



DELIVERY STANDARDS AND COMPLIANCE MANUAL

1. Purchase Orders & Scheduling

Our ability to process DC deliveries safely, efficiently, and cost- effectively is reliant on our suppliers' commitment. Suppliers delivering the correct products at the right time/date, and in the quantities ordered, is how we maintain great availability for our customers.

1.1. Inbound Booking Process

- All deliveries to be made between 7:00am and 2:00pm, Monday to Friday (excluding authorized National and State based public holidays).
- All deliveries are to be booked through Eastern Distributors booking platform a minimum of 48 hours prior to leaving your DC.

Book your freight [HERE](#)

31-41 National Drive

Dandenong South, VIC 3175

1.2. Inbound Booking Information

All suppliers or freight carriers must email or phone (as applicable) the receiving warehouse to book in a suitable delivery time and adhere to the following requirements:

- Pallet and/or carton quantities must be specified at the time of booking.
- If pallet exchange is required, this must be specified at the time of booking.
- No deliveries will be accepted outside of the specified receiving times for the warehouse (unless previously arranged with and approved by the receiving warehouse).

1.3. Missing a Scheduled Delivery

Booked time slots are to be adhered to. Any vehicles arriving outside of their scheduled time slot for the associated POs may be turned away and will need to be rebooked and redelivered.

Scheduled deliveries will receive priority over those that are either early or late.

Suppliers and transport companies are encouraged to closely adhere to booked time slots and quantities as, like any facility with very high inbound volumes, we endeavour to align the available resources and planned deliveries in advance to ensure efficient and safe unloading of products.

1.4. Amendment & Rebooking

While Eastern Distributors will attempt to accommodate time slot variation requests, the availability of specific time slots cannot be guaranteed.

1.5. Paperwork Requirements

Deliveries into Eastern Distributors must always be accompanied by the appropriate paperwork. Delivery documentation must be provided with each individual delivery or consignment, either with the goods or inserted in a plastic envelope and attached to the outside of the carton or pallet.

The following information must be included on all delivery documentation and clearly marked on the outside of any cartons delivered.

- Delivery Address
- Purchase Order Number
- Material Number or Product Code
- Quantity and Unit of Measure
- Gross Weight
- Batch No or Best Before Date

1.6. Inspection and Rejection

All goods delivered to the warehouse are accepted on the basis that they will be subject to further check to ensure compliance with specifications such as dates, size and weight as well as other requirements as detailed in the Purchase Order.

Return transport/freight costs will be borne by the supplier for any deliveries that are rejected.

1.7. Deliveries Per Vehicle, Vehicles Per Delivery

Multiple POs can be delivered within one vehicle provided that each PO has been associated with the same booking code. Larger order volumes may require multiple deliveries against one PO number.

Damage caused to any non-Eastern Distributor goods during delivery and unloading of Eastern Distributor goods is at the supplier's risk.

1.8. Deliver as Order

Any shortages will need to be credited to Eastern Distributors within 7 days.

Any over supplies to be collected at the supplier's expense, in the instance that we decide to keep the stock we will require an invoice within 24hrs.

1.9. Dangerous Goods

Suppliers (or their transport partners) are responsible for compiling and providing any required dangerous goods information and documentation for each inbound delivery.

The first delivery of ALL dangerous goods product must be accompanied by a Safety Data Sheet (SDS).

The DC will keep the SDS on file for future reference.

2. Driver & Vehicle

When delivering goods to Eastern Distributors, warehouses/ sites managed by their third-party logistics service providers, all relevant state based Occupational Health and Safety legislation must be observed by suppliers or freight carriers (for example: high visibility vests, safety footwear etc.).

2.1. Conduct on Site

For their own safety and the safety of others, all visitors, contractors, and drivers entering an Eastern Distributors Distribution Centre are required to:

Observe all site speed limits.

Observe traffic management, flow paths, and designated unloading zones.

Ensure vehicles are parked in designated areas and immobilized when required (e.g., during unloading).

Wear appropriate safety PPE.

Adhere to designated driver safety zones (where applicable).

Observe designated pedestrian walkways.

Abide by all site policies including drug/alcohol procedure, mobile/personal devices procedure, health, safety and wellbeing policy, media, and social media policies etc.

Follow reasonable instructions given by authorized DC team members in relation to policies and procedures.

Report all identified hazards, incidents, and near-misses to DC team members as soon as reasonably practicable. As a minimum this needs to be completed prior to leaving site.

Be trained and competent in all driving activities (e.g., coupling/uncoupling and load restraint).

Demonstrate compliance to Heavy Vehicle National Law requirements or applicable state/territory legislation.

Drivers operating vehicles under accreditation such as Concessional Mass Limits (CML) or Higher Mass Limits (HML) must produce the applicable documentation if asked to do so.

In the rare event that a driver's behaviour is unacceptable and does not meet our standards, the relevant carrier or transport company will be advised, and the driver may not be permitted to remain on or return to Eastern Distributors. Any associated receipt in progress will likely be abandoned and the vehicle directed from site, or alternative arrangements will be initiated between the DC, supplier, and carrier. Passengers are generally not permitted, with the exception of authorised drivers-in-training. All site and safety requirements, including safety clothing, footwear, conduct and behaviour, apply to both passengers and drivers.

2.2. Drug & Alcohol Policy & Procedure

Eastern Distributors have a strict zero tolerance policy on drugs and alcohol within the workplace.

2.3. Personal Protective Equipment

To manage the risk of serious injury, it is a condition of entry that drivers, contractors, and visitors wear appropriate Personal Protective Equipment (PPE) at all times.

Drivers without appropriate PPE will not be permitted entry and any associated purchase orders will need to have the delivery booking rescheduled.

At minimum, PPE must include a:

- High-visibility safety vest (or jacket), fastened for 360° visibility.
- Flat-soled, fully enclosed, regulatory safety shoes/boots to be worn within operational areas - including all driver areas.
- Flat-soled, fully enclosed, non-steel-capped shoes/boots are permitted for non-operational areas and designated, internal walkways only.

2.4. Driving Hours, Rest Breaks & Fatigue Management

Transport safety is important to Eastern Distributors. The Distribution team endorses and supports the Heavy Vehicle National Law (HVNL), which aims to ensure road safety. Eastern Distributors is committed to taking all reasonable steps – from consignment to receiving - to ensure we do not cause, encourage, or contribute to a breach of Chain of Responsibility (COR).

In line with these joint commitments regarding chain of responsibility, Eastern Distributors expects that:

- All inbound heavy vehicle drivers may be required to complete a Chain of Responsibility Declaration form upon arrival to a DC.
- All inbound heavy vehicle drivers delivering to CGBV1 must have heavy vehicle fatigue related work hours remaining to complete the transport activities on site.
- All drivers have been provided their scheduled rest breaks (when appropriate) and heavy vehicle fatigue related work hours remaining to complete the transport activities on site.
- Carriers must have fatigue management practices in place (standard, basic, or advanced).

2.5. Over Mass, Over Dimension

For the safety of team members, drivers, and the general public - and to ensure compliance to Heavy Vehicle National Law (HVNL) or applicable state/territory legislation, CGBV1 requires that suppliers and carriers:

- Do not exceed safe and legal limits for weight of the trailer/ vehicle.
- Do not exceed safe and legal limits for mass, cube or dimensions of the trailer/vehicle.
- Provide accurate declarations and documentation regarding weight and capacities etc.
- Containers require a Container Weight Declaration form.

2.6. Vehicle & Trailer Condition

All vehicles and trailers delivering into Eastern Distributors must be:

- Safe and roadworthy.
- Compliant with all relevant legal and statutory requirements.
- Fit for purpose (i.e., no major damage allowing exposure, floor in good condition etc).
- Fitted with all required equipment including lock-in gates, boards, and restraints as required.
- Fully operational with refrigeration operating effectively (where applicable).
- Cleanliness of trailer must meet required Hazard Analysis and Critical Control Point (HACCP) or food safety legislation requirements. (i.e., product must not be exposed to contamination, soil or water damage etc. and DC team members must not be exposed to unsanitary or hazardous conditions when unloading).
- All combinations with prime movers and trailers that are EBS enabled, must have leads connected.

2.7. Load Stability

The safety of product being transported to an Eastern Distributors DC should be properly managed to ensure risks are mitigated, road users are protected, and product is received without incident.

All loads must meet the Performance Standards listed in the National Transport Commission Load Restraint Guideline. Suppliers and carriers can help ensure load stability through:

- Safe load planning with proper weight distribution across the trailer.
- Management of mass and dimensions in line with vehicle limitations.
- The use of side gates (or load-restrained curtains) at all times for curtain-sided vehicles.
- The use of approved manual restraints (e.g., webbing, angles, and strapping).
- The use of plywood boards positioned vertically between pallets (or inflatable dunnage).
- The use of mezzanine floors where available.
- The use of load restraint bars where available and appropriate (for rear unload vehicles).
- Appropriate double-stacking where weight and trade unit design allows.
- Appropriate carton/trade unit design.
- Appropriate palletisation including pallet utilisation, wrap, pallet configuration etc.
- A sufficient gap between stock and mezzanine shelf for safe unload of freight from vehicle.

2.8. Dangerous Goods

Loads containing Dangerous Goods must have side gates or decking beams for rear unload equipment to avoid crushing. Metal angles are not permitted due to safety risks to team members during checking and unloading. Please use plastic where necessary.

3. Pallet & Logistics Units

The quality of wooden pallets Eastern Distributors receives can have a direct impact on the safety of our team members. It may also affect the condition and saleability of trade units and our ability to process pallets through the supply chain.

American or European pallets need to be advised prior to delivery.

Do not use pallets:

With international dimension/formats or skid unless you have received approval prior to delivery.

Made of cardboard (cardboard display pallets must be securely nested on a CHEP or Loscam pallet).

With missing, loose or unsecured boards.

With damaged bearers or split boards.

With loose, unsecured, or misaligned centre board.

With missing, loose or unsecured baseboard.

With foreign objects, dirt, oils, chemicals, or other debris

With exposed and protruding nails.

Wooden pallets must:

- Be compliant to Australian Standard AS4068 (exceptions are American or European pallet)
- Be square with dimensions of 1165mm x 1165mm x 150mm.
- Have lead boards that must be flush with the bearer end (max tolerance allowed of 15mm).
- Have lead boards that should be 150mm wide.
- Have centre boards that should be 95mm wide.
- Be intact and secure.
- Have clear and unobstructed fork entry.
- All Chep or Loscam pallet transfers must have a minimum of **21 delayed days**.

3.1. Pallet Heights

Maximum pallet height

1400 mm – 1600 mm

3.2. Pallet Weights

For the safe handling, transportation, and storage of inbound deliveries, please ensure your pallet and product combined does not exceed the following weight:

1000Kg – 1100Kg

3.3. Height & Weight Exceptions

Any exceptions to these default height and weight limits need to be evaluated and managed through a review and risk assessment process with Eastern Distributors Operations team.

3.4. Pallet Chimney, Gaps & Layer Height

Chimneys within pallet configuration - A chimney is defined as a void in the centre of the pallet formation. Eastern Distributors preference is that the pallet formation does not contain a chimney. If a chimney cannot be eliminated, and the carton is of good quality and robust manufacture, a chimney can be included in the layer formation. In this case the chimney must be minimised to ensure effective automatic depalletizing.

- Gaps within layers - It is necessary that the cartons on each layer are placed alongside each other (touching) and do not include gaps between cartons. This will support the effective and safe automatic depalletizing of pallets.
- Layer height requirement - Each full layer must contain the same number of cartons. The cartons must also be placed in a manner that maintains an identical carton height for each carton and for each layer.

3.5. Pallet Stacking

Correct and safe stacking patterns are crucial when moving pallets through the supply chain. Consistent and effective stacking allows the pallets to remain stable in transit and prevents the top layer of trade units from falling or crushing the trade units below.

All pallets delivered must be stacked in an interlocking or hybrid pattern:

- Interlocking - An interlocking pattern is achieved by altering the orientation of the layer or carton 90° (depending on the pattern) while maintaining a consistent layer height.

- Hybrid - A hybrid pattern uses both column and interlocking stacking. Lower layers are column stacked and the top 1 or 2 layers are interlocked. When using the hybrid method, it is crucial that the lower column stacked layers remain stable once the top layers are removed.

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Avoid Column stacking, where cartons are stacked on top of each other in towers or columns, is not recommended. This method is less stable and more prone to collapse than pallets stacked in an interlocking or hybrid pattern.

3.7. Pallet Utilisation & Overhang

Pallets should be stacked in a way that maximises the full pallet without breaching the outer pallet footprint in any direction. Narrow blocks of trade units that are confined to the centre of a pallet will provide poor lateral stability and are more likely to shift in transit as they cannot be supported by any surrounding pallets. This also does not allow for safe double stacking.

Blocks of trade units that are too wide or too long on a pallet creates overhang which prevents safe pallet transportation/storage through the supply chain. Pallets with trade units overhanging may be rejected.

3.8. Pallet Slip Sheets, Pallet Pads & Corner Posts

Cardboard slip sheets and pallet pads are permitted for use subject to the requirements below. These can provide valuable benefits such as preventing damage and contamination to base row cartons from nails, splinters, and moisture.

Pallet slip sheets and pallet pads must:

- Be made from solid cardboard for safety and ease of disposal.
- Be at least the following grade:
 - ≥ 1 mm for solid cardboard
 - ≥ 2 mm for corrugated cardboard
- Be no larger than the pallet footprint (<1165mm x <1165mm.)
- Not be made from any non-cardboard materials (i.e., paper, plastic, Masonite, wood etc.)
- Not be glued to cartons.
- Not be folded.
- Not be formed to have sides, either as a base, walls or tray.
- Not be used as a formed pallet lid.
- Not consist of more than one part per layer.
- Not have any holes.
- Not be secured to pallet.
- Do not use:
 - Plastic straps.

Horizontal edge protectors

3.9. Pallet Stabilisation

It is critical all pallets remain safe and stable throughout every stage of the CGBV1 Supply Chain. This includes in transit, during the picking process and when placed into storage, which is at a significant height.

Good pallet stabilisation is achieved through:

- Appropriate trade unit design, manufacture, and forming/gluing.
- An interlocked/hybrid pallet configuration that utilises the full pallet space.
- The use of interlayer stabilisation glue (PVA-based) or polymer during palletisation where necessary, subject to the requirement below.
- Proper use of stretch-wrap or perforated stretch-wrap, where required.
- Adequate support in transit using proper loading and restraints.
- Ensuring available pallet space is used effectively.

Do not use:

- Any tape.
- Wax.
- Excessive amounts of interlayer stabilisation glue/polymer.
- Glue that will cause damage to trade units.
- Narrow blocks of trade units.

3.10. Pallet Wrapping

To ensure all inbound pallets are safe, stable, and secure, they should be wrapped in a compliant and consistent manner. Standard, clear stretch-wrap can be used for most applications. Where airflow needs to be maintained, use a perforated stretch wrap. We do not prescribe the number of wraps passes or the wrap tension, it is the responsibility of the supplier to determine this based on specific product type and pallet configuration.

3.11. Pallet Wrapping Level

To ensure pallets remain stable when flowing through the supply chain, it is fundamental that the pallet wrapping binds the block of trade units to the wooden pallet.

Whilst the industry standard allows for wrapping to cover 30%-50% of the wooden pallet, following an independent review, it is preferred wrapping to cover no more than 33% of the wooden pallet.

This has both benefits from a sustainability and health and safety perspective.

We encourage suppliers to utilise the National Transport Commission Restraint Guidelines and the below friction table to assess their optimal pallet wrapping level.

To ensure stability during transit and to minimise handling risks in our DCs, maximising friction between palletised product is vital. Maximising friction may also provide opportunities for suppliers to minimise the quantity of pallet wrapping layers or passes required.

It is recommended suppliers look to achieve a static coefficient of friction of 0.5 between product layers as well as between the product and pallet. This may assist with meeting the Performance Standards listed in the National Transport Commission Load Restraint Guideline

All pallet wrapping must be:

- Firmly secured with no loose, unsecured wrap, or trailing wrap 'tails'.
- Applied with a sufficient number of passes to hold all trade units to the pallet and help to prevent lateral movement, load shift or collapse.
- Applied so that trade units are anchored to preferably a maximum of 33% of the wooden pallet.
- At the correct tension to maintain stability without damaging product.
- Applied before pallets are labelled to ensure SSCC labels are over the wrapping and clearly visible.
- Preferably wrapped individually for part/sandwich pallets, not as a combined stack. If sandwich pallets are wrapped as one unit, SSCC labels need to be applied under the wrapping.

Do not use:

- Black or opaque film/wrap as this prevents visual identification of the product, scanning of the trade unit GTIN barcodes, and verification of packaging quality and supplied quantities.
- Other materials like nylon netting, string, plastic or rubber pallet bands.
- Tape or low adhesion stretch tape.

3.12. Pallet Wrapping Consistency

A simple T-bar attachment beside a wrap station (between the roll of wrap and the pallet) can improve the consistency of pallet wrapping.

The T-bar gathers the wrap and creates a stronger anchor point that is less likely to dislodge or snag on pallet corners. This ensures the wrap is uniformly applied at exactly the right height.

3.13. Multi-SKU Pallets

Eastern Distributors allows multi-SKUs to be combined on a single pallet when they have been ordered in less-than-pallet quantities. Multi-SKU Pallet Requirements

In approved circumstances, multiple items per pallet can be accepted only when ALL of the following criteria are met:

- All the products involved have been ordered in less-than-layer quantities. Any product ordered as one layer or greater warrants its own separate pallet. All the products are part of the same Purchase Order (PO).
- Each of the items are clearly segregated to allow for easy identification and efficient transfer. Product should be stacked either in four clear rows by SKU, or in a one SKU per corner configuration.
- Each product has its own SSCC pallet labels, applied to the front and back trade units of the relevant product block (DC team members will need to scan-receive each SKU separately, as they would for separate pallets).

SSCC labels should be applied directly to the trade units and prior to pallet wrapping as DC team members will dispose of the wrapping and will require SSCC labels to remain intact for receiving.

- Prominent labels should be affixed to the finished pallet (fork entry sides), highlighting “Mixed Items. On This Pallet”.

4. Cartons & Trade Units

Every carton or trade unit (TUN) supplied needs to be fit for purpose and able to flow and ensuring its integrity and quality are maintained.

All trade units must be:

- Clean and dry with no moisture damage.
- Able to be handled safely.
- Under weight limit of 20kg.
- Able to be identified with the correct barcode.
- Undamaged with no open flaps or perforations.
- Free from staples, nails, strapping, and metal clasps.
- Not leaking.
- Not crushed

4.1. Trade Unit Construction, Sealing & Forming

Please consider the following when forming and sealing cartons/trade units:

- Ensure cartons/trade units are fit for purpose to withstand the impacts of the automated supply chain, which may include conveyors, cranes, automated depalletizing and palletising.
- The carton must be able to withstand the respective conditions throughout the supply chain: ambient, chilled, or frozen.
- Staples and nails are not permitted.
- Strapping and clasps are not permitted.
- Openings in cartons must be avoided to prevent products from falling out.
- Cartons/trade units must not leak, tilt, or fall during transportation.
- Apply an appropriate safety factor to preserve product and carton integrity given the product type and chamber.
- Shrink-wrapped product must be on a cardboard tray.

Do not leave any unnecessary empty space within the carton to avoid crushing.

- Carton lids should be stable and adequately secured with adhesive tape without obscuring barcodes, declarations, or symbols.
- Gauge of trade unit material needs to be durable enough to withstand the weight of the cartons above it, as well as the primary product weight.
- Round, bulky, and soft products to be packed in cartons where possible.
- All carton flaps must be secured.

4.2. Products in trays

- Must be secured with a hood or tightly wrapped in plastic.
- Hoods and lids should be stable and adequately secured to the base with either tape or glue.
- Bases must be solid with no holes in the bottom of trays.

4.3. Mixed Carton with Different Inner SKUs

- No loose inners in the cartons

4.4. Carton/Trade Unit Dimensions

- Maximum Length – 660mm
- Maximum Width – 460mm
- Maximum Height – 400mm

4.5. Trade Unit Gross Weight

The maximum gross weight for cartons or trade units is 20kg.

5. Labelling, Barcoding and Marking

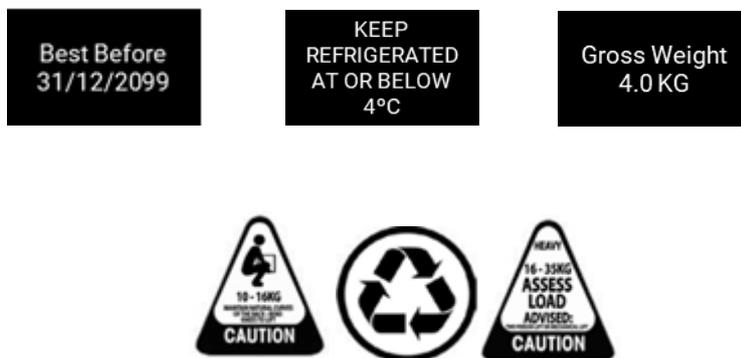
Information on products and packaging needs to be prepared in a consistent and structured format to ensure the accuracy of inventory management.

Clearly show the relevant supplier details.

Clearly identify all the required information about the product within the pallet (GTIN, Quantity, Date Code, unique SSCC etc).

Ensure there are no defects like split bars, edge bleed or faded and incomplete printing. When applying labels, ensure they are smooth with no warping, folding, creasing, or ripping.

5.3. Required Carton/Trade Unit Declarations & Symbols



6. Product Life Management

To ensure our customers receive optimal freshness, quality, and shelf life, we require a minimum remaining shelf life at the point of DC receipt.

Minimum Life on Receipt is expressed as a percentage of the original shelf life at the time of manufacture (Manufactured Life).

Dating will vary between local and imported product to account for transportation lead times. Please refer to existing agreements, trading terms, product specifications and any applicable legislative or regulatory requirements.

Products flagged as date-code sensitive will be checked by DC team members to ensure the product shelf life is within the parameters expected by the system.

Products that have a shelf life below required date setting will be rejected unless special pre-approval has been negotiated with Eastern Distributor

6.1. Date Code Marking

Date codes (either a Use By or Best Before date) on retail/ consumer units must also be reflected on the related carton/ trade unit and the pallet/logistics unit

Date codes on trade and logistics units must be:

- Preceded by the words “Use By” or “Best Before” (as applicable).
- Written in full without abbreviation.
- Displayed on a minimum of one (1) vertical side of the carton/trade unit.
- Consistent between the retail unit, trade unit, and logistics unit.
- Displayed in either DD/MM/YY or DD/MONTH/YYYY formats (e.g., 01/02/2021 or 01 Feb 2021).

6.2. Storage/Temperature Markings

Where applicable, cartons/trade units must clearly identify what the appropriate storage and handling conditions are for that product (e.g., Keep Refrigerated at or Below 4°C).

Storage/Temperature Markings must be:

- Displayed on a minimum of two (2) vertical sides of the carton/trade unit.
- Consistent with any similar markings on the retail unit.
- Compliant with all applicable regulations/legal requirements.

7. Conformance & Reporting

All product entering our supply chain network to comply with our Supply Standards. Product must be of high quality, safe to transport and handle, clearly identified, and meet all relevant regulations and legal requirements. We also expect orders to be delivered on time and as ordered.

7.1. Supply Performance Metrics

We measure and analyse several supply performance metrics (not limited):

- DIFOTA - Delivered in Full on Time Accurate (i.e., Case Fill).
- DIFOD - Delivered/Received in Full on Day.
- No Shows - Entire PO booking fails to arrive on expected day/time, without prior rescheduling.
- DCs inspect and evaluate all inbound stock to

If supplier performance is consistently below standard, we ask and expect our suppliers to investigate the root causes and implement action plans to ensure improvement.

We will work closely with suppliers to help identify opportunities and deliver a better, more consistent performance.

7.2. Rejections

Inbound deliveries that do not comply with our Supply Standards, may be rejected by the DC. Rejections are costly and inefficient for all parties, and the decision to reject products or deliveries is not made lightly.

Rejections may negatively impact our ability to service customers with your product. Therefore, we expect rejections to be uncommon but treated with urgency.

If a rejection occurs:

- The driver is notified of the rejected pallets and the reason for rejection.
- Paperwork is marked to reflect the adjusted receipt quantities.

- Notification is given to suppliers.
- Pallets are left on, or returned to the vehicle, if on premises and safe to do so.
- Over-temperature product issues are also marked.

Subject To Check

Where product has been received “Subject to Check” (meaning pallets have been unloaded and the vehicle permitted to leave site without a full checking process having taken place) a DC may need to reject pallets that are subsequently found to be non-conformant.

In these cases, the supplier must arrange for the pallets to be collected, as the original vehicle will have departed. We endeavour to provide notification of any such rejection within 24-48 hours to allow for prompt collection.

Notification from the DC will typically be made to the supplier via the relevant supply chain contact. Rejections are also captured in the DC Supplier Conformance system.

Rejection Remediation

We are placing further emphasis on the quality of deliveries into our network, whilst at the same time working with our supplier partners to minimise trucks on road and unnecessary travel.

As a result, where deliveries do not comply with our Supply Standards, we will work with our suppliers to either:

- Reject the products and return to the supplier for rework; or
- Offer to rework at our DC at the suppliers’ cost.

7.3. Redelivery of Rejected Product

If a pallet is rejected for reasons not related to food safety, (for example, if a pallet is broken or unstable or has a GTIN barcode issue) then it can generally be reworked offsite and booked for redelivery at a new time slot.

It is never acceptable to redeliver product that has been rejected for food-quality or food-safety issues. Attempted redelivery of unsafe product is a serious breach that risks adverse health effects for consumers. Any identified instances of this behaviour will be escalated accordingly.

Escalation & Corrective Action

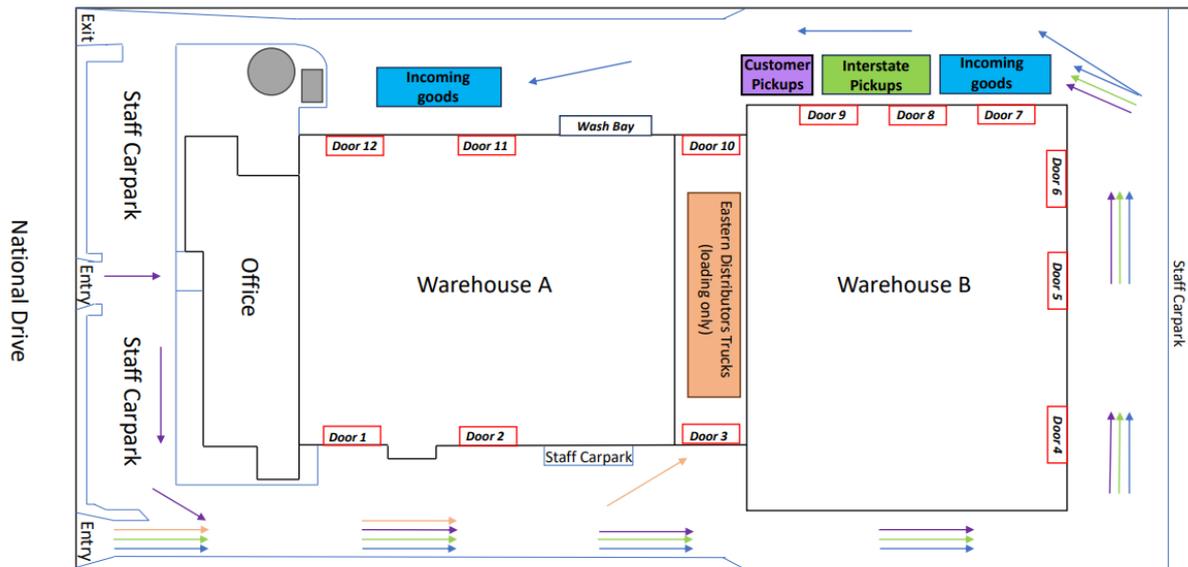
If issues such as packaging failure, waste, damage, and DC recoup are occurring frequently, our team will raise the issue with the relevant suppliers for investigation and discussion.

8. Traffic direction

Address: 31-41 National Drive

Dandenong South Vic 3175

- Entry and exit points to be strictly adhered to



For Further Information

Please contact Eastern Distributors

Receiving@eastdist.com

Invoicing@eastdist.com

Other Resources

- NHVR Chain of Responsibility
- ACCC Food and Grocery Code of

Conduct

- Australian Food & Grocery Council Perfect Delivery Program