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# Instructions to Suppliers

## of Norsk Stål AS



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## **1. Agreement**

### **1.1 Scope of Agreement**

These instructions have been made to ensure suppliers ("Supplier" or "Seller") adhere Norsk Stål's (the "Buyer") standards of supply.

The intention of the agreement is to remove uncertainties surrounding the supply process to Norsk Stål, from order placement to delivery follow-up.

### **1.2 Conflicting Contracts**

In case the Seller's General Terms and Conditions, Contract or any other written/oral Agreements with the Buyer is in conflict with these Instructions, then the Seller must contact Norsk Stål and state the discrepancies in order to reach a common Agreement.

Any such modification of the agreement shall only apply when accepted by the Buyer in writing.

## **2. Code of Conduct**

### **2.1 Business Ethics**

Norsk Stål expects supplier to show high moral integrity and act fairly in all matters. Suppliers must strictly comply with laws, regulations and guidelines that apply to the company's business, and international trade. The Supplier should not under any circumstances act or instruct in a way that may result in violation from these principles.

Decisions and actions made by supplier shall not influence private interests or provide grounds for suspicion of such circumstances. The company does not accept harassment or other behaviours that can be perceived as threatening or offensive. Norsk Stål has a zero-tolerance policy against drug abuse, gambling, discrimination, political contributions, gifts and other benefits.

### **2.2 Environment and Sustainability**

Norsk Stål expects their Suppliers to fulfil or exceed the global and local responsibility to protect and preserve the environment, and thereby must as a minimum comply with environmental requirements related to their activities. Services and products need to be sustainable in terms of responsible use of resources, energy and waste production.

### **2.3 Documentation and Audits**

Documentation of the outlined principles for Code of Conduct in addition to any other relevant documentation must be provided on request from the Buyer.

Norsk Stål also reserves the right to audit a Supplier to validate the Documentation, and to ensure a Seller meets the requirements of the company. The Audits will normally provide constructive feedback on what a Supplier can improve, which is of mutual benefit.

## 3. Orders and Quotations

### 3.1 Order Placement

Norsk Stål will place orders through email with a .pdf-file which contains the order details.

Additional information for the order can be found in:

- The order/quotation from Norsk Stål
- Norsk Stål's' technical product specifications ([most information available online](#))
- and/or in a specific written contract signed by the Supplier and Norsk Stål.
- *If in doubt with any details, please contact Norsk Stål!*

#### 3.1.1 Order Numbers

Our order number should always be referenced in all communication regarding the order.

The order number is constructed in this manner:

- **One letter** which is always "P"
- **Two numbers** indicating the site location for the order (e.g. **03**) – See table below
- **Six numbers** indicating the unique order ID (e.g. **123456**)
- This example: **P03123456**
- *Sometimes* with the addition of a **Dash** and **Two letters**:
  - **"-DI"** This indicates an order going directly to a customer
  - **"-SK"** This indicates an order going to our warehouse for production

Site	Number	Order Number Example
Bergen	08	P08123456
Brumunddal	07	P07000010
Harstad	13	P13002511-SK
Horten	03	P03000001
Klepp	11	P11000123
Larvik	02	P02000321
Stavanger	10	P10909090-DI
Søgne	12	P12111112
Trondheim	15	P15001213-DI
Langeskov	20	P20000099
Vejle	19	P19000012

### 3.2 Commitment to the Technical Specification

Norsk Stål expects that the Supplier produce and deliver according to the technical specification(s) stated in an order or quotation.

If there are any deviations from the standard(s) and/or technical specification of the order to the offer, Norsk Stål must be informed and accept the deviation/amendment in writing (email).

If the deviation is not accepted, or pointed out, the purchase order is invalid!

### **3.3 Order Confirmation**

All orders from Norsk Stål must be confirmed **within 5 working days** of order date. Norsk Stål will create a "Deviation Report" to any delays above the limit.

Order acknowledgements must be *minimum* sent to the person who wrote the order.

Immediate deliveries must be confirmed in writing (email) by Seller before production/transport/shipment.

### **3.4 Request for Quotation**

All quotations are marked with a number "KF" followed by 6 digits (e.g. KF12345). This quotation number should be referenced in the quotation. However, if a quotation is converted into an order, the reference number should be the order number (see 3.1 for more details)

The time limit outlined in 3.3 applies to "Request for Quotation" as well.

In case of larger orders and/or complicated quotations, Norsk Stål must be informed when they can expect to receive a quotation.

A quotation is not a placed order. The Seller must receive written acceptance of the quotation from Norsk Stål before converting it to a purchase order. Norsk Stål will send an order placement as normal when accepting a quotation, and this is the correct order number which should be referenced.

### **3.5 Updates to Order Delivery Date**

Norsk Stål require regular updates to the status of the order if it deviates from the promised delivery date. All suppliers must give updates to the delivery status when it changes! Even if not prompted by Norsk Stål.

Please reference delivery date at the PO destination with according Incoterms. Preferably also with the expected delivery date at destination (not only "EXW").

We do not need information about the material status at your internal production...

## 4. Communication

### 4.1 General Contact Information

Contacting Norsk Stål for the first time: [firmapost@norskstaal.no](mailto:firmapost@norskstaal.no)  
*They will forward your email to relevant personnel  
 Please state your business clearly*

#### Send digital copies of documents by email to:

All order confirmations/updates: Sender of Order in Norsk Stål

All certificates: [certificate@norskstaal.no](mailto:certificate@norskstaal.no)

All documents related to transport: [spedisjon@norskstaal.no](mailto:spedisjon@norskstaal.no)

All invoices: [skanlev@norskstaal.no](mailto:skanlev@norskstaal.no)

*Invoices must include our order number and our contact person*

If it is not possible with digital copies; please contact us for further instruction

Physical documents related to transport: *Nedre vei 8, 3192 Horten, Norway, P.O. Box 214*

### 4.2 Contact Information for Dispatch Notices

Dispatch advice must be sent to different contacts depending on destination of shipment.  
**ALWAYS** include [spedisjon@norskstaal.no](mailto:spedisjon@norskstaal.no) for dispatch advise as well as the contact person.

#### 4.2.1 Deliveries to Our Warehouses

Dispatch advise to [spedisjon@norskstaal.no](mailto:spedisjon@norskstaal.no) and the **contact person** for delivery site

Site	Contact Person	Email	Phone Number
<b>ALL SITES</b>	<b>Jenna Green</b>	<a href="mailto:spedisjon@norskstaal.no">spedisjon@norskstaal.no</a>	<b>+47 900 29 806</b>
Bergen	Eirik Håkonshellen	<a href="mailto:eirik.hakonshellen@norskstaal.no">eirik.hakonshellen@norskstaal.no</a>	+47 979 52 613
Brumunddal	Torkel Medlien	<a href="mailto:torkel.medlien@norskstaal.no">torkel.medlien@norskstaal.no</a>	+47 948 79 501
Harstad	Steve Arntzen	<a href="mailto:steve.arntzen@norskstaal.no">steve.arntzen@norskstaal.no</a>	+47 482 50 592
Horten	Transport Office	<a href="mailto:transporthorten@norskstaal.no">transporthorten@norskstaal.no</a>	+47 401 01 643
Klepp	Anders Rørheim	<a href="mailto:anders.rorheim@norskstaal.no">anders.rorheim@norskstaal.no</a>	+47 971 09 254
Larvik	Svein Karlsen	<a href="mailto:svein.karlsen@norskstaal.no">svein.karlsen@norskstaal.no</a>	+47 970 74 411
Stavanger	Knut Rikard Huus	<a href="mailto:krh@norskstaal.no">krh@norskstaal.no</a>	+47 482 06 561
Søgne	Øistein Tørresen	<a href="mailto:oistein.torresen@norskstaal.no">oistein.torresen@norskstaal.no</a>	+47 975 22 295
Trondheim	Terje Indstrand	<a href="mailto:terje.indstrand@norskstaal.no">terje.indstrand@norskstaal.no</a>	+47 481 46 440

#### 4.2.2 Direct Deliveries and Other Deliveries

For deliveries direct to end customers please dispatch advise to the person in Norsk Stål who placed the order in addition to [spedisjon@norskstaal.no](mailto:spedisjon@norskstaal.no)

Product	Contact
All destinations	Same contact as for acknowledgement Cc: <a href="mailto:spedisjon@norskstaal.no">spedisjon@norskstaal.no</a>

### 4.3 Contact Information for Material Certificates

Norsk Stål has a digital archive (only digital) for all our certificates.

Thus, all **certificates must be sent via email in .pdf-format**

Each file should be a readable .pdf (not a scanned document)

Certificates for all deliveries (both for stock and direct orders) should be sent to:

Product	Email
All products	<a href="mailto:certificate@norskstaal.no">certificate@norskstaal.no</a>

*If unable to deliver digital copies (in .pdf-file) contact Norsk Stål*

## 5. Documents for Delivery and Order

The delivery is considered incomplete until all requested documentation has been received. The following documents must be sent on the dispatch day. Contact details can be found in point [4. Communication](#).

Type of Document	Number of copies sent to:	
	Shipping Agent	Norsk Stål
<b>Notice of Dispatch</b> preferably in .pdf-format via email		1
<b>Delivery Notice</b> (same info as Notice of Dispatch) must accompany all shipments		1
<b>Single Administrative Document (SAD)</b> must accompany the goods	1	
<b>Certificate of Origin</b> (when applicable)		1
<b>Bill of Lading (BL)*</b> *Only applies for deliveries outside EU		1
<b>Material Certificate</b> preferably in .pdf-format via email		1
<b>Invoices from Suppliers</b> preferably in .pdf-format via email, 1 invoice per file! Must include our <u>order number</u> and our <u>contact person</u>	1	1

**NB!** The delivery is considered incomplete until all requested documentation has been received. If documents are missing upon arrival, Norsk Stål will issue a fine (see [9.1](#))

### 5.1 Guidelines for Certificates

When sending certificates adhere to these guidelines:

- Email subject field must contain **Norsk Stål's purchase order number**
- Attached material certificates **according to technical specifications and standards** as referred to in our purchase order (PO)
- Each material certificate **sent as a separate .pdf-file**.
- *The order is not considered as delivered until inspection documents are received*

When traceability is required (3.1 or 3.2 certificates):

- **Per heat no:**
  - Our **PO item no**
  - **Type/Grade/Dimensions**
  - **Quantity** delivered
- **If this information is not stated in the material certificate** it must be included in the mail either as a:
  - Separate packing list
  - MTC cover sheet
  - Or written text in the mail

## 5.2 Information on Dispatch Notice

The dispatch notice must contain:

- **Suppliers name** and **reference number**
- Norsk Stål's **order number** and **ordered item's number**
- **Grade/type, dimensions, quantity** in pieces, kilograms, and/or meters
- **Charge/heat numbers**
- **Colour marking** according to order specification
- **Delivery address**, with contact person at delivery address and contact details
- **Incoterms© 2020**
- **Name of transport company**
- Means of transport
  - By vehicle: Registration Number
  - By ship: Name of Ship and Shipping date, and if applicable Container Number
  - Others: Relevant contact information and traceability

## 6. Marking of Goods

The marking must be permanent and readable.

If the shipment contains several units of material, each unit must be labelled

The need for any additional marking is stated in our order.

### **Label on Goods must include:**

- Norsk Stål order number
- The Suppliers name
- Material grade
- Material number
- Dimensions
- Quantity, weight gross/net
- Charge/heat number

### **Physical Marking on the Goods:**

Must be according to the PO, which normally includes:

- Material grade
- Dimensions
- Charge/heat number (written and/or stamped)
- Colour marking if needed

## **7. Notice of Dispatch**

### **7.1 Notification of Arrival**

Dispatch notifications for all shipments to Norsk Stål must be sent by email no later than the day of shipment, or dispatch notices (via mail) can be issued when the goods are ready for collection.

The unloading sequence is planned by Norsk Stål's Shipping Department. The deliveries must adhere to the planned sequence.

Find the contact information in "4.2 *Contact Information for Dispatch Notices*" and follow the guidelines for communication.

### **7.2 Customs Clearance**

It is mandatory that **all** deliveries to Norway must be custom cleared.

#### **Materials delivered by truck:**

Make sure that freight forwarders submit relevant papers (Commercial invoice, export document and CMR) for border customs clearance in advance, or at latest when at the actual border.

#### **Materials delivered by vessel:**

Relevant papers are to be delivered to stevedores along with cargo.

## 8. Instructions for Safety, Transportation and Delivery

### 8.1 Safety Instructions at Delivery

All other instructions given by Norsk Stål staff on arrival and when unloading must also be followed. Mandatory safety rules that must be followed when delivering to Norsk Stål:

- **Safety equipment** ALL PERSONS must wear:
  - Long trousers (no shorts)
  - Reflective vest
  - Helmet
  - Protective footwear
- **Language:** Must be able to communicate in English or Norwegian. All instructions given to the transporters are given in English or Norwegian and must be understood and followed
- **The speed limit** is 10 km/h within our facilities
- **General Safety Rules** must be followed at the facility
- Further instructions may be given by Norsk Stål's personnel to the driver upon arrival

#### 8.1.1 Vehicles Transporting Hazardous Materials

For vehicles with hazardous materials, the following restrictions apply at Norsk Stål's facilities:

- Hazardous materials classes 1-5  
Vehicle is allowed in the facility, but the part of the vehicle containing hazardous material must not be opened to co-load shipments from Norsk Stål
- Hazardous materials classes 6-9  
Vehicle is under no circumstance allowed in the facility

### 8.2 Protection of Material

The transport equipment used must be weather-protected according to Norsk Stål's instructions  
Protection of Material:

- The goods must be placed on a minimum of three wooden strips with a minimum height of 70 mm, so an overhead crane and straps can be used to unload.
- The goods must be transported on even, horizontal supports to minimize the risk of damage
- Bundles:
  - The size of the bundles should be approved by Norsk Stål
  - Bundles should only contain one dimension and material from one charge

### 8.3 Unloading at Site

The unloading must be according to the recipient's unloading facilities/possibilities.

Before Delivery:

- Booking of order delivery:
  - Deliveries over 5 tonnes must be booked in advance (at latest the day before)

- Do so according to 4.2.1 Deliveries to Our Warehouses
- Must minimum include Norsk Stål's PO number, sender and quantity

At Delivery:

- Must happen in the **opening hours** for delivery (see 8.4, or if late see 8.5)
  - *Late arrivals might have to wait until the following workday to unload*
- Wear the required **safety equipment** and follow safety instructions (see 8.1)
- Find the **transportation office** and hand over the delivery papers
- **Removeable tops must be opened** prior to unloading (unless it is raining/snowing)
- **Follow the instructions** by Norsk Stål's personnel

Special Considerations:

- **Horten**
  - Trucks must have removable tops that can be opened prior to unloading (unless it is raining, snowing or other risks to material damage)
  - Only overhead cranes available for unloading (no forklift)

**8.4 Opening Hours for Delivery**

Normal opening hours for unloading at our sites is **07:00 – 14:00**.

However, opening hours will be **limited at holidays** (see [www.norskstaal.no](http://www.norskstaal.no))

Site	Weekday	Hours
Bergen	Mon-Fri	07.00-14.00
Brumunddal	Mon-Fri	07.00-14.00
Harstad	Mon-Fri	07.00-14.00
Horten	Mon-Fri	07.00-14.00
Klepp	Mon-Fri	07.00-14.00
Larvik	Mon-Fri	07.00-14.00
Stavanger	Mon-Fri	07.00-14.00
Søgne	Mon-Fri	07.00-14.00
Trondheim	Mon-Fri	07.00-14.00

*Contact persons for each site can be found under 4.2.1*

The Seller must ensure that the transporter has the information available for delivery.

**8.5 Late Arrival**

Upon knowing late arrival of booked time slot, immediately contact personnel at delivery site! They will advise you on an action plan for the delivery.

Contact information for our sites can be found in "4.2 Contact Information for Dispatch Notices"

Trucks arriving later than our opening times for delivery may have to wait until the next morning. The reason is that the (un)loading equipment is used to load trucks for our customers.

## **9. Deviations from Orders, Instructions or Contracts**

Norsk Stål must immediately be informed about any deviations from these instructions, our order, or signed contracts. Inform the person who placed the order.

### **9.1 Penalty of Non-Commitment to the Instructions**

In case the Supplier are not complying to our requirements outlined in this document, Norsk Stål has the right to charge the Supplier a penalty to reflect cost caused by the Supplier not fulfilling their commitment.

## **10. Claims Handling**

If defects and/or deviations from agreed PO are found in delivered material, the Seller will be informed and must immediately confirm receipt of the message.

The Seller must advise Norsk Stål of their action plan within **five (5) working days** after being informed of the problem.

## **11. Updates to Instructions**

The most current version of these instructions is published at <https://www.norskstaal.no/about-us/supplier-instructions>