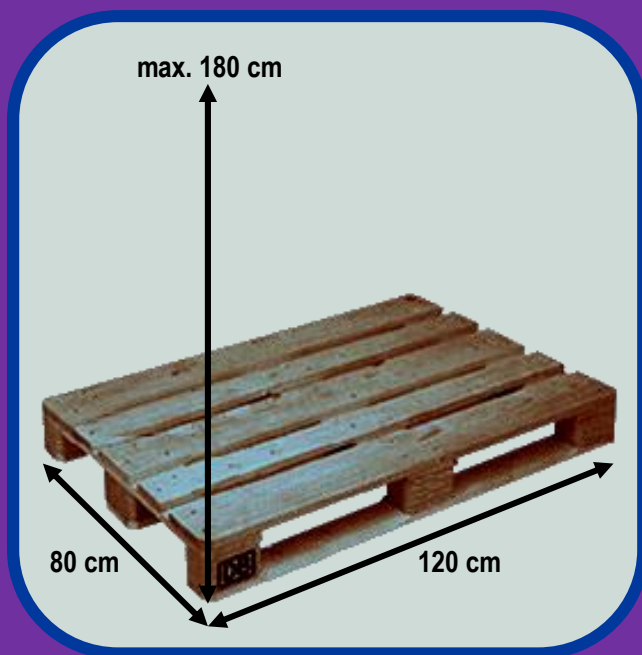


Proximus Distribution Center



Delivery instructions

Delivery of goods to
Proximus Distribution Center

December 2023

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1. General

This document describes the procedure for delivering goods to Proximus Distribution Center (PDC). 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 fdc_inbound@proximus.com.

2. When and where to deliver

The Proximus Distribution Center (PDC) is established at Courcelles, 60 km south of Brussels, Belgium.



Proximus Distribution Center

Rue de Liège 70
B-6180 Courcelles
Belgium

Contact

Telephone +32 (0) 78 050 049 (between 6 am et 2 pm)

E-mail pdc_inbound@proximus.com

Delivery opening hours



Deliveries can be made every workday from 6 am to 12 noon and from 12 :30 noon to 2 pm.

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, you need to register at the security post together with the reservation document.

Next:

- Drivers must go to the Proximus reception in order to receive a dock number.
- Truck will be correctly placed to the dock, engine stopped, brakes in and blocked wheels by a wheel lock (available in front of the docks).
- Driver is responsible for the state of the truck: trucks and trailers in bad condition won't be unloaded.
- In case of emergency, truck away from the dock and have to go to the gathering point.

- It is not allowed to take pictures or to film.
- Use the restroom (toilet and douche) dedicated for drivers.
- Max speed is 25 km/h.
- Fluorescent jacket compulsory.
- 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".
- The truck driver is not allowed to enter the warehouse - unloading is insured by us.

3. Pre-delivery notification (make a reservation)

Deliveries must be announced by using the **Yard Management** tool at:
<http://tracking.essers.com/B2B/>

Electronic documents, such as a PDC of the delivery slip, can be added to your delivery announcement.

To get access to the Yard Management tool, send an e-mail to pd_c_inbound@proximus.com

This email must contain the following details:

- **The company name;**
- **The user name;**
- **The address of the company;**
- **One or more email addresses where to send automatic confirmations for delivery appointments;**
- **The VAT number**

In reply, you will get your login and password.

More information about the tool can be found on:

[Yard Management Manuel](#)

For products requiring the use of serial numbers or IMEI numbers, a file named **4xxxxxxxYYYYMMDD.csv** (Proximus PO number + delivery date to Courcelles) must be sent (at least 24 hours before delivery) by email to following addresses :

N° SERIE : nathalie.bonheure@proximus.com; pdc_inbound@proximus.com;
andre.desprets@proximus.com; Admin.BGC@essers.com; stephane.meert@proximus.com

N° IMEI : BMBSMBVENDORLOGISTICS@proximus.com ; pdc_inbound@proximus.com>
Admin.BGC@essers.com<<mailto:Admin.BGC@essers.com>> ; stephane.meert@proximus.com>

Containing as subject : 'SN file for PO XXXXXX delivery Courcelles DD/MM/YYYY'

PO code	Vendor ID	Product code	Pallet ID	Serial No.
PO4503088702	B47245007	64160714		354251676991053
PO4503088702	B47245007	64160714		354251676990881

Information in this file :

PO code: PO number sent by Proximus to the supplier for confirmation

Vendor ID: VAT number (information also available in the PO and set by the company)

Product code: Proximus product reference (mentioned in the PO)

Pallet ID: pallet number (unique number : if you deliver 3 pallets, we must receive 3 different pallet numbers)

Serial number or IMEI: serial number or IMEI delivered on the Proximus reference number of the product and the specific pallet.

This file will be imported in our inventory management system and will guarantee Proximus and the seller a global overview of the entire product life cycle.

Each supplier's pallet number will be integrated into the system and will ensure correct tracking of the product in the history of the supply chain.

4. Accompanying documents

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 the waybill as proof of receipt, subject to quality and quantity control.

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.

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 Telephone 099 99 99 99 Fax 099 99 99 99 info@leverancier.be VAT number BE 000.000.099			Proximus Distribution Center Rue de Liège 70 B-6180 COURCELLES			
Order number	Item number	Item description	Ordered quantity	Delivered quantity	Unit	Backorder Quantity
4500123546	12345678	Example article1	10	10	pc	0
	23456789	Example article2	100	80	rl	20
	34567890	Example article3	200	20	bx	30
4500234567	23456789	Example article4	50	50	rl	0
	45678901	Example article5	25	25	pc	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)
- Delivery address :
Proximus Distribution Center
Rue de Liège 70
B-6180 Courcelles

► 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 article
- the quantity ordered
- the quantity being delivered
- the type of unit, as indicated on the order received
- the number of back orders (the part of the order delivered subsequently)
- the order number (PO)

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 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's article number (8 digits) and/or EAN bar code.

The order unit must always be clearly identifiable by Proximus's 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.

► Bulk packaging method

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.

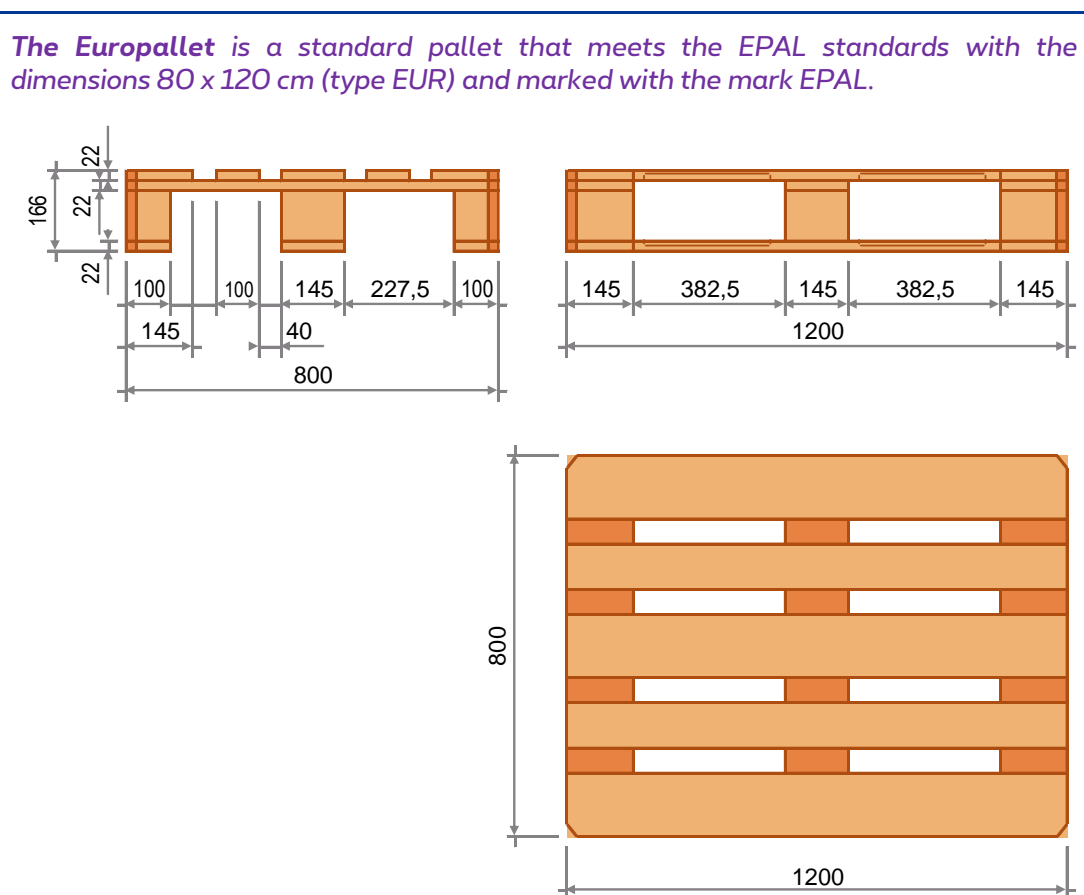
Box

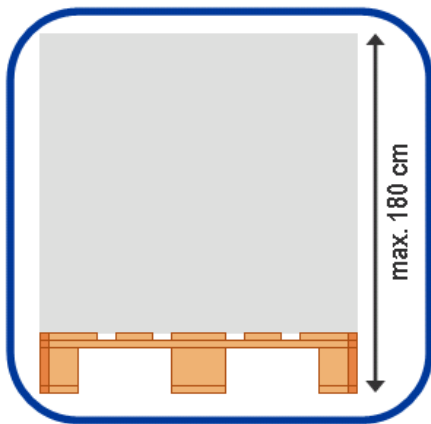
Every box must bear a sticker or label displaying Proximus's article number (the article code consists of 8 digits) and the number of order units per box.

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.

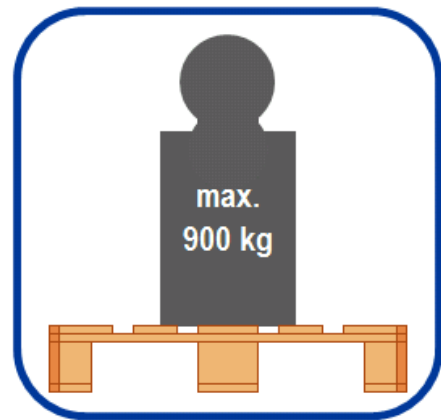
Europallet

Deliveries exceeding 20 kg must be delivered on an Europallet.

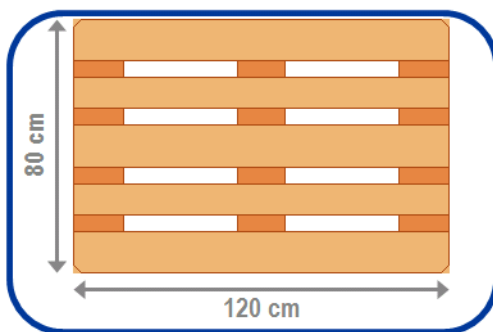




Load height of an Europallet :
maximum 180 cm (including pallet height)



Maximum weight per Europallet:
900 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.

Oversized goods

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

► 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.

► Requirements for small, individual deliveries

Maximum size: 60 x 40 x 40 cm.

Parcels may not weigh more than 20 kg. Any parcel that weighs more than 20 kg must be delivered on an Europallet.

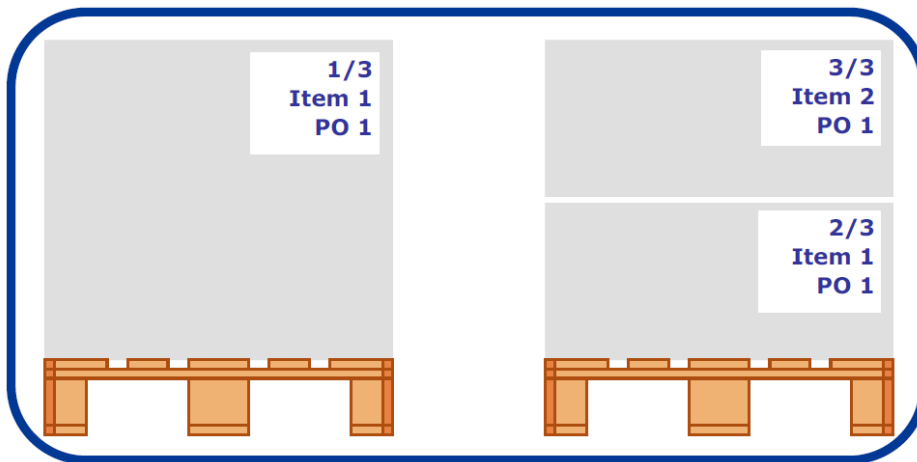
6. Content of delivery unit label

Delivery unit

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

Recommended format for label : minimum 105 x 148 mm.

► Positioning

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**

Each delivery unit must bear a label in a clearly visible place, indicating :

- The **sequence number** of the delivery unit, from the total number of delivery units
- **Sender:** supplier's details (name and address)
- Delivery address :
Proximus Distribution Center
Rue de Liège 70
B-6180 Courcelles
- **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.
- **Pallet barcode ID:** mandatory for products with a serial number

Sequence number:		2/8
Sender: Supplier Example street 11 9999 Example	Delivery address: Proximus Distribution Center Rue de Liège 70 B-6180 COURCELLES	
Purchase order number 4500123456		
Item number : 12345678		
Item description: Example article1		
Quantity: 5 pc		
 8 712345 678906 >		

7. Transport

- Proximus encourages the use of carbon neutral, low emission and environmentally friendly transport solutions.
- The use of low emission vessels is strongly recommended.
- Deliveries can be made with high-cube containers (see dimensions below).



Main characteristics	40' normal container	40' HC container
Container height	2392 mm	2690 mm
Container door height	2292 mm	2585 mm
Max. pallet height (in 2 layers)	1096 mm	1245 mm

- Truck loading is optimized to avoid empty spaces in the truck.
- Transport routes should be chosen taking into account CO2 emissions (for example reducing air freight, reducing distance by truck, etc.)
- 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”

8. Summary of PDC delivery instructions

① Pre-delivery notification

Deliveries must be announced by using the **Yard Management** tool at <http://tracking.essers.com/B2B/>

For products requiring the use of serial numbers or IMEI numbers, a file named **4xxxxxxxxxYYYYMMDD.csv** (Proximus PO number + delivery date to Courcelles) must be sent (**at least 24 hours before delivery**) by email to following addresses :

N°IMEI : BMBSMBVENDORLOGISTICS@proximus.com ; pdc_inbound@proximus.com >
Admin.BGC@essers.com <<mailto:Admin.BGC@essers.com>>

N°SERIE : nathalie.bonheure@proximus.com; pdc_inbound@proximus.com;
andre.desprets@proximus.com; Admin.BGC@essers.com; stephane.meert@proximus.com

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:
Proximus Distribution Center
Rue de Liège 70
B-6180 Courcelles
- 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;
- The type of unit, as indicated on the order form;
- The number of back orders;
- The total number of delivery units

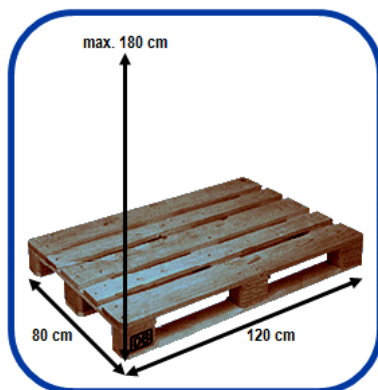
Example :

Supplier Example street 11 9999 Example Telephone 099 99 99 99 Fax 099 99 99 99 info@leverancier.be VAT number BE 000.000.099			Proximus Distribution Center Rue de Liège 70 B-6180 COURCELLES			
Order number	Item number	Item description	Ordered quantity	Delivered quantity	Unit	Backorder Quantity
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	34567890	Example article3	200	20	bx	30
4500234567	23456789	Example article4	50	50	rl	0
	45678901	Example article5	25	25	pc	0

Total number of delivery units = 8

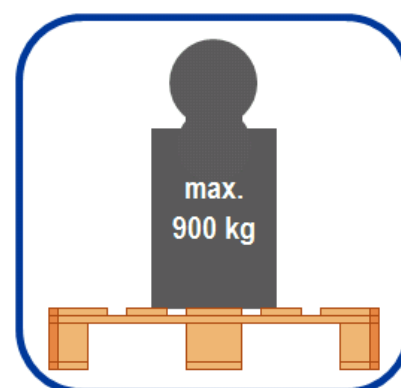
3 Packaging

► Bulk packaging method



Goods weighing more than 20 kg must be delivered on an Europallet.
Pallet format : 80 x 120 cm.
Pallet loading height : maximum 180 cm (including Europallet).

The Europallet must not weigh over 900 kg (not including weight of Europallet)



Stack :

- Properly packed
- Stable
- Within the Europallet format

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

④ Content of delivery unit label

Each delivery unit must bear a label in a clearly visible place, indicating :

- The **sequence number** of the delivery unit, from the total number of delivery units
- **Sender:** supplier's details (name and address)
- Delivery address :
Proximus Distribution Center
Rue de Liège 70
B-6180 Courcelles
- **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:		2/8
Sender: Supplier Example street 11 9999 Example	Delivery address: Proximus Distribution Center Rue de Liège 70 B-6180 COURCELLES	
Purchase order number 4500123456		
Item number : 12345678		
Item description: Example article1		
Quantity: 5 pc		
 <small>8 712345 678906 ></small>		

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.