



MEILLEURES MARQUES
BEST BRANDS

LOGISTICS GUIDE

(Distribution Centres)

Product Receipt and Storage Protocol

Version 2
2018-07-16

Rules and requirements for product delivery and
storage at Maître Saladier inc. and Meilleures
Marques Ltée distribution centres

The Logistics Guide applies to all Maître Saladier inc. and Meilleures Marques Ltée (hereinafter “St-Hubert”) suppliers delivering products to distribution centres in Anjou located at 9050 Impasse de l’invention, Anjou, Quebec, Canada, H1J 3A7 and Boisbriand at 1755 Lionel-Bertrand Blvd., Boisbriand, Quebec, Canada, J7H 1N8. Enclosed are the rules and conditions governing the product acceptance at distribution centres and details of the fees that will be deducted from any amount payable by St-Hubert to the supplier. These rules and conditions must be observed at all times. This Logistics Guide may be amended by St-Hubert from time to time.

The current electronic version can be found at this address:
www.st-hubert.com/epicerie/guide

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1. GENERAL

1.1-Relationships with our staff

- We require our staff to be courteous, polite and maintain a climate conducive to the smooth running of operations. We demand the same from our suppliers or their representatives who visit our distribution centres.

1.2-Access to the yard

- The speed limit in the yard is 15 km/h.

❗ Drivers posing a risk to other courtyard users will be banned.

1.3-Receipt operation schedules

- MEILLEURES MARQUES
Anjou: 9050 Impasse de l'invention, Anjou, Quebec, Canada, H1J 3A7
Product receipt takes place between 6:30 a.m. and 9 p.m. from Monday to Friday.

Closed from **11 a.m. to 1 p.m.**

- MAÎTRE SALADIER
Boisbriand: 1755 Lionel-Bertrand Blvd., Boisbriand, Quebec, Canada, J7H 1N8
Product receipt takes place between 6 a.m. and 9 p.m. from Monday to Friday.

Closed from **12 p.m. to 1 p.m.**

2. DISTRIBUTION OF NEW PRODUCTS

- As soon as your product is accepted by St-Hubert, **you must forward your palletization plan** to your buyer (with CC to the address below). Any changes to this plan shall be forwarded to St-Hubert in the same manner. Otherwise, the fees specified below will apply and, if applicable, deducted from any amount payable by St-Hubert to the supplier.
 - Anjou: expeditionmm@st-hubert.com
 - Boisbriand: expeditionms@st-hubert.com
 - Note that our palletization standards are as follows:
 - Maximum of 2,000 pounds per pallet (including the wooden pallet)
 - Maximum height of 58 inches (including the wooden pallet)

If your products are palletized in a way that differs from our standards and we accept them as such, you must ensure that this exception appears in your contract as an addendum.

Fees applicable in case of delivery without a palletization plan being forwarded beforehand or non-compliance of the submitted plan	
Administration fees	\$100 / delivery
Handling ¹	\$25/ pallet

¹ For workplace health and safety reasons, products may be repalletized only by employees at our distribution centres. Drivers are therefore not allowed to handle pallets in our facility.

3. MAKING AN APPOINTMENT

- Appointments are made by email at the addresses below, at least 48 hours in advance from Monday to Friday, between 8:30 a.m. and 5 p.m.
(applies only if the order was placed within at least 48 hours)
 - Anjou: transportmm@st-hubert.com
 - Boisbriand: transportms@st-hubert.com
 - Appointments are given for valid purchase order (PO) numbers and for delivery dates scheduled by your replenisher.
 - The PO number is a 10-digit number (e.g. 4500012345)
 - You will receive an automatic receipt confirmation by email for your appointment request.
 - After your appointment request has been processed, you will receive confirmation of your appointment date and time by email.
- ❗ Should you show up without an appointment, if the schedule allows it, unloading will be done according to the distribution centre's availability. The distribution centre may refuse your delivery.**
- ❗ No appointment will be given if the following information is not provided when requesting an appointment: the date and desired time slot, supplier name, valid PO number(s), number of pallets and carrier name, if any.**
- ❗ In the case where the supplier is responsible for transportation (as per the contractual agreement), he must ensure that this carrier observes this Logistics Guide. At any given time, the supplier will be responsible for the carrier's actions and non-compliance with the protocol.**

In the event of non-compliance with the rules stated in this section, the fees listed below will apply and, if applicable, deducted from any amount payable by St-Hubert to the supplier.

Fees applicable for non-compliance with the appointments policy	
<i>No appointment 48 hours prior</i>	\$500 / Purchase order (PO)
<i>Delay (of more than 1 hour)</i>	\$100/extra hour (max: 5 hours) ² / Purchase order (PO)
<i>No-show</i>	\$500 / Purchase order (PO)

① If the supplier or appointed carrier wishes to change the time of the appointment, he may do so in an exceptional situation only, and following an agreement with the warehouse.

² The sum of \$100 will be payable upon the 1st minute of overtime and not in proportion to the number of overtime minutes.

4. PICK UP AT THE SUPPLIER (if applicable)

- In the event that St-Hubert is responsible for picking up the product (such as defined in the contract), if required, St-Hubert will make an appointment with the supplier.
- The supplier will be responsible for loading the products in St-Hubert's truck or its carrier's, and must have completed loading within one (1) hour of the truck's arrival or time of appointment, regardless of the number of pallets.
- If the supplier applies the "first come, first served" principle, no appointment will be taken beforehand. However, the supplier must still complete loading the products in St-Hubert's trucks (or its carrier's) within the hour of the truck's arrival or time of appointment, regardless of the number of pallets.

In the event of non-compliance with the rules stated in this section, the fees specified below will apply and, if applicable, deducted from any amount payable by St-Hubert to the supplier.

Fees applicable for non-compliance with the pickup policy at the supplier	
<i>Loading completed after one (1) hour</i>	\$100\$ / extra hour ³
<i>Unnecessary trip</i>	\$500 minimum ⁴

³ The amount will be payable upon the 1st minute of overtime and not in proportion to the number of overtime minutes.

⁴ St-Hubert may apply a higher amount depending on the supplier's location.

5. DELIVERY TO OUR DISTRIBUTION CENTRES

5.1-Unloading procedures

- Upon arriving at the distribution centre, the driver must go inside to register his arrival time and affix his initials. He will be assigned an unloading door within a reasonable timeframe following your appointment time.
- If you arrive after the scheduled time of appointment or without an appointment, an unloading door will be assigned according to the warehouse's availability.

❗ We cannot guarantee receipt of the products after the closing of the reception. For exceptional cases, you must contact the distribution centre (see contacts at the end of this document).

5.2- Documents to be provided upon arriving at the distribution centre

- The delivery note must include the following information for each purchase order from St-Hubert:
 - Delivered PO numbers (e.g. 4500012345);
 - OUR (STH) product code;
 - Total boxes shipped for each product;
 - If the product has a manufacture or expiry date, it must appear on the delivery note;
 - If the product has a lot number, it must be indicated on the delivery note.

In the event of non-compliance with the rules stated in this section, receipt of the products could be refused, the fees specified below will apply and, if applicable, deducted from any amount payable by St-Hubert to the supplier.

Fees applicable in case of missing or incomplete shipping document	
Administration fees	\$100 / Purchase order (PO)

6. PALLETIZATION RULES

You are required to prioritize:

- Only one product per pallet
- Only one date/lot per pallet

❗ When volumes are not sufficient, products/lots/dates can be grouped on a single pallet. In this case, we ask that you use one group per layer, separated with dividers (sleep sheet) or pallets to facilitate product receipt. Administration and palletization fees could apply, as the case may be.

The boxes and/or pallets must be arranged so as to allow proper handling at the distribution centre and meet the following criteria:

- They must be able to support storage at the appropriate temperature depending on the nature of the product without deformation or sagging.
- They must be able to support the weight of boxes located on the upper layers of the pallet.
- **They must not be deformed, crushed, dirty or damaged in any way whatsoever.**
- **The pallet must be properly wrapped all the way to the base to prevent sliding of loading units on the pallet and allow the load to be put in place without risk.**
- Inclined pallet: the supplier is responsible for shipping safe and stable pallets. Product inclination on a pallet is a sign of instability. Inclined pallets could be refused upon receipt.
- Palletization must correspond to the parameters included in the palletization plan provided by the supplier when registering the product.

❗ Pallets containing boxes or pallets that do not meet these basic criteria could be refused upon receipt.

❗ Only CHEP or PECO pallets are accepted. A supplier may change the pallet type only if he notifies the relevant distribution centre.

In the case of raw materials intended for the manufacturing plant's use, we can accept white hardwood pallets that are in good condition.

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The fees specified below will apply and, if applicable, deducted from any amount payable by St-Hubert to the supplier.

Fees applicable for products to be palletized	
<i>Administration fees</i>	\$100 / delivery
<i>Handling⁵</i>	\$25 / pallet

5. For workplace health and safety reasons, products may be repalletized only by employees at our distribution centres. Drivers are therefore not allowed to handle pallets in our facility.

7. CONTROL AT RECEIPT

- For each delivery to our distribution centres, systematic inspections and checks are conducted to ensure compliance of the load and truck. The following points are checked when inspecting the truck and pallets:
- Absence of major defects that may lead to contamination of the product;
- Absence of bad odours;
- Absence of non-food products in the truck (chemical products in particular);
- Absence of dirty pallets or in poor condition;
- Etc.

❗ The trailer deemed non-compliant could be refused upon receipt for workplace health and safety reasons or for non-compliance with HACCP standards. No-show fees will apply.

<i>If trip refused</i>	<i>\$500 / purchase order (PO)</i>
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7.1-For trucks with frozen and refrigerated products

- All delivery trucks showing up at our warehouses must have a temperature monitoring device.
- In the event of problems caused by a change in temperature, the supplier must provide a “log proof” showing that the temperature inside the truck was properly maintained according to product storage standards during transportation. (Typically at -18 °C for frozen products and 4 °C for fresh products)

7.2-Broken boxes (upon receipt or after)

- Upon receipt, a visual inspection of the goods will be conducted to validate the overall condition of the boxes on each pallet.
- All **accessible** boxes with a defect, malformation, broken crate exposing or not the finished product, could be refused upon receipt and in that case, will be placed in the supplier's trailer. Receipt (including payment) will therefore be done for received compliant quantities. If an external carrier is used, it is the supplier's responsibility to coordinate the return of the refused goods.
- Upon receipt, all **non-accessible or visually non-identifiable (middle of the pallet)** boxes with a defect, malformation, broken crate exposing or not the finished product, will be considered non-compliant and will have to go through the supplier return process (see section 8).

Fees applicable for broken crates	
<i>Administration fees</i>	\$100/delivery
<i>Handling⁶</i>	\$25/ pallet

7.3-Remaining product shelf life

- If the product has a shelf life, a minimum requirement of 50% of the total shelf life upon receipt will be required, unless otherwise stated in the letter: **Shelf Life Requirement Upon Receipt, and will prevail**. St-Hubert reserves the right to refuse products that do not meet specifications, and which do not have shelf lives in compliance with requirements. In the event of a refusal, the fees specified below will apply and, if applicable, deducted from any amount payable by St-Hubert to the supplier. In certain specific cases such as raw materials intended for manufacturing, St-Hubert may omit this requirement.

Fees applicable for non-compliant product specifications and date	
<i>Administration fees</i>	\$100 / delivery
<i>Handling⁶</i>	\$25/ pallet

⁶ For workplace health and safety reasons, products may be repalletized only by employees at our distribution centres. Drivers are therefore not allowed to handle pallets in our facility.

8. MANAGING SUPPLIER RETURNS

When a product needs to be returned, it is important to understand the following information:

- No product may leave our warehouse without first obtaining a return purchase order (PO) number. Your replenisher can inform you on the subject.
- Once your return purchase order number is received, you can make an appointment for pickup. The appointment-making procedure is the same.
- You can coordinate a return pickup with a delivery to reduce operating costs. (Please mention this when making an appointment.)
- You have five (5) business days from when the return purchase order is issued to pick up the returned products.

❗ After this 5-day period, products not collected will be given to a non-profit organization or will be destroyed, as the case may be.
- The supplier shall bear all risks in regards to products, including the risk of loss, after the 5-day period has expired.

9. PERFORMANCE ANALYSIS

In the event of inadequate performances or recurrence, a performance analysis will be forwarded to you through our buyer. The points analyzed are those listed in the: *Non-Compliant Delivery Penalties Table*. (see Appendix 10.3)

10. DISPUTE PROCESS FOR APPLIED PENALTIES

Should you receive a penalty, you will have a period of fifteen (15) business days from the date it was sent to dispute it.

To do so, you must send this dispute to your appointed replenisher by email (whoever placed your purchase order).

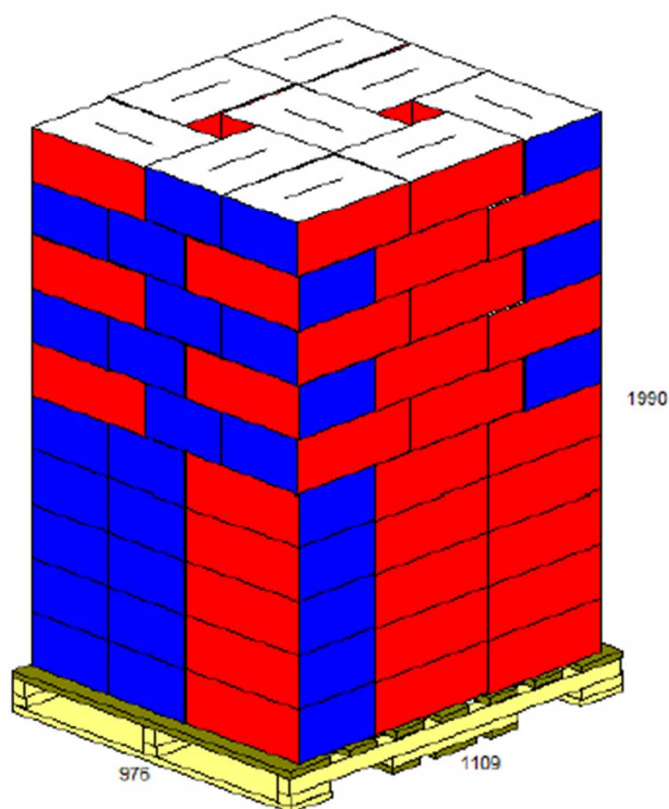
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11. APPENDIX**11.1-Palletization plan**

20 mars 2018


Nom produit	MAITRE SALADIER		
Code produit	401487		
Fichier	401487-rev 2 (2017-11-15)		
Solution N°	2 S		
Volume	84.1 m³	9	Caisse / Couches
Surface	84.5 m²	10	Couches / Chgt.
Palette	48X40	90	Caisse / Chgt.

	Longueur	Largeur	Hauteur	Net	Brut	Volume
Caisse int.	404.0	271.0	165.0 mm	4.3000	4.3000 Kg	18064 cm³
Caisse ext.	414.0	281.0	185.0 mm	4.3000	4.3000 Kg	21521 cm³
Product	1109.0	976.0	1850.0 mm	387.0000	387.0000 Kg	2.00 m³
Chgt.	1219.1	1016.0	1989.7 mm	387.0000	409.6800 Kg	2.46 m³



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11.2-Non-compliance chart

Report of Non-Compliance with Logistics																																																					
GENERAL INFORMATION ABOUT NON-COMPLIANCE																																																					
Name of Supplier <input style="width: 150px;" type="text"/>		NC # <input style="width: 100px;" type="text"/>																																																			
Name of Carrier <input style="width: 150px;" type="text"/>		Date of the event <input style="width: 100px;" type="text"/>																																																			
		Date of the Report <input style="width: 100px;" type="text" value="21 mars, 2016"/>																																																			
DETAIL ABOUT THE ORDER																																																					
NC Issuer <input style="width: 150px;" type="text"/>																																																					
PO # <input style="width: 100px;" type="text"/>	Replenishment Supplier <input style="width: 150px;" type="text"/>																																																				
DETAIL ON THE NATURE OF NON-COMPLIANCE																																																					
Reason: <input style="width: 150px;" type="text"/>																																																					
<input type="checkbox"/> No appointment	<input type="checkbox"/> Several dates/batches per pallet	<input type="checkbox"/> Waiting time <input style="width: 100px;" type="text"/>																																																			
<input type="checkbox"/> Didn't arrive on time	<input type="checkbox"/> Several products per pallet	<input type="checkbox"/> Other: <input style="width: 100px;" type="text"/>																																																			
<input type="checkbox"/> Non-standard palletizing	<input type="checkbox"/> Product quality																																																				
Please indicate the SAP product # and the number of boxes/pallets in dispute, if applicable																																																					
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">SAP Code</th> <th style="width: 20%;">Number of Units</th> <th style="width: 20%;">Number of Pallets</th> <th style="width: 30%;"></th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td>PAL</td></tr> <tr><td> </td><td> </td><td> </td><td>PAL</td></tr> <tr><td> </td><td> </td><td> </td><td>PAL</td></tr> <tr><td> </td><td> </td><td> </td><td>PAL</td></tr> <tr><td> </td><td> </td><td> </td><td>PAL</td></tr> <tr><td> </td><td> </td><td> </td><td>PAL</td></tr> <tr><td> </td><td> </td><td> </td><td>PAL</td></tr> <tr><td> </td><td> </td><td> </td><td>PAL</td></tr> <tr><td> </td><td> </td><td> </td><td>PAL</td></tr> <tr><td> </td><td> </td><td> </td><td>PAL</td></tr> <tr><td> </td><td> </td><td> </td><td>PAL</td></tr> </tbody> </table>						SAP Code	Number of Units	Number of Pallets					PAL				PAL				PAL				PAL				PAL				PAL				PAL				PAL				PAL				PAL				PAL
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SECTION TO BE COMPLETED BY THE SUPPLY DEPARTMENT																																																					
Fees apply to this non-compliance <input type="checkbox"/> Yes <input type="checkbox"/> No																																																					
If so <input style="width: 100px;" type="text"/>																																																					
Other fees <input style="width: 100px;" type="text"/>		- \$ Total <input style="width: 100px;" type="text"/>																																																			
EXPLANATION OF CHARGES, IF NEEDED																																																					
SECTION RESERVED TO THE SUPPLIER: CORRECTIVE ACTION BROUGHT PURSUANT TO THE NON-COMPLIANCE																																																					
THESE CHARGES WILL BE DEDUCTED FROM OUR NEXT PAYMENT																																																					

11.3-Table for applicable penalties in case of non-compliance with the Logistics Guide

Type of Non-Compliance	Guide Section	Penalty	Frequency
<u>Palletization Plan</u> <ul style="list-style-type: none"> The supplier shows up for a delivery without providing a current palletization plan beforehand. 	2	\$100 \$25	Per delivery Per pallet to be handled
<u>Making an appointment for delivery to St-Hubert Group distribution centres (deliveries and returns):</u> <ul style="list-style-type: none"> The supplier or supplier's carrier fails to make an appointment at least 48 hours before the required delivery date listed on the purchase order. 	3	\$500	Per purchase order (PO)
<u>Delayed appointment time for delivery to St-Hubert Group distribution centres:</u> <ul style="list-style-type: none"> Delivery with more than one (1) hour delay 	3	\$100 (\$500 max)	Per late hour beyond the granted one (1) hour time limit / per purchase order (PO)
<u>The supplier don't show up to his appointment at St-Hubert Group distribution centres:</u> <ul style="list-style-type: none"> No-show 	3	\$500	Per purchase order (PO)
<u>Time allocated for loading when picking up at the supplier:</u> <ul style="list-style-type: none"> We allow one (1) hour, regardless of the number of pallets to be loaded. Unnecessary trip⁷. 	4 4	\$100 \$500	Per extra waiting time ⁸ at the supplier Per event

⁷ Adjustable depending on the supplier's location

⁸ The amount will be payable from the 1st minute of overtime and not in proportion to the number of overtime minutes.

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<u>Shipping document:</u> <ul style="list-style-type: none"> The supplier fails to provide the appropriate shipping documents. 	5	\$100	Per purchase order (PO)
<u>Product to be palletized:</u> <p>The supplier fails to:</p> <ul style="list-style-type: none"> Put only one product per pallet. Put only one date/lot per pallet. Provide a pallet with no deformity or sagging. Provide a pallet that is properly wrapped. Provide a pallet that meets the given parameters when registering the product. 	6	\$100 \$25	Per delivery Per pallet to be handled
<u>Non-compliant product:</u> <ul style="list-style-type: none"> Deliveries that do not comply with quality or safety. 	7	\$500	Per purchase order (PO)
<u>Broken crates:</u> <ul style="list-style-type: none"> Broken crates upon receipt or post delivery. 	7	\$100 \$25	Per event Per pallet to be handled
<u>Non-standard product specification and date:</u> <ul style="list-style-type: none"> Product that does not meet specifications. Products that would not ensure our customers products with the best possible shelf lifes. 	7	\$100 \$25	Per event Per pallet to be handled

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11.4-List of contacts

Buyers	See your contract
Replenisher	See purchase order
Maître Saladier <ul style="list-style-type: none">▪ Warehouse▪ Transportation	expeditionms@st-hubert.com transportms@st-hubert.com
Meilleures Marques <ul style="list-style-type: none">▪ Warehouse▪ Transportation	expeditionmm@st-hubert.com transportmm@st-hubert.com