



SUPPLY GUIDELINE
AUTOMOTIVE
GLASS WOOL
FELT

Objectives

Our supply chain is key to provide you the best service



**ORDER
PLACEMENT**



CONFIRMATION



COLLECTION

This guideline is designed to help you manage your orders, from placement to collection.

It outlines all the essential information and key steps needed for supplying you the best we can.

Placing an order



THE INFORMATION WE NEED

- Customer part number and Isover part number
- Quantities
- Price
- Product description (gram weight, width, facing, colour)
- Delivery or collection date expected

KEY POINTS

- All orders must comply with the Minimum Order Quantities (MOQ) and respect the maximum Loading capacity per truck . For more information, please refer to the Isover offer.
- Metal container loop: empty containers must be returned to the Isover factory every Tuesdays at the latest. Order quantities may be adjusted according to the number of empty containers available at the Isover factory.
- Any new item or modification in the specification of your item must be notified to Isover with a prior notice of 1 month before the 1st shipment date. Any change of the order is subject to plant's validation and Isover will provide the best deadline.
- All quantities manufactured upon a firm order are due.
- Should products not be collected on the date specified in the order, storage fees and destruction costs may be invoiced.

Order confirmation

Please, mind the deadline!



	YELLOW & BLACK GLASS WOOL FELT
DEADLINE FOR PLACING A FIRM ORDER BY E-MAIL OR BY EDI CONNECTION	By Monday at 5:00pm at the latest week W for shipment 3 weeks later (W+3)
FORECAST	3 rolling months

- 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).
- For every orders sent by e-mail, an Order Confirmation will be issued and sent to you by e-mail. In case of EDI connection, orders are confirmed by a Delivery Number.
- Any changes of your firm orders will be subject to approval by the Customer Service team, and may not be available on your preferred date.
- In case of EDI connection, no change can be done in 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



Drivers must show the Isover Order Confirmation Number or Delivery Number (EDI).

PPE REQUIRED AT ALL TIMES

From the moment the driver steps out of their truck, and as long as the driver stays on Isover site.



REFLECTIVE JACKET OR VEST



SAFETY SHOES



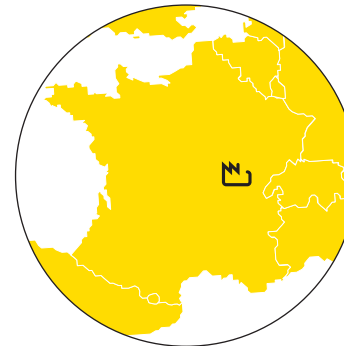
HARD HAT



GLOVES



MAINTAINING CONTACT WITH HANDRAILS



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

Saint-Gobain Isover
19 rue Paul Sabatier
71100 Chalons-sur-Saône,
France

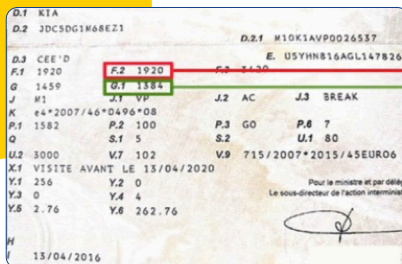
TRUCK RECEPTION OPENING HOURS (CONTAINERS AND BULK)
 opening hours can be adapted during summer or winter period with prior notice

CONTAINER LOADING	From 7:30am to 5:00pm Monday to Friday	In the event of emergencies, loading accepted until 6:00pm (arrival time), subject to the Customer Service team's prior approval.
BULK LOADING	4 time slots available from Monday to Friday: 9h/10h/13h/14h	Booking required. Each booked slot must be discussed and confirmed with the Customer Service team no later than 48 hours in advance.



Low Loader Curtainside Vans are not allowed.

Nevertheless, if for any urgent delivery, such a truck should be loaded, the car registration document should be provided to Isover with a 24h prior notice before loading for checking if the Gross vehicle weight complies with French legislation. During loading, a picture will be taken and the vehicle registration document will be checked.



PTAC (Poids Total Autorisé en Charge)
 Poids à vide



Compliance with loading times. Bulk loading requires specific resources.

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 CONTAINER LOADING

Once the truck has been loaded, a delivery note will be issued and provided to the driver.

- **Trucks required:** Tautliner
- **Loading method:** Container 1/1, side-loading
- **Trucks - mandatory equipment:**
 - Trailer with fully retractable tarpaulin/curtains on both sides
 - Minimum usable lifting loading height of 2.90 metres.



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



FOR BULK LOADING

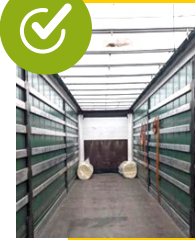
- **Trucks accepted:** Tautliners • Semi-trailer trucks
• Vans • Box trailers • Shipping containers • Refrigerated trucks

- **Loading method:** Back-loading by a driver

• **Trucks - mandatory equipment:**

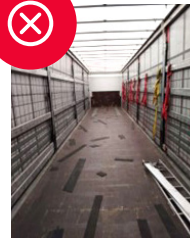
- Clean, empty trailer
- **Trucks with racks:** all gaps between stakes must be fitted with four suitable slats as a bare minimum 1
- **Trucks without racks:** all gaps between stakes must be fitted with six suitable slats as a bare minimum. They may also feature straps 2

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



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- **Trucks 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 Truck has been loaded, a delivery note will be issued and provided to the driver.
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Security issue:

- Inflated tarp (lack of visibility)
 - Highway gantry/tunnel refused
 - Subject to a fine
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PLACE YOUR ORDERS

Isover-EMT-commande@saint-gobain.com

You can also reach our Customer Service team by phone:

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Tél : +33 (0) 1 40 99 25 38

Coralie Lemire

Tél : +33 (0) 1 40 99 25 69

Géraldine Millet

Tél : +33 (0) 1 46 25 48 30



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www.isover-marches-techniques.fr

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