits correspond to the article number: characteristics and packaging unit. The manufacturer assigns this to each of his products himself. The final digit is a check digit

Kitting

This refers to the process of inserting all the components or parts that belong to a product in the product package. You must ensure that all such parts and components are kitted before shipment.

Terminology

- Primary packaging is the packaging of the individual piece.
- Secondary packaging is the box, see below, and contains multiple primary packaging.
- Tertiary packaging is the Europallet which can carry several boxes

Box

Every box must bear a sticker or label displaying Proximus's article number (the article code consists of 8 digits) and the number of order units per box.

The boxes must be sturdy. Stacking boxes on top of a box that is not fully filled can damage it or destabilize the entire stack. Be sure to fill any gaps with filling material.

Requirements for small, individual deliveries

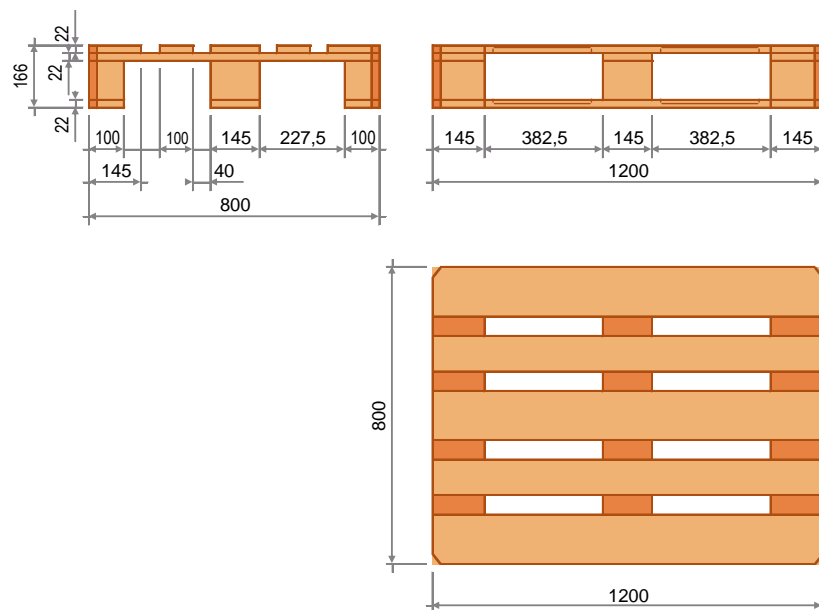
Maximum size: 60 x 40 x 40 cm.

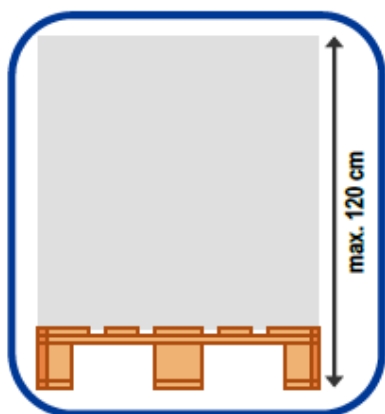
The individual packages in the stack must not weigh more than 20 kg.

Europallet

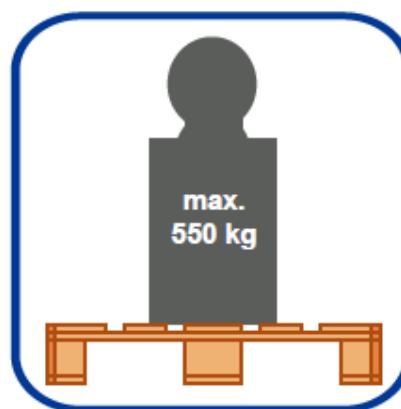
Goods weighing more than 20 kg must be delivered on an Europallet.

The Europallet is a standard pallet that meets the EPAL standards with the dimensions 80 x 120 cm (type EUR) and marked with the mark EPAL.

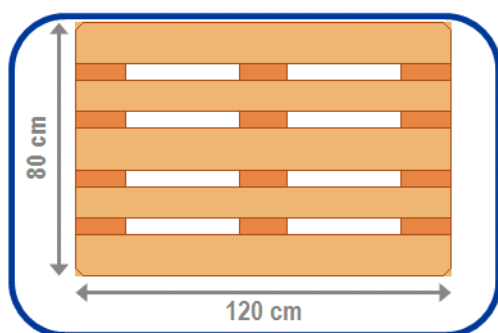




Load height of an Europallet :
maximum 120 cm (including pallet height)



Maximum weight per Europallet:
550 kg (not including pallet weight)



To ensure the stability of the Europallet, the boxes stacked on it must not surpass the 80 x 120 cm base. To prevent a stack from bending or sagging, it can be bound with

transparent (shrink) wrap, carton or wooden planks to protect the corners, which can also be bound by elastic straps or rope.

Return of Europallets

The "empty Europallet for every full Europallet" system applies. After the Europallets are delivered with their loads, the same quantity of empty Europallets is returned to the driver.

► Reel

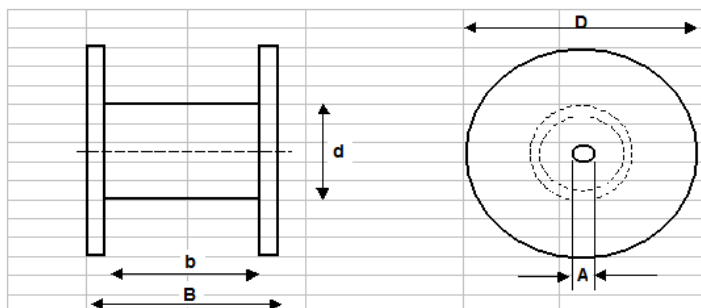
The reel must be of a quality that will ensure that the transport, storage, winding and unwinding takes place safely. Where necessary, the material on the reels must be protected against dampness/water and UV radiation/sunlight, as well as against damage during transport (shocks,...)

To safely manipulate the reels by existing forklifts, the following limits apply:

- HDPE reels: max. 2.80 m diameter and 1.16 m wide, max. 1,500 kg
- Copper reels: max. 2.70 m diameter and 1.40 m wide, max. 5.600 kg

► **Optical fibre coils**

The optical fibre coils must meet the following criteria:



	D- Max	B- Max	A- Min	Weight
Usual supply fibre micro-cables	1200 mm	800 mm	80 mm	300 kg
Usual supply aerial cables	1600 mm	1000 mm	80 mm	1000 kg

The supplier should explain the method of winding the fibre onto the spool. It will be preferred to have the spools wound crosswise with adjacent loops of cable at each turn.



The cable should be sealed at both ends of the reel with waterproof cable seals.

The ends of the cable must be accessible. The start index of each reel shall be 0m.

Fibre reels should never be transported lying on their side.

The handling of the fibre coils must be safe during transport and installation. Sharp edges, protruding nails or staples, ... are not allowed.

► **Quantity in the fibre optic soils**

Nominal cable lengths per reel are given in the detailed cable specifications.

A deviation in cable length between -5% or +5% of the nominal length is accepted as "standard reel" for the usual supply.

A cable length per reel exceeding the nominal length by +5% is not accepted.

Shorter cable lengths per reel with a length of less than 5% of the nominal length shall be submitted for approval before delivery (cable.mrp@proximus.com).

► Return of reels

The transporter will be given the possibility of taking back empty reels belonging to the supplier concerned. When giving notification of a delivery, the supplier is asked to indicate whether he wants the transporter to take back empty reels.

► Oversized goods

For oversized goods, another shipping means can be used and/or the maximum permitted height exceeded.

► Outdoor storage

The goods are stored mainly outdoor so that the packaging should be functional to protect the goods against all weather conditions. The packaging and labels must be sufficient durable to be placed outdoor for minimum one year. Particular attention should be paid to avoiding the infiltration and accumulation of water in the packaging.

6. Content of delivery unit label

Delivery unit

A delivery unit may only include order units that have the same article numbers from the same order number.

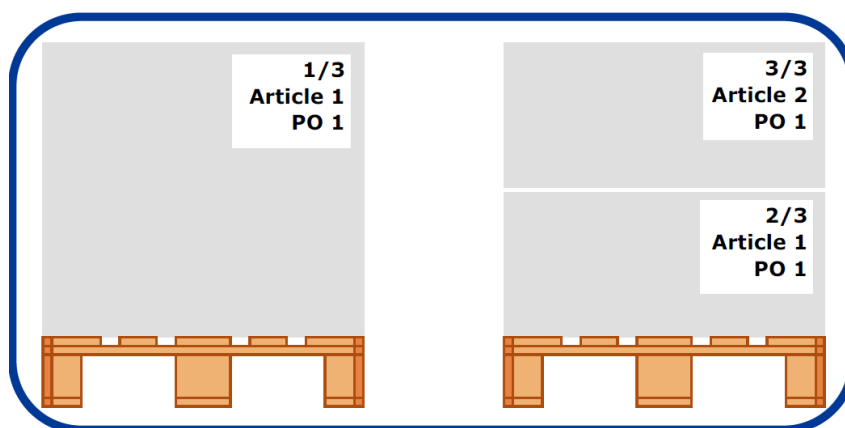
For the delivery of reels:

- ➔ Each reel is a delivery unit.

In case of delivery on Europallets or with packages:

If the volume of a delivery unit exceeds the Europallet or package size, it must be delivered on several Europallets. A heterogeneous Europallet (one Europallet with several articles) therefore contains, by definition, different delivery units.

The individual delivery units must be clearly distinguishable from each other by a package or label. The example below shows two articles of one purchase order (= PO) which are delivered on two Europallets, resulting in three delivery units:



► Format

The text of the label should be sufficiently large so that the forklift driver can read the label with ease from a distance of 3 meters.

Recommended format for the label: minimum A4 (210 x 297 mm).

► Positioning

General

The label must be affixed in such a way that the forklift driver can read it behind his steering wheel without having to leave the cab.

Reel

The label must be affixed to one of the sides (flanges) of the reel. The information must be clearly visible and legible (before unloading).

Pallet


It is recommended that the label be affixed to at least two adjacent sides. However, only one label may be affixed to the narrow side. Apply the label after the package has been (shrink) wrapped.

► Information to be provided

For the delivery of reels

Each delivery unit must have a clearly visible waterproof label stating:

- The **sequence number** of the delivery unit, from the total number of delivery units
- **Sender:** supplier's details (name and address)
- **Delivery address:**
Outside Infrastructure Distribution Center
Rue Tir de Ronet 5
B-5020 Flawinne
- **Purchase order number** of Proximus consisting of 10 digits: the unique reference number of the purchase order (PO)
- **Item number** of Proximus consisting of 8 digits: the article number/code
- **Item description** of Proximus: name of the article
- **Unique reel number:** the reel number must always be affixed onto one of the sides (flanges) of the reel and must be indelible and clearly legible
- **Production batch number (max 12 characters)**
- **Quantity:** the number of units comprising the delivery unit and the type of unit, as indicated on the order form. For reels, it is the index of start and the index of the end.
- **EAN bar code:** the bar code is always printed vertically. This bar code is the same as the generic bar code that you have applied to the product. If there is no bar code on the product, a bar code is not needed on the delivery unit label.

Sequence number:		1/8
Sender:	Delivery:	
Supplier	OIDC Proximus	
Example street 11	Rue Tir de Ronet 5	
999 Example	5020 Flawinne	
Purchase order number:		
450012345		
Item number:		
12345678		
Item description:		
Example item2		
Reel number:		
99XX123456		
Batch number:		
123456789		
Quantity:		
Start Index : 0 m End Index : 2002 m		
		

Unique reel number: maximum 10 characters in total: 99XX123456

99 represents the diameter of the reel (e.g. 16 for 1m60, 12 for 1m20, etc.).

XX represents an abbreviation to identify the supplier (e.g. EU, AC, etc...)

Then a maximum of 6 characters.


Quantity: indicate the start index and the end index:

(e.g. instead of 2002 m, indicate: Start index: 0 m End index: 2002 m)

In case of delivery on Europallets or with packages

Each delivery unit must have a clearly visible waterproof label stating:

- The **sequence number** of the delivery unit, from the total number of delivery units
- **Sender:** supplier's details (name and address)
- **Delivery address:**
Outside Infrastructure Distribution Center
Rue Tir de Ronet 5
B-5020 Flawinne
- **Purchase order number** of Proximus consisting of 10 digits: the unique reference number of the Purchase Order (PO)
- **Item number** of Proximus consisting of 8 digits: the article code
- **Item description** of Proximus: name of the article
- **Quantity:** the number of units comprising the delivery unit and the type of unit, as indicated on the order form
- **EAN bar code:** the bar code is always printed vertically. This bar code is the same as the generic bar code that you have applied to the product. If there is no bar code on the product, a bar code is not needed on the delivery unit label.

Sequence number:		3/8
Sender:	Delivery:	
Supplier	OIDC Proximus	
Example street 11	Rue Tir de Ronet 5	
999 Example	5020 Flawinne	
Purchase order number:		
450012345		
Item number:		
12345678		
Item description:		
Example item2		
Quantity:		
5 pc		
		

The label must be affixed to each reel, Europallet or package in a permanent manner. Any document affixed must be resistant to climatic/environmental conditions and remain legible throughout its life at Proximus.

7. Transport

- Transport routes should be chosen taking into account CO₂ emissions (for example reducing air freight, reducing distance by truck, etc.)
- Truck loading is optimized to avoid empty spaces in the truck.
- The supplier communicates the best order quantity for transport optimization.
 - For example: “minimum order quantity = delivery of full pallets” or “delivery of full containers” or “bulk shipment”
- Proximus encourages the use of carbon neutral, low emission, and environmentally friendly transport solutions.
- The use of low emission vessels is strongly recommended.

8. Summary of OIDC delivery instruction

8.1. Pre-delivery notification

All deliveries must be announced in advance by e-mail (cable.warehouse@proximus.com)

“Delivery notification <supplier’s name>” must be included in the subject of the e-mail.

The e-mail must contain:

- the name of the supplier; if this is not the same as the transporter’s, the latter’s name must also be included.
- the delivery time and date: the arrival time given must be down to the nearest quarter hour
- the number of reels and/or Europallets and/or packages in the delivery
- the number of unique article numbers
- the delivery order number(s).

An electronic version of the delivery slip has to be sent with the e-mail. However, the driver must give the delivery slip to the reception desk.

8.2. Accompanying documents

1. Waybill

The waybill must meet the applicable (legal) regulations.

On delivery, Proximus will sign a copy of this document as proof of receipt.

2. Content of delivery slip

- Supplier’s details (name address, VAT number);
- The correct delivery address:
 Outside Infrastructure Distribution Center
 Rue Tir de Ronet 5
 B-5020 Flawinne
- The unique reference number of the purchase order : Proximus’ order number consists of 10 digits;
- Proximus’ article number: the article code, consisting of 8 digits;
- Proximus’ name/description of the item;
- The quantity ordered;
- The quantity being delivered;

For the delivery of cabling, the total quantity of a delivered article must be broken down by reel number. Each reel has its own reel number.

- The type of unit, as indicated on the order form;
- The production batch number (maximum 12 characters)
- The number of back orders;
- The total number of delivery units

Example :

SUPPLIER Example street 11 9999 Example Téléphone 099 99 99 99 Fax 099 99 99 99 info@supplier.be VAT number BE 000.000.099			Proximus Outside Infrastructure Distribution Center Rue Tir de Ronet, 5 5020 Flawinne			
Order number	Item number	Item description	Ordered quantity	Delivered quantity	Unit	Backorder Quantity
4500123546	12345678	Exemple article 1	14006	3999	m	10007
		<i>Reel number</i>	10AA123456	2001	m	
		<i>Batch</i>	10AA987654 9999888877	1998	m	
	87654321	Exemple article 2	10	10	pc	0
	23456789	Exemple article 3	200	20	pc	30
4500234567	87654321	Exemple article 2	100	80	pc	20
	34567890	Exemple article 4	25	25	rl	0

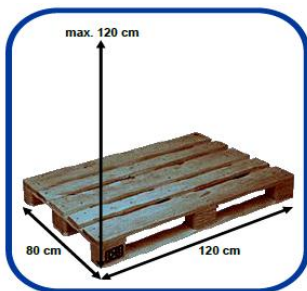
Total number of delivery units = 8

8.3. Packaging

► Reels

The reel must be of a quality that will ensure that the transport, storage, winding and unwinding takes place safely. The material on the reels must be protected against dampness/water and UV radiation/sunlight.

► Europallet

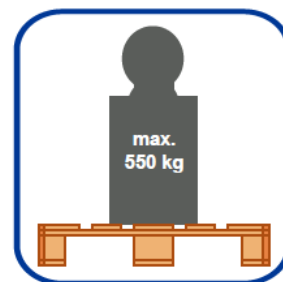


Goods weighing more than 20 kg must be delivered on an Europallet.

Pallet format : 80 x 120 cm.

Pallet loading height : maximum 120 cm (including Europallet).

The Europallet must not weigh over 550 kg (not including weight of Europallet)



Stack :

- Properly packed
- Stable
- Within the Europallet format

Maximum size: 60 x 40 x 40 cm.


Packages weighing over 20 kg must be delivered on an Europallet.

8.4. Content of delivery unit label

For the delivery of reels

Each delivery unit must have a clearly visible waterproof label stating:

- The **sequence number** of the delivery unit, from the total number of delivery units
- **Sender:** supplier’s details (name and address)
- **Delivery address:**
Outside Infrastructure Distribution Center
Rue Tir de Ronet 5
B-5020 Flawinne
- **Purchase order number** of Proximus consisting of 10 digits: the unique reference number of the purchase order (PO)
- **Item number** of Proximus consisting of 8 digits: the article number/code
- **Item description** of Proximus: name of the article
- **Unique reel number:** the reel number must always be affixed onto one of the sides (flanges) of the reel and must be indelible and clearly legible
- **Production batch number (max 12 characters)**
- **Quantity:** the number of units comprising the delivery unit and the type of unit, as indicated on the order form. For reels, it is the index of start and the index of the end.
- **EAN bar code:** the bar code is always printed vertically. This bar code is the same as the generic bar code that you have applied to the product. If there is no bar code on the product, a bar code is not needed on the delivery unit label.

Sequence number:		1/8
Sender:	Delivery:	
Supplier	OIDC Proximus	
Example street 11	Rue Tir de Ronet 5	
999 Example	5020 Flawinne	
Purchase order number:		
450012345		
Item number:		
12345678		
Item description:		
Example item2		
Reel number:		
99XX123456		
Batch number:		
123456789		
Quantity:		
Start Index : 0 m End Index : 2002 m		
		

Unique reel number: maximum 10 characters in total: 99XX123456

99 represents the diameter of the reel (e.g. 16 for 1m60, 12 for 1m20, etc.).

XX represents an abbreviation to identify the supplier (e.g. EU, AC, etc...)

Then a maximum of 6 characters.


Quantity: indicate the start index and the end index:

(e.g. instead of 2002 m, indicate: Start index: 0 m End index: 2002 m)

In case of delivery on Europallets or with packages

Each delivery unit must have a clearly visible waterproof label stating:

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 B-5020 Flawinne
- **Purchase order number** of Proximus consisting of 10 digits: the unique reference number of the Purchase Order (PO)
- **Item number** of Proximus consisting of 8 digits: the article code
- **Item description** of Proximus: name of the article
- **Quantity:** the number of units comprising the delivery unit and the type of unit, as indicated on the order form
- **EAN bar code:** the bar code is always printed vertically. This bar code is the same as the generic bar code that you have applied to the product. If there is no bar code on the product, a bar code is not needed on the delivery unit label.

Sequence number:		3/8
Sender:	Delivery:	
Supplier	OIDC Proximus	
Example street 11	Rue Tir de Ronet 5	
999 Example	5020 Flawinne	
Purchase order number:		
450012345		
Item number:		
12345678		
Item description:		
Example item2		
Quantity:		
5 pc		
		

The label must be affixed to each reel, Europallet or package in a permanent manner. Any document affixed must be resistant to climatic/environmental conditions and remain legible throughout its life at Proximus.

If, on delivery, it is observed that the delivery specifications have not been met, Proximus may (immediately) refuse the delivery, and/or pass the additional expenses on to you.

If a delivery is refused, a re-delivery must take place within six working days of the notification of refusal.