

INSTRUCTIONS TO SUPPLIERS

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If there are any questions regarding these instructions, please get in touch with your contact person at Tibnor.

1. Application

To enable Tibnor to plan arrival, reception and checking of incoming goods, all suppliers are requested to follow these instructions. Exception to the rule: The Instruction does not apply for coils delivered to Gothenburg and Copenhagen. For sheets and heavy plates see Appendix 4 and 5. In addition to the instructions, complementary information can be found in the order, in Tibnor's technical product specifications and/or in a specific – mutually signed – written contract between the supplier and Tibnor.

If information, given in the order or the contract, is in contradiction to this instruction, a contact (usually the person who wrote the order) at Tibnor should be asked to advice on further action. If no contact is available – which should be documented – the information in the order (priority 1), contract (priority 2) and/or product specification (priority 3) must apply.

2. Business Ethics, Environment and Sustainability

It is important for Tibnor that our Code of Business Ethics, Environmental policy and Sustainability policy are complied with. The supplier shall therefore comply with the principles in our Code of Business Ethics, the Environmental policy and the Sustainability policy and implement them in its business operations. Tibnor also expects the supplier, within its sphere of influence, to apply the principles to its sub-suppliers.

Tibnor or a third party assigned by Tibnor may unannounced visit our suppliers and conduct reviews or on-site audits to ensure compliance with our Code or Business Ethics, the Environmental policy and the Sustainability policy.

They are available at:

http://www.ssab.com/Global/SSAB/Legal_documents/en/002_SSAB%20Sustainability%20policy.pdf

http://www.ssab.com/Global/SSAB/Legal_documents/en/005_SSAB%20Code%20of%20Business%20Ethics.pdf

3. Acknowledgement of order

All orders from Tibnor must be confirmed within 10 days from date of order.

Immediate deliveries must be confirmed by fax or e-mail.

Order acknowledgements must be sent to addresses according to Appendix 1.

4. Marking of goods

Marking must be permanent and readable.

Label on goods

The label must include:

- Tibnor's order number
- The supplier's name
- Material type/grade
- Dimensions
- Quantity, weight gross – net
- Charge/Heat number
- If the shipment contains several units of material, each unit must be labeled
- Color marking in accordance with Tibnor's recommendations

Additional marking is stated on our order.

5. Note of dispatch

All shipments to Tibnor must be notified of dispatch by fax or e-mail no later than the day of shipment. Alternatively dispatch notes (fax or e-mail) can be issued when goods are ready for collection. Contacts for dispatch advice notes are listed in Appendix 2 and contacts for information regarding material ready for collection are listed in Appendix 1.

The dispatch note must contain:

- Supplier's name and reference number
- Tibnor's order number and ordered items number
- Delivery address
- Type, dimensions
- Means of transport: E.g. Registration number, name of ship and shipping date, container number, rail wagon number
- Name of Transport Company
- Quantity in pieces, KGs and/or meters
- Total number of packages
- Charge/Heat number

6. Transport

- The main warehouse at Sjöhagsvägen in Köping (Norsa) is open for unloading of lorries between 06:00 and 10:00. The warehouse at Silverdalsvägen in Eskilstuna is open for unloading between 07:00 and 11:00. Lorries arriving later in the day may have to wait until 20.00 or in worst case until the next morning. The reason for this is that the same equipment is used to unload the trucks and loading trucks destined for customers. If a lorry is delayed it is advisable to contact the transport department so that disruptions can be minimized. Deliveries by train are not affected.
- The transport vehicle used must be weather-protected according to Tibnor's instructions and be adapted to the recipient's un-loading facilities. For shipments to Norsa and Malmö this means trucks with removable tops that are opened prior to unloading unless it is raining/snowing. No trucks with closed compartments are accepted. Unloading by front-end loader results in delays and costs.
- The goods must be placed on a minimum of three wooden strips with a min. height of 70 mm to enable unloading using over-head crane and straps.
The size of the bundles should be agreed with Tibnor. Bundles should only contain one dimension and material from one charge.
- The goods must be transported on even, horizontal supports to minimize the risk of damage.
- Speed is limited to 10 km/h within Tibnor warehouse areas.
- Drivers are obliged to inform themselves of Tibnor's general safety regulations.
- The unloading sequence is planned by Tibnor's Shipping's Department.

7. Documentation – distribution

The following documents must be sent on the dispatch day.

Document	Number of copies	
	Shipping agent	Tibnor
Sent to:		
Note of dispatch (fax, e-mail)		1
Delivery note (same info as note of dispatch) must accompany all shipments, also rail cargo		1
Certificate of origin (when applicable)		1
SAD (Single Administrative Document) applies to Non-EU countries (must accompany the goods)	1	
Material Certificate – preferably in PDF format via e-mail, see Appendix 3 for address		1
Invoices from EU suppliers		2
Invoices from Non-EU suppliers	1	2

The delivery is considered incomplete until all requested documentation is received.

For addresses see Appendices 1, 2 and 3.

8. Deviations against orders, instructions or contracts

Tibnor must immediately be informed about any deviations against these instructions, our order or agreed contracts. Inform the person who placed the order.

9. Claims handling

If defects are found on delivered material, the supplier will be informed and must immediately confirm reception of the message. The supplier must advise Tibnor their action plan within five (5) working days after having been informed of the problem.

10. Updates of these instructions

The valid issue of these instructions is published on www.tibnor.se (click “In English” and then “For our suppliers”).

Appendix 1 – Addresses for order acknowledgements and – if applicable – information that material is ready for collection:

Order acknowledgements and information that material is ready for collection must be sent to different addresses depending on product category and type of business.

For orders intended for Tibnor **stock – characterized by order number starting with “45”** – the main principle is that the person who issued the order, is the recipient of the acknowledgement.

Below you will find contact data for these people.

Product	Address	Telefax	E-mail address
Tubes except deliveries to Lanna	Milvi Kodumets Tibnor AB Box 600 SE-169 32 Solna Sweden	+46 10-484 00 79	milvi.kodumets@tibnor.se
Merchant bar, beam, expanded metal, stairs, rail	Therese Håkansson See above	+46 10-484 00 79	therese.hakansson@tibnor.se
Reinforcement bar, reinforcement mesh	Johan Bergendorff See above	+46 10-484 00 79	johan.bergendorff@tibnor.se
Cold and hot formed hollow sections	Susanne Andersson See above	+46 10-484 00 79	susanne.andersson@tibnor.se
Tubes with delivery address Lanna	Ola Holm Tibnor AB Kapvägen, Lanna SE-330 10 Bredaryd Sweden	+46 370-830 76	ola.holm@tibnor.se
Engineering steel, hollow bar, ground bar, chromed bar or free cutting steel	Ann-Marie Hackelberg Tibnor AB Silverdalsvägen 4 SE-635 10 Eskilstuna Sweden	+46 10-484 03 02	ann-marie.hackelberg@tibnor.se
Engineering steel, alloyed & carbon steel, forged bar	Peter Ågren See above	+46 10-484 03 02	peter.agren@tibnor.se
Stainless steel sheets and heavy plates	Rose-Marie Larsson Tibnor AB Box 909 SE-731 29 Köping Sweden	+46 10-484 05 35	rose-marie.larsson@tibnor.se
Stainless steel, tubes and fittings	Åsa Carlbom See above	+46 10-484 05 35	asa.carlbom@tibnor.se

Product	Address	Telefax	E-mail address
Stainless steel, bars	Anders Nykvist Tibnor AB Silverdalsvägen 4 SE-635 10 Eskilstuna Sweden	+46 10-484 03 02	anders.nykvist@tibnor.se
Non-ferrous metals	Maria Örnarfors Tibnor AB Box 909 SE-731 29 Köping Sweden	+46 10-484 05 65	maria.ornarfors@tibnor.se
Steel sheets and heavy plates	Logistikgruppen Tunnplåt & SSC Tibnor AB Box 484 SE-401 27 Göteborg Sweden	+46 10-484 11 51	adm_tpgp@tibnor.se

For orders intended for **direct deliveries to customers – characterized by order number starting with “47”** – the order acknowledgement should be sent to the following contacts depending on product category.

Product	Address	Telefax	E-mail address
Beam, expanded metal, stairs, merchant bar, rail	Kristina Kruse Tibnor AB Box 909 SE-731 29 Köping Sweden	+46 10-484 05 19	ext_padm3@tibnor.se
Hollow section, reinforcement, tubes from BSS & Shuemacher	Tony Einan See above	+46 10-484 05 19	ext_padm3@tibnor.se
Tube	Alexandra Lindén Tibnor AB Käpvägen, Lanna SE-330 10 Bredaryd Sweden	+46 370-830 76	alexandra.linden@tibnor.se
Engineering steel, alloyed & carbon steel, forged bar, hollow bar, ground bar, chromed bar or free cutting steel	Carina Hägerman Tibnor AB Silverdalsvägen 4 SE-635 10 Eskilstuna Sweden	+46 10-484 03 02	inkopskanaleskilstuna@tibnor.se
Stainless steel	Kerstin Wretström Tibnor AB Box 909 SE-731 29 Köping Sweden	+46 10-484 05 35	kerstin.wretstrom@tibnor.se
Stainless steel	Åsa Carlbom Tibnor AB Box 909 SE-731 29 Köping Sweden	+46 10-484 05 35	asa.carlbom@tibnor.se



Product	Address	Telefax	E-mail address
Non-ferrous metal	Suzanne Gerhardsson See previous page	+46 10-484 05 65	suzanne.gerhardsson@tibnor.se
Steel sheets and heavy plates	Ingegerd Nilsson Tibnor AB Box 484 SE-401 27 Göteborg Sweden	+46 10-484 11 51	ingegerd.nilsson@tibnor.se

Invoices for all products except steel sheet and heavy plates must be sent to:

Tibnor AB
Box 909
SE-731 29 KÖPING
Sweden

Invoices for steel sheet and heavy plates must be sent to:

Tibnor AB
Box 600
SE-169 26 SOLNA
Sweden

Appendix 2 – Contacts for dispatch advice notes:

Dispatch advice notes must be sent to different contacts depending on product type and destination of shipment.

A. Deliveries to our warehouses

Deliveries to the **Köping** warehouse – Dispatch advice to:

Product	Address	Telefax	E-mail address
Stainless steel (excl bars) and non-ferrous metals	Tibnor AB Box 909 SE-731 29 Köping Sweden	+46 10-484 05 35 Purchase adm.	ext_padm1@tibnor.se
Tube, cold formed profile, hollow section, beam, merchant bar, reinforcement steel and other steel	Tibnor AB Box 909 SE-731 29 Köping Sweden	+46 10-484 06 61 Purchase adm.	ext_padm3@tibnor.se
Engineering steel*	Tibnor AB Box 909 SE-731 29 Köping Sweden	+46 10-484 06 61 Purchase adm.	ext_padm2@tibnor.se
Steel sheets and heavy plates	Tibnor AB Box 909 SE-731 29 Köping Sweden	+46 10-484 06 61 Purchase adm.	ext_padm3@tibnor.se

**Alloyed & carbon steel, forged bar, hollow bar, ground bar, chromed bar or free cutting steel.*

Deliveries to the **Eskilstuna** warehouse – Dispatch advice to:

Product	Address	Telefax	E-mail address
All types of material	Tibnor AB Silverdalsvägen 4 SE-635 10 Eskilstuna Sweden	+46 10-484 03 02 Purchase adm.	inkopskanaleskilstuna@tibnor.se

Deliveries to the **Linköping** warehouse – Dispatch advice to:

Product	Address	Telefax	E-mail address
All types of material	Tibnor AB Box 11018 SE-580 11 Linköping Sweden	+46 10-484 00 79	johan.bergendorff@tibnor.se

Deliveries to the **Bro, Malmö** or **Lanna** warehouse – Dispatch advice to:

Product	Address	Telefax	E-mail address
Stainless steel (excl bars) and non-ferrous metals	Tibnor AB Box 909 SE-731 29 Köping Sweden	+46 10-484 05 35 Purchase adm.	ext_padm1@tibnor.se
Tube, cold formed profile, hollow section, beam, merchant bar, reinforcement steel and other steel	Tibnor AB Box 909 SE-731 29 Köping Sweden	+46 10-484 06 61 Purchase adm.	ext_padm3@tibnor.se
Engineering steel* and stainless bar	Tibnor AB Silverdalsvägen 4 SE-635 10 Eskilstuna Sweden	+46 10-484 03 02 Purchase adm.	inkopskanaleskilstuna@tibnor.se
Steel sheets and heavy plates	Tibnor AB Box 909 SE-731 29 Köping Sweden	+46 10-484 06 61 Purchase adm.	ext_padm3@tibnor.se

**Alloyed & carbon steel, forged bar, hollow bar, ground bar, chromed bar or free cutting steel.*

B. Other deliveries (direct to end customers) – Dispatch advice to:

Product	Address	Telefax	E-mail address
Stainless steel and non-ferrous metals	Tibnor AB Box 909 SE-731 29 Köping Sweden	+46 10-484 05 35 Purchase adm.	ext_padm1@tibnor.se
Tube, cold formed profile, hollow section, beam, merchant bar, reinforcement steel and other steel	Tibnor AB Box 909 SE-731 29 Köping Sweden	+46 10-484 06 61 Purchase adm.	ext_padm3@tibnor.se
Engineering steel	Tibnor AB Silverdalsvägen 4 SE-635 10 Eskilstuna Sweden	+46 10-484 03 02 Purchase adm.	inkopskanaleskilstuna@tibnor.se
Steel sheets and heavy plates	Tibnor AB Box 484 SE-401 27 Göteborg Sweden	+46 10-484 11 51	ingegerd.nilsson@tibnor.se

**Alloyed & carbon steel, forged bar, hollow bar, ground bar, chromed bar or free cutting steel.*

Appendix 3 – Contacts material certificates:

Tibnor have a centralized archive for certificates concerning material in our stock. It is digital using PDF format. It is thus our preference to have certificates sent via e-mail in PDF format.

A. Deliveries to all our warehouses – Certificate to:

Product	Address	Telefax	E-mail address
All products	Certificate Tibnor AB Box 909 SE-731 29 Köping Sweden	+46 10-484 05 21 Certificate Archive	ext_padm3@tibnor.se

B. Other deliveries (direct to end customers) – Certificate to:

Product	Address	Telefax	E-mail address
Stainless steel and non-ferrous metals	Tibnor AB Box 909 SE-731 29 Köping Sweden	+46 10-484 05 35 Purchase adm.	ext_padm1@tibnor.se
Tube, cold formed profile, hollow section, beam, merchant bar, reinforcement steel and other steel	Tibnor AB Box 909 SE-731 29 Köping Sweden	+46 10-484 06 61 Purchase adm.	ext_padm3@tibnor.se
Engineering steel	Tibnor AB Silverdalsvägen 4 SE-635 10 Eskilstuna Sweden	+46 10-484 03 02 Purchase adm.	inkopskanaleskilstuna@tibnor.se
Steel sheets and heavy plates	Tibnor AB Box 484 SE-401 27 Göteborg Sweden	+46 10-484 11 51	ingegerd.nilsson@tibnor.se

**Alloyed & carbon steel, forged bar, hollow bar, ground bar, chromed bar or free cutting steel.*

Appendix 4 – Hot rolled pickled and oiled sheets

In quality 240YP B / S235JR

According to EN 10025-2:2004, with mill edges -0+5MM, with tolerances and edge camber according to EN 10051/kl A+N, when the according to EN allowed minustolerance is strived to attain, with surface according to EN 10163, pickled and oiled, in bundles of:

Width 1000 MM max 2000 kg

Width 1250 MM max 2000 kg

Width 1500 MM max 2000 kg

With mill certificate according to EN 10204/3.1



Packing: Plastic foil covering package. Stretch-film covering package. 2 longitudinal bands.

Edge protection covering short and long sides.

Cross banding with banded interlayers.

Labels.

The sheets should be suitable for hot dip galvanizing.

The black, unpickled material can be delivered in 5-tons bundles.

Packing: Naked material where banded interlayers is required. 2 longitudinal bands. Edge protection covering short side. Cross banding with banded interlayers. Labels.



Marking is the same for the pickled and black material:

On the labels: Order No + Quality + Size + Gross/Net weight + Charge No

On each sheet: Quality + Charge No

Appendix 5 – Heavy plates

Marking of goods

Marking must be permanent, readable and colour marked.

The stamp must include:

Steel grade
Charge/Heat number
Supplier's id

The colour marking must include:

- Tibnor's order number
- The supplier's id
- Steel grade
- Size
- Charge/Heat number

Packaging

- When loading each size separated with wooden skids.
- The plates 8 m or longer are unloaded by magnet and shall be loaded without skids.
- Max bundle weight 3–5 ton depending on the size of material.
 - 3000 x 1500 max 5 ton
 - 2500 x 1500 max 4 ton
 - 2000 x 1000 max 3 ton
- The bundles shall only contain the same quality and size.
- The goods must be transported on even, horizontal supports to minimize the risk of damages.