

**SOP-QA-007.F1 - Supplier claim and correction actions report**

Author: Milan Matura

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Dear valued Supplier to WestRock,

We thank you for your information in helping us obtain the root cause for the below mentioned unfortunate incident, observed by WestRock. We formally request that you provide us with both corrective and preventive actions to ensure that this situation will not be repeated. We expect this request to be treated as a first priority for you. We are also requesting the below mentioned compensation in damages, incurred to WestRock due to this incident, which should immediately be refunded to WestRock. We expect immediate and serious actions for reimbursement and decisive corrective actions, as further delays may result in additional fees (legal, administrative, or discontinuing future orders). Please find below the details of the complaint relating to your material or service identified in the header above.

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Vážený dodavateli společnosti WestRock,

děkujeme Vám za Vaše informace, které nám pomohou zjistit hlavní příčinu níže uvedeného nešťastného incidentu zjištěného společností WestRock. Formálně vás žádáme, abyste provedli nápravné a preventivní kroky tak, aby se tato situace již neopakovala. Očekáváme, že splnění tohoto požadavku budete považovat za svou hlavní prioritu. Rovněž požadujeme okamžité provedení níže uvedené náhrady škod společnosti WestRock, které jí vznikly důsledkem tohoto incidentu. Očekáváme okamžité a seriózní kroky k uhrazení a rozhodné nápravné kroky, protože další zpoždění mohou vést ke vzniku dalších poplatků (právních či administrativních poplatků nebo k přerušení budoucích objednávek). Níže jsou uvedeny podrobnosti reklamace týkající se vašeho materiálu nebo služby uvedené v záhlaví výše.

| Supplier                                                                                                                                                                                                                                                                             | Date of Issue                                      | WestRock Order affected | WestRock Supplier Complaint |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|-------------------------|-----------------------------|
| Berger Logistik GmbH                                                                                                                                                                                                                                                                 | 06.05.2019                                         | Widnau 12342716000ON    | C-021-19                    |
| Material Identification                                                                                                                                                                                                                                                              |                                                    |                         | Defective amount            |
| Late delivery to Widnau transport order no:<br>12342716000ON<br>Truck no.<br>EWIGG02,KLITE90 - PL/PL                                                                                                                                                                                 |                                                    |                         | 1x FTL                      |
|                                                                                                                                                                                                                                                                                      |                                                    |                         | Samples ( Y / N )           |
|                                                                                                                                                                                                                                                                                      |                                                    |                         | NE                          |
| Problem description                                                                                                                                                                                                                                                                  |                                                    |                         |                             |
| Late loading / late delivery to RedBull Widnau. Requested delivery on 03/05 before 12h. False info to the customer by the carrier at the delivery date, info that customs clearance ready, later info not ready. Instructions given by the customer to Berger ignored by the driver. |                                                    |                         |                             |
| Amount                                                                                                                                                                                                                                                                               |                                                    |                         |                             |
| Material Costs                                                                                                                                                                                                                                                                       | 0                                                  |                         |                             |
| Labour Costs                                                                                                                                                                                                                                                                         | 0                                                  |                         |                             |
| Machinery Costs                                                                                                                                                                                                                                                                      | 0                                                  |                         |                             |
| Transport Costs                                                                                                                                                                                                                                                                      | 0                                                  |                         |                             |
| Total Costs                                                                                                                                                                                                                                                                          | Will be sent later on behalf of RedBull production |                         |                             |

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replaning .

**Root cause = důvody proč k reklamaci došlo, co je příčina:**

To clarify our statement, let us explain the 3 different kinds of fleet we use. A) Own fleet which is composed of own truck, own driver and own trailer b) Fix subcontractor, which is composed of external truck, external driver and own trailer c) Charter Subcontractor, which is composed of external truck, external driver and external trailer

- We received the order 12342716000ON to load on CZ 566 01 Vysoke Myto on 02.05 and deliver in CH 9436 Widnau on 03.05
- The Fix Subcontractor with plate number EWIGG0 //, KLITE90 which was empty in A 3494 Krems, drove towards CZ 566 01 Vysoke Myto to load. Due to the bank holiday on 01.05 and the massive holiday traffic it took him 7 hours instead of 4 to arrive which he did at 16:00, leaving at 17:00. This massive traffic due to the bank holiday also negatively affected the bad result.
- on 03.05 there was an issue with the customs document at Wolfurt, which was flagged at 17:17. We were told, that the problem could only be solved on Monday 06.05. We duly passed on this information to you. At this point, a chain of misunderstandings and miscommunications originated. The driver had in fact performed customs and excise and was heading to Widnau. We received the information that he had not performed the customs and a contingency plan to counter that deviation was triggered which implied sending staff which had to do extra hours to Lustenau on Saturday, and give the driver the necessary paperwork.

The delivery arrived in Widnau on 04.05 at 8:30.

Berger proceed in this case with due diligence and the staff was available after working hours. We share your frustration and disappointment. The root cause of the defect is solely linked to the bad communication skills of the subcontractor and his driver which forces us to terminate the cooperation with this supplier for deliveries to Rauch

**Corrective and preventive actions = nápravná opatření:**

Terminate cooperation with the subcontractor for deliveries to Rauch

**Resp.****Due date**Josef  
Bedan

6.5.2019

Drivers tel. Number will be passed on to you with the truck number

Josef  
Bedan

6.5.2019

GPS Data will be available to you via styletronic

Josef  
Bedan

6.5.2018

**Verification of implemented actions:****Resp.****Due date**

Results:

**Efficiency validation:****Resp.****Due date**

Results:

**Closed by:****Closure date:**