

International Transportation



Service Level Agreement (SLA)

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SECTION 0 INTRODUCTION

This Service Level Agreement (SLA) is made to clearly describe all guidelines for the cross-border road and intermodal transportation of the various Anheuser-Busch InBev breweries within Western Europe. The executing transport companies are named as “**Supplier**”.

This SLA is valid for full truck, part load and multidrop transport to and from ABInBev Breweries, external warehouses and customers. Additionally there is some return transport business to ABInBev breweries depending on the brewery and goods shipped.

SECTION 1 TRANSPORT PLANNING, EXECUTION AND DOCUMENTATION

1.1 General Points – ABInBev

- ABInBev operates many source breweries in Europe. Relevant for this tender are the following breweries: Leuven, Jupille, Hoegaarden (Belgium), Dommelen (Netherlands), Magor, Samlesbury (UK), Bremen, Munich, Issum (Germany) and Prague (Czech Republic). ABInBev operates external warehouses in the area of some of the breweries and in countries without brewery operations.
- ABInBev will transmit orders via email or electronically to the Supplier. The Supplier should ensure that the electronic data transmission can be performed. If the transmission is done electronically then it is done through the web-based Transport Management System (TMS). The Supplier is committed to train its employees to use the system and to provide a solid knowledge. The first training of the employees' is done by ABInBev.
- ABInBev's goal is to manage all transport orders via TMS, which will result in a change versus the current way of working.
- Suppliers are also responsible for keeping the EDI connections (if any) under good condition, fully working. In case of an outage the Supplier is responsible for implementing back up way of working to replace EDI connection. Any problems with the regular way of working should be reported immediately to the relevant transport team.
- The transport ordering lead-time per lane and the order cut off times are listed in Appendix 1. During the peak season and due to other unforeseen reasons, exceptionally the transport plan can be shared later than the listed timings.
- There can be rush orders requested after the initial planning is sent out.
- Transports are planned as one-way or roundtrips. The carriers are expected to accept them and execute them the way they were planned.
- The contact details and working hours of the transport planning departments are listed in Appendix 2, this file will be shared at a later stage in this tender. For each country there are official holidays where the department is closed. Outside of business hours you can reach the ABInBev transport planning department on emergency numbers.

- The ABInBev brewery and external warehouse opening hours are listed in the Appendix 3.
- For one-way trips and roundtrips, the Supplier comes to the brewery/warehouse with the defined equipment type, which will subsequently be live-loaded.
- In certain breweries and circumstances a standing trailer to enable preloading could be discussed between ABInBev and the Supplier. This is however unusual and will be covered under separate agreement.

1.2 General Points - Supplier

- The Supplier assigns a dispatcher to its ABInBev operations, which is in constant contact with the ABInBev transport planning department.
- The Supplier dispatching department should be available between 8.00-18.00, and for urgent topics via a mobile number also outside the regular working hours. The transport volume in the beverage sector is impacted by strong seasonal fluctuation. Therefore during the summer season (April to September), as well as during holiday period (eg Easter or Christmas peak), amounts might be significantly higher. ABInBev expects certain flexibility by the Supplier to meet these requirements. Furthermore, it is expected from the Supplier based on temporal advance notification to have the dispatching department available in double or extended shift, so that the reachability and the execution of all operational activities can be guaranteed till 19.00. The notification must be made by ABInBev 1 week in advance and can be approximately 12 weeks per year.
- Acceptance of the orders should be confirmed by the supplier within 2 hours after the receipt of the transport plan, no later than 18.00. Transport orders sent by ABInBev after 16.00 should be confirmed by the Supplier no later than 10.00 the following working day. Any change request (eg. delivery time within requested delivery date) should be discussed with the respective transport planning team within above deadlines.
- ABInBev assigns shipments to the Supplier. It is the Supplier's responsibility to assign drivers to these trips. In case of absence of a driver (illness, unforeseen circumstances, etc.), the Supplier is required to foresee a back-up driver and to enable the requested service level.
- Shipments can be roundtrips or one-ways in both directions, can be multi-drops or contain an extra stop for empties pick-ups or finished goods deliveries, for which ABInBev will pay the extra agreed amount.
- ABInBev is working on its sites with a time window control (Time-Slot Management / module within the TMS or other systems) and expects the Supplier to use this system. For pick-ups and deliveries corresponding loading times should be agreed. "On time" applies to the arrival +/- 30 minutes from the booked time. In the case that the time slot was not respected beyond the usual terms, it will cause possible issues with loading of other priority loads. A possible compensation for waiting times will be not applicable.
- The Supplier is committed to respect the rules for the time slots. Also he is only allowed to operate at the aligned time slots on the related location. Complaints

about missing time slots at certain times will not be considered. If the aligned time slot is missed, driver might face delay in loading/unloading.

- The Supplier is also expected to book an unloading slot at the dispatching or receiving ABInBev brewery, external warehouse or customer if applicable. In case there would not be any time slots for unloading available for booking, ABInBev will provide contact details to the Supplier in order to align with ABInBev brewery, external warehouse or customer on time of delivery.
- In case of multidrops, the driver is responsible to sign that the right goods have been delivered per destination. If any errors occurred without the driver raising the issues in the correct documentation, the suppliers has to return to the destination to move the correct goods without any additional fee.

1.3 Driver requirements

- When the driver arrives at site, he/she is required to register at the reception with his/her loading reference (load ID - found in the planning that is sent by the ABInBev transport planning department through TMS or other system) and his/her vehicle number. He/she should also carry his/her ID. As stated further in the safety requirements (see Chapter 2.3), the driver has to wear safety shoes and a safety jacket as well as a safety helmet.
- When the driver leaves the plant, he/she receives delivery note, determining all stops that the driver has to do on the trip. If the driver cannot execute these, he/she has to take contact with the transport planning department and get their approval.
- The driver should never accept a return of finished goods or empties unless there is a clear instruction to do so, given by ABInBev to the dispatcher. The driver is required to tell the customer that he/she has to contact the Customer Service Centre department of ABInBev to get an approval to give these goods back. On the other hand, if the driver is instructed to do so, he/she needs to return these finished goods as it is an urgent request.
- In case of doubt about any of these points at the customer site, the driver should call the ABInBev transport planning department.
- In case of any issues (delay in transit time, delay in unloading, instability of load, etc.), the driver has to contact the transport planning department as soon as possible.
- The driver always has to stay polite towards the customer.
- Normally there will not be a pallet exchange during one way transports. In case the customer would like to return empties on a planned one way trip, the driver has to align upfront with transport planning department.
- While doing transport for ABInBev, the truck cannot transport pallets or goods which are not linked to ABInBev business. Reduce an order due to lack of space in the trailer is not accepted.
- Drivers can be asked to demonstrate their ability to manoeuvre and/or park a trailer and truck correctly. Meaning smoothly and without risk of damaging either the trailer the driver is parking or any trailers in its proximity. Failing to pass these tests can lead to the driver being refused access to ABInbev facilities.

1.4 Waiting time agreements at the brewery

- Waiting hours are all non-driving and non-break hours.
- Waiting hours can be claimed per each completed 30 minutes when the waiting time exceeds 2 hours after arrival (i.e. from 121st minute), but only in the case that the driver is respecting the timeslot allocated to him/her. The waiting time starts from the moment of registration with the gate house. TMS will be used to determine the arrivals. Only in case of urgencies ABInBev could accept GPS data provided by the Supplier.
- Waiting hours charge is 35EUR/hour (17.5EUR/half hour).
 - See addendum Italy and Spain
- ABInBev is working on its sites with a time window control (Time-Slot Management / module within the TMS or other systems) and expects the Supplier to use this system. For pick-ups and deliveries corresponding loading times should be agreed. "On time" applies to the arrival +/- 30 minutes from the booked time. In the case that the time slot was not respected beyond the usual terms, it will cause possible issues with loading of other priority loads. A possible compensation for waiting times will be not applicable.
- All trucks arriving earlier or not more than 30 minutes after the designated timeslot are considered as "on-time". Waiting times are not to be calculated in case of early arrival of truck, but only starting from the time slot.
- All trucks arriving later than 30 minutes after the designated time slot are automatically considered as not on time and will not be considered for the waiting time compensation.
- The claim is only valid in case the site reception signs off on the CMR document (and waiting time form in case it is applicable).
- All waiting times need to be approved by ABInBev. For that reason there needs to be an investigation on the possible reasons for the delay case by case between ABInBev and the carrier.
- The average loading / unloading durations in ABInBev Breweries/external warehouses/customers can be estimated as 2 hours on average for live-loading.
- In case of early arrivals, ABInBev can forbid parking on the brewery yard until the start of the planned loading slot.
- Compensation of waiting times is done via the Billing proposal in TMS system or through other system. Therefore the waiting times must be reported by the Supplier latest by the Monday of the following week, before the mentioned billing proposals are sent out for approval by ABInBev.
- Addendum Spain & Italy

1.5 Language Agreements

- For customer deliveries, drivers need to have sufficient control over the local language to understand the instructions they will receive on-site for all customer deliveries.

- For movements between ABInBev premises and warehouses, the driver has to have sufficient language skills of German, Dutch, French or English depending on the brewery location.
 - Spanish or English is needed for the warehouses in Spain.
 - Italian or English is needed for the warehouses in Italy
- The supplier dispatcher assigned to ABInBev has to speak English.

1.6 Safety instructions

- The driver has to respect the safety requirements at the brewery as well as at the customer site. Failure to do so can result in a ban on driving for ABInBev.
- Always wear high visibility-vest, helmet and safety shoes (steal-toe cap) from arrival to departure and gloves for sheeting/unsheeting trailers.
- Trucks are not loaded / unloaded if the drivers are not respecting basic safety requirements.
- ABInBev personnel will stop the loading/unloading if they witness unsafe acts / unsafe behaviour of any driver.
- Drivers always announce their presence at security and Logistics reception before entering site and / or the logistics area. Induction at the reception is mandatory for all drivers.
- Drivers are not allowed to take passengers (family members, friends, etc.) on the sites. Other passengers have to wait at the security guard or in the vehicle, until the vehicle has left the ABInBev premises.
- No animals are allowed on ABInBev premises.
- No children allowed on ABInBev premises.
- Drivers must stay in their trucks or in the designated area during the whole length of their visit at all times. At no point the driver will start wandering around on logistics premises (e.g. to look for ABInBev personnel to handover their admin papers, to talk with colleague drivers, etc.).
- Drivers have to respect the green and red loading and unloading bays at ABInBev premises: when forklift truck is servicing the truck, driver must stay in the green zone.



- Only during the sheeting / unsheeting of the curtains, the driver is allowed to stay in the red zone around the trailer: no loading / unloading of the trailer allowed at that time.
- Trailer curtains must be opened in line with training requirements.

- Drivers always go via designated pathways to the logistics administration office or rest rooms. These movements however must be limited as much as possible.
- Drivers always use the 3-Points of contact method (see visual below) to leave or enter the cabin or trailer of their vehicle. Drivers never jump off of their truck or off the trailers.



- If necessary, non-fixed height access equipment (mobile platform ladder) must be used to enter and leave the trailer in the safest way.
- Drivers can only use a certified mobile platform ladder to get out of their truck.



- Drivers always respect the site speed limits or adapt as conditions allow (e.g. weather, etc.).
- Drivers always respect the site traffic rules and follow corresponding marking and traffic signals (e.g. one way routing, no reverse driving, etc.).
- Drivers must be equipped with their own wheel blocks, which should be used in case of:
 - Back loading at loading docks or mobile loading ramps always mandatory
 - When trailers are loaded/unloaded on a sloping floor always mandatory



- Drivers always use their safety belt while driving.
- Drivers do not use their mobile phone while driving and handling goods.
- Drivers are not allowed to drive when they are under influence of alcohol or drugs.
- Drivers are not allowed to smoke while on site, unless in designated smoking areas.
- Drivers are not allowed to listen to musical devices with earphones while driving or while on ABInBev site.
- Drivers are not allowed to eat or drink while driving.
- Drivers are not allowed to operate computer key boards or similar devices while driving.
- Drivers ensure their engine is switched off, when the truck is not in use.
- Drivers ensure their ignition keys are removed, when the truck is left unattended.
 - In Spain, drivers can be asked to give the keys for consignment during unloading to avoid unexpected departure.
- Handbrakes must be applied to all vehicles when stationary, if needed airlines must be disconnected as well to prevent unwanted driving away of trucks
- Drivers ensure their trucks are only parked in designated safe areas. They should never block pedestrian pathways, emergency routing, emergency equipment, sensitive areas, etc.



- Drivers should not in any circumstances tamper with/disconnect the reversing bleeper facility on the trucker unit.
- The parking space outside the brewery is not a resting zone. Rests need to be taken away from ABInBev sites.
- Breaching of above listed requirements will be recorded as safety misconduct or incident, and will be considered during the performance evaluation of the Supplier.

1.7 Load Security and equipment specifications

- The standard equipment to use for ABInBev consists of a tractor and trailer which meets all legal and technical requirements to pull a combination of weight as per country regulations, however the combination should enable a minimum of 25.6 tons payload and should be XL Beverage certified for a minimum of 27 tons.
 - For equipment operating in the Belgian breweries, XL certification without planks might be required
- All trucks in use for ABInBev need to meet as minimum Euro V norm.
- Trailers in use for ABInBev preferably should be curtain-siders which enable side- loading as well as back-loading, however in certain cases based on ABInBev's request, the equipment can deviate from standard.
- In some cases 20ft, 40ft or 45ft containers with backloading will be used, but only with approval of ABInBev.
- In case of trips executed with ABInBev trailers, the trucks need to be equipped with a specific connector/plug for re-charging the batteries of the trailer while driving (specification enclosed). Trailer cable needs to be connected and it is not allowed to turn off the circuit breaker of the batteries of the trailer except in emergency.



1.

Cable Trailer



2.

Needed Plug on tractor

- The driver has to bring own equipment for load securing (straps, edge-protectors etc.).
- The driver is responsible and accountable, that the load is well secured by considering all legal requirements.
- In case the securing of the load does not meet legal and safety requirements, the driver needs to contact the local logistics team in order to correct the loading scheme and the load security before leaving the brewery.
- All transport equipment should be XL certified (without planks, in Belgium) if curtain sided to prevent additional strapping. This is currently a prerequisite by law in all European countries. For all curtain sided transports coming from and to Germany the prerequisite is to have the "beverage XL certification with crate and kegs extension". This legislation may be adapted by other countries as well, therefore ABInBev expects all Suppliers to adapt in time to any foreseen changes in legislation so that ABInBev business is not harmed. ABInBev therefore recommends equipment which is beverage XL certified with extension of crates and kegs in case of using side curtain equipment for all flows.
- For trailers with XL-certification (without planks, in Belgium) for the full weight of the load, additional load securing with straps is not necessary if the load is form-closed - (Full Truck Load without gaps in between). With the exception when coming from Germany, where Beverage XL-certification for the full weight of the load, additional load securing with straps is not necessary if the load is form-closed.
- Trailers should have a minimum loading space of 34 euro/epal pallets or 26 industrial pallets.
- Trailers should have minimum inside dimensions:
 - Length – 13.60m
 - Width – 2.45m
 - Height – 2.60m
- All transport equipment needs to be health and safety compliant.
- In case the trip is executed with the own trailer of ABInBev, if damage is found on the trailer, the driver should indicate the damage on the CMR before departure from the site and inform the Logistics team/site reception about the damage. The damage is entered on the form for the damage registration document by the driver.
- In case the trip is executed with the own trailer for ABInBev, in order to ensure the correct weight distribution between the axles of the trailer and the tractor, ABInBev requires Suppliers to use tractors with "1170 mm 5th wheel height".

1.8 Documentation and products care

- The driver reports himself to the reception where he/she receives papers for a trailer & a badge (if applicable on the site).
- The driver has to be present during unloading operation at customer/warehouse.
- When the driver receives the goods in the plant, he has to sign a CMR document confirming that the loaded goods correspond to documentation.
- If there are any unstable (risk that the material can move during the transportation) or damaged goods loaded, the driver has to make a remark on the CMR document before he signs it and leaves the ABInBev site, and needs to inform the Logistics team and site reception. A blank signed CMR document means correct goods. The driver takes the responsibility of any transport damage, which will be claimed to the Supplier.
- If the load contains alcoholic beverages, the driver should leave the ABInBev site only when there is an ARC number on the delivery note or when he received a fall-back procedure document. Otherwise the driver makes should note on the CMR that the documentation is not complete and inform Logistics team/site reception.
- Arriving at the ABInBev warehouse/customers both (receiver and driver) can make remarks on the CMR document. The party responsible for the damage is liable.
- If the driver signed off a blank document and the customer also signed, the Supplier is not liable anymore.
- In case of shifted pallets/damaged/missing goods or any other discrepancies, the Customer/receiving ABInBev warehouse has to note it on the CMR before accepting the shipment to prove that the goods have been damaged during the transport. The driver has to sign the document to approve it.
- The driver is fully responsible for the goods in transit.
- The carrier commits to take full financial responsibility of all the goods in transit, also in case of quality infringements by, but not limiting to, illegal immigrants. Any quality infringement will result in the destruction of the full load of goods at the cost of the supplier.
- The driver is responsible to always carry the relevant documentation.
- For temperatures below 0°C and during extreme hot conditions drivers are supposed to take the necessary precautions to prevent quality damage in the product. If the trailer is parked, it has to be in a specially isolated closed area to ensure the goods do not freeze or get overheated.
- The driver does not transport or store our goods together with dangerous materials.
- The Supplier must transport the load without deterioration and the load must be maintained in good state and in hygienic conditions at all times. Loading and unloading of the goods must be done in a manner that prevents product contamination or deterioration.
- Trucks and trailers used to transport ABInBev goods should be clean and in good state, and do not have holes, tears, cracks, etc.

- The driver must be properly dressed for the activity, maintain a clean appearance, and wash his/her hands after bathroom use or eating and drinking.

1.9 Custom Clearance

- International shipments from ABInBev are subject to Custom clearance and excise duty.
- The driver should arrive in a custom office indicated by ABInBev, depending on the sending brewery to do the custom clearance of the goods.
 - Addendum Spain and Italy
- The carrier will cooperatively work with an ABInBev Partner, a custom agent, except if agreed differently.
- The driver together with the custom's responsible has to remove the seal and open the truck. The custom's responsible has to check if the quantity inside is correct based on the international documents (EAD-CMR-Delivery note). If no discrepancy is found, the custom's responsible will re-seal the truck, with which driver can deliver the goods to the final destination. In case of discrepancies between documents and physical check the driver has to wait for new instruction from custom's responsible.
- The driver is responsible to check if the above mentioned elements are in place when picking up the trailer as he will be entirely responsible for the customs clearance process.
- In case supplier delivers a load to a customer without having done the custom clearance, all financial sanctions applying to this action will be passed to the supplier.

1.10 Transport Planning

- All Addresses and opening times of the breweries and warehouses are provided in Appendix 3 (3. ABI – RFP – Requirements)
- Process for Transport Planning is described in the TMS training material, which will be provided when the business is awarded.

1.11 Transport Tracking

- On a daily base, until 15.00, the Supplier has to send to ABInBev depending on the country via mail an excel file with all the orders in transit.
- In case of changes within the plan sent (e.g. delays in loading, delays in transit, changes of arrival time slot, changes on the arrival date etc.), the Supplier has to inform immediately ABInBev and send an updated file with explanation of the reasons and possible solution / alternatives
- At any moment ABInBev can request a longer leadtime to their warehouses without additional costs.
- When the dock management system will be automated, the supplier will be asked to book a slot at the warehouse by 15.00 the day before arrival.

SECTION 2 **CUSTOMER REQUIREMENTS**

- In addition to deliveries to an ABInBev breweries/external warehouses, there are also direct deliveries to customers.
- Shipments should be planned in such a way that the truck arrives at the destination at the agreed timeslot or during the opening hours. It is therefore important for the Supplier to do the maximum to avoid any delays (e.g. back-ups by the Supplier have to be in place in case of accident or driver is absent).
- In case of certain customers, the Supplier has to call the Customer in order to book the timeslot in advance.
- In case of issues during the unloading the driver has to call ABInBev and wait for the instructions.
- For some customers, it might be required that the driver is able to unload the truck himself and thus have a fork lift truck driving license.

SECTION 3 **BILLING & ADMINISTRATION**

- All trips and corresponding financial compensations to Suppliers are administrated in TMS or ERP system.
- In case of round trips the Supplier is obliged to deliver the copy of the signed (by customer) delivery note to the brewery and document stating how many empties were given back (if any). Brewery will close transports only after receiving of these documents. Note that the financial compensation of the transports can only be done after the documents are provided and transports are closed.
- ABInBev operates with freight invoices created by Supplier and also with self-billing system (details per lane listed in Appendix 1); however ABInBev's goal is to manage all freight invoices through self-billing system, which will result in a change versus the current way of working.
- In case of self-billing, the Supplier can expect an overview from ABInBev with all trips the Supplier has driven (so called Billing proposal send via TMS) on weekly bases for the closed transports. The Supplier has the option to validate and approve the driven transports with corresponding prices, or to reject them, indicating the reason and providing the correct price from his point of view. Billing proposal should contain all costs when approved – no separate differences outside the billing proposal will be taken into account. The Supplier is obliged to a proper control of this proposal and should immediately highlight all positive or negative differences to ABInBev. Afterwards a validation from ABInBev will follow – once both parties agree, a Purchase Order (PO) and a Credit note will be generated automatically. Credit note will be paid out based on the agreed payment terms. Should any differences in favor of the Supplier remain unspotted or not reported during billing proposal check, ABInBev is entitled to claims these also retrospectively and carrier is obliged raise a credit note, assuming sufficient evidence is provided.
- In case of freight invoice issued by Supplier, the invoice needs to be issued against ABInBev respective entity. Afterwards the invoice needs to be sent to the invoice receiver for approval, following which it will be paid according to the agreed payment terms.

SECTION 4 **PERFORMANCE MEASUREMENTS**

- ABInBev will measure the Supplier's performance based on a set of different KPIs.
- The performance on those KPIs and will be reported on a monthly basis, and will be discussed during a monthly performance call with the Supplier.
- Based on these KPIs, ABI will define a Risk & Reward programme to start together with the new contracts to reward very good performance and penalize poor one. The Risk & Reward programme will be provided as separate attachment to be signed
- ABInBev reserves the rights to review and change the KPIs and the defined targets on yearly basis.

Italy KPIs

KPI group	KPI	Scope	Definition	Minimum Standard	New weight	Possible mistake
Documents	POD Document return	Customer deliveries	% of delivery documentation returned within the agreed timescales	99,0%	5%	1,0%
Safety	Safety	All loads	Each instance of non-compliance with the health and safety requirements that caused or had the potential to cause harm to a person or damage equipment or property on AB InBev (Brewery/Warehouse/Ramp) and Customer sites.	100,0%	15%	0,0%
	Employee conduct	All loads	Each instance of inappropriate behaviour that had the potential to cause harm to a person or damage equipment or property on AB InBev (Brewery/Warehouse/Ramp) and Customer sites.	100,0%	5%	0,0%
Rejection	Rejection	All loads	Each instance when an assigned transport is rejected on D-2 basis end of day before the planned loading without offering an alternative transport	100,0%	10%	0,0%
No show	No show	All loads	Each instance when an assigned transport is cancelled day before the planned loading or no show on agreed day of loading at AB InBev site.	100,0%	10%	0,0%
TPA	Transport Plan Attainment	At brewery	% of vehicles arriving for collection/unloading no later than 30 minutes after the booked time window at AB InBev Brewery/Warehouse.	80,0%	10%	20,0%
Acceptance	Acceptance		Measures how effective a carrier is in confirming the allocated transport orders (allocation as per communicated cut off times, acceptance - no rejection - by the carrier within 2 hours, but no later than 18.00).	100,0%	5%	0,0%
Delivery Performance at Warehouse (=transit time)	Delivery Performance at Warehouse (=transit time)	At warehouse	Number of trucks delivered within set transit time / Number of trucks delivered	95,0%	10%	5,0%
Service Level	Service level at customer	At customer	Transport service level hit occurs if order in hectoliters is not delivered on time and in full (OTIF). Measurement is calculated in hectoliters. (non-OTIF: eg. the truck arrives too late at the customer site, the load is damaged, theft occurred)	99,0%	20%	1,0%
DPA	Delivery Plan Attainment	At brewery/warehouse	Each time when an order is delivered on time and in full (OTIF). Measurement is calculated based on shipments. (non-OTIF: eg. the truck arrives too late at the customer site, warehouse, the load is damaged, theft occurred)	95,0%	10%	5,0%

Target Carrier SL

97,45%

UK, Germany, Belgium, Netherlands KPIs

KPI group	KPI	Scope	Definition	Minimum Standard	New weight	Possible mistake
Documents	POD Document return	Customer deliveries	% of delivery documentation returned within the agreed timescales	99,5%	5%	0,5%
Safety	Safety	All loads	Each instance of non-compliance with the health and safety requirements that caused or had the potential to cause harm to a person or damage equipment or property on AB InBev (Brewery/Warehouse/Ramp) and Customer sites.	100,0%	15%	0,0%
	Employee conduct	All loads	Each instance of inappropriate behaviour that had the potential to cause harm to a person or damage equipment or property on AB InBev (Brewery/Warehouse/Ramp) and Customer sites.	100,0%	10%	0,0%
Rejection	Rejection	All loads	Each instance when an assigned transport is rejected on D-2 basis end of day before the planned loading without offering an alternative transport	99,0%	20%	1,0%
No show	No show	All loads	Each instance when an assigned transport is cancelled day before the planned loading or no show on agreed day of loading at AB InBev site.	100,0%	20%	0,0%
TPA	Transport Plan Attainment	All loads	% of vehicles arriving for collection/unloading no later than 30 minutes after the booked time window at AB InBev Brewery/Warehouse.	80,0%	10%	20,0%
DPA	Delivery Plan Attainment	Customer/warehouse deliveries	Each time when an order is delivered on time and in full (OTIF). Measurement is calculated based on shipments. (non-OTIF: eg. the truck arrives too late at the customer site, warehouse, the load is damaged, theft occurred)	100,0%	20%	0,0%

Target Carrier SL

97,78%

SECTION 5 GREEN LOGISTICS

- ABInBev strongly promotes Green Logistics. For that reason intermodal transportation should be used whenever possible. Furthermore, we want to promote alternate fuels such as CNG instead of diesel. The Supplier is very welcomed to suggest his ideas to ABInBev for environment friendly transport.
- Supplier should confirm that is able to measure the fuel consumption via an electronic device, and is required to report on a monthly basis towards ABInBev the average fuel consumption for all trucks and the fuel consumption per truck.
- The average fuel consumption per Supplier will be compared with the average for all Suppliers
- Supplier need to be able to show that the drivers are trained on fuel efficient driving to decrease the average fuel consumption and increase safety on road.
- As empty running has a very significant role to reduce emissions, ABInBev expects that whenever empty runs are significantly caused by ABInBev transports, Supplier flag this to the Transport team leaders in order to identify where ABInBev can help reducing empty mileage.
- Carriers are recommended to reduce the maximum speeds of a truck to 85 km/h or 55 mph in order to reduce consumption of CO₂.

SECTION 6 **SUPPLIER PORTAL**

- ABInBev uses an online Portal for all their Suppliers in Western Europe. On this portal ABInBev puts purchase orders for the Suppliers, creates billing proposals and receives electronic invoices from their Suppliers. ABInBev will not process any sent paper invoices. Please be aware that you as potential Supplier need to work with this online portal for invoice processing after a proper training to your staff if you win business for ABInBev.
- Transportation Invoices done via self-billing through TMS (Transport Management System) are excluded from this portal. If you aim at further business with ABInBev besides Transportation, please note that the Supplier Portal will be a precondition.

SECTION 7 **SEDEX CERTIFICATION**

- Sedex is an internationally acknowledged certification. ABInBev demands globally from its Suppliers to register at Sedex and get certified (costs of approx. 60USD to be paid by the Supplier). This secures for ABInBev that all Suppliers work in accordance to local laws and working standards. This is a precondition for doing business with ABInBev.
- **Appendix:**
 1. ABI - RFP - Cut off times
 2. ABI - RFP - Contact list – Shared later during the tender.
 3. ABI - RFP – Requirements
 4. ABI - RFP - Invoicing template

SECTION 8 **ADDENDUM ITALY**

Waiting Time agreements & Warehousing Requirements

- Waiting hours charge is 35EUR/hour
- In case ABInBev needs to cancel a load at the day of the collection without being able to provide an alternative transport, the haulier is entitled to ask for deadfreight at 35% of the one-way transport value. No deadfreight to be recognised for cancellations the day before the transport
- Any changes of the plan (trucks arriving on a day without being communicated or trucks not arriving on the specified day) will be tracked monthly. If performance is below target set by ABInBev, penalties may be imposed.
- For trucks arriving without prior notice or communicated later than the agreed deadline ABI reserves the right to postpone the unloading by one day
- Opening hours of the warehouse are 7.00-17.00 from Monday to Friday. Exceptions from this needs to be discussed with ABInBev Italia.

- The rules that the driver has to follow are indicated at the reception of the warehouse. When the driver arrives at the warehouse, he is required to register at the reception. He has to hand over the domestic transport document (XAB) and his vehicle number. The reception will give him a sequential unloading number and the driver has to provide his mobile number. The warehouse reception will send to the driver a text message to advise him that he should start the unloading process.
- The driver has to wear safety shoes (steal-toe cap) and high visibility-vest.
- The average unloading durations at the warehouses can be estimated as 3 hours on average.
- If the driver arrives before the timeslot, he has to wait for his timeslot. If he arrives later then the timeslot, he has to wait till a new free timeslot will be available.
- Waiting hours can be claimed after each completed 30 minutes when the waiting time exceeds 2 hours after the slot end at the warehouse but only in the case that the driver is respecting the timeslot allocated to him/her (max 30' arrival vs slot time). Waiting hours will be also connected to the DPA. If DPA is below the target for the month, no waiting hours to be recognized
- All trucks shall be arriving at the destination with the right documentation received at the brewery. Missing documentation will be tracked monthly and there will be penalties defined by ABI if the % of the loads that have documents missing exceed the target
- in the case of multidrops the driver needs to observe the goods unloaded at the first drop and confirm the right quantities are unloaded; if not, any extra costs linked to his neglect will be passed on to the supplier
- AB-InBev might be requesting the supplier to do night collections or weekend loadings depending on business needs

Custom Clearance

- The driver should arrive in Verona or Busto Arsizio or any other custom office indicated by ABInBev depending on the sending brewery to do the custom clearance of the goods.

Billing and Administration

- Invoice should be issued at least twice per month (at least every 15 days).
- ABInBev has two payment runs per month (each 3rd working day after the 15th, and each 3rd working day after the 30th/31st). Invoices will be paid according to the negotiated payment terms.
- Invoices should be delivered physically to:

Anheuser-Busch InBev Italia s.p.a.

Piazza Francesco Buffoni 3, 21013, Gallarate (VA), Italia

Tel: +39 0331.268414

Fax: +39 0331.268522

VAT Number: 02685290120

Alternatively invoices can be shared via email (stefania.dalessandro@inbev.com).

- At the same time of issuing the invoice and sending it to ABInBev, a standard excel template indicated in Appendix 4 (4. ABI - RFP - Invoicing template) has to be sent to Finance department via email (stefania.dalessandro@inbev.com).
- Invoicing specifications:
 - Single invoice should be issued by cost type (i.e. one-way transport, empty kegs return, custom operations, etc.)
 - Invoices should gather shipments from the same month. Invoices containing shipments / services of more than one month will not be accepted.
 - Empty keg transport should follow the adapted structure also shown in the file attached to this document.
 - Tariffs for shipments should be split like this:
 - Base Tariff
 - Fuel Variance
 - Extra costs - specifying what is the reason for the extra cost and the supportive documents (mail, agreements...)
 - Total shipment amount
 - Further information regarding the shipments invoicing should be guaranteed and delivered in a jointly agreed time.
 - Other specifications not mentioned here should be agreed jointly.
- Invoice corrections :
 - In the case of differences identified and agreed, a credit note needs to be issued by the supplier.
 - The credit note should be issued within the next month of the request
- ABI Italy reserves the right to move the Admin process to an automated system (TMS) any time during the contract

SECTION 9 **ADDENDUM SPAIN**

Waiting Time & Warehouse requirements

- For Barcelona and Valencia opening hours of the warehouse are 9.00-18.00 from Monday to Friday.
- Azuqueca opening hours for unloading are 9.00-13.00 from Monday to Friday.
- The rules that the driver has to follow are indicated at the reception of the warehouse. When the driver arrives at the warehouse, he is required to register at the reception. He has to hand over the domestic transport document and his vehicle number. The reception will give him a sequential unloading number. The warehouse reception will advise the driver when he should start the unloading process.
- For the moment there is no slot booking at destination warehouses. The trucks will be unloaded as per their arrival. The waiting time should not exceed 3 hours.
- The driver has to wear safety shoes (steel-toe cap) and high visibility-vest.
- The average unloading durations at the warehouses can be estimated as 2 hours on average.

- For Azuqueca, if the driver arrives after 13:00, he has to wait till next day at 9:00
- Waiting hours can be claimed as from the first minute per each started 30 minutes when the waiting time exceeds 3 hours after arrival at the warehouse (ie. from 181st minute)
- Waiting hours will be calculated based on unloading opening hours. Ie. Arrival at 12:00 in Azuqueca day D and unloading at 10:00 in day D+1 = 2 hours waiting.

Custom Clearance

- The driver should arrive in Coslada or Barcelona or any other custom office indicated by ABInBev depending on the sending brewery to do the custom clearance of the goods.

Billing and administration

- Invoice should be issued at least twice per month (at least every 15 days).
- ABInBev Spain has one payment run per month (each 3rd working day of the month). Invoices will be paid according to the negotiated payment terms.
- Invoices should be delivered physically and by mail to:

GMODELO EUROPA S.A.U
Accounting Department
C/ ALUMINIO 12
POL. IND. MIRALCAMPO
19200 AZUQUECA DE HENARES
GUADALAJARA
SPAIN
VAT NUMBER: ES80684111
Tel. (+34) 949 26 44 26 **ext 346333**

Via email to:

Laura Sanz López: Laura.lopez@ab-inbev.com

Olivia Moreno: Olivia.moreno@ab-inbev.com

At the same time of issuing the invoice and sending it to ABInBev, a standard excel template indicated in Appendix 4 (4. ABI - RFP - Invoicing template) has to be sent to Accounting and Logistics department via email (Olivia.moreno@ab-inbev.com, Laura.lopez@ab-inbev.com).

- Invoicing specifications:
 - Single invoice should be issued by cost type (i.e. one-way transport, empty kegs return, etc.)
 - The provider will be assigned with a provider number that have to be reflected in all the documents issued by the provider to ABI.
 - Every invoice issued will be required to have the PO number in its detail as reference.
 - NO invoice will be registered in AB InBev without the PO number
 - Important: The process will require only one invoice per month for the services offered during the period.

- AB InBev will communicate monthly the PO number for the invoice of the period
- Invoice Process for Inbound Movements:
 - 1. ABI: Calculate cost of service offered by the provider during the month
 - - 2. ABI: Create PO and inform number to the provider.
 - - 3. Provider: Create monthly invoice with PO number in the invoice detail, and send it to ABI
- Invoices should gather shipments from the same month. Invoices containing shipments / services of more than one month will not be accepted.
- Empty keg transport should follow the adapted structure also shown in the file attached to this document.
- Tariffs for shipments should be split like this:
 - Base Tariff
 - Extra costs - specifying what is the reason for the extra cost and the supportive documents (mail, agreements...)
 - Total shipment amount
- Further information regarding the shipments invoicing should be guaranteed and delivered in a jointly agreed time.
- Other specifications not mentioned here should be agreed jointly.
- Invoice corrections :
 - In the case of differences identified and agreed, a credit note needs to be issued by the supplier.
 - The credit note should be issued within the next month of the request