

Stora Enso Logistics

Handling manual

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Issued by: Operations Control, Stora Enso Logistics

1. Introduction

Stora Enso has set sustainability requirements for all suppliers covering not only environmental issues, human rights and labour rights but also health and safety issues. These requirements include the protection of people involved in the supply chain process. This Handling Manual (the "Manual") stipulates a contractual minimum standard that the supplier must comply with regarding the handling of goods for Stora Enso.

The supplier is, however, always and ultimately responsible for the performance of the agreed services. The supplier is thus to ensure that the services are performed in a professional and competent manner using best practices. The supplier must also ensure that handling and transport are conducted in accordance with any recommendations, laws or regulations, national or international. In the event of a conflict between national and international laws and regulations, national regulations prevail.

The recommendations in this Manual are not exhaustive nor are they binding as to the exact performance of the agreed services. As long as the quality and safety standards achieved are equivalent to or surpass those set out in the Manual. Provided that there are no other negative consequences for Stora Enso, the Supplier is free to use alternative methods. If necessary, the supplier may even, in individual cases, be obliged to deviate from the Manual in order to achieve best practice. Stora Enso encourages greater use of transport solutions that reduce environmental impact.

This Manual presents the minimum requirements that Stora Enso demands from its suppliers. The Manual thus provides guidelines that can help the supplier to attain Stora Enso's basic quality and safety standards for handling and transporting goods. It also suggests the methods and equipment to be used. The Manual consists of different sections that deal with the various activities required in an international supply chain. Different sections will apply and be relevant to different suppliers depending on the part of the chain that they are to perform. The Manual is an integral part of Stora Enso Logistics Frame Agreement and any transport agreement concluded between Stora Enso Logistics and the supplier.

"Transport unit" refers to all types of load carriers, intended to be used for the Agreed Services.

1.1 Quality aims

The Stora Enso Logistics quality policy states that we deliver

- the right product
- the right quantity
- intact / in good shape
- in the right time
- to the right place

Suppliers of transport, storage and handling services are required to have a quality system that ensures that the appropriate equipment, qualified staff and an efficient administration system are in place corresponding to the demands of Stora Enso.

2. General requirements

- Only workers with adequate training in and knowledge of Stora Enso products (reels/pallets/bales) may handle Stora Enso products. Records of given training must be available.
- Goods are not to be handled under rain or snowfall without protection or otherwise in conditions, that may endanger the goods.
- Before loading, the unit must be checked according to section 2.1 of the Quality Requirements for transport units used for Stora Enso products.
- To improve the quality of the transport systems, Stora Enso expects the supplier to measure and report key factors according to Stora Enso's demands.



- Transport units are not to exceed the maximum payload according to domestic or international traffic.
- Well separated and secured cargo and co-loaded cargo. The supplier must take total responsibility for potential damage to cargo in cases in which the supplier demands that the discharging staff move, or handle, etc. the “external goods”.
- In case of reloading at the terminal – as arranged by the supplier the proper handling equipment must be used and the goods must be loaded according to the same principles and with the same due care as exercised at the point of origin.
- The supplier must inform the local Stora Enso Logistics representative, without delay, of non-conformities. - preferably via an electronic activity report.
- When in doubt, Supplier is to consult with Stora Enso Logistic’s contact immediately by phone, email and take photos.
- If the supplier finds that the service requested from Stora Enso cannot be performed without disregarding laws and regulations, the supplier must reject the assignment and inform Stora Enso about the reason for the rejection.
- Suppliers dealing with food and liquid packaging materials must take specific extra care in acting according to section 4.2 and 4.21
- Suppliers dealing with FSC (Forest Stewardship Council) certified wood pulp must take specific extra care in acting according to section 4.3
- Suppliers performing services within the national borders of Finland must act, provide and update mandatory documentation regarding its services for Stora Enso Logistics in accordance with:
 - http://www.tem.fi/files/25971/TEM_Contractors_Obligations_and_Liability_ENG_web.pdf
(documents shall be electronically stored and updated by the supplier in the Stora Enso Logistics procurement portal).

2.1 Quality requirements for transport units used for Stora Enso products

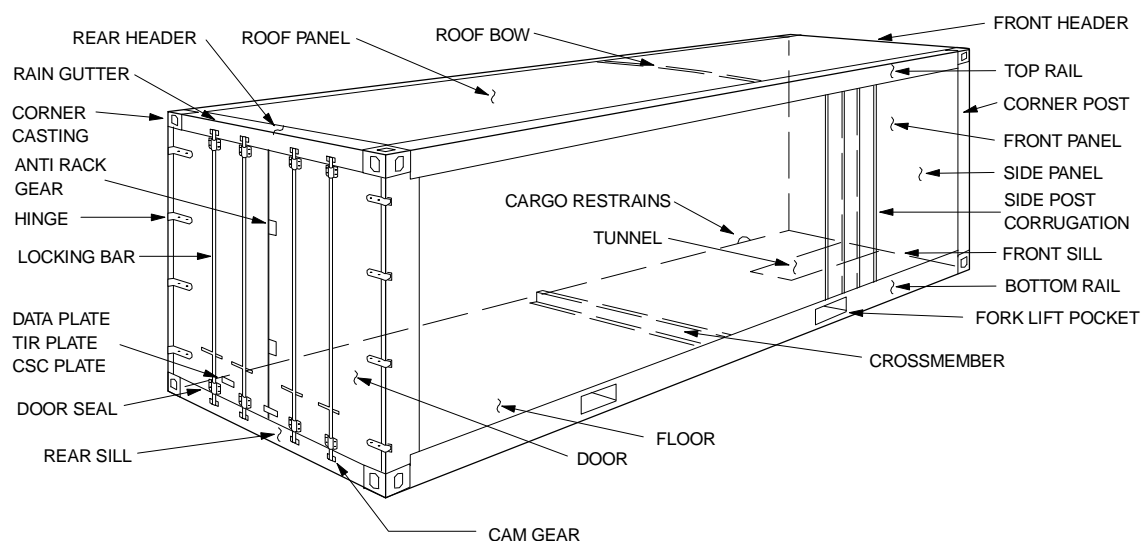
The supplier is responsible for ensuring that the transport unit fulfils the following quality standards:

- Clean and smooth floor without any protruding objects
- Even walls without any objects protruding from the wall
- Clean transport unit, meaning well swept, with no grease or oil stains that may damage the cargo and the exterior must be free from unnecessary labels
- Without smell or odor
- Dry space, no dampness in the hold, deck or floor
- Adequate protection against unfavorable weather conditions, for example, ‘condensation on ships’
- Floors strong enough to allow use of loading/unloading equipment such as clamp trucks. Floor strength must be according to standard **ISO 1496-1:2013** or stronger if specially requested by Stora Enso.
- Properly working door and opening and closing function for tarpaulin
- Stora Enso will not accept any general cleaning charges, for example ‘Container Cleaning Fee’
 - In order for these charges to be accepted, the carrier/container provider must provide photos and written evidence of such services.

If a transport unit does not meet the standards, it will be rejected until it meets the quality standards. Costs arising in relation to a rejected transport unit will be paid by carrier/transport unit provider. The carrier/transport unit provider will release empty transport unit according to Stora Enso’s standards/request.

2.1.1 Containerisation

A container is a standard size unit base for carrying cargo in standardized manner.



2.1.1.1 Inspection of the container

In addition to what is stated in IICL – Institute of International Container Lessors, it needs to be ensured that:

- Container is undamaged
- Ventilation holes are open
- Hinges, locking bars, bolts/cam gears of doors and joints/weldings are undamaged
- The door seals are undamaged

3. Transports

After signing of transportation documents supplier undertakes full responsibility for quality and quantity of products.

3.1 Road

3.1.1 The supplier must ensure that vehicles are equipped, maintained and fulfill the following requirements

- Vehicles must be approved by an Authorized Vehicle Inspection Company
- All service and repairs are to be conducted in an environmental friendly manner and well-documented
- Tires must be in good condition, adapted to the vehicle and road conditions with a high environmental standard
- Vehicles must have the necessary emergency equipment
- Technical support systems must be installed in all new vehicles for the individual monitoring of fuel consumption

3.1.2 The supplier undertakes to work toward

- All vehicles used are of a minimum Euro class 5 or according to identical international standard
- Drivers are trained in fuel-efficient driving
- Increased use of fuels with reduced environmental impact
- Usage of alcohol interlocks in all vehicles

3.1.3 Information integration

Transports from loading locations will receive their orders/bookings via:

- Transporeon - Stora Enso LSC (Logistic Service Centre).



- Terminal/Mill operator ordering/booking – not LSC (Logistic Service Centre) applicable locations.
- Stora Enso makes effort to ensure that it's suppliers can:

- Transfer waybills electronically
- Track and trace information both verbal and written or provided via electronic system
- Apply self-billing via e-mailed PDF invoices

3.2 Rail

3.2.1 The supplier must ensure that equipment is maintained and fulfill the following requirements

- Supplier must have the valid, necessary licences, safety certificates and permits for operating the requested service and equipment
- All service and repairs are to be conducted in an environmental friendly manner and well documented
- The necessary emergency equipment is provided
- Technical support systems must be installed for the individual monitoring, documentation and follow-up of electrical/fuel consumption

3.2.2 The supplier undertakes to work toward

- Reducing its environmental impact

3.2.3 Information integration

Transports from loading locations will receive their orders/bookings via:

- Transporeon - Stora Enso LSC (Logistic Service Centre).
- Terminal/Mill operator ordering/booking – not LSC (Logistic Service Centre) applicable locations.
- Two separate bookings may be made for one service in cases where traction and wagon rental are separate.

Stora Enso makes efforts to ensure that it's suppliers can:

- Transfer waybills electronically
- Perform status follow-ups
- Apply EDI invoicing

3.3 Sea

- The age of the ship must not exceed 15 years if used for the carriage transport units/Stora Enso cargo except when the ship operates scheduled liner traffic. If the age of the ship exceeds these limits, the responsible manager in the organization of Stora Enso Logistics must agree to accept the vessel.
- The holds of the ship must not have any physical properties that could endanger the goods.
- The hold must be watertight with hatches closing properly to keep out snow, water or ice in all circumstances.
- The decks and the holds (tank tops, tweendecks) must also be free from water, oil and odor, which might otherwise contaminate the goods.
- Appropriate equipment must be used for securing and protecting the cargo, for example 'rusty ships tanktop or paint worn, put kraftpaper on tanktop'.
- The securing, protection and other necessary equipment related to the ship and its current cargo must be of the appropriate quality and quantity standard in accordance with the charter party (c/p) or freight agreement.

3.3.1 Information integration sea container traffic

Stora Enso communicates with and utilizes GT Nexus services. Shipping companies are to interface GT Nexus according to GT Nexus standard.

3.3.2 Break Bulk



- The holds of the vessels carrying Stora Enso products by sea, must be "box shaped". If carrying sawn timber or pulp, the shape of the holds must be such that goods can be loaded and discharged without using forklifts in the holds.
- Separate orders of pulp are to be stowed in hold(s) by being (spray)marked so that the various orders can be differentiated and thus misdeliveries avoided, ensuring best practice stowage patterns.
- Chafing can be an issue during longer/ocean voyages. It is advisable to consider the roll of the ship when planning stowage, for example, load pulp units lifting wire fore/aft direction. The loading of multiple orders on ship, proper and clear Stowage plan is to be prepared and distributed by Master/Supercargo/Stevedore.
- The Vessel Inspection Form is to be filled in by the supplier and signed by the master for every coaster shipment on the spot market. Joint vessel checks will be arranged for other liner vessels at the agreed frequency. Non-conformance must be reported.
- "Rainletters" are sometimes used for loading / discharging operations. Such circumstances are to be reviewed on a case-by-case basis and final approval on usage is to be decided by the Stora Enso Logistics manager in charge of the operations. A "Rainletter" does not under any circumstances relinquish the Carrier's/Stevedore's responsibility for water damages to cargo when the reason is different to that stated in the "Rainletter".
- Tallying and delivery notes must be performed according to the instructions provided. We recommend that automatic identification is used to avoid mistakes. Condition remarks on shipping documents must be quantified by number or as percentage.

3.4 Final distribution

The supplier receives the delivery instructions drafted by Stora Enso. The delivery instructions must be strictly adhered to. Original transport documents must follow the cargo from the start to end destination and be signed after unloading. POD (Proof Of Delivery) must be presented upon request by Stora Enso without delay/cost.

4. Handling

4.1 Loading and unloading procedures

- The condition and the quantity of the goods must be checked during loading and discharging.
- Discharging of the transport unit should be carried out by taking into consideration how the transport unit was loaded. Preferably in the same method should be used, but in reverse, to ensure a safe procedure.
- Goods must be stowed and secured to avoid the cargo shifting during transport. Local, EU and International legislations and regulations regarding safety and securing of cargo must be respected.

4.2 Refurbishment

Suppliers handling products for food and liquid packaging, must act according to and fully comply with the hygiene demands stated in the act **Commission Regulation (EC) No 2023/2006 of 22 December 2006 on good manufacturing practice for materials and articles intended to come into contact with food.**

- http://europa.eu/legislation_summaries/consumers/product_labelling_and_packaging/l12076_en.htm

For additional guidance please see standard for Food Safety Management System **ISO 22000:2005**

4.2.1 HACCP (Hazard Analysis and Critical Control Point)

First step for a supplier is to act according to HACCP. HACCP is a systematic preventive approach to food safety and biological, chemical, and physical hazards that can cause the product to be unsafe for usage. The system designs measurements to reduce these risks to a safe level. The supplier must

perform a risk analysis for food safety on their own operations based on the HACCP principles and take the appropriate actions based on that.

- <http://www.fao.org/docrep/005/y1579e/y1579e03.htm>

4.3 Certified wood pulp

When handling wood pulp that is certified in accordance with FSC (Forest Stewardship Council) or PEFC (Programme for the Endorsement of Certification Schemes) there are specifics that needs to be taken in to considerations and the supplier must act accordingly. How to act when handling FSC or PEFC certified wood pulp is described in the following appendices:

- Working procedure for FSC certified wood pulp
- Working procedure for PEFC certified wood pulp

4.4 Handling equipment

Maximum clamping force kN			
Paper Grade	News, Book, Directory Kn	SC, Kraft, boards kN	LWC, fine kN
Reel weight in kilos			
Under 500	10	20	30
500-1000	20	30	30
1000 – 1500	30	40	40
1500 – 2000	30	40	40
2000 – 2500	40	55	55
2500 – 3500	40	55	55
3500 or over	40**	55 to max	55 to max
Selection Valve Position			
Position 1	20 kN		
Position 2	30 kN		
Position 3	40 kN		
Position 4	55 kN to max		

4.4.1 Forklifts and clamp trucks

- The equipment should be of a modern type, intended for the handling of each specific products and in good condition to achieve high efficiency. The supplier should check the equipment with regard to emissions and energy consumption.
- The type of work and working conditions must be taken into consideration when choosing the equipment and attachment to be used.
- The machines and equipment should undergo regular maintenance and check-up and these activities should be documented.
- We require that the supplier use a mast level indicator in all forklifts and clamp trucks to easily ensure the correct tilting of the mast.
- In order to relieve point pressure when entering a transport unit with heavy load, it is essential to consider the width and pressure of the tires.

4.4.2 Attachment (clamps, forks, etc.)

The type and size of attachment should be adequate to the type of product to be handled and operations performed. We require rubber surface for clamp pads, exception when handling in very low temperatures. The attachment should undergo maintenance so that it does not damage the product handled. Equipment and attachments must be used for the purpose they have been designed for. Due consideration to Health & Safety law and good practice must also be a factor, for example, at no time should unclamped reels be handled.

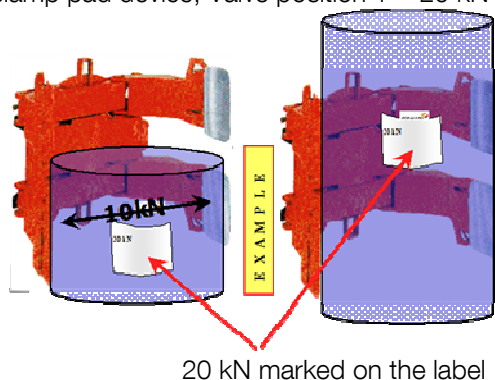
4.4.3 Clamping force

Clamping force is the force that the clamp applies to the reel. Clamp manufacturers provide tables for the conversion of hydraulic pressure to clamping force. Clamping force depends also on the opening of the clamps (diameter of reel), which in turn, depends on the type of the clamp. If the clamping force is too high, the reel will no longer be round in shape and the customer cannot use it.

The clamping force must be checked regularly and at every maintenance interval and after changing attachment. Measurement is to be recorded and displayed in a prominent position in the operational area where the equipment is being operated.

A selection valve is required by which the clamping force can be adjusted in steps. Lights in different colors on the roof of the truck should indicate the clamping force used. (exception: intelligent type of clamp)

The maximum permitted clamping force is stated on the labels of the reels or in a belt around the reel. If not, then the table provided here indicates the maximum force according to the weight of the reel. N.B: The clamping force stated on the label means the total clamping force of the clamp. Clamps equipped with one cylinder per arm will automatically split the clamping force (see picture below). In case of common cylinders splitting of the clamping force must be done by adjustment valve. ** Use 3 to 4 pair clamp pad device, Valve position 1 = 20 kN in use



4.4.4 Other lifting equipment

Other lifting equipment such as slings, lifting platforms, head clamps, Jensen slings, spreader configurations etc. should be adequate for the work to be performed and regularly checked, maintained and documented.

5. Warehousing

5.1 Requirements

- Smooth, hard, dry and clean floors with lane paintings and location markings, use hardboard or paper beneath when needed.
- Watertight roof and good draining
- Special parking area for forklifts and clamp trucks
- Regular cleaning in the premises, for example, no glass, loose stones, nails etc. Grease/oil patches must be removed immediately.
- Good lighting, no direct sunlight on the products
- Fire protection in order and according to national regulations
- Separated loading and discharging areas in the warehouse
- Precautions to avoid all type of animals especially birds and mammals entering and nesting.

5.2 Recommendations

- Rail quay with weather protection and possibility to drive into the wagons.
- Quay/Loading bay with weather protection for loading and unloading.
- Passage of trucks/road trailers through the warehouse to be avoided to minimize dust outlet, stones and other impurities.
- Driving across railway tracks and bumps to be avoided.

5.3 Requirements for the operation

- Stora Enso products are to be stored in an area intended for and approved by Stora Enso.

- Stora Enso products are not to be mixed with goods that could, endanger the quality of Stora Enso's products. The mixing of reels and pallets is to be avoided.
- There must be a separate marked quarantine area for damaged goods or goods classified as 2nd grade material. Damaged goods or goods classified as 2nd grade are not permitted to be sent to the end customer. Stora Enso must be contacted for further actions.
- Orders in the warehouse must be stowed in such a way that the rule "first in - first out" can be applied and unnecessary handling is avoided.
- The supplier must have adequate warehouse bookkeeping, including a record of the stores and events which shows as a minimum: what has been received and when; what has been delivered, when, and where or to whose custody; what the warehouse contains and where.
- The supplier must compare physical stock and stock records once every quarter and report discrepancies to Stora Enso.
- Stora Enso will conduct a physical stock count at least once per year together with the supplier without extra charges to Stora Enso.

6. AEO Custom Requirements

Valid for services or part of a service within a supply chain with destination to a Country outside the European Union.

6.1 Background

Stora Enso applies the AEO certification program launched by European Community Customs to meet the stipulated requirements for gaining and holding the AEO full certificate including Customs Processes and Supply Chain Security. An Authorized Economic Operator is an operator that is reliable throughout the Community in the context of customs related operations, and is therefore entitled to enjoy benefits throughout the Community.

An AEO Certificate Customs Simplifications / Security and Safety is issued to any economic operator established in the Community that fulfills the criteria of customs compliance, appropriate record-keeping standards, financial solvency, and maintains appropriate security and safety standards. Authorized Economic Operators can only be held responsible for their part in the supply chain, but they are also dependent on the security standards of their business partners to ensure the security of the goods in their custody.

In order to meet the requirements, AEOs should, when entering into new contractual arrangements with a business partner encourage the other contracting party to assess and enhance their supply chain security and, to the extent practical for their business model, include such language in those contractual arrangements. In addition, the AEO is recommended to retain documentation in support of this aspect to demonstrate their efforts to ensure that their business partners meet these requirements. The AEO could also review relevant commercial information relating to the other contracting party before entering into contractual relations.

The material about AEO requirements can be found under European Community Taxation and Customs under following link:

- http://ec.europa.eu/taxation_customs/customs/policy_issues/customs_security/aeo/index_en.htm

Stora Enso has a right to follow up implementation of the AEO requirements in the suppliers' organization and in relation to the suppliers' sub-suppliers.

6.2 Requirements to suppliers



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Suppliers should implement internally and in relation to their suppliers, the required processes: - monitor, follow-up and take actions, in order to comply with AEO requirements. The following parts of all transport units must be inspected:

6.2.1 Criteria

- Procedures and follow-up routines shall be documented, well known within the organisation, available to all users and regularly updated.
- The company should have appropriate procedures for archiving documents and information in order to prevent loss of information.
- The company's premises should be constructed of materials which resist unlawful entry and provide protection against external intrusion.
- Appropriate access control measures should be in place to prevent unauthorised access to shipping areas, loading docks and cargo areas.
- Measures for the handling of goods at the company's premises should include protection against the introduction, exchange or loss of any material and tampering with cargo units.
- Where applicable, procedures shall be in place for the handling of import and/or export licenses connected to prohibitions and restrictions. Procedures shall also be in place to distinguish these goods from other goods.
- The company should have implemented measures allowing a clear identification of its business partners in order to secure the international supply chain.
- In so far as legislation permits, the company shall conduct security screening on prospective employees working in security sensitive positions and at the very least ensure the identity of all new employees.
- The company shall ensure that their employees concerned participate in security awareness programmes and is aware of security risks related to supply chain.
- The company shall immediately inform Stora Enso's contact person of any security risk or deviation in relation to the delivered goods or related information.
- When working or accessing Stora Enso's millsite, the company's employee shall comply with all the security guidelines given by Stora Enso.
- The company's employee is allowed to share information with a third party about Stora Enso's products or materials purchased or delivered only to the extent necessary for the delivery. Information can be shared only with a third party related to the specific purchase or delivery. It is absolutely prohibited to share any other information.

6.2.2 Inspection of transport unit

The purpose of the inspection is to confirm that the transport unit is not used for any illegal activity, such as smuggling. The inspection may be performed visually or with the necessary tools. Any suspicious alterations in the structure of the transport unit must be reported. The following parts of all transport units must be inspected:

- front wall
- left side
- right side
- floor
- inside/outside ceiling
- inside/outside doors
- exterior/bottom

7. Safety

"Safety first" means considering safety in everything we do and operating with the principle that safety may not be considered less important than or second to any other interest. Every individual is responsible



for his/her own behavior and through that of his/her own and colleagues' safety. All accidents can be prevented by making safety a natural part of our work.

7.1 Minimum safety requirements at loading/discharging location (can be stricter at certain locations)

- Smoking is forbidden
- Alcohol or any type of drugs are forbidden
- Speed limitations must be followed
- Compulsory registration at gate/transport office
- Working on ladders is forbidden
- The transport unit may not be entered during load operations
- Use of safety vest is mandatory
- Use of helmet is recommended
- Use of safety shoes is recommended

8. Performance management

8.1 Damage claims

8.1.1 Principle

A damaged unit or unit classified as 2nd grade may not be dispatched from the terminal without appropriate refurbishment measures or without authorization from Stora Enso. Always check the instructions from booking specially requirement set due to the letter of credit. Any deviations from the issued instructions can only be agreed by Stora Enso sales/mill.

Stora Enso Logistics Claims Department must be informed in the event of pre-arrival & own handling damages:

- Claims.transport@storaenso.com

8.1.2 Inspection and recondition or rejection of products

The supplier must always visually check the condition of the products when handling them. If there are damages that are not notified on the transport document, suppliers must take digital photos while the products are still on the loading floor of the (vehicle and/or) carrying equipment (trailer, SECU, cntr, wagon) before the products are handled. For BreakBulk ships cargo damage remarks stipulated on shipping documents by a Master or tally (such as a Statement of Facts, seawaybill or Mate's Receipt, outturn report, General Statement, etc.) must be quantified. In this way, they can ensure that Stora Enso will not hold them responsible of pre-arrival damages. Goods that have been found to be damaged during the inspection, shall be separated and move to an area dedicated and specified (marked) for this purpose (quarantine area). When inspecting the goods, information shall be recorded in a Damage Report. Damage Report, transport document and digital photos shall be sent to address provided by Stora Enso Logistics. The supplier must, on the basis of the inspection, recondition or reject the unit according to the instructions received. If the case is unclear, the supplier is to contact the Stora Enso representative.

If reconditioning is necessary (reconditioning can mean that damaged paperboard is removed, based on what is most suitable for the situation and according to specific instructions) the quarantine area and the persons that are operating within that area must act/be according to:

- Clean (pest controlled for food and liquid packaging products)
- Routines regarding hand hygiene for entering area must be implemented (for food and liquid packaging products)
- Workers must wear working clothes that is clean and in good condition

Before repacking the supplier must ensure quality of the product and verify:



- That there is no dirt, dust, particles etc, inside the package
- Packaging material must be clean and suitable (for Skoghall Mill only packaging material supplied by the mill can be used)
- Ensure the tightness of wrapping on repacked products

After the above steps have been completed, the label on the unit, the stock sheets and other applicable stock control systems and the Damage Report are to be checked and updated (ensure traceability). Mark the goods (if any) that have been rejected with a damage sticker.

8.1.3 Reels

Criteria for rejecting a reel:

- Oval or crushed core that cannot be straightened.
- Oil stained, wet reel or other contamination of any sort.
- Foreign smell with the product.
- End damages on the reel, side or edge damage on the reel which is more extensive than:
 - 12% of the roll radius with Stora Enso Publication Papers.
 - 70mm of roll radius with Heinola fluting products.
 - 20% of roll radius with all other Stora Enso products.

Criteria for reconditioning a reel:

- The reel is to be reconditioned if damage is less extensive than that stated above.
- White showing, if the product can be seen, the reel shall be taped.
- Taping is not allowed if there is any damage to the product itself.
- Tape used must have the identification of the operator.

Multipacked reels (more than one reel in same package, no pallet):

To be considered as an individual reel, even if the other reels are intact, with normal Stora Enso reconditioning limits.

If one of the reels inside of packet is to be rejected, the others can be delivered after repackaging.

8.1.4 Pallets

Criteria:

- Pallet bases must be intact, if the pallet or its leg is damaged, it must be repaired:
- All broken bands must be replaced.
- Bands must be tight.
- Wrapping, if torn, must be taped immediately (note: plastic to be placed under the tape); a new plastic foil must be provided for larger exposed areas. The product must be intact.
- Stack must be straight:
- Any dirt on the packaging must be cleaned, paper may not be dirty or have scratches.

Core and cup board pallets, narrow reels on pallet:

- With damages on individual reels up to 50mm of the radius, each roll can be individually reconditioned by removing the damaged layers. If more than half of the reels on a pallet are damaged to this extent, all of the reels on the pallet are to be slabbed to a uniform diameter.
- Reels must be centered on the pallet, standing upright.

Loose sheets and ream wrapped sheets on pallets (bulk packed):

- All product damages caused by forks – reject.
- Shifted sheets or moved sheets from pallets – reject (no restacking).
- Capsized pallets – always reject.

8.1.5 Paper in boxes

In addition to loose sheets.

- If any damaged boxes – reject (if more than one damaged pallet, similar boxes can be replaced from other pallet).



- Capsized pallets – always reject.

8.1.6 Pulp

Wrapper damage and broken bale wires can be minimized by proper handling. Wire/wrapper damage occurs due to forklift handling and chafing during sea voyage, and is amplified by multiple handlings. Common sense and experience is expected from suppliers. When in doubt, the supplier is to consult with the Stora Enso Logistics operations manager immediately by telephone and e-mail and, if possible, take photos. A salt water (nitrate) test is commonly used to determine whether the product has suffered water damage during sea voyage:

- Warehouse floor, mafi or quayside used for storing pulp is clean and dry, use hardboard or paper underneath when needed.
- Rusty ships tanktop or paint worn, put kraftpaper on tanktop.
- Discharging in warehouse – consider forklift handling patterns and, if possible, align spreader configurations.
- Chafing can be an issue during longer/ocean voyages. It is advisable to consider the roll of the ship when planning stowage, for example, load pulp units lifting wire fore/after direction.
- Stowage patterns, use airbags.
- Loading of multiple orders on ship, proper and clear Stowage Plan is to be prepared and distributed by Master/Supercargo/Stevedore.
- Stowage of separate orders in hold(s) to be (spray)marked in a way that destination ports cranedriver/signalmen can determine different orders and thus avoid misdeliveries.
- Condition remarks on shipping documents must be quantified by number or as percentage.
- Broken unit wires or broken bale wires or wrappers torn or units wet or units dirty.

8.2 Delivery performance

Delivery performance (right quantity, on time, etc.) is a basic requirement of every customer and should therefore be measured. The content should include, for example, the number of deliveries made, number and frequency of non-compliance.

8.3 Training

Training is not a one time event. The supplier should arrange regular training sessions for personnel. Stora Enso requires the supplier to keep a record of the training given to employees.

9. Appendices

The Manual includes the following appendices that will be used as guidance for verification of compliance at audits. Appendices are from time to time updated and made available upon request by the supplier.

- Working procedure for FSC certified wood pulp
- Working procedure for PEFC certified wood pulp
- Terminal Check List
- Damage Report
- Discharging Report
- Vessel Inspection Form
- AEO Audit Form