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## 1 Getting started

### 1.1 About this document

This document provides clear guidelines to help Suppliers successfully deliver products to Viva Energy's central distribution centres for onward supply to our convenience stores. Our goal is to make it easy for Suppliers to meet requirements and maintain strong partnerships. By following these standards, Suppliers can ensure safe, efficient operations and consistent product quality, supporting reliable availability for customers. Viva Energy is committed to being a partner of choice by sharing best practices that enable mutual success.

#### *Key principles*

- **Compliance:** Suppliers and their carriers must adhere to all standards detailed in this document
- **Product Quality:** All products must meet defined quality standards at point of delivery
- **Safety First:** Health and safety standards protect all team members handling products
- **Rejection Rights:** Products failing quality standards may be rejected and returned at Supplier expense

The requirements detailed in this document apply to all Suppliers (and their nominated carriers) when delivering products to any Viva Energy distribution centre or 3PL facility.

### 1.2 About our retail network

Viva Energy operates one of Australia's largest convenience networks, with over 1,300 stores nationwide under the OTR, Reddy Express, and Liberty brands. Our goal is to deliver quality products and exceptional convenience to customers across the country, and we rely on strong partnerships with suppliers to make this happen.

Viva Energy has strategic partnerships with third-party logistics (3PL) providers across Australia to manage product receipt, storage, and distribution. Details for each 3PL facility are provided on the last pages of this document, including:

- Contact details for bookings and enquiries
- Physical delivery addresses
- Site-specific requirements
- Pallet account numbers (CHEP/Loscam)
- Site maps and delivery instructions
- Operating hours and booking procedures

Suppliers must deliver products to the 3PL facilities specified on each purchase order. Some products may require different handling or temperature conditions, which could mean delivering to separate 3PL facilities within the same state. Details of the facilities are provided upfront to help Suppliers plan effectively and meet requirements.

### 1.3 Maintaining compliance with Viva Energy Supply Chain Standards

By entering a supply relationship with Viva Energy, Suppliers agree that these Supply Chain Standards form part of their contractual terms and conditions. It is the Supplier's responsibility to familiarise themselves with this document and any updates published on Viva Energy's website at <https://www.vivaenergy.com.au/gfr-supplier-central>. Compliance with these guidelines is a continuing obligation and a prerequisite for doing business with Viva Energy.

Suppliers are expected to:

- Read and understand all requirements outlined in this document
- Comply with all standards and processes
- Accept responsibility for ensuring their employees and carriers adhere to these standards
- Monitor updates and implement changes as required

When establishing a supply relationship with Viva Energy DCs, new Suppliers must:

- Provide accurate lead times for all product deliveries
- Confirm minimum order quantities (MOQ) if applicable
- Submit manufacturing life and MLOR data for all products
- Establish electronic data interchange (EDI) capabilities
- Establish alternate capabilities for information exchange if EDI is not implemented (TBD)
- Ensure all products have valid GTIN barcodes with verification reports

## 1.4 Working with your carriers

Suppliers need to make sure their chosen carriers understand and follow all the requirements in this document. It's important to work closely with carriers to avoid issues, as any non-compliance by carriers, employees, or agents will still be the Supplier's responsibility.

Suppliers should make sure their carriers are well-prepared to meet delivery requirements. This includes:

- Sharing these standards with carriers
- Explaining booking procedures clearly
- Confirming carriers can meet on-time delivery expectations
- Checking carriers comply with Chain of Responsibility obligations
- Making carriers aware of any site-specific requirements

## 1.5 Updates & changes

Viva Energy may update these Supply Chain Standards from time to time to reflect operational, safety, or compliance requirements. Updated versions will be published on Viva Energy's website at <https://www.vivaenergy.com.au/qfr-supplier-central>. Suppliers are responsible for reviewing the latest version and implementing any necessary changes at their own cost. Continued supply of goods after an update takes effect will be deemed acceptance of the revised standards.

## 1.6 Contact information

To keep things running smoothly, it's important that Viva Energy and our Suppliers stay connected through the right people. Please provide accurate contact details for your key team members so we can work together effectively:

- Primary business contact (phone and email)
- Supply chain/logistics manager
- Customer service team
- After-hours emergency contact

If any of these details change, please let us know at least 14 days before the change takes effect. Clear communication between our teams helps us resolve issues quickly and keep deliveries on track.

## 1.7 Safety First – Working together for great outcomes

At Viva Energy, **Safety is Non-Negotiable**. Our Lifesavers principles guide everything we do, and we expect the same commitment from our suppliers. These standards exist to protect everyone involved in the supply chain—from drivers to team members receiving deliveries.

We partner with suppliers to achieve the highest safety standards. This means working together to prevent incidents and ensure every delivery is safe and compliant.

**If safety requirements are not met, deliveries may be:**

- Rejected on arrival
- Returned to the Supplier at their expense

- Suspended from future deliveries
- Terminated in cases of serious or repeated breaches

**Key safety practices we expect and support include:**

- Secure pallet wrapping and stability
- Correct load restraint during transport
- Compliance with weight and height limits
- Safe handling of dangerous goods
- Driver fitness for duty
- Use of required personal protective equipment

By collaborating and sharing responsibility, we can keep everyone safe and maintain smooth operations. Safety is everyone's job - let's make it happen together.

## 2 Information flow and communication

### 2.1 Overview

Effective communication between Viva Energy supply chain team, 3PL partners and Suppliers is essential for smooth operations. The typical flow of information includes:

#### Ordering process key steps:

- Viva Energy issues purchase order to supplier
- Supplier acknowledges receipt and confirms order
- Supplier prepares goods and creates ASN
- Supplier books delivery timeslot with relevant 3PL partner of Viva
- Supplier delivers goods with required documentation
- 3PL receives and confirms receipt
- Supplier invoices Viva Energy
- Viva Energy processes payment

#### Key communication channels

- Purchase Orders: Via EDI or VCP or Email
- Order Acknowledgments: Via EDI or VCP
- Advance Shipping Notices: Via EDI or VCP
- Delivery Bookings: Via email to 3PL booking address or via 3PL Portal
- Invoices: Via EDI or VCP or Email
- General Enquiries: Email to nominated Viva Contact

Electronic Data Interchange (EDI) is the preferred method of communication and Viva Energy's UN/EDIFACT messages are detailed in the Supplier Onboarding and Message Implementation Guide (separate document). The Vendor Collaboration Portal (VCP) may be suitable for suppliers providing a limited number of SKU's as it relies on manual input by the Supplier.

Communication Type	EDI	VCP (Vendor Collaboration Portal)	Email
Purchase Orders	✓ POs are sent automatically via EDI for fast and accurate processing.	✓ POs can be viewed and downloaded directly from the VCP portal.	✓ Email is possible, however <b>not preferred</b> due to the risk of delays and missed orders.
Order Acknowledgements	✓ Acknowledgements are automatically returned via EDI.	✓ Acknowledgements can be confirmed manually within the portal.	✗ Order acknowledgements <b>cannot be processed</b> via email.
Advance Shipping Notices (ASN)	✓ ASNs are transmitted electronically via EDI to ensure accurate receiving and matching.	✓ ASNs can be manually entered in the portal.	✗ ASNs <b>cannot be submitted</b> via email as they require structured data to be processed.
Invoices	✓ Invoices can be submitted electronically via EDI for the fastest processing and payment.	✓ Invoices can be uploaded or entered manually in the VCP portal.	✓ Emailing invoices is possible, but <b>not preferred</b> , as manual processing increases the risk of delays or errors.

## 2.2 Communication & Technology – Working Together for Efficiency

Effective communication between Viva Energy, our 3PL partners, and Suppliers is essential for smooth operations. To make this easy, we use two key tools: the Vendor Collaboration Portal (VCP) and Electronic Data Interchange (EDI).

### *Vendor Collaboration Portal (VCP)*

VCP is your central hub for managing key interactions with Viva Energy. It allows Suppliers to:

- Receive and acknowledge purchase orders
- Submit order confirmations and advance shipping notices (ASNs)
- Upload required documentation
- Track progress and share updates in real time

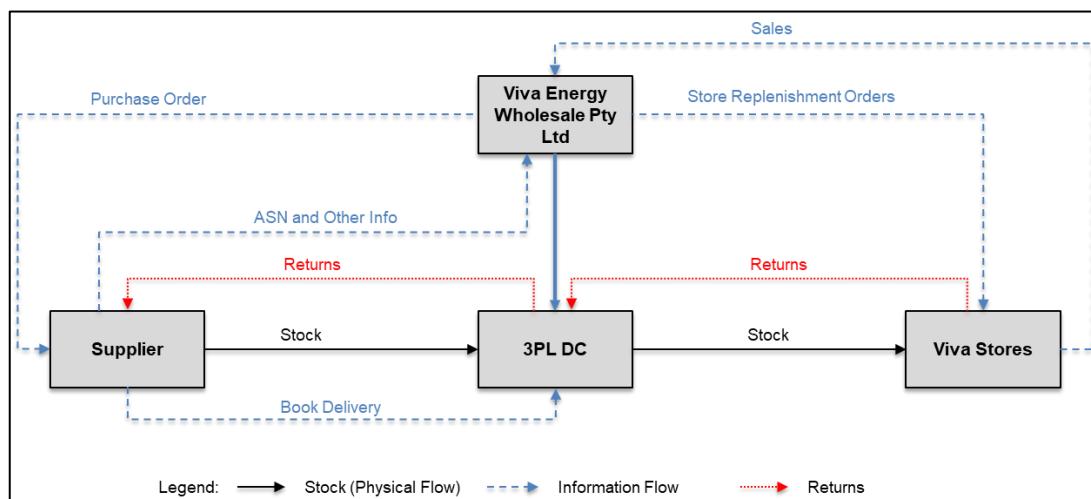
Using VCP helps both teams stay aligned, reduce errors, and respond quickly to any issues.

### *Electronic Data Interchange (EDI)*

For suppliers set up on EDI, this is our preferred method for efficiency and accuracy. EDI streamlines transactions and reduces manual handling by enabling:

- Purchase Orders
- Order Acknowledgments
- Advance Shipping Notices
- Invoices

EDI ensures real-time visibility and faster processing, helping us keep products flowing to stores without delays. If EDI is not yet implemented, we'll work with you to establish alternate processes until it can be enabled.



## 2.3 Lead Times – Setting up for success

Accurate lead time information is critical for planning and ensuring products are available when needed. As part of your item master data setup, please provide realistic lead times for all products. This helps Viva Energy schedule orders effectively, avoid delays, and maintain stock availability across our network. By sharing accurate lead times upfront—and updating them promptly if they change—we can work together to keep the supply chain running smoothly and deliver great outcomes for customers.

For clarity, Suppliers must provide accurate lead times that account for:

- Purchase order processing time

- Product sourcing or manufacturing time
- Pallet preparation, wrapping and labelling
- Transportation to delivery location (within Chain of Responsibility requirements)

**Standard Lead Time:** Viva Energy's default lead time is **48 hours (2 business days)** from order placement to the requested delivery date, unless a different lead time has been agreed during onboarding. If your products require longer lead times, please ensure this is clearly communicated and captured in your item master data.

## 2.4 Purchase orders

Each purchase order will include the following details:

- Single purchase order number
- Location where products must be delivered
- Required delivery date(s) in line with agreed lead time
- Vendor code or GTIN on each order line
- Order quantity (in relevant units or cases or cartons) on each order line
- Unit price (where applicable)
- Special instructions (if any)

Suppliers must review each purchase order upon receipt to verify:

- Delivery date is achievable within lead time
- Delivery location is correct
- Product GTINs match supplier master data
- Quantities are reasonable and can be fulfilled
- Pricing is correct (where shown)

If any errors are identified in a purchase order, suppliers must contact the nominated Viva Energy contact person immediately to request corrections before processing the order.

Purchase orders will be transmitted via:

- EDI (preferred method for established suppliers)
- VCP (where EDI is not available)

(System generated emailed PDF Order in exceptional circumstances)

## 2.5 Advanced Shipment Notices (ASN)

Suppliers must provide Viva Energy with an Advance Shipping Notice (**ASN**) for each purchase order. The ASN must be sent before the vehicle departs the supplier's facility through the relevant channel (EDI or VCP, as set up during onboarding).

Each ASN must include:

- Purchase order number(s)
- Delivery location (3PL facility)
- Delivery date
- Total number of pallets
- Total number of cartons
- For each product line:
  - GTIN
  - Product description
  - Quantity (cartons)
  - Expiry date or best before date

- Batch code/lot code
- SSCC barcode for each pallet and site-specific container.

ASNs must be:

- Sent as the load departs or is ready to depart
- Received and validated before goods reach the 3PL
- Accurate to what is physically shipped
- Sent for one delivery only (cannot span multiple vehicles)

## 2.6 Booking deliveries – Working together for smooth scheduling

To keep deliveries running on time, please book your delivery timeslot with the relevant 3PL partner for the date shown on your purchase order. Bookings should be made at least **24 hours before delivery** so the 3PL can plan resources effectively. Late bookings may not be accepted if capacity is full.

### Why this matters:

Early booking helps us coordinate warehouse space and staffing, ensuring your products are received without delays. Accurate lead times provided during your item master data setup also support this process.

### How to book:

- Email the 3PL booking address or use the 3PL's portal (see last pages of this document for state-specific contacts)
- Quote your purchase order number(s)
- Confirm total pallets and cartons
- Request your preferred delivery timeslot
- Receive booking confirmation with an appointment ID
- Print the appointment ID for the driver to carry with the load

### Information to include:

- Supplier name and contact details
- Purchase order number(s)
- Requested delivery date
- Total pallet and carton count
- Any special requirements (e.g., tail-lift, extended unloading time)
- Dangerous goods declaration (if applicable)

Reminder – Deliveries at your confirmed timeslot: To keep things running smoothly and avoid delays, please aim to deliver at the timeslot you've booked with the 3PL. Sticking to the agreed time helps ensure your delivery is received promptly and avoids congestion at the site. If a delivery arrives outside the booked timeslot, the 3PL may not be able to accept it, which could mean rescheduling and extra effort for your team. Booking early and arriving on time is the best way to keep everything on track.

If delivering multiple purchase orders on one vehicle:

- All POs must be booked together under one appointment
- Total pallet and carton count must include all POs
- All POs should be for the same 3PL facility

## 2.7 Managing out of stock situations

If you identify any products that cannot be supplied in full, please let Viva Energy know within **48 hours of receiving the purchase order**. Early communication helps us plan alternatives and avoid disruptions for customers.

## *Who to contact:*

Reach out to your designated Viva Energy contact (Supply Chain Manager or relevant state contact listed on the last pages of this document).

## **What to include in your update:**

- Purchase order number
- Product(s) affected (GTIN and description)
- Reason for unavailability
- Expected availability date
- Quantity available (if partial fulfillment is possible)
- Suggested resolution or alternatives

Unless agreed in advance, partial shipments are generally not accepted. If you can't fulfill the complete order, please discuss options with Viva Energy before proceeding—we're here to work through solutions together. Viva Energy cannot accept backorders.

## **2.8 Managing orders outside of agreed lead times**

If an order falls outside the agreed lead time or requested delivery date, please let us know as soon as possible so we can work together on a solution. Viva Energy aims to avoid disruptions, but if timing cannot be met, there is a risk the order may need to be cancelled or the delivery rejected.

### **If you need to request an order cancellation:**

- Contact your Viva Energy representative immediately
- Explain the reason for the request
- Wait for confirmation before cancelling
- Continue with the original order unless cancellation is approved

Our goal is to keep communication open and find alternatives wherever possible—early notice helps us support you and maintain supply continuity.

## **2.9 Rescheduling delivery dates**

We understand that unexpected issues can arise. If you're unable to deliver on the confirmed date, please contact Viva Energy straight away so we can reschedule and keep things moving.

Deliveries that arrive without rescheduling may cause challenges at the site and could result in:

- Delivery being rejected
- The original order being cancelled
- Impact on supplier performance metrics

Similarly, delivering earlier than the scheduled date without rescheduling can also lead to rejection, as the facility may not be ready to receive the goods.

**Tip:** Early communication helps us work together to find solutions and avoid delays for customers.

### 3 Electronic trading and data requirements

#### 3.1 eBusiness overview

Electronic business-to-business (B2B) commerce and data synchronisation play a fundamental role in modern supply chain operations. Viva Energy is committed to electronic trading to improve:

- Greater accuracy in orders and deliveries
- Improved efficiency and reduced manual processing
- Faster information flow between trading partners
- Reduced errors and duplication of effort
- Faster payment processing for suppliers
- Better inventory management
- Enhanced traceability

#### Core eBusiness Components:

- Electronic Data Interchange (EDI)
- Vendor Collaboration Portal (VCP)
- Global Trade Item Number (GTIN) barcoding for products
- SSCC labelling (pallet and/or site specific container)
- Advanced Shipping Notices (ASN)
- Global data synchronisation

#### 3.2 EDI and VCP

Viva Energy's suppliers are required to implement EDI for order and invoice processing where possible. In the absence of EDI, where agreed with Viva Energy, suppliers are expected to be onboarded on to VCP. The goal is automated transmission of:

- Purchase orders from Viva Energy to supplier
- Purchase order acknowledgments from supplier to Viva Energy
- Advance shipping notices from supplier to Viva Energy
- Electronic invoices from supplier to Viva Energy (where implemented)

Our GFR Supplier Central website will soon have more information on EDI and VCP onboarding, including vendor resources. In the meantime, for VCP support please refer to your **Vendor Collaboration Portal Information Sheet**.

#### 3.3 GTIN Requirements

A Global Trade Item Number (GTIN) is a unique identifier for a product that enables it to be identified throughout the supply chain. GTINs are the numbers encoded in product barcodes. GTINs must be:

- Allocated by the brand owner
- Based on a GS1 company prefix
- Unique globally (no two products share the same GTIN)
- Applied at all levels of packaging:
- Consumer unit (retail pack)
- Trade unit (carton/case)
- Logistics unit (pallet)

A new GTIN is required when:

- Product quantity/volume changes (including bonus packs)
- Number of consumer units in a carton changes

- Product formulation changes significantly
- Packaging changes by more than 20%
- Brand name changes
- Product name changes
- Promotional items with different content (e.g., "20% extra")

All products must have:

- Valid GS1 barcodes
- Current barcode verification report
- Barcodes printed at correct magnification
- High print quality for reliable scanning

GTINs must be submitted:

- Before first delivery
- When new products are added
- When GTINs change for any reason
- With complete product data (description, dimensions, weight)

### 3.4 Global data synchronisation

For each product, Viva requires accurate data including:

- GTIN (consumer unit and trade unit)
- Product description
- Pack size (e.g., "12 x 375ml")
- Carton quantity (number of consumer units per carton)
- Carton dimensions (length x width x height in mm)
- Carton gross weight (in kg)
- Pallet configuration (TlxHl)
- Manufacturing life (total shelf-life)
- MLOR (minimum life on receipt)
- Storage requirements (ambient, chilled, frozen)
- Dangerous goods classification (if applicable)

## 4 Carton and pallet requirements

### 4.1 Carton design & suitability

The primary consideration when designing trade unit packaging must be the ability to safely and effectively convey the product through the supply chain. Trade units must withstand:

- Transportation over long distances
- Handling by multiple parties
- Stacking under weight
- Automated handling equipment
- Various temperature environments
- Multiple pickups and put-downs

Acceptable packaging types	Unacceptable packaging types
<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Full cartons - Corrugated cardboard boxes (most common)</li> <li><input checked="" type="checkbox"/> Tray and shrink - Cardboard tray with shrink-wrap over product</li> <li><input checked="" type="checkbox"/> Shelf-ready packaging: Perforated cartons for easy shelf display</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Poly-bundles without tray support (for tall, narrow, or unstable products)</li> <li><input checked="" type="checkbox"/> Packaging with insufficient strength for stacking</li> <li><input checked="" type="checkbox"/> Cartons prone to crushing or deformation</li> <li><input checked="" type="checkbox"/> Packaging that does not fully enclose and protect products</li> <li><input checked="" type="checkbox"/> Cartons with open or poorly sealed flaps</li> </ul>

#### Notifying Packaging Changes

Products must be delivered in packaging that is:

- Consistent with samples approved by Viva Energy
- Consistent across deliveries (no unexpected changes)
- Updated only with prior notification and approval

Suppliers must notify Viva Energy Supply Chain team well in advance of any planned packaging changes including:

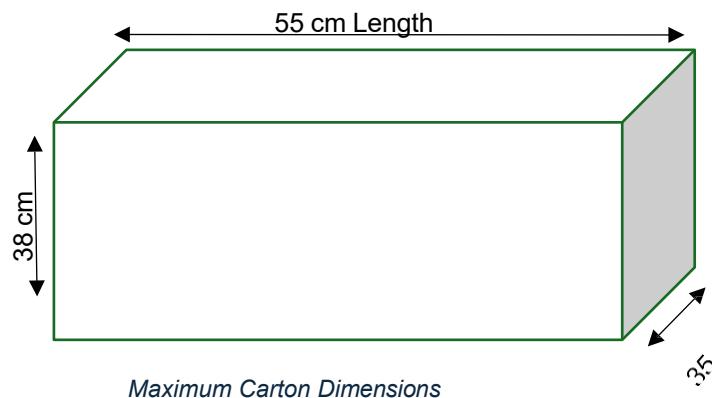
- Carton dimensions
- Carton artwork
- Barcode changes
- Sealing methods
- Wrap type or perforations
- Any labelling changes

### 4.2 Carton size & weight

To facilitate safe manual handling, cartons should not exceed:

- 16-20 kg gross weight (in line with industry safety norms)
- 12 kg gross weight (target for new product lines)

New product submissions should target the 12 kg limit to align with evolving workplace health and safety standards. The gross weight of each carton must be clearly marked on a minimum of two vertical surfaces. Maximum carton dimensions should be 55 cm length x 38 cm height x 35 cm width (If applicable) and not weigh more than recommended by Australian manual handling guidelines.



#### 4.3 Cartons for cross dock distribution

Viva Energy intends to implement cross docking of certain stock from suppliers in accordance with the models outlined with GS1 standards including the use of Serial Shipment Container Codes (SSCCs) labels on cartons tied to ASNs. The label includes the use of the UCC/GTIN Serial Shipping Container Code – which will only be accepted as valid once the Supplier has been fully accredited.

Suppliers must meet the following requirements to ensure that processing costs related to cross dock deliveries are kept to minimum.

- Ensure the cartons used are strong and secure enough to protect the contents in the normal transport and distribution processes (to allow for delivery to DC and onward delivery to store).
- Ensure the package forms a stable unit load for mixed unit pick cartons.
- All individual cartons should then be packed on pallets.
- No invoices are to be attached to any cartons being delivered to a Cross Dock distribution.
- Cartons containing fragile products must be marked with a fragile label
- SSCC labels (example at Figure 1) must be placed on a carton MUST match its physical content and include delivery address and supplier details.
- SSCC labels should be generated only after the stock is placed into the carton.
- The SSCC label is not to be placed over the fold of the carton.
- Maximum carton dimensions should be 55 cm length x 38 cm height x 35 cm width and maximum weight of 16 KG.

#### 4.4 Pallet standards & requirements

All pallets must be manufactured to Australian Standard AS 4068-1993, with dimensions of 1165mm x 1165mm x 150mm. The Supplier must use CHEP or LOSCAM Pallets. International format pallets cannot be accepted. For reference, our pallet construction requirement are:

- Topside: Seven or eight boards
- Underside: Five boards
- Lead boards: 150mm wide, flush with bearer ends (or maximum 15mm pushback for clean edges)
- Intermediate boards: 95mm wide
- Pallet tunnels: Two tunnels of 180mm height on underside
- Centre board: Within  $\pm 20$ mm of centre on underside

Pallets must be:

- Free of damage, cracks, and splits

- Free of contamination (dirt, oils, chemicals, debris)
- With all boards securely attached
- With no protruding nails (maximum 1mm tolerance)
- With no loose or missing boards
- With no decay or rot evident
- Suitable for safe handling by forklift and team members

Pallets will be rejected if they have:

- Broken, cracked, or missing boards
- Protruding nails or staples
- Excessive contamination
- Structural damage affecting integrity
- Dimensions outside standard specifications
- Lead boards set back more than 15mm (if damaged edges)

## 4.5 Pallet configuration & TIxHI

TIxHI refers to the pallet configuration TI indicates number of cartons per layer (tier) and HI indicates number of layers high. Example: TIxHI of 8x4 = 8 cartons per layer, 4 layers high = 32 cartons total. It is critically important that physical TIxHIs of inbound pallets consistently adhere to the TIxHI agreed with Viva Energy and loaded in Viva Energy systems. Suppliers must not change TIxHI without prior consultation with Viva Energy Supply Chain team. Inconsistent TIxHIs pose significant safety risks:

- Warehouse management systems use TIxHI to assign racking locations
- Incorrect height information can result in pallets not fitting in assigned locations
- Team members lifting pallets at height face serious injury risk if pallets are taller than expected
- Automated systems may malfunction or cause damage

## 4.6 Pallet height & weight limits

### Height limits:

Pallet height limits are linked to carton weight to ensure safe handling:

- For cartons under 10kg gross weight: Maximum height: 1800mm (including 150mm pallet)
- For cartons 10-16kg gross weight: Maximum height: 1500mm (including 150mm pallet)
- For cartons over 16kg gross weight: Maximum height: 1300mm (including 150mm pallet)
- All frozen/freezer products limited to maximum 1200mm height regardless of carton weight
- Column Stacked or Inner-Picked Products: Maximum height: 1500mm regardless of carton weight

### Weight Limits:

- Ambient and Chilled Facilities: Maximum gross weight: 1300 kg (including pallet weight)
- Frozen/Freezer Facilities: Maximum gross weight: 1000 kg (including pallet weight)

Note: Gross weight includes the weight of the wooden pallet (approximately 25-30 kg for standard CHEP/Loscam pallet).

## 4.7 Pallet wrapping requirements

Pallet wrapping is required to secure cartons during transport, prevent lateral movement and load shift, protect products from contamination, maintain pallet integrity during handling and enable safe stacking when required. Suppliers are to refer to the following requirements for wrapping

- Clear or translucent stretch-wrap only (no black or opaque wrap)
- Product, labels, and carton information must be clearly visible

- Shrink-film is NOT permitted for pallet wrapping
- Nylon or other netting is NOT permitted

When using standard stretch-wrap:

- Apply firmly in sufficient passes to contain product
- Minimum 3-4 passes around pallet
- Wrap must bind to top 30-50% of wooden pallet to anchor product
- No loose ends or trailing wrap (tape or heat-weld ends)
- Wrap applied BEFORE pallet labels (labels must be visible on outside)

Stretch-wrap should bind to pallet but must NOT:

- Obstruct forklift entry points
- Cover the pallet tunnels
- Be wrapped around the base below where forks enter

## 4.8 SSCC pallet labelling

Every pallet must have TWO identical SSCC labels:

- One label on each fork-entry side of the pallet
- Both labels must be identical (same SSCC number)
- Labels must be unique (not used in previous 12 months)
- Labels must be applied AFTER wrapping (on outside of wrap)

Labels must be:

- Minimum A6 size (105mm x 148mm)
- Matte white or yellow label stock
- GS1-128 barcode symbology
- Include both human-readable and machine-readable information

The labels should include:

- Supplier name and address
- SSCC number (18 digits, unique)
- Product GTIN
- Product description (including pack size)
- Quantity of cartons on pallet
- Best before or use by date
- Batch/lot code

Labels must be positioned:

- Height: 400-800mm from ground level
- Horizontal: 50-100mm inset from right edge
- On BOTH fork-entry sides
- Above/outside the stretch-wrap (not under wrap)
- Not folded, warped, or damaged
- Not spanning two surfaces or corners

## 4.9 Pallet management

Viva Energy operates pallet exchange through **CHEP** and **Loscam** accounts only. There is no direct pallet exchange between suppliers and 3PLs—all transfers are managed through the pallet hire companies.

## *How the process works:*

- Deliver products on CHEP or Loscam pallets
- Provide the original pallet transfer docket with the delivery
- 3PL stamps the docket copy upon receipt
- Driver collects the stamped copy before leaving
- Pallets are transferred to Viva Energy's account
- Transfer becomes effective on the agreed date

## *What suppliers need to provide:*

- Original top copy of CHEP/Loscam docket with each delivery
- Dockets completed correctly with all details
- Separate dockets for CHEP and Loscam pallets (if mixed)
- Driver to collect stamped copy from 3PL before departure

Viva Energy requires a **minimum pallet delay of 35 days**. This requirement forms part of your supply contract with Viva Energy, and suppliers are responsible for adhering to it. Account numbers for each 3PL facility are listed on the last pages of this document.

If you wish to use non-CHEP/non-Loscam pallets, prior approval from Viva Energy is required. One-way pallets may be approved in specific circumstances, and the supplier will be responsible for pallet costs and disposal.

**Important:** Only pallets in good condition will be accepted by 3PL providers. Poor-quality pallets may lead to delivery rejection, charge-backs for pallet replacements, and delays in processing.

## **4.10 Multi-stack and multi-SKU pallets**

When delivering multiple part-pallets stacked together, labelling requirements depend on wrapping method:

### *Individually Wrapped Pallets:*

- Each pallet wrapped independently
- SSCC labels applied to outside of each pallet's wrap
- Labels in standard position (400-800mm high, on fork-entry sides)
- 3PL will separate pallets for put-away

### *Pallets Wrapped Together:*

- SSCC labels applied directly to cartons BEFORE wrapping
- One pair of labels per pallet, on the relevant cartons
- Entire stack then wrapped together
- Labels visible under wrap for scanning

### *Multi-SKU pallets are permitted ONLY when ALL of the following criteria apply:*

- All products appear on the SAME purchase order
- No more than FOUR products consolidated on one pallet
- NONE of the products ordered in full layer quantity or greater
- Each product clearly separated in distinct rows/blocks
- SSCC labels applied to front and back of each product row
- Pallet wrapped securely after labelling
- "Mixed Items Pallet" label applied to wrapped pallet

For multi-SKU pallets,

- Stack each product in clearly defined rows or blocks
- Do NOT mix products within same row
- Apply SSCC labels (pair per product) directly to cartons
- Ensure labels clearly identify each distinct product section
- Wrap entire pallet securely
- Apply "Mixed Items Pallet" label on outside of wrap
- Ensure pallet remains stable and within height/weight limits

## 5 Order management

### 5.1 Order processing

Upon receiving each purchase order, suppliers must:

- Confirm order received by supplier system
- Check GTIN accuracy
- Verify quantities are reasonable
- Confirm pricing (where applicable)
- Verify delivery location
- Confirm delivery date is achievable
- Review current stock levels
- Check scheduled production
- Confirm sufficient remaining shelf-life
- Verify quality and compliance
- Reserve specific stock for this PO
- Lock stock from other allocation
- Ensure FIFO rotation
- Confirm full supply, OR Advise exceptions/shortages
- Propose delivery date changes if needed

If any products cannot be supplied:

- Contact Viva Energy Supply Chain team immediately (within 48 hours)
- Provide clear explanation
- Give expected availability date
- Discuss alternatives (partial supply, substitutes, etc.)

### 5.2 Booking process & timeslots

ALL deliveries must be booked with the receiving 3PL facility at least 24 hours prior to delivery.

- Use the 3PL Portal or Email the relevant 3PL bookings address as set out on the last pages of this document, include in your email: Subject line: "Delivery Booking - [Your Company Name] - PO [Number]"
- Include Required Information:
  - Supplier name and contact number
  - Purchase order number(s) being delivered
  - Requested delivery date (from PO)
  - Preferred delivery time window
  - Total number of pallets
  - Total number of cartons
  - Any special requirements:
    - Dangerous goods (must be declared)
    - Temperature controlled
    - Requires tail-lift
    - Oversized load
- 3PL will respond with appointment ID which confirms delivery date and time window and may include site-specific instructions
- Driver must carry appointment ID with load which is required for entry to 3PL facility and must be presented at gate/reception

- If delivering multiple POs on one vehicle, book all POs together under one appointment, list all PO numbers in booking request, provide total pallet and carton count across all POs
- Booking Timeline
  - Minimum 24 hours notice required
  - Recommended 48 hours notice for complex loads
  - Allow extra time during peak periods
  - Book as early as possible after receiving PO
- If unable to secure a booking:
  - Contact Viva Energy Supply Chain team immediately
  - Do NOT deliver without confirmed booking
  - Discuss alternative delivery arrangements
  - Update delivery expectations

## 5.3 On-time delivery requirements

On-Time delivery means arrival within the scheduled booking window. The industry standard allows:

- Up to 60 minutes BEFORE scheduled time
- Up to 30 minutes AFTER scheduled time
- Total window = 90 minutes

Suppliers must ensure:

- Transport departs with sufficient time to arrive on-time
- Route planning accounts for traffic, weather, road conditions
- Drivers have adequate rest breaks (Chain of Responsibility)
- No speeding required to meet deadline
- Contingency time built in for unexpected delays

Vehicles arriving outside the on-time window:

- May not be accepted
- May face extended wait times
- Could be rejected and required to rebook
- Will impact supplier performance metrics

If unavoidable delays occur en-route:

- Driver or transport coordinator must contact 3PL immediately
- Provide estimated arrival time
- 3PL will advise if reschedule required

## 5.4 Delivery Documentation

Delivery documentation must not contain any pricing or other commercially sensitive information.

Each delivery must be accompanied by:

- Appointment ID / Passport (Mandatory)
  - Printed copy
  - Includes barcode for scanning
  - One per vehicle (covers all POs on vehicle)
- Advanced Shipment Notice (Mandatory)
  - Sent electronically before delivery
  - Paper copy for driver (recommended)

- Must match physical delivery
- Proof of Delivery / Delivery Docket (Mandatory - 2 copies) - Must include:
  - Supplier name and address
  - 3PL/warehouse name and address
  - Purchase order number(s)
  - Number of pallets
  - Number of cartons by product
  - Date
- Pallet Transfer Docket (Mandatory - original top copy)
  - CHEP or Loscam docket
  - Completed with all details
  - Original for 3PL to stamp
  - Copy returned to driver
- Dangerous Goods Documentation (if applicable)
  - Safety Data Sheets (SDS) for each DG item
  - Dangerous Goods Declaration
  - Load placarding confirmation
- Documentation Best Practices
  - Organise all documents together
  - Ensure all copies are legible
  - Complete all details accurately
  - Have documents readily accessible for driver
  - Do NOT include unnecessary documents (e.g., picking slips, run sheets)

## 5.5 Minimum Life on Receipt (MLOR)

Minimum Life on Receipt ensures that products delivered have sufficient remaining shelf-life to:

- Allow time for distribution to stores
- Minimise waste and spoilage
- Meet food safety standards

MLOR is based on the maximum shelf-life (manufacturing life) of the product:

- 93 days or less: Require at least 75% remaining life on receipt
- 94-365 days: Require at least 60% remaining life on receipt
- 366-730 days: Require at least 50% remaining life on receipt
- 731+ days: Require minimum 365 days remaining life on receipt

3PL teams will check date codes on cartons against expected MLOR. Products with insufficient remaining life will be rejected. Products must be supplied in correct date sequence. Product received today must NOT have shorter remaining life than product received previously, even if it exceeds MLOR. Any short-term amendments to MLOR must be approved by Viva Energy in advance and documented in writing

As part of Viva Energy product master data process and during the commercial trading terms negotiation Suppliers must provide for each product:

- Manufacturing life (total shelf-life in days)
- Agreed MLOR (minimum days required on receipt)
- Update when manufacturing processes change shelf-life

## 5.6 Temperature control requirements

Maintaining the cold chain is essential for food safety, product quality, and customer satisfaction. Chilled Products must be maintained at or below 5°C at all times (Includes: milk, cream, yoghurt, cheese, fresh juice, chilled desserts, meat, poultry, deli items). Frozen Products must be maintained at or below -18°C at all times (Includes: ice cream, frozen vegetables, frozen meals, frozen desserts)

Product temperature must be controlled:

- During storage at supplier facility
- During pallet preparation and staging
- During loading onto vehicle
- During transportation
- Upon arrival at 3PL

Transport vehicles must:

- Have fully functioning refrigeration units
- Be pre-cooled to required temperature before loading
- Maintain (not reduce) product temperature
- Have temperature monitoring capability
- Be suitable for product type (chilled or frozen)

3PL teams will verify product temperature on arrival:

- Random carton temperature checks
- Vehicle refrigeration unit checks
- If products are outside acceptable range, entire load may be rejected

Products rejected for temperature issues:

- Must NOT be re-delivered (Product safety is compromised)
- Supplier liable for all costs

## 5.7 HACCP & food safety

All food suppliers must operate within a Hazard Analysis and Critical Control Points (HACCP) framework. Suppliers must develop, document, implement and verify a food safety and quality system incorporating:

- Codex HACCP principles
- Supporting programs (e.g., ISO 9000, FSSC 22000)
- Regular audits and reviews
- Staff training programs
- Traceability systems

*For more information please refer to our Approved Supplier Handbook: Foods and Beverages published on the Viva Energy GFR Supplier Central at <https://www.vivaenergy.com.au/gfrsuppliercentral>*

## 5.8 Dangerous goods

Products classified as dangerous goods must be:

- Properly identified with DG class
- Packaged according to regulations
- Labelled with appropriate hazard diamonds
- Segregated from incompatible products
- Documented with required paperwork

For all dangerous goods deliveries:

- Safety Data Sheet (SDS) must be GHS Revision 7 compliant and provided for each DG product
- Dangerous Goods Declaration must be completed and signed by authorised person
- Dangerous goods must be in approved packaging, display DG class diamond on carton (minimum 1 side), be on separate pallets (one DG class per pallet) and not be mixed with non-DG products on same pallet
- Transport vehicles must display appropriate DG placards, be placarded on all required sides, have placards visible and legible
- Suppliers must declare DG in booking request, provide advance notice to 3PL, ensure driver is trained and licensed and have emergency response procedures

## 6 Loading, transport and chain of responsibility

### 6.1 Chain of Responsibility - Working together for safe transport

At Viva Energy, safety is everyone's responsibility. Chain of Responsibility (**CoR**) laws make it clear that all parties in the supply chain share accountability for ensuring goods are transported safely and legally. This includes:

- Consignors (sending goods)
- Consignees (receiving goods)
- Packers and loaders
- Schedulers
- Transport operators
- Drivers

*What this means for all of us:*

No one should do anything that could cause or encourage:

- Speeding or unsafe driving
- Breaches of driver fatigue laws
- Exceeding legal mass or dimension limits
- Using unsafe or unroadworthy vehicles
- Poor load restraint or unsafe loading
- Driving while impaired

*Viva Energy's commitment:*

- Setting realistic lead times and delivery windows
- Avoiding pressure that could lead to unsafe practices
- Monitoring and reporting risks
- Supporting suppliers to meet CoR obligations

*What we ask of suppliers:*

- Provide lead times that allow safe, legal transport
- Schedule orders realistically
- Choose carriers that meet safety standards
- Ensure loads comply with legal mass and dimension limits
- Secure products properly
- Confirm drivers have adequate rest breaks
- Use roadworthy vehicles

If you become aware of any actual or potential CoR breach, please report it to Viva Energy immediately. Reports can be made without penalty—we're here to work together to keep everyone safe.

### 6.2 Safe loading & load restraint

All loads must be:

- Started against a headboard or fixed restraint
- Distributed to avoid overloading axles
- Within vehicle footprint (no overhang)
- Secured to prevent forward and rearward movement
- Stable and unlikely to shift during normal transport

Before departure, check:

- All gates secured
- All straps tensioned
- Load is stable
- Nothing can shift or fall
- Curtains properly closed
- Doors properly secured

### 6.3 Vehicle roadworthiness

All vehicles delivering to Viva Energy must be roadworthy and comply with relevant vehicle standards. This is both a legal requirement and a Chain of Responsibility obligation. Suppliers are expected to maintain and manage vehicle maintenance requirements including comprehensive service history and records of all repairs and maintenance. When vehicles arrive at 3PL facilities, staff may conduct visual inspections to identify safety concerns if any. Vehicles with concerns may be refused entry or unloading.

## 7 DC delivery and receipt process

### 7.1 Site Induction Requirements

All drivers, contractors, and visitors must complete a site induction before being granted admission to any Viva Energy 3PL facility. This is a non-negotiable safety requirement.

Induction would include

- Site-specific safety rules and procedures
- Emergency evacuation procedures and assembly points
- Traffic management and speed limits
- Personal protective equipment (PPE) requirements
- Conditions of entry
- Accidents and first aid procedures
- Chain of Responsibility obligations
- Loading and unloading procedures
- Site hazards and risk areas
- Pedestrian/vehicle separation
- Communications and reporting
- Security procedures
- Prohibited items and behaviours (smoking, drugs, alcohol)

Refer to section 10.3 of this document for more information on how to complete site specific induction at each 3PL facility.

### 7.2 Arrival procedures

- Arrive Within On-Time Window
- Report to Security Gatehouse provide necessary identification
- Follow the required site safety protocols (PPE, High Vis Clothing, Safety Footwear etc.)
- Proceed to Designated Area
- When Called to Receiving, report to receiving office with all paperwork and follow instructions
- During Unloading, follow site specific requirements
- After unloading complete, move off dock when cleared (green light or verbal clearance)
- Proceed to security gatehouse and await clearance to exit site
- Follow traffic rules of the site through the whole process
- All drivers on Viva 3PL sites must conduct themselves professionally, safely, and courteously.
- Drivers who fail to meet conduct standards may be asked to leave the site immediately and banned from returning to site. In cases of serious breaches, the supplier may be required to use alternative drivers or carriers.

### 7.3 Drug & alcohol policy

Viva Energy is committed to maintaining a safe work environment for everyone. To protect our people and partners, the following applies at all Viva Energy sites and facilities:

#### Prohibited at all times:

- Being under the influence of alcohol while on site
- Being under the influence of illicit drugs while on site
- Possessing or consuming alcohol on site
- Possessing or consuming illicit drugs on site

To support these standards, Viva Energy or its representative(s) may conduct drug and alcohol testing of drivers, contractors, and visitors at any time whilst on site.

## Why this matters:

Safety is a shared responsibility. By following these requirements, we help ensure a safe environment for all team members, suppliers, and logistics partners.

### 7.4 Incident Reporting

Incidents must be managed and reported in accordance with 3PL providers incident management procedures. See the last pages of this document for more information on incident management procedures which will be covered as part of the site specific induction process for each 3PL facility.

### 7.5 Receiving process

The Standard Receiving Process is as follows

- Vehicle Positioning in the appropriate dock
- Documentation Check
- Visual Inspection of pallets, labelling, temperature control
- ASN Verification
- Pallet Unloading
- Detailed Inspection of cartons, MLOR, product condition, pallet quality
- Receiving Completion and paperwork signed
- Vehicle ready for departure

If issues are identified:

- Driver will be notified
- Non-compliant pallets may be rejected
- Reason for rejection explained
- Rejection recorded on paperwork
- Photos may be taken as evidence

## 8 Performance management and compliance: driving continuous improvement together

Viva Energy monitors supplier performance across key service metrics to ensure reliable supply and great customer outcomes. These include:

- **DIFOT (Delivery In Full On Time):** Percentage of orders delivered complete and within the agreed timeslot
- **Order Fill Rate:** Percentage of cartons delivered versus cartons ordered
- **On-Time Delivery:** Percentage of deliveries arriving within the scheduled booking window
- **Compliance Rate:** Loads meeting all quality, safety, and documentation standards
- **Lead Time Adherence:** Consistent ability to meet agreed lead times
- **Communication Responsiveness:** Timely responses to queries and issue resolution

*Our approach:*

- Monitor performance continuously using agreed measures
- Share feedback promptly when issues arise
- Conduct regular performance reviews with key suppliers
- Collaborate on improvement opportunities
- Recognise and celebrate excellent performance

Performance monitoring is not about penalties—it's about partnership. By working together on these metrics, we can strengthen supply chain reliability and deliver better outcomes for customers.

## 9 Financial administration

### 9.1 Invoicing Requirements

Viva Energy encourages suppliers to implement electronic invoicing (eInvoicing) where possible. All invoices must include:

*Supplier Information*

- ABN
- Registered business name
- Business address
- Invoice number (unique)
- Invoice date

*Viva Energy Information*

- Viva Energy legal entity name and ABN which matches the purchase order (this is the relevant Viva Energy Buying entity as stated on the Purchase Order)
- Delivery address (relevant 3PL facility address to which the goods were delivered)

*Purchase Order Details:*

- Purchase order number (one invoice per PO unless consolidated invoices have been agreed)
- Delivery date

*Product Details:*

- Product description
- Pack size (e.g., "24 x 375ml")
- GTIN (if available)
- Quantity ordered
- Quantity supplied
- Unit cost (as per PO)

*Financial Summary*

- Subtotal
- GST amount
- Total amount payable

*Additional Information:*

- Payment terms
- Remittance details
- Total number of cartons covered by the invoice

Viva Energy requires one invoice per purchase order. If supplier requires Viva Energy to place orders in a specific way to achieve this, communicate this requirement to Viva Energy Supply Chain team.

- After goods delivered and received
- After ASN submitted
- Within standard invoicing timeframes per agreement

## 9.2 Payment terms

Viva Energy will pay according to agreed payment terms. Viva Energy will pay for:

- Quantity of products received (not invoiced quantity if different)
- Products meeting quality standards
- At the price shown on the purchase order

POD's are subject to check. Any discrepancies will be communicated to the supplier within 2 business days as not all orders are checked off on receipt. A POD cannot be used a proof of Quantities delivered

Payments are made by:

- Electronic Funds Transfer (EFT) to nominated supplier account
- Payment details submitted via supplier registration documentation

Viva Energy will provide suppliers with remittance advice containing:

- Payer details
- Payee details
- Payment details
  - Payment date
  - Amount paid
  - Payment method
  - Payment currency
  - Reference number
  - Invoice/credit adjustment details
  - Invoice number(s)
  - Invoice date(s)
  - Invoice amount

Any payment queries must be submitted in writing to Viva Energy Accounts Payable Helpdesk, [VER\\_APHelpdesk@vivaenergy.com.au](mailto:VER_APHelpdesk@vivaenergy.com.au) including:

- Supplier name and vendor number
- Invoice number(s) in question
- Purchase order number(s)
- Expected payment amount
- Actual payment amount (if any)
- Specific query or discrepancy
- Supporting documentation (including proof of delivery)

## 10 The last pages

### 10.1 About this part of the document

You've made it to the final section—think of this as your supplier cheat sheet! Here you'll find all the practical details to keep things running smoothly:

- Acronyms and key terms explained
- Contact details for Viva Energy and our 3PL partners
- Induction requirements for site access
- Facility-specific information like booking emails, pallet accounts, and delivery instructions

Bookmark this section or keep it handy—it's your quick reference guide for day-to-day operations. If in doubt, start here!

### 10.2 Glossary

Definitions for key terms and acronyms used in this document:

Term	Definition
<b>3PL Provider</b>	Third Party Logistics Provider - external warehouse and distribution service provider
<b>ABN</b>	Australian Business Number
<b>AI</b>	Application Identifier - prefix codes used in GS1-128 barcodes to identify data fields
<b>ASN</b>	Advanced Shipment Notice - electronic notification of pending delivery
<b>ATP</b>	Available To Promise - inventory available to fulfill orders
<b>B2B</b>	Business To Business
<b>CHEP</b>	Commonwealth Handling Equipment Pool - pallet pooling company
<b>CoR</b>	Chain of Responsibility - legal framework for transport safety
<b>DC</b>	Distribution Centre
<b>DG</b>	Dangerous Goods
<b>DIFOT</b>	Delivered In Full, On Time - key performance metric
<b>EDI</b>	Electronic Data Interchange - automated business document exchange
<b>EFT</b>	Electronic Funds Transfer
<b>EOQ</b>	Economic Order Quantity
<b>FA</b>	Functional Acknowledgment - confirms EDI message received
<b>FIFO</b>	First In, First Out - inventory rotation method
<b>GDSN</b>	Global Data Synchronisation Network

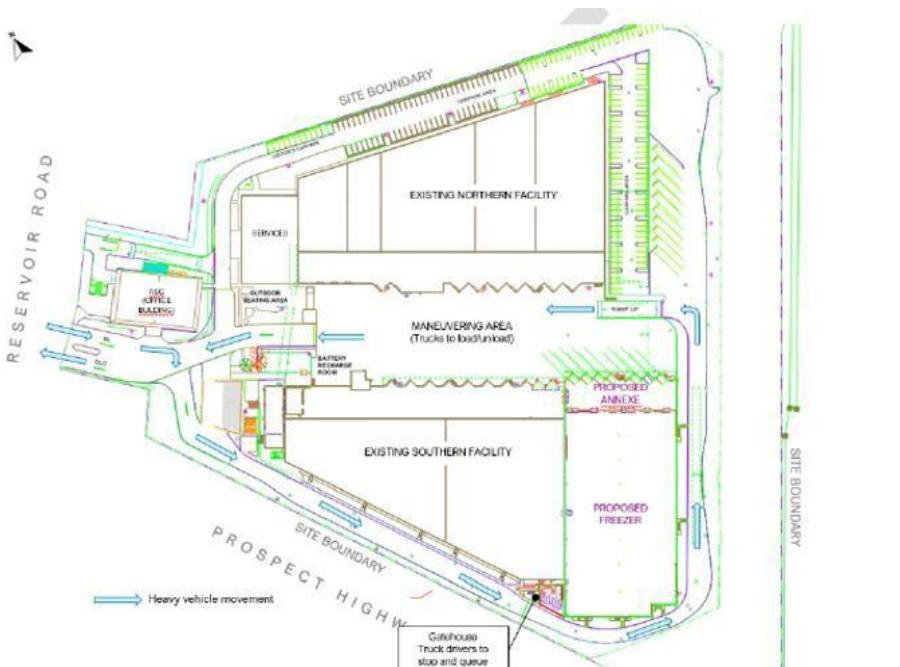
Term	Definition
<b>GHS</b>	Globally Harmonized System (for chemical classification)
<b>GLN</b>	Global Location Number - unique identifier for locations
<b>GTIN</b>	Global Trade Identification Number - unique product identifier
<b>HACCP</b>	Hazard Analysis and Critical Control Points - food safety system
<b>HI</b>	Height - number of layers in pallet configuration
<b>HVNL</b>	Heavy Vehicle National Law
<b>ITF-14</b>	Interleaved 2 of 5 barcode - common trade unit barcode type
<b>Loscam</b>	Logistics Supply Chain Australia Management - pallet pooling company
<b>MCP</b>	Multi-Coded Pallet - pallet containing multiple date/batch codes
<b>MLOR</b>	Minimum Life On Receipt - minimum remaining shelf-life required
<b>MOQ</b>	Minimum Order Quantity
<b>MSDS</b>	Material Safety Data Sheet (now called SDS)
<b>NHVR</b>	National Heavy Vehicle Regulator
<b>NPC</b>	National Product Catalogue (GS1 data pool)
<b>PO</b>	Purchase Order
<b>POA</b>	Purchase Order Acknowledgment
<b>POD</b>	Proof of Delivery
<b>PPE</b>	Personal Protective Equipment
<b>Product</b>	The goods, products or stock supplied or offered for supply by the Supplier to Viva
<b>QTY</b>	Quantity
<b>SDS</b>	Safety Data Sheet - document describing chemical hazards
<b>SKU</b>	Stock Keeping Unit - unique product identifier
<b>SOH</b>	Stock On Hand - current inventory
<b>SOO</b>	Stock On Order - inventory scheduled for delivery
<b>SSCC</b>	Serial Shipping Container Code - unique pallet identifier
<b>TI</b>	Tier - number of cartons per layer in pallet configuration

Term	Definition
TIxHI	Tier by Height - pallet configuration (e.g., 8x4 = 8 cartons × 4 layers)
UCC	Uniform Commercial Code
UN/EDIFACT	United Nations rules for Electronic Data Interchange for Administration, Commerce and Transport
VGM	Verified Gross Mass - required for container shipping
WMS	Warehouse Management System
XD	Cross Dock

### 10.3 DC locations and information

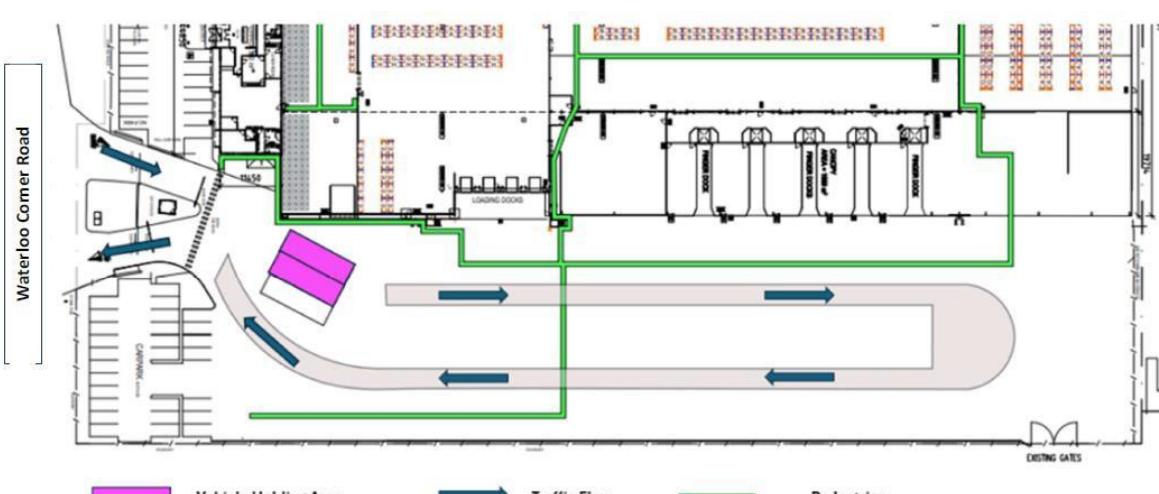
#### 10.3.1 New South Wales

State	Item	Details
NSW	3PL	Americold Logistics
	Address	560 Reservoir Road, Prospect NSW 2145
	Site Office Number	(02) 9840 5200
	Pallet Details	Chep 4000188065 Loscam 212630
	Booking Details	Email Booking – <a href="mailto:prospectadminteam@americold.com">prospectadminteam@americold.com</a> & <a href="mailto:prospectteammanagers@americold.com">prospectteammanagers@americold.com</a> Requests to be made before 12pm the day prior an intended delivery.
	Site Specific Induction Information	High-Vis to be worn at all times & steel caps to be worn in the warehouse and other operational areas. Visitors must be accompanied by an Americold Manager. All incident reporting to be reported to the manager on site. Managers also identify as First Aid Officers. Managers also identify Fire Wardens in the event of an evacuation.
	Specific Transport Requirements	No B-Double access <b>Truck Drivers - Queuing Practices</b> All heavy vehicles are expected to queue upon arrival at the premise. It should be noted that Micway are excluded from this requirement. Drivers are expected to adhere to the site speed of 10km/h

State	Item	Details
		<p>Should the queue be full, drivers are expected to wait off site. However, this is unlikely given the available queuing space before the gatehouse</p> <p>Trucks can pass by other trucks that are queuing on the left side of the access.</p> <p><b>Truck Drivers – Gatehouse Process</b></p> <p>All truck drivers on site are required to complete a Gatehouse Non-Compliance Pass which is only available from the Gatehouse.</p> <p>Drivers must proceed to the Gatehouse and complete this pass or they will not be loaded or unloaded.</p>
Site map	 <p>Figure 33: Heavy vehicle/truck movements</p>	

### 10.3.2 South Australia

State	Item	Details
SA	3PL	Americold Logistics
	Address	459-469 Waterloo Corner Road, Burton SA 5110
	Site Contact	<b>Zahir Said</b> Warehouse Manager +61 491 298 996
	Pallet Details	Chep 1000339441

State	Item	Details
	Booking Details	<p>Loscam 565890</p> <p>Email Booking - <a href="mailto:APACBurton.bookings@americold.com">APACBurton.bookings@americold.com</a> to arrange a delivery time slot on the nominated delivery date on the Purchase Order.</p> <p>This is to occur 24 hours prior to delivery and time slots will be available between 6am and 2pm Monday to Friday.</p> <p>Suppliers are to deliver goods to Americold at the agreed time slot. Failure to adhere to the timeslot may result in rejection of the delivery.</p>
<b>Site map</b>		

#### 10.3.3 Queensland

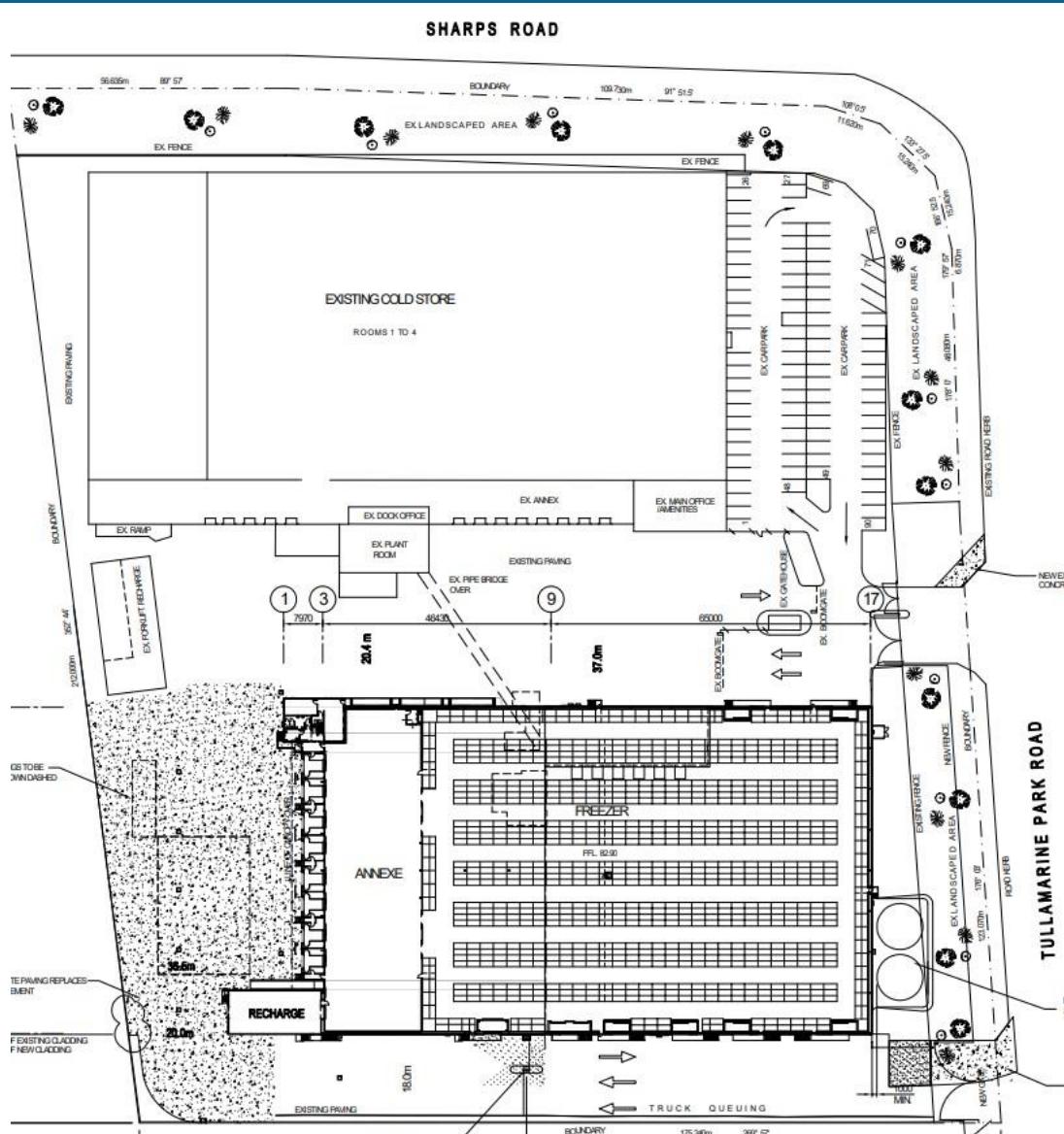
State	Item	Details
QLD	3PL	Americold Logistics
	Address	84 Lahrs Rd, Ormeau QLD 4208
	Site Contact	<p><b>Jo Ramsey</b> Operations Manager +61 428 410 485 <a href="mailto:Joe.ramsey@americold.com">Joe.ramsey@americold.com</a></p>
	Pallet Details	Chep 1000179610 Loscam 440162
	Booking Details	Email Booking - <a href="mailto:ormeaucustomerservice@americold.com">ormeaucustomerservice@americold.com</a> to arrange a delivery time slot on the nominated delivery date on the Purchase Order.

State	Item	Details
		Requests to be made before 12pm the day prior to an intended delivery.
Site map		

#### 10.3.4 Victoria

State	Item	Details
VIC	3PL	Lineage
	Address	38-40 Tullamarine Park Road, Tullamarine VIC 3043
	Site Contact	<b>Rob Sobol</b> General Manager, Tullamarine site <a href="mailto:rsobol@lineagelogistics.com">rsobol@lineagelogistics.com</a> +61 438 951 712
	Pallet Details	CHEP: 1610307474

State	Item	Details
	Booking Details	<p>Loscam: 317098</p> <p><b>Supplier Link:</b> <a href="https://my.mobiledock.com/connect?codes=P-V8L2-PYPOQ">https://my.mobiledock.com/connect?codes=P-V8L2-PYPOQ</a></p> <p><b>Carrier Link:</b> <a href="https://my.mobiledock.com/connect?codes=P-29YJ-QJ62">https://my.mobiledock.com/connect?codes=P-29YJ-QJ62</a></p> <p><b>Operational Support:</b> Ermes Papadopoulos <a href="mailto:Epapadopoulos@onelineage.com">Epapadopoulos@onelineage.com</a> 0407 189 663</p> <p>Booking is to occur 24 hours prior to delivery. Failure to adhere to 30 minutes either side of the timeslot may result in rejection of the delivery.</p>
	Site Specific Induction Information	<p>Recommend first time drivers arrive 15 minutes early to conduct induction program. Drivers will be issued a induction which they will need to present when onsite.</p>
	Specific Transport Requirements	<p>Rear unload delivery method required for all vehicles. If you are unable to provide a rear unload delivery, please contact the DC or OTR well before inbound requirements, to review alternatives or whether the 3PL can support with collection.</p> <p>Any exceptions to rear unload deliveries will require approval from 3PL prior to submission of booking request to avoid a rejected delivery. B-Doubles will need to be split prior to backing onto docks and communicated at the time of booking request.</p>

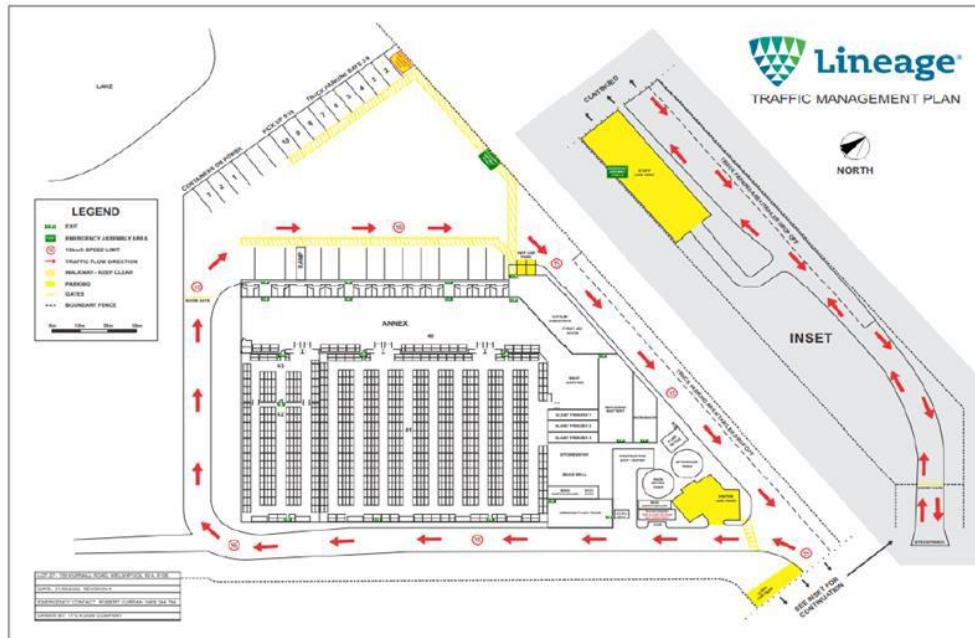
State	Item	Details
Site Map		

## 10.3.5 Western Australia

State	Item	Details
WA Ambient / Chilled	3PL	Lineage
	Address	23 Marriott Road, Jandakot WA 6164
	Site Contact	<b>Jay Callaghan</b> General Manager, WA Site <a href="mailto:jcallaghan@lineagelogistics.com">jcallaghan@lineagelogistics.com</a> +61 409 904 927
	Pallet Details	TBA

	Booking Details	TBA
WA Frozen	3PL	Lineage
	Address	158 Kurnall Road, Welshpool WA 6106
	Site Contact	<b>Jay Callaghan</b> General Manager, WA Site <a href="mailto:jcallaghan@lineagelogistics.com">jcallaghan@lineagelogistics.com</a> +61 409 904 927
	Pallet Details	CHEP: 4000158186 Loscam: 617662
	Booking Details	Email: <a href="mailto:AU-WA-BOOKINGS@onelineage.com">AU-WA-BOOKINGS@onelineage.com</a>  Booking Form to be utilised.  Booking to be sent through by 12pm day prior to Delivery. Failure to adhere to 30 minutes either side of the timeslot may result in rejection of the delivery.
	Site Specific Induction Information	Recommend first time drivers arrive 15 minutes early to conduct induction program. Drivers will be issued a induction which they will need to present when onsite.
	Specific Transport Requirements	No side load capability Queuing across yard in allocated parking bays.  B doubles can uncouple on main driveway (truck parking area).

## Site Map



## 10.4 Key Viva Energy GFR contact points

	Name & role	Email
Viva Energy Supply Chain Team	Central email to be used for all initial communications:	<p>Briani Subhashini Inventory Controller <a href="mailto:b.subhashini@otr.com.au">b.subhashini@otr.com.au</a></p> <p>Craig Laird Warehouse Logistics Manager <a href="mailto:c.laird@otr.com.au">c.laird@otr.com.au</a> +61 400 191 479</p>
Escalations:		
	<b>Ralph Armiento</b> GM Supply Chain	<a href="mailto:r.armiento@otr.com.au">r.armiento@otr.com.au</a> +61 417 804 415
	<b>Mark Range</b> Head of Supply Chain	<a href="mailto:mark.range@vivaenergy.com.au">mark.range@vivaenergy.com.au</a> +61 730 336 154
	<b>Mark Fenton</b> Supply Chain Manager	<a href="mailto:m.fenton@otr.com.au">m.fenton@otr.com.au</a>
	<b>Tarun Vythilingam</b>	<a href="mailto:t.vythilingam@otr.com.au">t.vythilingam@otr.com.au</a>

	Supply Chain Manager	
	Site Contract Logistics Manager	TBA
Merchandising Team	<a href="mailto:SupplierCommunications@OTRgroup.com.au">SupplierCommunications@OTRgroup.com.au</a>	
Supplier Registration and Accounts Payable Team	Accounts Payable - <a href="mailto:VER_APHelpdesk@vivaenergy.com.au">VER_APHelpdesk@vivaenergy.com.au</a> Vendor account updates (address, contacts, banking) - <a href="mailto:VER_Vendormaster@vivaenergy.com.au">VER_Vendormaster@vivaenergy.com.au</a>	

### 10.5 DC contact points

SA / NT	<b>Americold Customer Service and Admin</b> 459-469 Waterloo Corner Rd, Burton SA 5110 <a href="mailto:APACBurton.bookings@americold.com">APACBurton.bookings@americold.com</a>
	<b>Zahir Said</b> Warehouse Manager +61 491 298 996 <a href="mailto:Zahir.said@americold.com">Zahir.said@americold.com</a>
	<b>Dean Carlton</b> Contract Operations Manager +61 461 453 412 <a href="mailto:Dean.carlton@americold.com">Dean.carlton@americold.com</a>
VIC	<b>Rob Sobol</b> General Manager, Tullamarine site <a href="mailto:rsobel@lineagelogistics.com">rsobel@lineagelogistics.com</a> +61 438 951 712
	<b>Dave Gardner</b> General Manager, Convenience <a href="mailto:dgardner@lineagelogistics.com">dgardner@lineagelogistics.com</a> +61 457 462 651
NSW	<b>Frank Settineri</b> Director, Operations NSW +61 438 993 006

	<p><b>Steven Holiday</b> General Manager, Prospect +61 447 314 070</p>
	<p><b>Lee Weyman</b> Operations Manager Prospect +61 447 683 130</p>
	<p><b>Baltej Singh</b> NSW Inventory Manager +61 418 806 581</p>
	<p><b>Operations Team</b> <a href="mailto:Prospectadminteam@americold.com">Prospectadminteam@americold.com</a> <a href="mailto:ProspectTeamManagers@americold.com">ProspectTeamManagers@americold.com</a></p>
WA	<p><b>Jay Callaghan</b> General Manager, WA Site <a href="mailto:jcallaghan@lineagelogistics.com">jcallaghan@lineagelogistics.com</a> +61 409 904 927</p>
	<p><b>Dave Gardner</b> General Manager, Convenience <a href="mailto:dgardner@lineagelogistics.com">dgardner@lineagelogistics.com</a> +61 457 462 651</p>
QLD	<p><b>Jo Ramsey</b> Operations Manager +61 428 410 485 <a href="mailto:Joe.ramsey@americold.com">Joe.ramsey@americold.com</a></p>
	<p><b>Ruban Franklin</b> Team Manager +61 732 730 134   +61 499 325 215 <a href="mailto:Ruban.franklin@americold.com">Ruban.franklin@americold.com</a></p>