Inbound Freight Standards & Procedures

The Inbound Freight Standards and Procedures Guide was created for all vendors and carriers who do business with PFG, as well as for those who pick up or deliver product to PFG Distribution Centres (DCs) or Stores. The guide ensures a strong foundation for partnership within PFG's Vendor and Distribution network.

Inbound Freight Standards & Procedures

Pattison Food Group (PFG) Inbound Freight Standards & Procedures apply to all vendors or carriers delivering product to PFG Distribution Centres (DCs).

Distribution Centres & Appointment Scheduling

EV – GLOUCESTER (Ambient)
5111 - 272nd Street, Langley, BC V4W 3Z2

NON-PERISHABLE
Receiving Hours: SUN 07:00am to 11:59 pm ; MON to FRI 12:00am to 11:59pm ; SAT 12:00am to 3:30pm
Appointment Booking:
24 hr. online booking on the PFG Vendor Portal website: https://partners.owfg.com/

EVS – (Seasonal)
18991 - 34A Avenue, Surrey, BC V3Z 1A7 SEASONAL
Receiving Hours: MON to FRI (5 days) 7:15 am to 2:30 pm
Appointment Booking:
24 hr. online booking on the PFG Vendor Portal website: https://partners.owfg.com/

EV LOGISTICS (Perishable/Frozen)
5016 - 272nd Street, Langley, BC V4W 1S3
MEAT / DAIRY/ FLORAL / PRODUCE / ICE CREAM / FROZEN BAKERY / FROZEN MEAT / FROZEN FOOD
Receiving Hours: SUN to SAT (7 days) 12:00 am to 11:59 pm
Appointment Booking:
24 hr. online booking on the PFG Vendor Portal website: https://partners.owfg.com/

TCL Supply Chain Inc. – Ambient/Perishable/Frozen 26875 -
96th Avenue, Acheson, AB T7X 6J2
NON-PERISHABLE / MEAT / DAIRY/ FLORAL / PRODUCE / ICE CREAM / FROZEN BAKERY / FROZEN MEAT / FROZEN FOOD
Receiving Hours: Ambient SUN to SAT (7 days) 12:00 am to 11:59 pm
Receiving Hours: Per./Frozen SUN to SAT (7 days) 12:00 am to 11:59 pm
Appointment Booking:
24 hr. online booking on the PFG Vendor Portal website: https://partners.owfg.com/

Delivery Appointments at a PFG Facility

Vendors/Carriers are required to use the appropriate appointment procedure for each DC.
Appointment requests must be made a minimum of 48 hours prior to the Purchase Order due date.

Pallet Labeling Requirements

To optimize the RF receiving process, PFG requires UCC-128/GS1-128 bar codes on each case. Please see case bar code section for more details.

Pallet labelling standards are necessary to ensure that product is received efficiently at PFG DC.

Must Include:

1. Ship Date
2. Delivery Location
3. PO Number
4. Pallet count

Pallet labels will be applied by the Vendor before loading commences, on the outside of the shrink wrap.

Case Requirements

Best Before Dates

Best before dates must be printed on each case. Vendors must provide clear information regarding the best before dates of their products. PFG retains the right to refuse any cases at time of receiving.

Case Bar Codes

Case bar codes must follow **ECCNet/GS1 +UCC128/GS1-128** Canada requirements for particular products that a case contains. For further details related to case bar codes, please refer to www.gs1ca.org

All bar codes must be both legible and scannable. If the bar code cannot be scanned, PFG retains the right to refuse the shipment and allocate all incurred costs, including noncompliance fees, back to the originating vendor.

PFG requires that all vendors provide information on item labels that meet UCC128/GS1-128 specifications.

The main reasons are the following:

- Greater efficiency inbound
- Rigorous monitoring on product expiration date (FEFO)
- Improved product traceability (batch)
- Random Weight (if applicable)

Code	Description	Data Length
01	Global Trade Item Number (GTIN)	14
10	Batch/Lot Number	variable, up to 20
15	Best Before Date (YYMMDD)	6



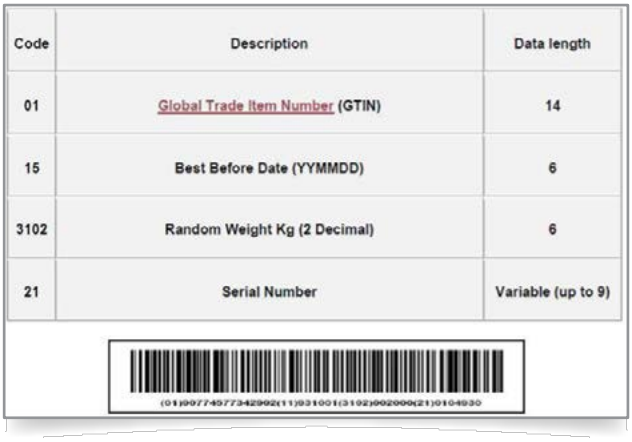


Figure 5

Required fields on the UCC128/GS1-128 label (Random Weight)

Compliant Weight Labelling

PFG requires cheese vendors to have their cases identified with UCC128/ESG128 compliant stickers. (See examples below).







Figure 7

Meat labels

Terms of the Sale

Importer of Record (IOR)

Unless expressly negotiated otherwise with PFG, all vendors are responsible for being the **Importer of Record.**

The Importer of Record (IOR) is the party responsible for clearing the goods through Canada Customs and **is legally responsible for the payment of duty, fees, fines or penalties issued by Customs or other government agencies.**

The Canada Border Services Agency (CBSA) will hold the importer of record responsible for all documentation and data provided in a declaration that ensures all Other Government Department (OGD) requirements are met.

The IOR is the party that issues the power of attorney to the broker. This party can be the foreign shipper, the buyer or the ultimate consignee, or any interested third party in the transaction who has the right to make entry.

The IOR is negotiated as part of the terms of sale between the buyer and the shipper. The terms of sale should be established before the consignment is shipped.

The "Importer of Record" is responsible for all trade data submitted to a Customs agency on their behalf and is also liable for any errors or omissions. This could lead to fines, penalties and interest fees under the Administrative Monetary Penalty System if the goods are incorrectly identified or classified due to an unclear or vague product description. Importers must understand Canadian Border Services Agency (CBSA) regulations and be aware of any changes and be in full compliance.

What is a Non-Resident Importer (NRI)?

The Importer of Record (IOR) can either be an entity inside or outside of Canada. Importers of Record outside of Canada are referred to as a Non-Resident Importer (NRI). Your customs broker is a good source for helping you establish NRI status.

PFG Quality Assurance & Safety Standards

Temperature Acceptability Criteria for Temperature-Sensitive Products

- Trailers MUST be adequately pre-cooled a minimum of 30 minutes prior to loading.
- Trailer reefers MUST be set to the required temperature and run on Continuous mode.
- Trailer reefers MUST NOT be expected to cool down product that is too warm and out of specification limits.
- All Products MUST be within acceptable temperature ranges prior to being loaded.

> Trailer reefer settings MUST be set to ensure that **the temperature of products is maintained within the following limits as defined by CFIA.**
>
> ***These standards are temperatures of the actual product, not trailer temperatures.***

Warehouse Receiving Temperature Chart

	Acceptable Range			
	Minimum		Maximum	
Meat	28.4°F	-2°C	39.2°F	4°C
Dairy	30.2°F	-1°C	39.2°F	4°C
Eggs	39.2°F	4°C	44.6°F	7°C
Frozen	No min	No min	0.4°F	-18°C
Processed Fruit/ Vegetables	35.6°F	2°C	39.2°F	4°C
Ambient	33.8°F	1°C	No max	No max
Notes: For all other WHOLE produce, see PFG guidelines by commodity.				
All produce is subject to inbound QA inspections.				
Any temperature violation must be held until PFG Product Integrity or Category Manager decides on disposal.				

E. Coli - Federally Regulated Ground Beef Product

PFG ground beef vendors must show a statement on BOL or packing slip that product tested negative for E. Coli 0157:H7

PFG will only accept products that have been protected from contamination during transit. PFG WILL NOT accept product from trucks/trailers that are dirty or show signs of contamination from non-food items, agricultural chemicals or live animals of any kind nor from trucks/trailers unable to maintain proper temperature standards.

PFG reserves the right to mark products that are not in compliance with these standards. PFG will refuse product that does not meet the agreed upon shelf life requirements unless the Buyer gives prior approval.

Inspiring Canadians with our vision of excellence.

Pattison Food Group

Compliance & Fining

Failure to comply with PFG's Inbound Freight Standards & Procedures may result in:

- **Fines**
  To be debited from payment of the invoice. Access to detailed information regarding late fines can be found through the PFG Vendor Portal website: https://partners.owfg.com/

  [As a vendor, use the login screen in the upper right-hand corner to login with your Username and Password. The information is located in Reports > Portal Reports > Financial Reports > **"Non-compliance charges_ ... traffic"**]

- **Refusal or cancellation of the purchase order**

Delivery Compliance Fines

Purchase Order Late for Appointment Time

- Less than or equal to 30 minutes late — no fine
- Beyond thirty (30) minutes — **$500**
- If the PO is a 'no show' min. for its appointment — min. **$500**
- All late POs for appointment are subject to compliance penalties

Purchase Order Late for Due Date

- If a PO is late for its designated Due Date — **$1,000/day**
- All late POs for due date are subject to compliance penalties

No Shows on Statutory Holidays

- POs that are a "no-show" for a due date which is on a statutory holiday will be **subject to fines to double the standard rates.**

Booking appointments by phone

- **Booking appointments by phone — $50 per PO**

Rescheduled Appointments

- Appointments rescheduled within 24 hours of appointments time will be subject to a **$250 rebooking fee.**

Vendor Fill Rate

- **PFG fill rate expectation is 98%.** It is the vendor's responsibility to inform the buyer of shortages prior to shipping. They must provide the reason for the shortage, AND the date when the product will be available to ship. PFG takes shortages very seriously and **at the Buyer's discretion will fine for shortages a minimum charge of $50 or 12.5% of the shorted value.**

Purchase Orders Unavailable on the Designated PickUp Date

- If a Customer Collect PO is not available for pickup at the vendor for its designated Pickup Date as per the PO, then the vendor shall be liable — **$1,000 per PO**
- All POs not ready based on the PFG PO designated PickUp Date are subject to compliance penalties.

Product Quality (EXCEPT Produce)

- If a vendor ships product that does not meet PFG quality expectations, it will be up to the discretion of the buyer to refuse and/or fine the vendor.
- **First offence:** 10% of the value of product on each PO that does not meet PFG quality expectations.
- **Second offence and thereafter:** Fines will be increased on an escalating scale at the buyer's discretion.

Product Quality - PRODUCE ONLY

At PFG our focus is to provide quality product to our customers. All inbound produce POs are subject to QA inspections. Poor quality product will be subject to fines. In a six month period fines will be processed as follows:

- **First offense:** PO arriving with poor quality will be rejected and the Vendor will be contacted for disposal — $500
- **Second offense:** PO arriving with poor quality will be rejected and the Vendor will be contacted for disposal — $1000

- **Third offense:** PO arriving with poor quality will be rejected and the Vendor will be contacted for disposal.
  - Fine will be 10% of the value of the PO or if the value of the PO is less than $50,000 the fine will be $5000
  - The vendor will go under review for future consideration of doing business with Pattison Food Group.

Working collaboratively to deliver quality product will be beneficial for both parties and we look forward to continued business with you.
If you have any questions about the fines, please contact the Produce Buyers: produce_buyers@saveonfoods.com

Bills of Lading

- Bills of Lading for all freight received by PFG must be marked PREPAID. If BOLs do not show PREPAID and the shipment is not a PFG Transportation managed (backhaul) shipment, the PO may be turned away and or subject to a **$250 fine.**
- Bills of Lading must list Pattison Food Group as the consignee, C/O (the DC name); as opposed to listing the DC as the consignee. Otherwise, the PO may be subject to a **$250 fine.**

Advanced Shipping Notice (ASN)

- The lack of an ASN sent directly to the EV Perishable or TCL warehouses for purchase orders that require weight gathered information and enclosure deliveries may be subject to a **$250 fine.**

EVG
evg_enclosures@saveonfoods.com
(604) 857-6809

TCL
tcl_asn@owfg.com
(780) 948-7400

- ASNs with incorrect information will be subject to a **$200 fine.**

Vendor Returns

- Vendor returns must be completed within 72 hours of return notification. If a vendor fails to pick up or does not show up on the appointment day, then PFG will dispose of the product. **An administrative fee of $250 plus the cost of disposal** will be assessed against the vendor.

Product Dating – On Single-Item Pallets

- All units of a single item on a PO must have the same date code. Mixed date codes of the same item are not permitted. Any exceptions will result in a fine of **$250.00** per occurrence.

Pallets

- All non-CHEP or non-PECO pallets will be considered one-way disposable pallets and will be subject to a fine of **$250.00** per PO.
- All pallets shipped must be sound, safe pallets, or Vendor may be subject to a fine of **$250.00** per PO for non-compliance of policy, or shipment may be refused.

  (See Appendix D for Pallet Criteria.)

Refused Tenders
(Applies to PFG Transportation contracted carriers)

- If a **PFG-contracted** carrier accepts a tender and then subsequently refuses the load within 24 hours of the pickup date showing on the tender, they will be subject to a **min. $250 fine, max. $750; per carrier move.**
- Missed pickup(s) on loads will be subject to a fine of **$250.**
- Late loading of a PO will be subject to a fine of **$250.**

Compliance & Fining Disputes

- Any compliance penalty and fining disputes must be made within **90 days of receipt of the PO**.
- Vendor should contact the buyer directly if they have an issue with the fine.
  - If the compliance penalty pertains to the *On-Time for Appointment or the On-Time to Due Date* and the vendor is simply seeking clarification on details of why the penalty was applied, then contact: fining_admin@saveonfoods.com
- Carrier disputes from carriers hired & delivering directly for PFG Transportation should be directed to the PFG Inbound load planner.

PFG reserves the right to add, modify or waive compliance penalties at its discretion.

Please note that PFG does not accept fees related to PO changes or re-stocking.

General Carrier Requirements

All POs must have a delivery appointment booked at the PFG Distribution Centre a minimum of 48 hours prior to PO Due Date. It is advisable to book the appointment as soon as possible to avoid capacity concerns and late charges.

- Carriers must deliver on the Due Date specified on the PFG PO, unless prior approval is obtained from the PFG buyer. Since all PFG DCs have nighttime receiving, special care must be taken when making an appointment to avoid late charges.
  - Example: A PO with a Due Date of the 10th must have a booked appointment to arrive and be completed the night of the 9th or the morning of the 10th. A PO with an appointment for the night of the 10th will be one (1) day late and a compliance penalty will be applied.
- Delivery appointments are required for each PFG PO.
  - Perishable only: Produce, Dairy and fresh Meat appointments are to be made no less than one (1) business day in advance of the Due Date of the PFG PO.
- **Carriers should arrive a half (1/2) hour prior to their scheduled appointment time to allow time to in-gate into the facility and check-in. The arrival checkpoint is the receiving office, NOT the security gate. Carriers should NOT arrive any earlier than 1 hour prior to their scheduled appointment time.**
- **Carriers must check in to the receiving office immediately after in-gating to submit their paperwork and have their arrival time confirmed for their appointment.**
- **The PO Appointment Time is the time the carrier is expected to be backed into a dock.**
- **Carriers who do not check in promptly and on time run the risk of being fined for a late delivery.**
- Each item must be segregated onto separate pallets prior to delivery OR sufficient labour must be provided at time of delivery to maintain a two (2) hour turnaround time. If Vendor or carrier cannot provide this labour, then PFG may provide this service for a fee. If sufficient labour is not provided, then PFG may, at its discretion, refuse delivery and any associated late charges or fees may be applied.
- Drivers are to remain with their unit at all times unless exceptions have been negotiated by the vendor or carrier with the PFG Distribution Contractors. Delivery person is to sign proof of delivery, indicating any variances.
- Carriers must comply with the DCs safety and security policies. All distribution sites require safety hard-toed footwear and high visibility vests to be worn at all times while at the site. *(See Appendix B for Safety Vest Requirements.)*
- No Dangerous Goods or Hazardous Materials are to accompany PFG PO deliveries.

Deliveries must comply with PFG's Quality Assurance and Safety Standards and specifications for delivery. i.e., temperatures, Ti Hi, pallet policy, product identification, and sorted on to separate pallets.

Proof of Delivery

Carriers are responsible for all merchandise entrusted to them. Drivers are required to recover all proof of delivery documentation prior to leaving the PFG Distribution Centre. An administrative charge of **$50 per PO** will apply for POD provided after-the-fact.

Purchase Order Delivery Requirements:

PFG expectations for On Time to appointment and On Time to Due Date are 98% respectively.

- Must have a separate bill of lading or carrier pro bill for each PFG PO with the PO# referenced.
- Must have a separate packing slip for each PFG PO attached to the carrier's bill of lading at the time of delivery.
- Must include the following on the packing slip: PO number, due date, delivery address, product description sorted by product case number sequence, master case and retail unit count, repack case count and case count from the bill of lading.

- Must have description and case codes on the product and packing slip, which match those on the PFG PO.
- Deliver product that meets the "Best Before" dating commitments.
- **'Mixed Dates' are not allowed** on a single-item pallet.
- Must be delivered to the Ti Hi as stated on the PFG PO, unless difference is authorized by the PFG buyer or labour is provided at time of delivery to meet this requirement.

Perishable Only

- Perishable POs that require weight gathered information must email an ASN of weight totals, by item, to the DC a minimum of 12 hours prior to delivery. The weight totals MUST be displayed in **KG. Back orders will not be accepted by PFG.**
- The Vendor must notify the Buyer of any shorts and/or overages on the PFG PO prior to shipping.

Swamping/Lumping of Product - *Extra Labour Costs*

Our DCs do not provide lumping services. If labour is required for swamping or palletizing of product that is not delivered as per PFG's Inbound Freight Standards & Procedures, lumping services must be provided by the vendor/carrier unless a previous agreement is withstanding. POs that do not provide required lumping services may be refused.

Preferred lumping services may be available for hire on site.

In BC, the Lumping fee charged back will be at the rate of $3430 per hour on regular receiving days, and $46.45 per hour on statutory holidays.

In Alberta, the Lumping fees charged back will be at the rate of $34.40 per hour on regular receiving days, and $46.45 per hour on statutory holidays.

Fees are subject to change at the discretion of PFG.

If a lumping service is approved but the delivery is late, the vendor will be liable for total lumping hours, i.e., waiting hours plus actual lumping hours.

Crossdock (Enclosure) Deliveries

Crossdock (Enclosure) deliveries should typically be delivered to the DC that normally services stores in a particular region.

If there are extenuating circumstances that cause a vendor to be unable to comply with this requirement then they should address this directly with the Purchasing Manager for review.

Vendors

Must have prior approval from the appropriate Category Manager, and be formally set up as an approved PFG Enclosure Vendor with the appropriate Enclosure Vendor Number.

This number must be indicated on the Enclosure Notifications to the DC and the Invoices arriving with the product.

Must be delivered to DC only on day of store departure and within DC delivery window times.

Must have information emailed to the DC on an "Enclosure Notification Form" within the required timelines for each DC.

- Invoice number
- PO number
- Product description
- Pieces
- Pallets
- Weight (KG)
- Cubic Feet

Email addresses for the distribution centres are:

EV Gloucester:
evg-outbound@saveonfoods.com
(604) 857-6768
Email must say "enclosure" in the subject line and must be delivered between 12 am and 9 am the morning of the departure.

EV Perishable/Frozen:
evp_enclosures@saveonfoods.com
(604) 857-6809
Email must say "enclosure" in the subject line and must be delivered between 12 am and 8 am the morning of the departure.

TCL Per/Frzn/Amb:
tcl_enclosures@saveonfoods.com
(780) 948-7481
Email must say "enclosure" in the subject line and must be delivered between 12 am and 8 am the morning of the departure.

All Enclosure Deliveries

- All vendors, including EDI vendors, are responsible for ensuring that the store receives an invoice. Each delivery must arrive with three (3) copies of the invoice:
  - two (2) attached to the product, and
  - one (1) to be presented at time of delivery with the carrier's bill of lading.
- Enclosure deliveries are handled as cross dock pallets. Case verification and inspection is not performed by the warehouse.
- The vendor is required to sort, separate, and palletize the store product prior to delivery to the warehouse.
- The vendor is required to ensure that temperature-sensitive products are properly protected during shipping to maintain their required conditions for delivery. Ambient items may be shipped on refrigerated trucks when necessary to optimize logistics or consolidate shipments. In such cases, the vendor much ensure that ambient products are not adversely affected by the cooler environment.
- Store number, piece count, and vendor name is required to be visible and easily identified on all individual cases. A label of contrasting colour is strongly encouraged.

Store Number: _____

Piece/Pallet count: _____ of _____

Vendor: _____

- PFG Warehouse Services and Transportation will not assume responsibility for any lost and/or damaged enclosures/cases. The vendor is responsible for any short and/or damage claims reported by the stores upon delivery.
- Enclosures must adhere to PFG's Inboud Freight Standards & Procedures including Quality Assurance and Safety Standards. *(See Appendix C for Enclosure Handling Fees.)*

Load Quality

- To eliminate product damage in transit, all loads must be secured and stabilized.
- Stretch wrap must cover the entire product and extend at least halfway down the CHEP pallet, securing all cases to the CHEP pallet. *(See Figure 8)*
- Corner boards may be incorporated to eliminate crushing product when stacking pallets.
- Multiple stacked pallets may be stretch wrapped together to reduce load shifting.
- Glue or tape cannot be used to stabilize cases since it interferes with PFG depalletizing equipment.
- Lighter products should be placed on top of heavier products, if necessary, due to order mix.
- Cases (lids and flaps) must be clean and properly secured (damage rules apply).



Pallet Specification

CHEP pallets or PECO pallets are required. These pallets have the necessary qualities required for transportation while simultaneously providing value throughout the supply chain. CHEP pallets are the preferred pallet type, while PECO pallets are also accepted on a 1-way basis.

It is the vendor's responsibility to ensure all CHEP or PECO pallets shipped into the PFG Network meets PFG pallet quality standards. Poor quality or unauthorized pallets could be subject to potential chargebacks. PFG reserves the right to refuse products shipped on pallets that do not meet minimum standards.

Vendors requesting to ship on a platform other than CHEP or PECO must go through an approval process prior to entry into the PFG Network. All non-CHEP or non-PECO pallets will be considered one-way disposable pallets and may be subject to a fine.

(See Appendix D for Pallet Criteria.)

Pallet Composition

All pallets will be built to agreed upon TI/HI specifications.

There should be no product overhang on the pallet.

Case labels should be facing out to be clearly visible whenever possible.

General

Distribution Requirements

Freight Terms

PFG policy is that, unless there is a specific contractual agreement to the contrary, Bills of Lading for all freight received by Pattison Food Group must be marked PREPAID.

For Prepaid shipments, the BOL should be signed "Shipper Load & Count"; or "Shipper Load, Count and Seal" by the driver.

For any freight shipments picked up by Pattison Food Group, the BOL will be considered as "Said To Contain" and should be signed "Shipper Load & Count"; or "Shipper Load, Count and Seal" by the driver.

Shipper Load, Count, and Seal

Vendors are responsible for:

- Loading correct case quantity
- Ensuring all loaded cases are in good condition
- Sufficient shelf life as agreed to by Pattison Food Group and the vendor
- Securing the load to minimize shifting and maintain case integrity
- Noting seal information on the Bill of Lading

Temperature Tracking Recorders

PRODUCE Vendors are responsible for:

- Ensuring that all refrigerated produce shipments are required to have a Temperature Tracking Recorder (TTR). A "Sensitech Template RF" recorder is the required temperature recorder.
  - The template should be placed on or in a top case.
  - The outside of the case should be marked, typically with a bright sticker, to indicate that it contains a template recorder.
  - The BOL should indicate the pallet position on which the template has been placed.

(See Appendix E for Template Recorder picture)

Lumping

For vendor arranged (Prepaid) freight it is the responsibility of the vendor to arrange lumping, unless a previous agreement is withstanding (i.e., produce).

Intermodal Shipments

All intermodal units are to be inspected by the vendor's shipping facility prior to loading to ensure they are clean with no holes and/or strong odors.

The vendor is responsible for loading and bracing intermodal units going to PFG.

All dunnage used to brace intermodal units going to PFG will be at the vendor's expense.

Intermodal Loading Guidelines

Damage-free shipping starts with proper loading. It is important our vendors take the necessary steps to ensure damage free products arrive at our various PFG locations. A load should have the proper weight distribution and adequate blocking and bracing to prevent the shifting of goods. The following steps & principles must be followed by all Pattison Food Group vendors to ensure quality and that goods are free of damage.

Selection and Preparation of Intermodal Units

Personnel must inspect all units before loading to ensure that each unit is in suitable condition to safely transport a load to its destination.

Carrier should furnish a unit suitable for loading a customer's product. Shipper should inspect to
determine if a unit meets his requirements (reject it or properly prepare it). If shipper does not reject a unit, then it becomes the responsibility of the shipper to properly prepare the unit for loading:

- Sweep floors
- Remove any exposed nails or protrusions and straps in wall anchors
- Make sure bulkhead doors are in good working order

Reasons to Reject

- Leaky roof or wall or floor problems (if light enters the cars, so can moisture, air and dust)
- End wall bowed 3+ inches
- Defective doors
- Any item that cannot be repaired by the carrier or their contractor

General Loading Principles

Load must be secured in a manner to prevent it from shifting either crosswise or lengthwise during transport where it could affect safe weight distribution and cause damage to the loaded product. It is imperative that the load is uniformly distributed.

The most important principle is:

- Make sure the load is tight crosswise and lengthwise in the car
- Do not load damaged products
- Load cases together that combine well into a bonded pattern
- Load cases of similar characteristics together
- Use separators and dividers as necessary
- Loads shall be properly distributed, secured and blocked. It is not intended that closed trailers or containers be opened for interior inspection of loads unless the trailer or container has not been properly loaded.

When using shrink/stretch-wrapping

- Load in a bonded block pattern when practical
- Maintain vertical alignment of shipping cases/ containers
- Ensure all layers of the unit are wrapped
- Have wrap encircle the pallet base

Slip Sheeted Units

- Match the slip sheet strength to the weight of the load
- Tape or secure slip sheets to prevent damage

Palletized Units

Quantity of an item, packaged or unpackaged, which is arranged on a pallet in a specified manner and securely strapped, shrink wrapped or fastened so that the whole is handled as a unit. When using shrink wrap, make sure the pallet is wrapped around in full or at least 2" to prevent the cases from sliding and or walking off the pallet.

- Pallets (CHEP and/or equal standard) should be in good condition and of sufficient strength for handling products
- Pallets should be free of defects, exposed nails and/or broken or missing boards
- Have palletized units provide unit to unit contact
- The use of four-way pallets in doorways is recommended

Bracing the Load

It is expected that all vendors will properly brace the loads adequately to withstand over-the-road or intermodal transport to arrive intact and in good order

Bill of Lading

A Bill of Lading (BOL) is required to accompany every shipment to Pattison Food Group. Unless there is a specific contractual agreement to the contrary, Bills of Lading for all freight received by Pattison Food Group must be marked PREPAID. If BOLs do not show PREPAID and the shipment is not a backhaul vendor the PO may be turned away and or subject to a fine.

Also, Bills of Lading must list PFG as the consignee, C/O (the DC name); as opposed to listing the

DC as the consignee. Otherwise, the PO may be subject to a fine. (See the Compliance & Fining Section for details.)

The Bill of Lading is an all-important part of rail and truck transportation arrangements. It serves as the basic contract of carriage between the shipper and all connecting carriers, as a receipt for the goods, and as indication of ownership of the goods.

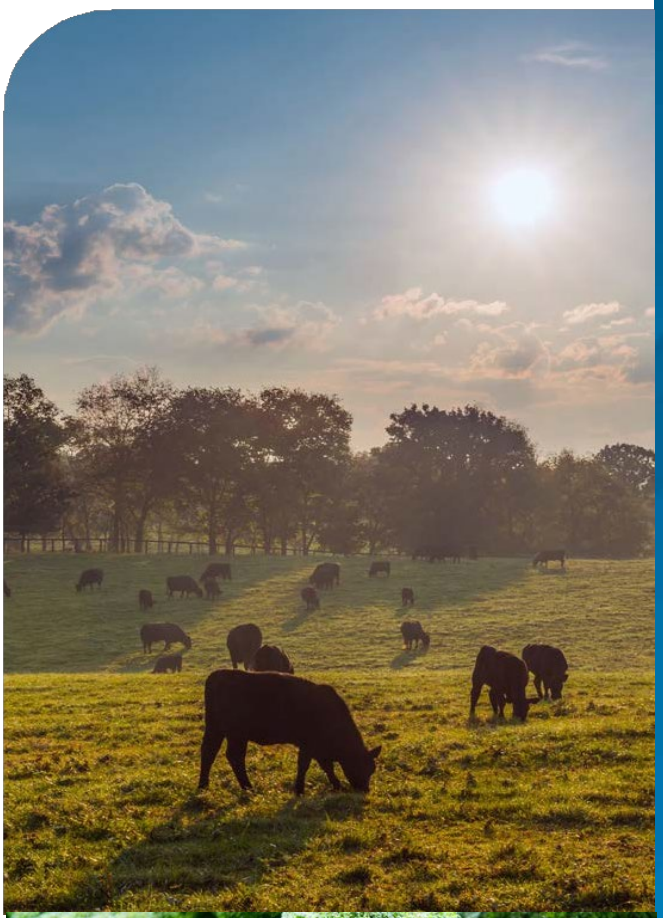
Additionally, the Bill of Lading is a necessary element of a claimant's prima facie case in a court action, although it does not necessarily prove the cargo's good condition at origin.

The following data is required to be included on the BOL:

- Vendor Name
- Vendor Address
- Consignee Name
- Consignee Address
- Special Instructions
- Freight Charge Type (Pre-Paid or Collect)
- Number of Packages
- Description of Articles, Packages, Markings, and/or Exceptions
- Weight
- Shipper Signature
- Time and Date Tendered
- Carrier Name
- Driver Name and Signature
- Country of Origin for Imported Products

PFG also requires the following information to be located on the BOL:

- PFG Purchase Order Number
- Vendor Sales Order Number that relates to Pattison Food Group Purchase Order Number
- Ship Date
- Due Date
- Bill of Lading Number
- Seal Number
- Quantity Shipped per Item and Total
- Pallet Count
- Load Temp (Maintain at)
- Load Number (Vendor's unique Load Number Identifier)





Overages, Shortages and Damages (OS&Ds)

The following description of PFG OS&Ds procedure provides a brief overview of the procedure and what Vendors or Carriers can expect when there is an Overage, Shortage, or Damage on a PO.

OS&Ds	Vendor Managed Freight	PFG Managed Freight
PFG Warehouse will receive product and note variances by adjusting the purchase order accordingly.		
Overages	PFG will inform the Vendor about the overage.	PFG will notify the vendor of any overages. At PFG's discretion, overages may be accepted; however, suppliers will not be paid for them. A $50.00 administrative fee will be charged per PO for processing overages, whether accepted or refused.
Shortages	PFG Warehouse will note the short on the P.O.D. and the system will short pay the vendor's invoice.	PFG Warehouse will note the short on the P.O.D. and the system will short pay the vendor's invoice.
Damages	PFG Warehouse will note the damage on the P.O.D., adjust the PO accordingly, and the system will short pay the vendor's invoice.	PFG Warehouse will note the damage on the P.O.D., adjust the PO accordingly, and the system will short pay the vendor's invoice.

PFG will not investigate a damage dispute from the vendor if the disputed amount is less than the greater of: $75.00 or 1.5% of the received Total PO Cost (Full Net).

Shipping Discrepancies

Invoice deductions will be taken for quantity variances caused by shipment/picking error, shortages, and damaged merchandise. Such deductions will be taken for shortages and damages discovered at time of warehouse receipt and for shortages or damages discovered later in the receiving process, as may occur in the event of backhauls and dropped trailer programs where inspection is not feasible or permitted at the time of receipt.

VENDOR DISPUTES re: RCA 'Receipt Cost Adjustments' for *Warehouse Quantity Disputes*

All Vendor/Carrier disputes must be submitted within ninety (90) days from delivery of the PFG PO, and must be supported by delivery documentation / proof of delivery.

- The dispute must include all Stamped and Signed warehouse receiving documents, including the Bill of Lading, including the notation of any OS&Ds.
- A copy of the RCA Invoice that was issued to the Vendor is also required.
- Any dispute older than ninety (90) days will be denied.
- The "claim dispute form – quantity only" is available on the Vendor Portal at www.partners.owfg.com/Secure/SupplierForms/MerchBusinessForms.aspx under 'Vendor Information' and "merch business forms".
- Warehouse Quantity disputes should be sent to: osds@saveonfoods.com.
- Any "Costing and/or Deal Claim disputes" are to be sent to the Pattison Food Group Category Product Manager ("claim dispute form – costing and deal").

(See Appendix H for example of Damage Disputes Threshold calculation)

For PFG Managed (Collect) freight

- **Overages** - PFG will notify the supplier of any overages. At PFG's discretion, overages may be accepted; however, suppliers will not be paid for them. A **$50.00** administrative fee will be charged per PO for processing overages, whether accepted or refused.
- **Shortages** - PFG Warehouse will note the short on the P.O.D. and the system will short pay the vendor's invoice.
- **Damages** - PFG Warehouse will note the damage on the P.O.D., adjust the PO accordingly, and the system will short pay the vendor's invoice.
    1. PFG will **not** investigate a damage dispute from the vendor if the disputed amount is less than the greater of: $75.00 or 1.5% of the received Total PO Cost (Full Net).

2. PFG Warehouse will make an assessment to the cause of the damage, whether Carrier or vendor related, complete the OS&D report, and send notification to Inbound Load Planning, the buyer, and osds@saveonfoods.com.
3. If the damage is **Carrier related**, Inbound Load Planning will contact the PFG carrier vendor typically within 72 hours from delivery of the PFG PO, with a notification of a possible *intent to claim*.
    a. If an actual claim is to be issued against PFG's Carrier, a debit note or invoice, including backup documentation, and/or pictures if available, will be sent to the carrier typically within five (5) business days from delivery of the PFG PO.
    b. The PFG carrier vendor should contact PFG at GroceryInbound@pattisonfoodgroup.com or ProduceInbound@pattisonfoodgroup.com regarding the claim and advise regarding disposal of and damaged product.
    c. The Carrier has up to 72 hours from delivery of the PFG PO to contact the facility for appointment date and time to pick up any damaged product.
    d. PFG will wait for Carrier's response on disposal of product. If no response is received after 72 hours from delivery of the PFG PO, and product is still at the warehouse, then PFG will dispose of the product; and an administrative fee plus the cost of disposal may be assessed against the Carrier.
    e. If a Carrier makes an appointment but fails to show up on the appointment day & time, the "No show" may be fined; PFG will dispose of the product; and an Administrative fee plus the cost of disposal may be assessed against the Carrier.
    f. Please note if the damaged product is deemed to cross-contaminate the warehouse, it will be refused at the door.
    g. If the damaged product is otherwise perishable and cannot be held, PFG will dispose of the product without Carrier notification.
4. If the damage is vendor related, PFG Warehouse will note the damage on the P.O.D., adjust the PO accordingly, and the system will short pay the invoice.
    a. PFG will inform the vendor of the damaged product.
    b. The vendor has up to 72 hours from delivery of the PFG PO to contact the facility for appointment date and time to pick up any damaged product. PFG will wait for Vendor's response on disposal of product. If no response is received after 72 hours from delivery of the PFG PO, and product is still at the warehouse, then PFG will dispose of the product; and an administrative fee plus the cost of disposal may be assessed against the vendor.
    c. If a vendor makes an appointment but fails to show up on the appointment day & time, the "No show" may be fined; PFG will dispose of the product; and an administrative fee plus the cost of disposal may be assessed against the vendor.
    d. Please note if the damaged product is deemed to cross-contaminate the warehouse, it will be refused at the door.
    e. If the damage product is otherwise perishable and cannot be held, PFG will dispose of the product without Carrier notification.

Facility Contacts

(604) 857-6825 for EVP — Perishables
(604) 857-6768 for EVG — Ambient
(780) 948-7481 for TCL

For Vendor Delivered freight

- **Overages** - PFG will inform the vendor about the overage. Overages for vendor delivered freight are refused and left on the trailer.
- **Shortages** - PFG Warehouse will note the short on the P.O.D. and the system will short pay the vendor's invoice.
- **Damages** - PFG Warehouse will note the damage on the P.O.D., adjust the PO accordingly, and the system will short pay the vendor's invoice. The vendor is responsible for all damages on vendor-delivered freight.
    a. The damaged product will be reloaded onto the carrier's trailer if the load is a live unload.
    b. If the load is a drop trailer, or "Subject to Recount" load, PFG will inform the Vendor of the damaged product.
    c. The vendor has up to 72 hours from delivery of the PFG PO to contact the facility for appointment date and time to pick up any damaged product.
    d. PFG will wait for vendor's response on disposition of product. If no response is received after 72 hours from delivery of the PFG PO, and product is still at the warehouse, then PFG will dispose of the product; and an Administrative fee plus the cost of disposal may be assessed against the vendor.
    e. If a vendor makes an appointment but fails to show up on the appointment day & time, the "No show" may be fined; PFG will dispose of the product; and an Administrative fee plus the cost of disposal may be assessed against the vendor.
    f. Please note if the damaged product is deemed to cross-contaminate the warehouse, it will be refused at the door.
    g. If the damaged product is otherwise perishable and cannot be held, PFG will dispose of the product without Carrier notification.

Vendor Returns

Order exceptions refer to situations when the flow of the order is altered due to extenuating circumstances. Examples include contaminated or unsaleable product, return or recall of defective product, direct shipments to Stores. Vendors/ Vendors must comply with the following requirements:

Return Authorization Process

Buyer contacts vendor to make arrangements.

Vendor / Carrier contacts facility for appointment date and time.

- All product returns to be picked up within 72 hours of notification from PFG.
- Vendors are responsible to pick up and destroy all poor quality, damaged or recalled products.
- Vendor returns not picked up within 72 hours of notification will be disposed of through PFG's Reclamation Process and the **cost will be charged back** to the vendor.

If a vendor fails to show up on the appointment day, PFG will dispose of the product, plus an administrative fee plus the cost of disposal may be assessed against the vendor.

No shows may be fined.

See the Compliance & Fining Section for details.

Direct Shipments to PFG Stores

Specified shipping date or shipping windows must be adhered to.

Shipments will have exact quantity ordered. PFG will not accept backorders, overages, shortages, or substitutions.

(See Appendix F for DSD Invoicing Requirements)

Facility Contacts

(604) 857-6825 for EVP — Perishables
(604) 857-6768 for EVG — Ambient
(780) 948-7481 for TCL
(780) 948-7500 for TCL2

Customer PickUp (PFG's Carrier)

(See Appendix G for information on Inbound Freight Management & Customer Pick-Up)

Carrier Information Setup Requirements

PFG manages part of its inbound freight on a Customer Pickup basis. For carriers interested in contracting directly with PFG for a portion of this freight, they should contact the Director, Transportation Services.

Carriers with whom PFG contracts will be required to provide the following:

- **Vendor (Carrier) Setup form** [Available upon request from the Director, Transportation Services]
- A copy of the carrier's Letterhead
- A copy of the carrier's Certificate of Insurance
- A copy of the carrier's Operating Authority
- A copy of the carrier's Rate Quotation(s) and the carrier's Contact Information
- Forward to the Director, Transportation Services.

PFG reserves the right to deduct, set-off or withhold payments determined by PFG to be due and owing to the Carrier, whether determined by PFG in the course of any audit conducted on behalf of PFG or otherwise. PFG will not be responsible for any late charges, penalties or assessments in connection with the assertion of its rights to deduct, set-off or withhold such amounts.

Tenders

Tenders will be generated and communicated by our TMS system – sent from tmsadmin. **Do NOT reply to tmsadmin.** All communication should be directed to:
GroceryInbound@pattisonfoodgroup.com (grocery) or
ProduceInbound@pattisonfoodgroup.com (produce).

Tenders are auto accepted. If a load cannot be accepted at the time of tender, the Carrier is expected to respond accordingly to the Load Planner within 6 hours.

If the Carrier accepts a tender and then subsequently refuses the load within 24 hours of the pickup date showing on the tender, they will be subject to a penalty.

Billing

PFG will pay the value reflected on the CMV/Tender. The Carrier must ensure that the tendered details including rates are correct prior to the load being received. The Carrier is responsible for review of the carrier move/load tenders prior to the load being received. Charges obtained after the PO has been received will not be entertained.

Accessorial charges and/or Produce layover charges must be approved by the PFG Inbound Load Planner and must be added to the CMV prior to the load being received by PFG.

Please do NOT send invoices. We are encouraging all of our carriers to utilize the portal for all its services, including warehouse information, contacts and remittance reports.

> Mailing Address:
> PO Box 7200, Vancouver, BC V6B 4E4

Carrier Responsibilities at the Vendor

The Carrier and Vendor are responsible to arrange pick-up times that are mutually agreeable. If an appointment is required, it is the Carrier's responsibility to book an appropriate appointment that will allow for sufficient transit and operational time to make due date. The appointment must be made as soon as the possible to avoid complication with times available.

Load Planning, PickUp, and Delivery Obligations

PFG tenders loads (Carrier Moves) to carriers typically a minimum of 48 hours prior to the requested loading date. If a load cannot be accepted at this time, the carrier is expected to respond accordingly to the load planner within 6 hours.

All written communication should be directed to: GroceryInbound@pattisonfoodgroup.com (grocery) or ProduceInbound@pattisonfoodgroup.com (produce).

1. Carrier proofs the load tender for pickup and delivery dates, rates, and FSC accuracy.

   If anything is incorrect, the carrier will notify the PFG load planner prior to loading. When PFG makes material changes to a tender, an updated tender will be communicated to the carrier.

2. The Carrier will contact vendor to confirm pick-up at least 48 hours before the pick-up date on the carrier move (CMV/Tender). When scheduling the pick-up the vendor shall confirm the PO number and the number of trailer pallet positions contained in the **shipment**.

3. **Loads are subject to a non-compliance penalty if they are refused 6 hours or more after they have been tendered to the carrier.**

4. Carrier **MUST** pick up load on the scheduled pick up date as requested on load tender unless otherwise directed by PFG.

   a. Any missed or late pickups must be communicated to the relevant load planning email immediately. All communication must be made in a timely fashion on all issues (i.e. loading delays, wait times, accidents, late deliveries, etc).

   b. If there are issues at the loading facility (ie. making an appointment, or pick up is not ready 2-3 hours after scheduled appt time), email the Load Planner immediately.

   c. The Carrier must ensure that they collect 2 copies of the freight bill or bill of lading (BOL). A packing slip must accompany the freight bill. The Carrier's driver will verify skid counts. The driver signs the BOL "as per Shippers load and count". A detailed count (the "Received Quantity") is conducted by PFG when the shipment arrives at the PFG distribution centre.

   Any shipment refused due to lack of proper paperwork will be subject to re-delivery at the carrier's expense.

   d. Accessorial charges will not be paid unless approved at the time of occurrence by the Load Planner prior to receiving (ie. Wait time, empty miles). Once approved, the load tender will be re-issued with updated changes. The goal is to have all changes submitted/ approved/entered by PFG by the time the goods are received so that the total cost is applied correctly.

   e. Carriers are required to make PO delivery appointments online via the PFG Vendor Portal website. The key reference information is the PO# and the due date.

      i. If the carrier has difficulty scheduling the PO delivery appointment online, **contact the Load Planner.**

      ii. If the load cannot be delivered on the requested due date, the carrier must immediately **notify the PFG Load Planner** of any due date exceptions and reasons.

      iii. If an appointment change is required for a PO scheduled to deliver that evening or the next morning, the appointment change must be communicated to the load planner prior to 2:00 pm Pacific Time.

iv. The online booking portal will not allow a user to schedule an appointment after the PO due date has passed. To book/re-book an appointment after the PO due date, the carrier must email the Load Planner**.**

5. Appointments are expected to be made a minimum of 48 hours prior to the PO due date.

    a. **On-time to Appointment:** The carrier is expected to arrive and check-in at the DC no later than their scheduled PO Appointment Time. If while en route the carrier is aware that they will be unable to arrive at their scheduled appointment time, they must reschedule the appointment through the portal as soon as they are aware of these circumstances.

    b. **On-time to Due Date:** The expectation is loads are to be delivered on the PO due date, within the standard receiving hours, in order to be considered On-time to Due Date.

    Early arrivals to the Due Date: Must have delivery appointments and be approved by the PFG Inbound Load Planner.

Drop Trailer Program

Carriers hired by PFG may drop trailers (by pre-determined agreement), for PFG tendered loads only, 8 hours prior to the appointment time at the PFG DC. Trailers must be removed from the warehouse yard 6 hours after their booked delivery time.

Reefer units must have tanks a minimum ¾ full at time of drop. The Carrier is responsible for monitoring and refueling the reefer unit as necessary. A failure of equipment resulting in loss of product will be the carrier responsibility. Neither PFG nor the DC take responsibility for monitoring reefers dropped in the yard prior to receiving.

Abuse of the program will result in the loss of privilege.

Overages, Shortages & Damages (OS&Ds)

Please see the main section of this policy for the broader details on Overages, Shortages & Damages administration.

Claim Valuation

All claims will be processed based on the invoice value of the goods. Weight based calculations will not be accepted.

Temperature Violation Claims

These are treated like any other OS&D - Damage Claim. See subsection for PFG Managed (Collect) freight.

Temperature

Product temperature details should be noted on the BOL at time of pickup.

PFG will only accept products that travel within the prescribed limits as defined by CFIA and as indicated in the PFG Quality Assurance & Safety Standards section of this document.

Produce Only

Produce tenders will have the specific temperature noted on the carrier move. The tender will supersede the vendor BOL on mixed commodity loads; if there is a large disparity between the two or the temperature specified on the tender seems inappropriate for the product, contact the Inbound load planner.

Communication

All late deliveries, including breakdowns, need to be communicated directly to the PFG Inbound Load Planner as the event happens.

If appointments cannot be booked on the portal the request must be routed via the PFG Load Planner.

Any delays at the vendor need to be communicated to the PFG Inbound Load Planner as they happen.

Contacts for PFG Collect Loads

PRODUCE Inbound Load Planning
ProduceInbound@pattisonfoodgroup.com

Grocery Inbound Load Planning
GroceryInbound@pattisonfoodgroup.com

Carrier Appointment Requirements

Pick-up Appointments at Vendor's Facility

Carriers will use Pattison Food Group purchase order numbers to make appointments for PFG loads, or Vendor confirmation number to set up appointments.

Lumping

Lumpers/Swamper are provided by PFG for loads that have been tendered by PFG Transportation.

Equipment Standards

PFG will not accept product from trucks/trailers that are dirty or show signs of contamination from non-food items, agricultural chemicals or live animals of any kind nor from trucks/trailers unable to maintain proper temperature standards.

Insurance

The Carrier's Cargo Insurance must be for a minimum value of $250,000 USD or $300,000 CDN.

Safety Rating

It is expected that the safety rating of the Carrier be maintained at or better than Satisfactory on the National Safety Code scale. Any deviation from that must be reported within 15 day of notice from the change in status to: transportation_analyst@pattisonfoodgroup.com.

Care means going the extra mile in every community we serve

Pattison Food Group

Detention at Vendor's Dock

PFG requires loading time not to exceed two (2) hours.

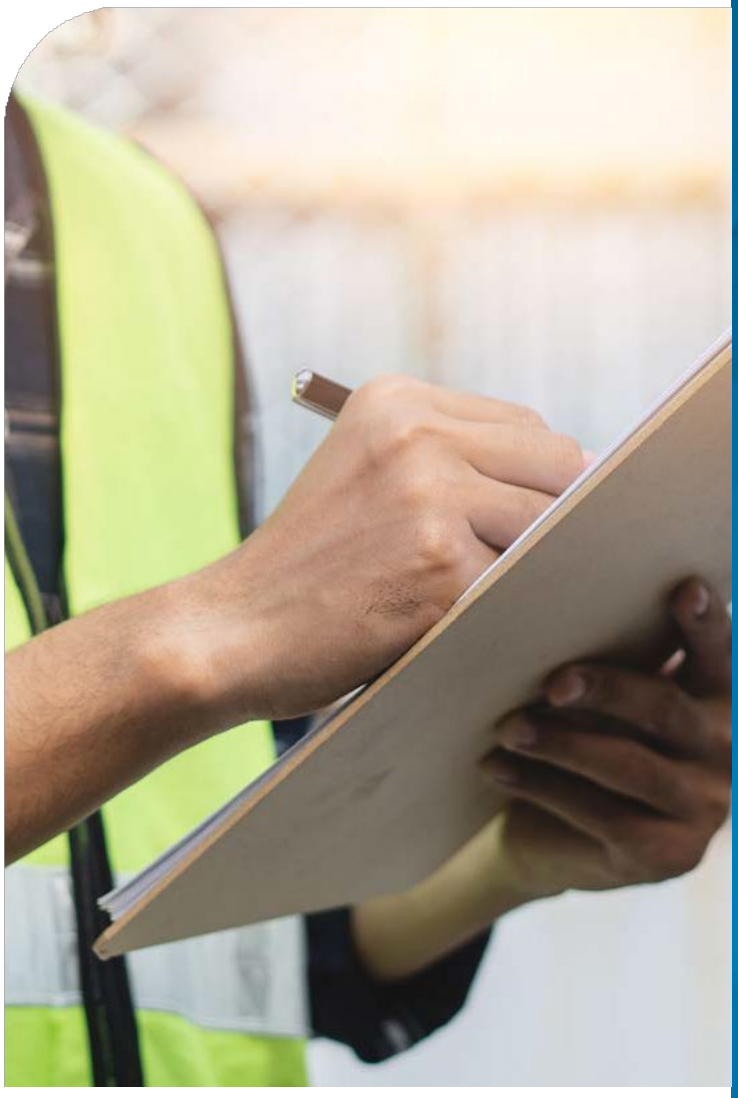
The industry standard for detention charges after the (2) hours allowable loading time is $65.00 per hour, chargeable in 15-minute increments.

In the event of a carrier arriving late for a scheduled appointment, all detention charges will be automatically waived. Detention charges will not be paid unless approved by a Load Planner as it is occurring. Once approved, the load tender will be reissued with updated changes.

Where feasible, for those vendors requiring additional loading time on a regular basis, a Drop Trailer program may be implemented. The Drop Trailer program is dependent on vendors meeting established volume requirements and is approved through PFG Transportation Department.

Detention charges may apply for Drop Trailers in the event the carrier does not have access to pick up the trailer or if the trailer is not loaded at the designated appointment time.

PFG reserves the right to deduct, set-off or withhold payments determined by PFG to be due and owing to the vendor, whether determined by PFG in the course of any audit conducted on behalf of PFG or otherwise, if detention time at the vendor's dock exceeds the standard. PFG will not be responsible for any late charges, penalties or assessments in connection with the assertion of its rights to deduct, set-off or withhold such amounts.



Appendices

Appendix A: Contacts

For questions regarding the requirements in the PFG Inbound Freight Standards and Procedures guide, please contact the Category Manager, or PFG Supply Chain.

Distribution Centres & Appointment Scheduling

EV – GLOUCESTER (Ambient)

5111 - 272nd Street, Langley, BC V4W 3Z2

NON-PERISHABLE

Receiving Hours: SUN 07:00am to 11:59pm ; MON to FRI 12:00am to 11:59 pm ; SAT 12:00am to 03:30pm

Appointment Booking:

24 hr. online booking on the PFG Vendor Portal website: www.partners.owfg.com/

EVS – (Seasonal)

18991 - 34A Avenue, Surrey, BC V3Z 1A7 SEASONAL

Receiving Hours: MON to FRI (5 days) 7:15 am to 2:30 pm

Appointment Booking:

24 hr. online booking on the PFG Vendor Portal website: www.partners.owfg.com/

EV LOGISTICS (Perishable/Frozen)

5016 - 272nd Street, Langley, BC V4W 1S3

MEAT / DAIRY/ FLORAL / PRODUCE / ICE CREAM / FROZEN BAKERY / FROZEN MEAT / FROZEN FOOD

Receiving Hours: SUN to SAT (7 days) 12:00 am to 11:59 pm

Appointment Booking:

24 hr. online booking on the PFG Vendor Portal website: www.partners.owfg.com/

TCL Supply Chain Inc. – Ambient/Perishable/Frozen 26875 - 96th Avenue, Acheson, AB T7X 6J2

NON-PERISHABLE / MEAT / DAIRY/ FLORAL / PRODUCE / ICE CREAM / FROZEN BAKERY / FROZEN MEAT / FROZEN FOOD

Receiving Hours: Ambient SUN to SAT (7 days) 12:00 am to 11:59 pm

Receiving Hours: Per./Frozen SUN to SAT (7 days) 12:00 am to 11:59 pm

Appointment Booking:

24 hr. online booking on the PFG Vendor Portal website: www.partners.owfg.com/

Distribution Centres & Appointment Scheduling

Name	Title	Area of Responsibility	Phone Number	Contact Email
Dan Imbery	*General Manager*	*Warehousing Services*	(250) 318-3724	dan_imbery@pattisonfoodgroup.com
Josh Clements	*Manager*	*Warehousing Services (EV Gloucester, EV Seasonal)*	(778) 809-3524	josh_clements@pattisonfoodgroup.com
Owen O'Neil	*Manager*	*Warehouse Services (EV Perishables)*	(60) 866-6715	owen_oneill@pattisonfoodgroup.com
Davin Veitch	*Manager*	*Warehouse Services, (TCL)*	(780) 948-7457	davin_veitch@pattisonfoodgroup.com
Thea Cheyne	*Senior Manager*	*Inbound Transportation*	(604) 857-6881	thea_cheyne@pattisonfoodgroup.com
Erin Rehal	*Supervisor*	*Inbound Load Planning & Administration*	(604) 857-6834	erin_rehal@pattisonfoodgroup.com
Bill Knowles	*General Manager*	*Supply Chain Logistics*	(604) 314-7534	bill_knowles@pattisonfoodgroup.com
Lisa Jones	*Senior Manager*	*Carrier Services*	(604) 209-0240	lisa_jones@pattisonfoodgroup.com
Shawna McClure	*Director*	*Supply Chain Transformation*	(604) 886-6715	shawna_mcclure@pattisonfoodgroup.com
Mike Olson	*Senior Vice-President*	*Supply Chain & Manufacturing*	(604) 881-3861	mike_olson@pattisonfoodgroup.com

PFG Corporate Office

Box 7200, Vancouver BC V6B 4E4

19855 – 92A Avenue, Langley BC V1M 3B6 Main

Appendix B: Safety Vest Requirements

All drivers/ who enter our yards MUST provide their own and wear the required and regulated safety PPE (Personal Protective Equipment). Failure to comply may result in refusal of entry into our yard in the event a driver refuses and or does not have the required PPE.



Figure 9

www.worksafebc.com/en/resources/health-safety/posters/stand-out-safely?lang=en

Appendix C: Crossdock (Enclosure) Handling Fees

Advanced Store Notice (ASN) Document

The ASN document that vendors are required to complete for Crossdock (enclosure) shipments is available from the Distribution Centre that the shipment is being delivered to. Please contact the DC for a copy of this document.

EV Gloucester	evg-outbound@saveonfoods.com
EV Perishable/Frozen	evp_enclosures@saveonfoods.com
TCL Per/Frzn/Amb	evp_enclosures@owfg.com tcl_enclosures@saveonfoods.com

Handling Fees

Handling and processing fees will be billed by debit weekly, and statements are available on the vendor portal. Fees are subject to change at the discretion of PFG.

Crossdock (Enclosure) Handling Fee Schedule Per Store Shipment

All enclosures will be handled through our EV Gloucester (Ambient) or EV Logistics (Perishable) or TCL (Ambient and Perishable) DCs and will incur the following standard handling fee, per case.

Effective January, 2026

PFG may elect to change the cost recovery method and fee schedule at any time and/or depending on the origin/destination pair with respect to warehouse handling and freight recovery.

Enclosure Drop	
One Warehouse	$1.45/case OR $50/pallet
Warehouse to Warehouse (EV to TCL Enclosure)	$3.50/case OR $75/pallet

For enclosures exceeding 65 cubic feet, a pallet rate may apply.
When applicable, the charge will reflect the grater of the per-case or per-pallet rate.

Appendix D: 48x40 Block Pallet Inspection Criteria

Pallet Receiving Standards & Exchange Procedures

CHEP is the preferred pallet for PFG with preference for the four-way pallet. PECO pallets are also accepted.

All CHEP or PECO pallets are received on a one-way basis.

All Non CHEP or Non PECO pallets will be considered one-way disposable pallets and will be subject to a fine.

PFG will not pay for pallet charges on product invoices.

All pallets shipped must be sound, safe pallets, or Vendor may be subject to a fine for non-compliance of policy, or shipment may be refused.

See the Compliance & Fining Section for details.

White wood specifications must meet the following minimum guidelines:

- 40" x 48" Grade A Hardwood GMA Pallet
- 63% Top Deck Coverage 47% Bottom Deck Coverage 2,194 LB Payload
- Partial 4-Way Entry

Appendix E: Temperature Recorder

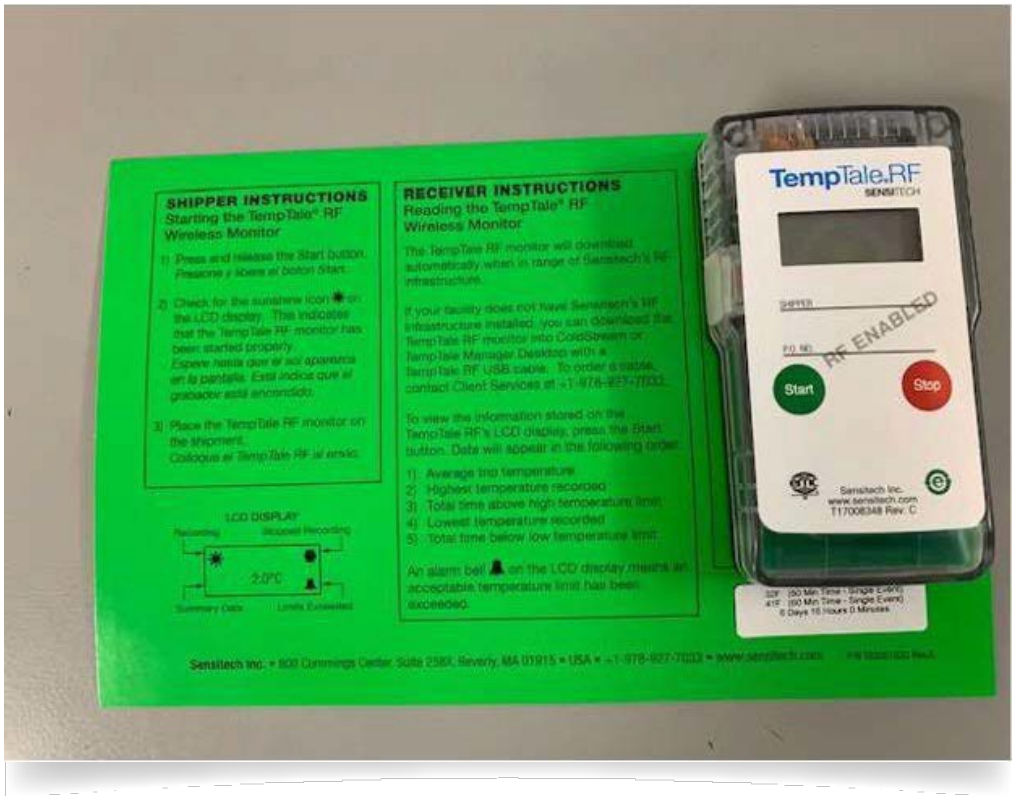


Figure 10

Sensitech TempTale RF temperature recording device

Appendix F: Direct to Store Delivery (DSD) Invoicing Requirements

The following requirements regarding the Vendor's invoice must be adhered to:

Three (3) copies of the invoice (electronically printed) must be provided.

- The driver takes one for POD (Stamped) and the other 2 go to Store Receiving

Packing slips are not acceptable as invoices.

Invoice and credits/returns must be on two (2) separate documents. Product returns must be accounted for via a separate credit invoice.

Credits must reference any Pattison Food Group branch Vendor claim referred to Department.

A separate invoice must be generated for each department Type of goods.

A separate invoice is required for inventory vs. supplies.

Each invoice must include:

- Vendor and remit-to name, address, telephone number, fax number
- Ship To Customer Number (i.e., store number and address)
- Purchase Order (PO) number / Department number
  (E.g., 2298 – I – 10 represents store 2298, Inventory (not Supply, and the Grocery dept.)
- Invoice number
- Date
- Product item number / Product Look-up (PLU)
- Product item description
- Product ship Universal Product Code (UPC) (14 digit number)
- Quantity / Units including pack size
- Total number of units shipped or total weight
- Unit price
- Unit price extended total
- Applicable deposit(s), ecology fees
- Applicable discounts and/or allowances
- Grand total
- Applicable GST (identify taxable items if not all taxable)
- Total GST Amount and GST Registration Number
- Total amount
- Payment terms

Appendix G: Inbound Freight Management & Customer Pick-Up

As always, Pattison Food Group is committed to providing the best possible service and value to our Customers and we continue to look for ways to improve. Our experience is that when freight is COLLECT vs PREPAID there is an improvement to our service level resulting in improved product availability to our customers.

Information such as the shipping origin, the type of freight, contact information, and volume- cost analysis information is required to identify where opportunities to manage freight on a CPU basis may exist.

Please take this opportunity to gather as much information as you can on the logistics of how you ship to us today; which carriers you use; where the product ships from; who operates your shipping facility etc. Make sure that you consider your true cost to deliver and not just the freight rate your carrier quoted. Review your freight bills and understand not just the freight costs but also the assessorial charges, fuel, delays, late charges, etc. This will facilitate a smooth transition.

ROUTING INFORMATION

Vendors may sell different commodities to PFG based on the point of origin that it ships from. (ex. Crackers from Mississauga; Soup from Vancouver), an understanding of the breakdown of the type of freight and where it is originating is required. If you are a vendor that falls into this category then please provide information for each pickup location:

- Shipping Origin Point (City/Town, Province/State)
- A brief description of the freight by pickup location.
  - General commodity type(s)
  - Ambient; Perishable/Temperature-Controlled; or Frozen

CONTACT INFORMATION

Logistics Manager's contact name, email address and phone number.

VOLUME

Actual or Estimate of historical yearly volume (by LB's and Cubic Feet and # of Shipments)

CALCULATION OF THE FREIGHT ALLOWANCE

Under the Pattison Food Group' Customer Pick-Up program for Inbound Freight, a freight allowance is the means by which PFG will collect the money for the freight value.

Calculations are to be based on the Vendor Case Gross Weight and Size. Freight is to be measured by one of the following calculations:

- $ per Hundred Weight (CWT) [$ per 100 LB]
  (Example: $7.00 per CWT = $7.00 per One Hundred LB = $0.07 per LB)
- $ per Cubic Foot (CFT)
  (Dimensions in inches: (L x W x H)/1728 = CFT)

For more information on this important PFG initiative, contact:

Thea Cheyne, Senior Manager, Inbound Logistics: thea_cheyne@pattisonfoodgroup.com

Bill Knowles, General Manager, Supply Chain Logistics: bill_knowles@pattisonfoodgroup.com

Appendix H: Damage Disputes Threshold Calculation

INVESTIGATION OF DAMAGE DISPUTES

SOF will not investigate a damage dispute from the vendor if the disputed amount is less than the greater of: $75.00 or 1.5% of the received Total PO Cost (Full Net).

Example #1

PO#	Total PO Cost: Full Net Value	Disputed Value	1.5% Calculation	Flat Amount	Does the Disputed Value Exceed.the. Minimum.Threshold.to warrant an investigation of the dispute?		Comment
			$1,000 × 1.5%		The.greater.of.these.is¿		
4445555	$1,000	$90.00	$15.00	or $75.00	$75.00	YES	$90 is greater than $75. Claim will be investigated

Example #2

PO#	Total PO Cost: Net Value	Disputed Full Value	1.5% Calculation	Flat Amount	Does the Disputed Value Exceed.the. Minimum.Threshold.to warrant an investigation of the dispute?		Comment
			$1,000 × 1.5%		The.greater.of.these.is¿		
4445556	$65,000	$90.00	$975.00	or $75.00	$975.00	NO	$90 is less than $975. Claim will not be investigated

Example #3

PO#	Total PO Cost: Full Net Value	Disputed Value	1.5% Calculation	Flat Amount	Does the Disputed Value Exceed.the. Minimum.Threshold.to warrant an investigation of the dispute?		Comment
			$1,000 × 1.5%		The.greater.of.these.is¿		
4445557	$11,000	$50.00	$165.00	or $75.00	$165.00	NO	$50 is less than $165. Claim will not be investigated

Appendix I: Changelog

CHANGES

- Update SC contacts Pg 39
- Updated cross dock fees Pg 43

Previous document version: August 21st ,2022

- Updated Lumping costs. Pg 18
- Updated Warehouse Receiving Hours for EV-Gloucester, EV Logistics, TCL. Pg 6, 37
- Updated SC Contacts. Pg 39

Previous document version: April 6, 2022

- Updated EVS warehouse 'Days' of receiving. Pg 6, 37

Previous document version: March 18, 2022

- *Updated TCL receiving hours. Pg. 6*
- *Added TCL2 warehouse details. Pg. 7*
- *Enclosures: Updated TCL phone number. Pg. 19*
- *Disputes/damages–Collect freight-Carrier related: Updated TCL phone number. Pg. 27*
- *Disputes/damages–Collect freight-Carrier related: Added TCL2 phone number. Pg. 27*
- *Disputes/damages–Collect freight-Vendor related: Updated TCL phone number. Pg. 28*
- *Disputes/damages–Collect freight-Vendor related: Added TCL2 phone number. Pg. 28*
- *Disputes/damages–Vendor Delivered freight: Updated TCL phone number. Pg. 28*
- *Disputes/damages– Vendor Delivered freight: Added TCL2 phone number. Pg. 28*
- *Vendor Returns: Updated TCL phone number. Pg. 29*
- *Vendor Returns: Added TCL2 phone number. Pg. 29*
- *Updated TCL receiving hours. Pg. 37*
- *Added TCL2 warehouse details. Pg. 38*
- *Updated TCL Site Manager name & email. Pg. 39*

Previous document version: August 1st, 2021

- EVS.Receiving.Hours.updated¡.Pg¡.❷
- OS™ Ds¡.- .Vendor.Delivered.freight¿»Damages‹ .Points.c¡.and.d¡.have.had.response.times.changed.from.76.days.to.❸8. hours¡.Pg¡.8❸
- Vendor.Returns_Return.Authorization.Process.has.had.the.returns.pickup.deadline.change.from.76.days.to.❸8.hours¡. Pg¡.8❹
- PFG.Contacts.updated.for.Inbound.Logistics¡.Pg¡.8❹
- Appendix.A¿EVS.Receiving.Hours.updated¡.Pg¡.9❷
- PFG.Supply.Chain.contacts.updated¡.Pg¡.9❸

Booking a Delivery Appointment

Click the link below to book a delivery appointment:

www.partners.owfg.com/CarrierForms/BookAppointment. aspx

Please note

POs can only be appointed for the night prior or the morning of the PO due date. This restriction requires that purchase orders consolidated onto a single load have the same due date.

Adding or removing a Purchase Order to an existing delivery requires booking a new appointment.

Vendors who require Lumping/ Swamper Service for their deliveries are encouraged to contact the following companies directly to make their own arrangements.

Questions

If you require assistance you can contact our transportation department at:

1-800-852-1788

Monday to Friday

7:00 am - 2:30 pm PST.

Drake International

British Columbia

(800) 463-7253

Alberta

(780) 414-6341

To review our instructions for booking appointments and Inbound Freight Standards and Procedures, please refer to the Appoint Booking Quick Start Guide below.

Appointment Booking Quick Start Guide

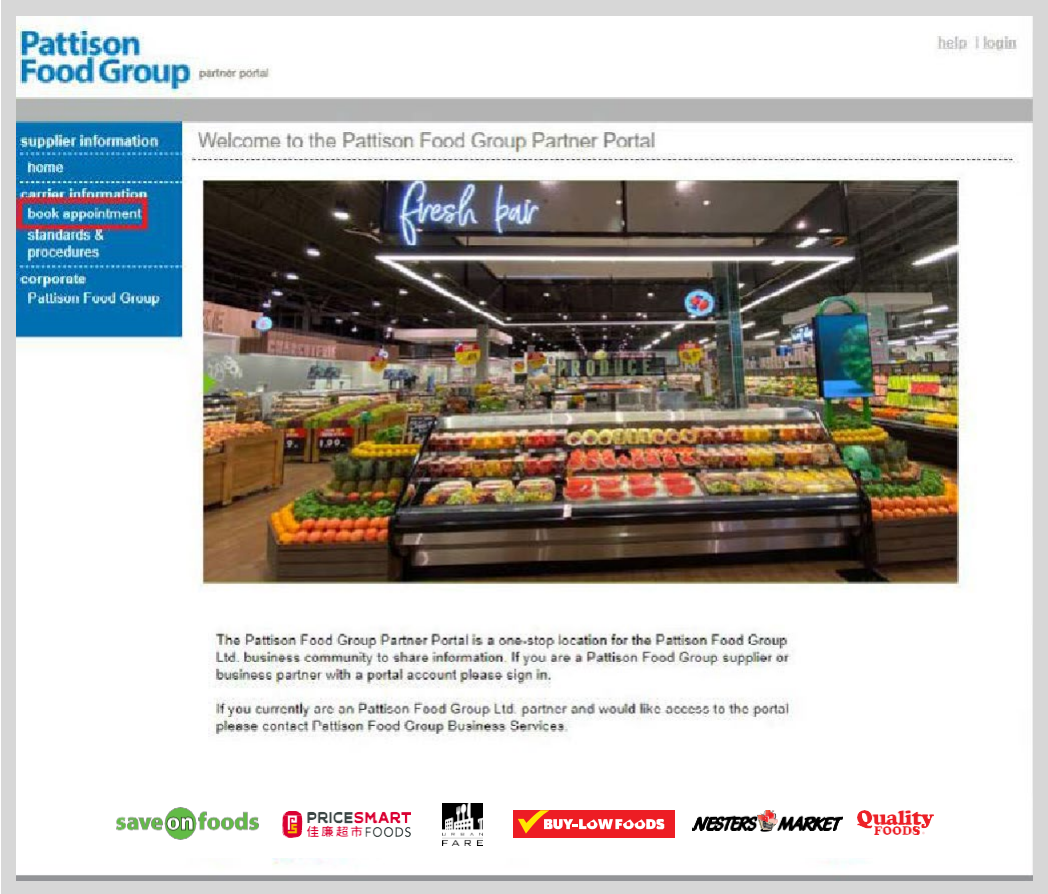
Please refer to the following pages for a brief overview about booking delivery appointments on our Vendor Portal.

www.partners.owfg.com/Welcome.aspx

Assistance is available by calling

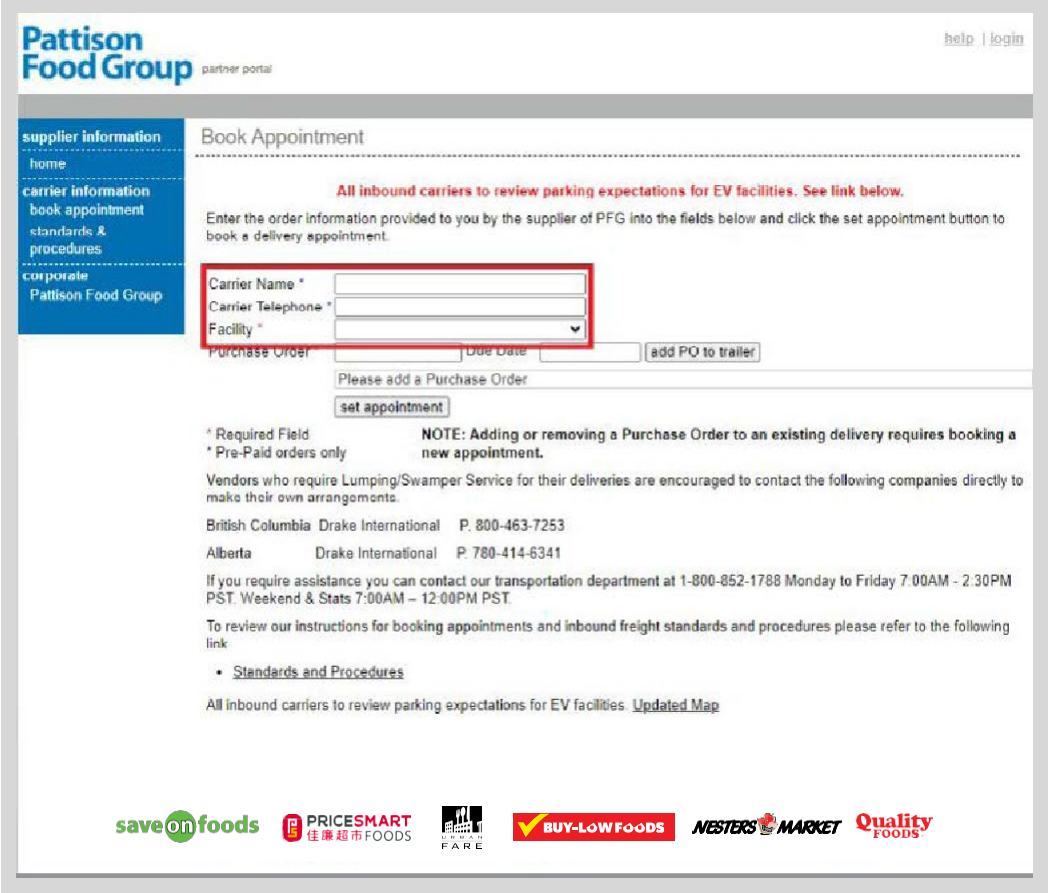
1-800-852-1788 ext. 2

Monday – Friday 7:00 am – 2:30 am PST



Step 1

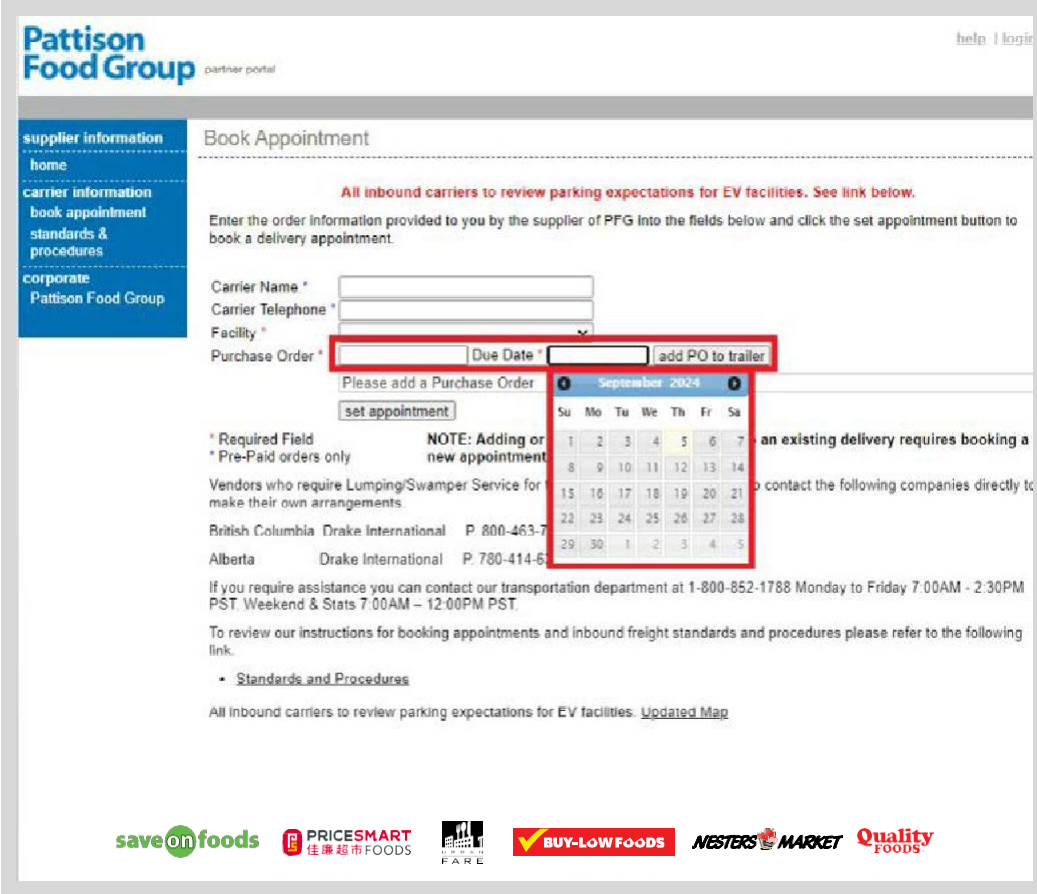
Click on "book appointment".



Step 2

Enter the following information:

- Carrier Name
- Carrier Telephone

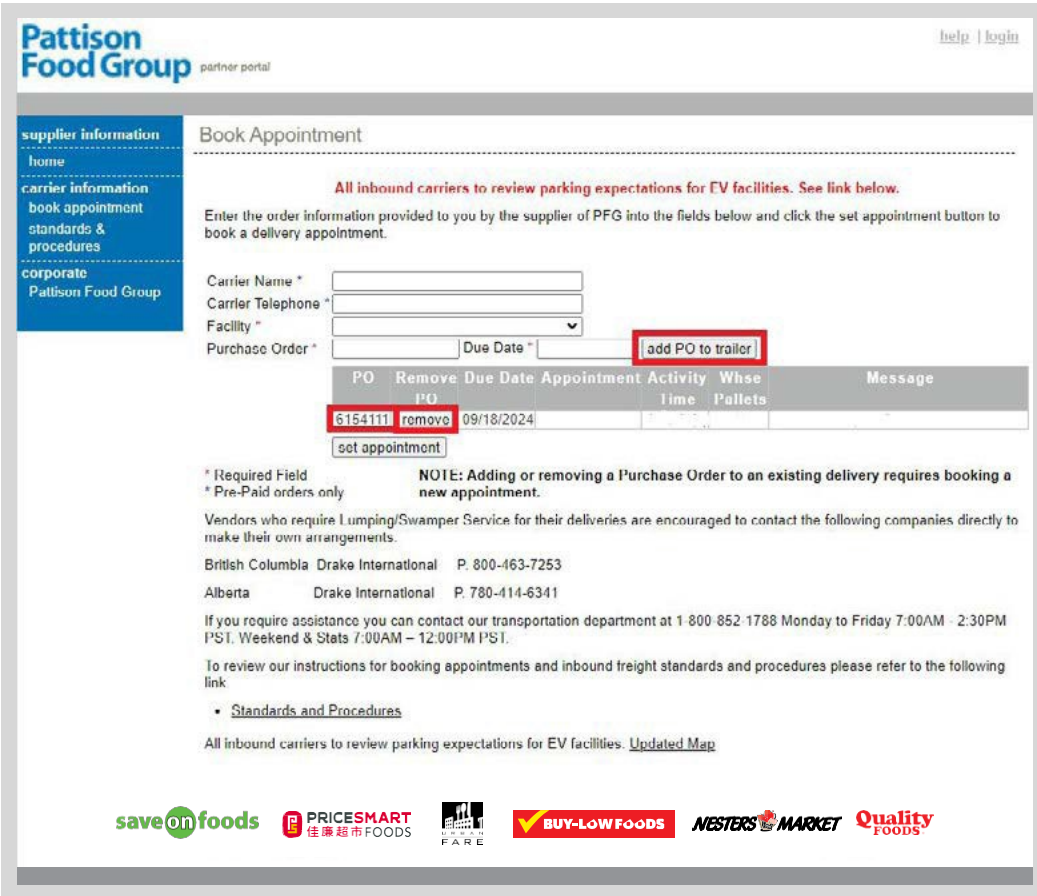


Step 3

Enter the following information:

- PO Number
- PO Due Date

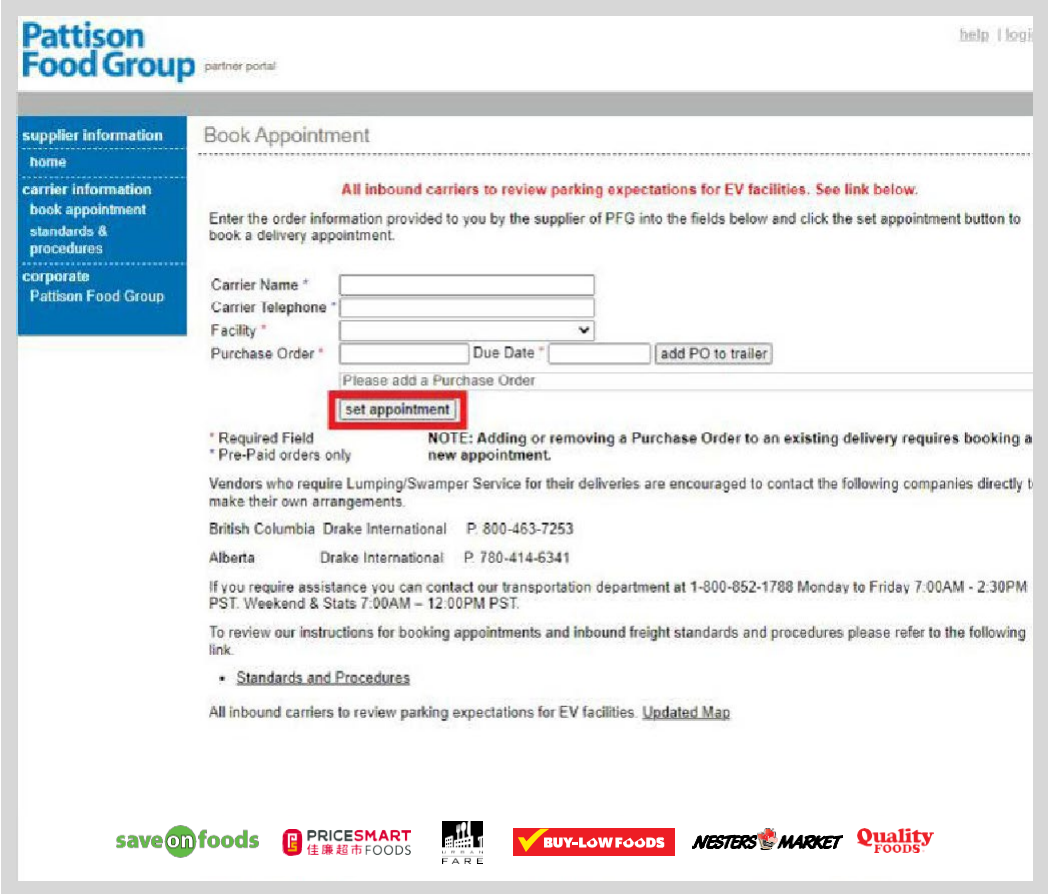
NOTE:
If consolidating multiple orders, DO NOT click on 'set appointment' button until you are finished.



Step 4

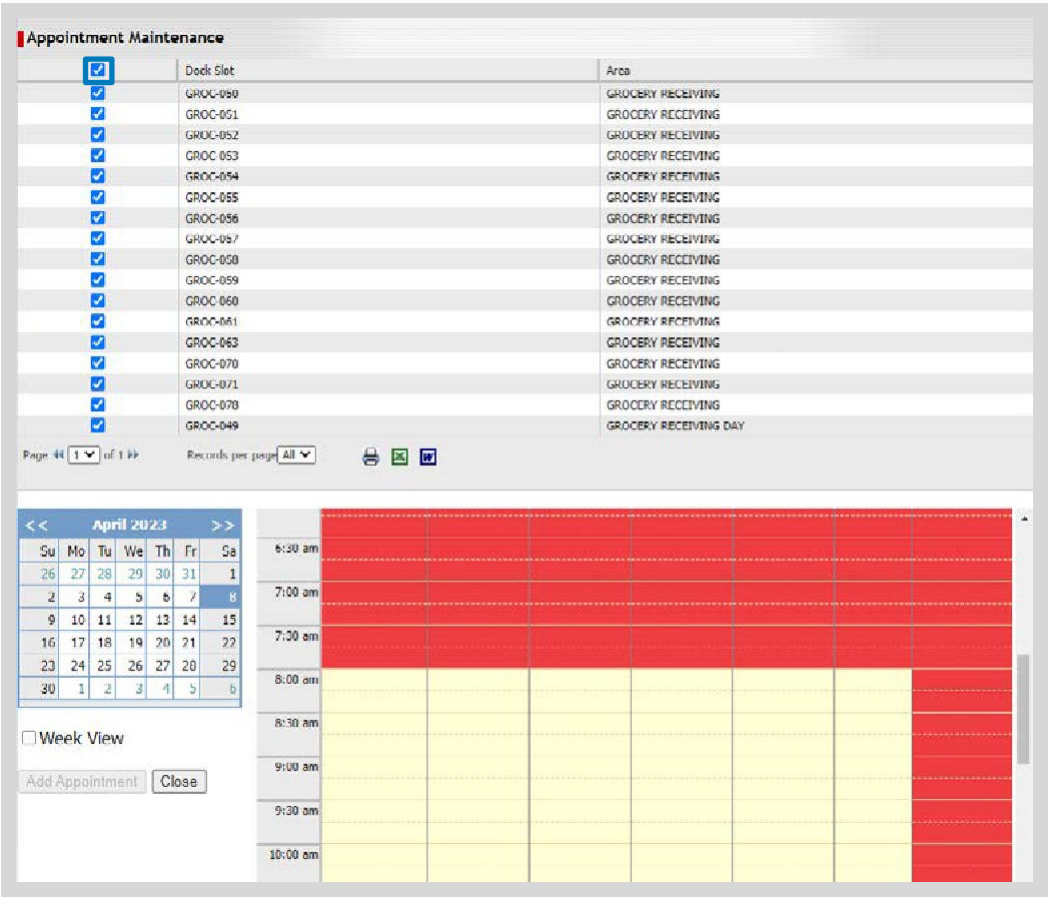
Press "add PO to trailer" button

- Repeat Step 3 and 4 to consolidate multiple orders onto a single trailer. Each order add will be displayed.
- Click "remove" to remove a PO from the trailer. Removed POs take several minutes to be replanned in system.



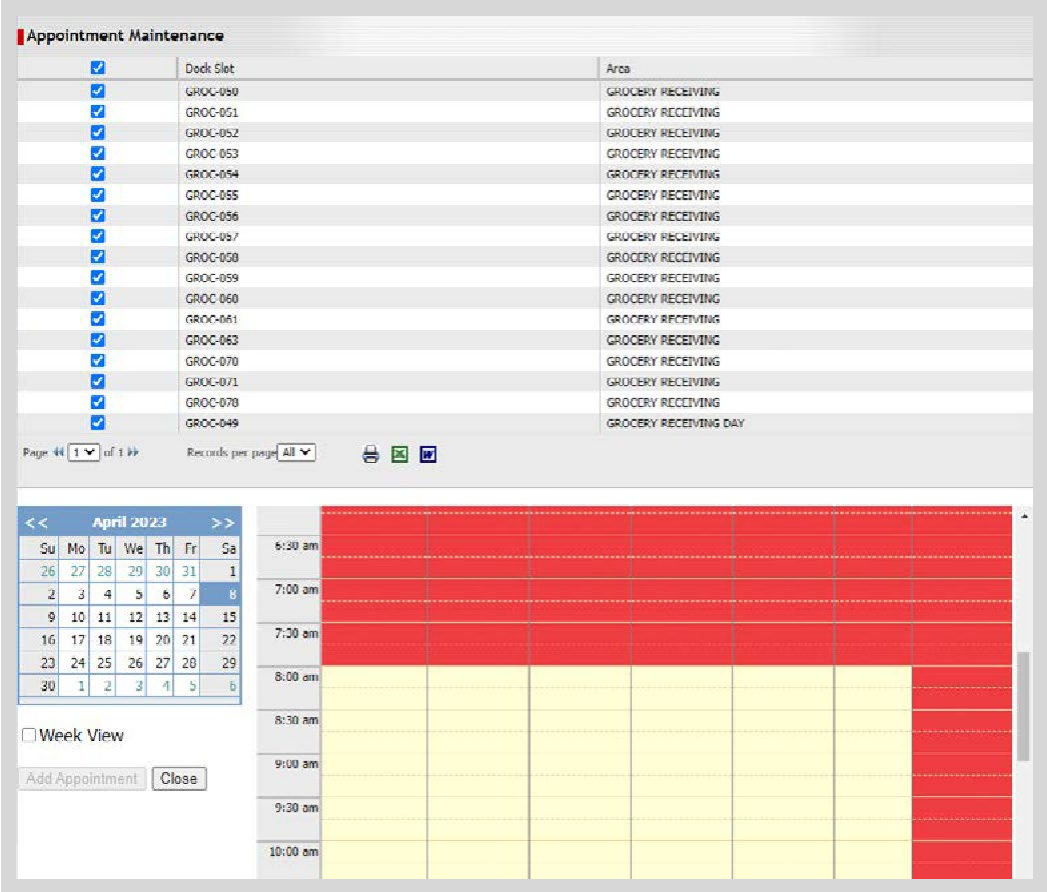
Step 5

Click on "set appointment" button to book the delivery appointment.



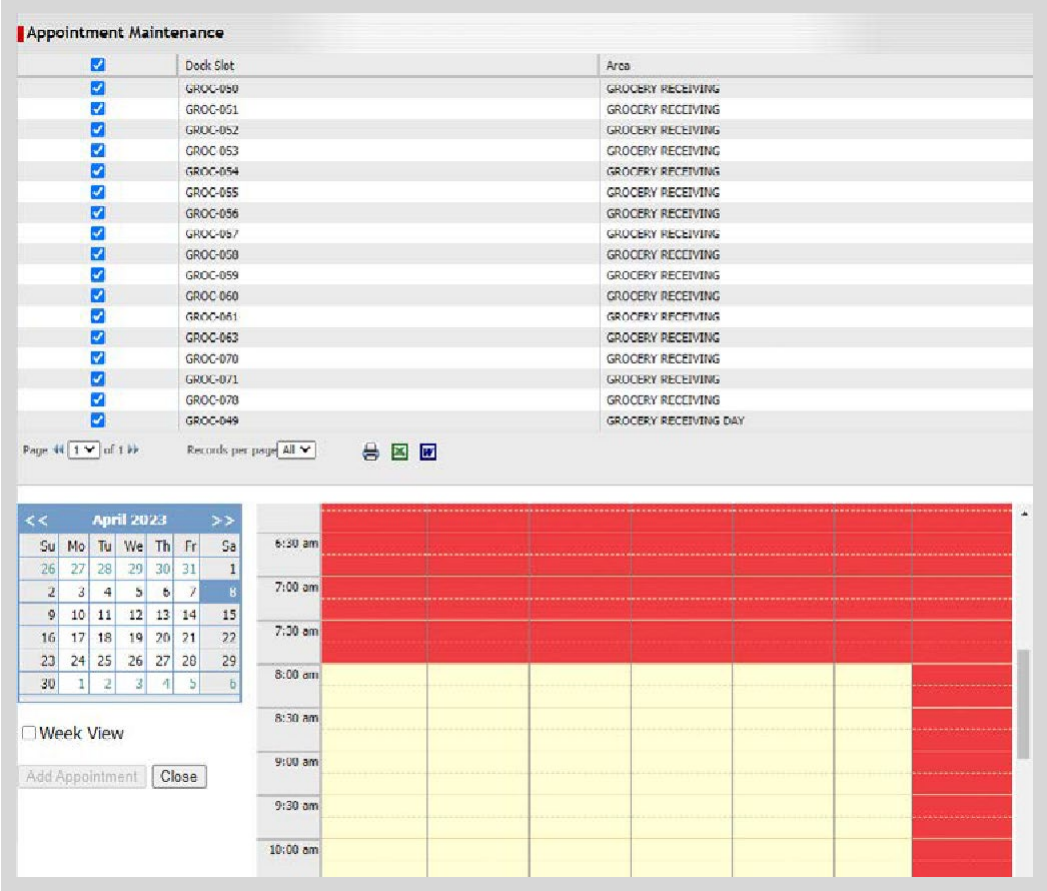
Step 6

- Select top checkmark box to select all boxes.
- Click on the drop down arrow to select "all" to see all available door options.



Step 7

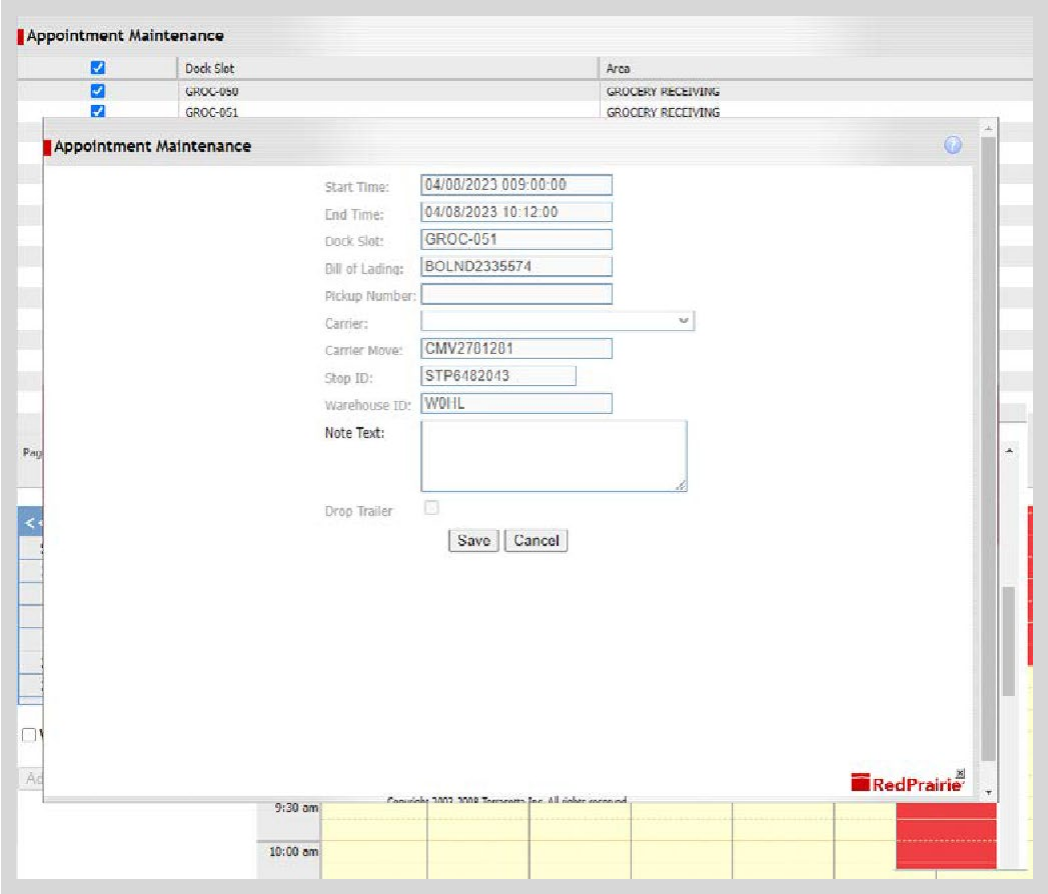
Select the Due Date for the PO you are booking.



Step 8

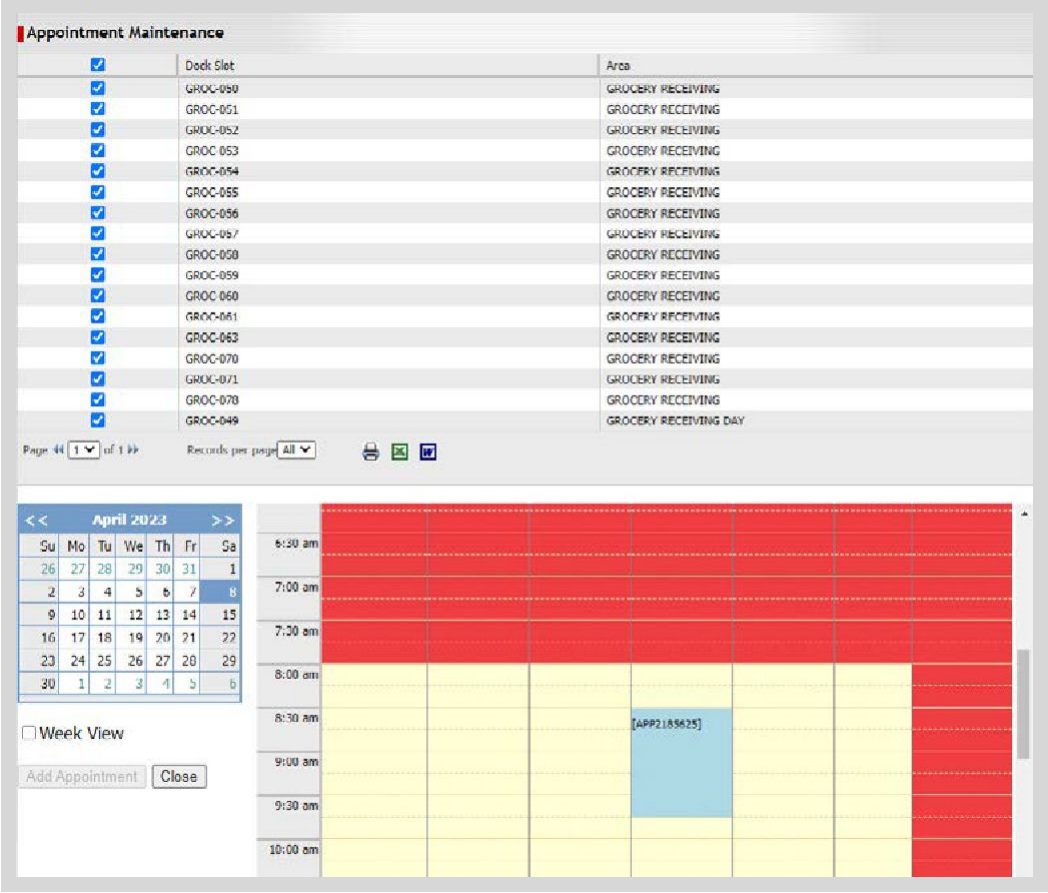
Yellow areas indicate available appointment windows. Please click on the timeslot you want to book your appointment.

- Red areas indicate windows that the warehouse facility is closed for receiving.
- You can use the scroll bar on the far righthand side to scroll and see additional available



Step 9

Press the "Save" button to confirm your appointment time.



Step 10

Record your appointment confirmation number.

Press the "Close" button to return to the main appointment booking screen.

EV Grocery (Ambient) Carrier Guidelines

Please refer to the following pages for a brief overview about booking delivery appointments on our Partner Portal.

partners.owfg.com

Click relevant link below:

EV Logistics EV Grocery (Ambient) Carrier Guidelines
PDF

EV Perishables Carrier Guidelines

Click relevant link below:

EV Perishables Carrier Guidelines
PDF

TCL Carrier Guidelines

Click relevant link below:

ETCL Carrier Guidelines
PDF