

SERVICE CHARTER

AUTOMOTIVE GLASS FELT



ISOVER
SAINT-GOBAIN

OBJECTIVES

PRECISION AND HIGH PERFORMANCE ARE CENTRAL TO THE SERVICE WE PROVIDE, FROM LOGISTICS DOWN TO OUR PRODUCT.



ORDER
PLACEMENT



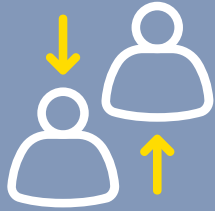
CONFIRMATION



COLLECTION

This charter is designed to support you in placing and managing your orders.

It outlines all the essential information and key steps needed for smooth and seamless supply flows.



PLACING AN ORDER

THE INFORMATION WE NEED

- **Client product code and ISOVER product code**
- **Quantities**
- **Price**
- **Product description (base weight, technical width, coating, colour)**
- **Preferred delivery or collection date**

KEY POINTS

- All orders must meet Minimum Order Quantities (MOQ) and Maximum Order Quantities for lorries. For more information, check your sales package.
- Container supply: containers must be present on the factory's premises no later than the date specified by the Customer Service team. Insufficient containers may result in your order being cancelled, or quantities reduced in line with the number of containers present.
- Any new item or any change in product specs must be flagged to ISOVER no later than a month before the first collection date.
- Payment for all quantities manufactured following a firm order is due in full.
- Should products not be collected on the date specified in the order, storage fees and destruction costs may be billed.



ORDER CONFIRMATION

THE IMPORTANCE OF COMPLYING WITH DEADLINES

	YELLOW GLASS FELT	BLACK GLASS FELT
ORDER PLACEMENT DEADLINES	By Monday at 5:00pm for delivery two and three weeks later	By Monday at 5:00pm for delivery two and three weeks later
PROJECTED ORDERS	Three months min.	

- ISOVER reserves the right to make changes to these rules and guidelines in special circumstances. Where applicable, these will be flagged (e.g. in the event of a technical shutdown).
- Order confirmation will be issued in the form of an **Order Acknowledgment Slip (OAS)** sent to you by email.

- Any changes/products added to your orders past Monday at 5:00pm on the week itself for the firm order period in question will be subject to approval by the Customer Service team, and may not be ready on your preferred date.
- **EDI:** EDI reports for firm orders three weeks later must be sent every Monday at 5:00pm at the latest. You will then be issued with an order number.
- No changes can then be made to your EDI report once it has been submitted. Any changes to an order during the firm order period must be sent by email to the ISOVER Customer Service team.



ORDER COLLECTION

PPE REQUIRED AT ALL TIMES

From the moment the driver steps out of their lorry, and for the entire duration of their time spent on site.



REFLECTIVE JACKET
OR VEST



SAFETY
FOOTWEAR



HARD HAT



GLOVES



MAINTAINING
CONTACT WITH
HANDRAILS



Drivers must show the ISOVER delivery number (OAS) or an order delivery number (EDI).



Collections are open from Monday to Friday at the ISOVER Chalon-sur-Saône factory, in compliance with the site's Health and Safety rules:

Saint-Gobain ISOVER
19 rue Paul Sabatier
71100 Chalon-sur-Saône,
France



FOR CONTAINER LOADING



- **Lorries required:**

Tautliner

- **Loading method:**

Container 1/1, side-loading

- **Lorries – mandatory equipment:**

- Trailer with fully retractable tarpaulin/curtains on both sides
- Minimum usable lifting loading height of 2.90 metres.

LORRY RECEPTION OPENING HOURS (CONTAINERS AND BULK)

LORRIES CONTAINER LOADING	From 7:30am to 4:30pm Monday to Friday	In the event of emergencies, loading accepted until 6:00pm (incoming time), subject to the Customer Service team's prior approval.
LORRIES BULK LOADING	Four slots available from Monday to Friday: 9h/10h/13h/14h	Advance booking required. Each booked slot must be discussed and confirmed with the Customer Service team no later than 48 hours in advance.



Compliance with loading times.
Bulk loading requires specific
resources and tweaks to how we
operate.

In the event of a no-show, a €150
penalty fee will be applied.

Failure to comply with Health and
Safety rules may result in your loading
slot being denied or rescheduled.

FOR BULK LOADING

- **Lorries accepted:**

Tautliners • Semi-trailer trucks • Vans • Box trailers • Shipping containers • Refrigerated lorries

- **Loading method:**

Back-loading by a driver

- **Lorries – mandatory equipment:**

- Clean, empty trailer

- **Lorries with racks:** all gaps between stakes must be fitted with four suitable slats as a bare minimum **1**.

- **Lorries without racks:** all gaps between stakes must be fitted with six suitable slats as a bare minimum. They may also feature straps **2**

- Lorries that are not compliant with the given standards will be denied access, or loaded in line with the available space (e.g. missing slats, deformed tarp, oversized lorry, etc.).

- Once the lorry has been loaded, the driver will be issued with a delivery slip.



1 Lorries with racks, with gaps of at least four slats between stakes



2 Lorries without racks, with gaps of at least six slats between stakes and fitted with straps

PLACE YOUR ORDERS

Isover-EMT-commande@saint-gobain.com

You can also reach our Customer Service team by phone:

Sonia Ferkous

Tel.: +33 (0) 1 40 99 25 38

Coralie Lemire

Tel.: +33 (0) 1 40 99 25 69

Martine Le Boulge

Tel.: +33 (0) 1 46 25 48 30



TOUR SAINT-GOBAIN

12, place de l'Iris
92100 Courbevoie, France
Tel.: +33 (0)188 54 00 000

www.isover-marches-techniques.fr