



# Instructions to suppliers

Tibnor AB

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If you have any questions about these instructions, please get in touch with your contact at Tibnor.

## 1. Application

In order for Tibnor to plan arrival, receiving and inspection of incoming goods, all suppliers should follow these instructions. For sheets and heavy plates, see Appendices 4 and 5.

As supplement to these instructions, additional information can be found in the order, in Tibnor's technical product specifications, and/or in a specific written contract signed by the supplier and Tibnor.

If information in the order or the contract conflicts with these instructions, contact Tibnor (usually the person who wrote the order) for information on how to proceed. If no documented contact is available, information applies in this order of priority: (1) order, (2) contract, (3) product specification.

## 2. Business ethics, environment, and sustainability

Tibnor is a company within the SSAB Group ("SSAB"). The supplier agrees that it will perform the work under any order from Tibnor in conformity with the principles expressed in SSAB's Code of Business Ethics and SSAB's Environmental and Sustainability Policy (each of which can be found on SSAB's website [www.SSAB.com](http://www.SSAB.com)).

SSAB actively support the UN Global Compact's principles and we encourage our suppliers to align with the same principles (available at [www.unglobalcompact.org](http://www.unglobalcompact.org)). Tibnor, or a third party assigned by Tibnor, reserves the right to conduct reviews of our suppliers or on-site audits to ensure compliance with the principles mentioned above. The supplier agrees to cooperate in order to facilitate such reviews or audits. Tibnor also expects the supplier, within its sphere of influence, to monitor its own suppliers for commitment to environmental and social responsibility.

Also to be seen on the web:

<https://www.ssab.com/company/sustainability/responsible-partner/business-ethics-and-anti-corruption>

<http://www.ssab.com/company/sustainability/responsible-partner/responsibility-in-the-supply-chain>

## 3. Acknowledgement of order

- All orders from Tibnor must be confirmed within 7 days of order date.
- Immediate deliveries must be confirmed by email.
- Order acknowledgements must be sent to the specific address listed in Appendix 1.

## 4. Marking of goods

Marking must be permanent and readable.

The label on goods must include:

- Tibnor's order number
- The supplier's name
- Material type/grade
- Material number
- Dimensions
- Quantity, weight gross/net
- Charge/heat number
- If the shipment contains several units of material, each unit must be labeled
- Color marking as recommended by Tibnor

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

## 5. Notice of dispatch

Dispatch notifications for all shipments to Tibnor must be sent by email no later than the day of shipment, or dispatch notices (via email) can be issued when goods are ready for collection. Contacts for dispatch advice notices are listed in Appendix 2 and contacts for information regarding material ready for collection are listed in Appendix 1.

The dispatch notice must contain:

- Supplier's name and reference number
- Tibnor's order number and ordered item's number
- Delivery address
- Type, dimensions
- Means of transport (registration number, name of ship and shipping date, container number, railroad car number)
- Name of transport company
- Quantity in pieces, kilograms, and/or meters
- Total number of packages
- Charge/heat number

Note! Dispatch of multiple railway wagons at the same time to Köping Norsa warehouse should be avoided as there is limited number of wagons per day that can be unloaded.

## 6. Transport & Safety

- Due to safety reasons ALL DRIVERS must wear long sleeves and long trousers (no shorts), reflective vest, safety shoes and helmet or safety protected hard-cap. Safety glasses are also required except for Köping-Norsa and Eskilstuna: All other safety instructions given by Tibnor staff on arrival and when unloading in the warehouse must also be followed. They must also be able to communicate in English or Swedish. All instructions to the drivers are given in English or Swedish and must be understood and followed.
- Opening hours for unloading at our stocks in Sweden, see table below. Trucks arriving later than below mentioned times may have to wait until the next morning. The reason for this is that the same equipment is used to unload trucks and to load trucks destined for customers. If a truck is delayed, you should contact the transport department so that disruptions can be minimized. Deliveries by train are not affected.

### Hours for unloading trucks (exceptions due to holidays may occur)

Köping (Norsavägen 38, Norsa)	Mon-Fri	06.00-09.00 <sup>*)</sup>
Köping (Nya Hamnvägen 20, Sjötullen)	Mon-Fri	07.00-14.00
Eskilstuna	Mon-Fri	<b>07.30</b> -14.00
Lanna	Mon-Thu	07.00-14.30
	Fri	07.00-11.00

\*) The time slot is for registration of the vehicle but unloading may be after 09.00

- The transport vehicle used must be weather-protected according to Tibnor's instructions and be adapted to the recipient's unloading facilities. For shipments to Norsa this means trucks must have removable tops that can be 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 extra costs.
- 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 size of the bundles should be approved by 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.
- The speed limit is 10 km/h within Tibnor warehouse areas.
- Drivers must follow Tibnor's general safety regulations, including wearing safety vests. Instructions will be given to the driver upon arrival.
- The unloading sequence is planned by Tibnor's Shipping Department.
- Vehicles with hazardous materials.

The following restrictions apply to vehicles with hazardous materials arriving at Tibnor's facilities:

#### **Hazardous materials Classes 1–5**

Vehicle is allowed in the facility, but the part of the vehicle containing the hazardous material must not be opened.

#### **Hazardous materials Classes 6–9**

Vehicle is under no circumstances allowed in the facility.

## 7. Documentation – distribution

The following documents must be sent on the dispatch day.

Document	Number of copies	
	Shipping agent	Tibnor
Sent to		
Notice of dispatch, preferably in PDF format via email; see Appendix 2 for address		1
Delivery notice (same info as notice of dispatch) must accompany all shipments, including rail cargo		1
Certificate of origin (when applicable)		1
Single Administrative Document (SAD); applies to non-EU countries (must accompany the goods)	1	
Material Certificate, preferably in PDF format via email; see Appendix 3 for address		1
Invoices from EU suppliers, preferably in PDF format via email; see Appendix 1 for address. 1 invoice per file!		1
Invoices from non-EU suppliers, preferably in PDF format via email; see Appendix 1 for address to Tibnor. 1 invoice per file!	1	1

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

*For addresses, see Appendices 1, 2, and 3.*

## 8. Invoices

Invoices should be addressed to Tibnor AB as follows:

E-mail for invoices:

[autoinvoiceSE@tibnor.com](mailto:autoinvoiceSE@tibnor.com)

(Note! Only one invoice per PDF)

Email for reminders/statements and questions:

[invoice@tibnor.com](mailto:invoice@tibnor.com)

Invoicing address by post

Tibnor AB

Box 600

169 26 Solna

Sweden

Incomplete or incorrect invoices will be returned to the sender.

## **9. Deviations from orders, instructions, or contracts**

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

## **10. Claims handling**

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

## **11. Updates to these instructions**

The most current version of these instructions is published at [https://www.tibnor.se/sv\\_SE/om-tibnor/leverantorsinformation](https://www.tibnor.se/sv_SE/om-tibnor/leverantorsinformation)

## 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 AB Sweden **stocks – characterized by order numbers starting with 46 –** the main principle is that the person who issued the order is to receive the acknowledgement.

Product	Purchaser	Email address
Merchant bar, beam, expanded metal, stairs, rail	<b>Susanne Lange - SE</b>	<a href="mailto:susanne.lange@tibnor.com">susanne.lange@tibnor.com</a>
Heavy plates	<b>Timo Tolonen - FI</b>	<a href="mailto:timo.tolonen@tibnor.com">timo.tolonen@tibnor.com</a>
Steel sheets, Rebar and mesh, Castings	<b>Jennie Zuniga - SE</b>	<a href="mailto:jennie.zuniga@tibnor.com">jennie.zuniga@tibnor.com</a>
Stainless materials	<b>Tiina Naakka - FI</b>	<a href="mailto:tiina.naakka@tibnor.com">tiina.naakka@tibnor.com</a>
Engineering steel – hollow bars, alloyed bars, forged bars	<b>Tove Pedersen - SE</b>	<a href="mailto:tove.pedersen@tibnor.com">tove.pedersen@tibnor.com</a>
Cold formed hollow sections Tubes	<b>Alexandra Lindén - SE</b>	<a href="mailto:alexandra.linden@tibnor.com">alexandra.linden@tibnor.com</a>
Aluminum & Heavy metals Hot formed hollow sections	<b>Anders Nykvist - SE</b>	<a href="mailto:anders.nykvist@tibnor.com">anders.nykvist@tibnor.com</a>
Engineering steel – unalloyed, ground, drawn. Chrom plated bars	<b>Carina Pedersen - DK</b>	<a href="mailto:carina.pedersen.dybdal@tibnor.com">carina.pedersen.dybdal@tibnor.com</a>

For orders intended for **direct deliveries to customers – characterized by order number starting with 47**

Product	Contact
All products	See info in purchase order

**Invoices** for all products must be sent as PDF by email to: [\*\*autoinvoiceSE@tibnor.com\*\*](mailto:autoinvoiceSE@tibnor.com)

If not possible by email, please send by mail to:

Tibnor AB  
Box 600  
SE-169 26 SOLNA  
Sweden



## Appendix 2 – Contacts for dispatch advice notices

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

### A. Deliveries to our warehouses

Deliveries to the Köping and Eskilstuna warehouses – Dispatch advice to:

Product	Email address
All products	<a href="mailto:ext_padm3@tibnor.com">ext_padm3@tibnor.com</a>

Deliveries to the Lanna warehouse – Dispatch advice to:

Product	Email address
All products	See reference in purchase order

Deliveries to the Gothenburg warehouse – Dispatch advice to:

Product	Email address
All products	See reference in purchase order

Deliveries to the Luleå warehouse – Dispatch advice to:

Product	Email address
All products	See reference in purchase order

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

Product	Contact
All products	Same contact as for acknowledgements

**Appendix 3 – Contacts for material certificates**

Tibnor has a central, digital archive for certificates concerning material in our stock and deliveries direct to customers, so we prefer to have certificates sent via email in PDF format.

**A. Deliveries to all our warehouses – Certificate to:**

Product	Address	Email address
All products	Certificate Tibnor AB Box 909 SE-731 29 Köping Sweden	<a href="mailto:ext_padm3@tibnor.com">ext_padm3@tibnor.com</a>

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

Product	Address	Email address
All products	Certificate Tibnor AB Box 909 SE-731 29 Köping Sweden	<a href="mailto:ext_padm1@tibnor.com">ext_padm1@tibnor.com</a>