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# **Logistic Commodities and Services Transformation (LCST) SUPPLIER MANUAL**

*‘Achieving the perfect delivery....’*

**Sponsored by:**      **Commissioning and Managing Organisation**  
**Logistic Delivery Operating Centre**

## FOREWORD

This LCST Supplier Manual is released to coincide with the 'go live' of the Defence Fulfilment Centre (DFC) at Donnington. This 'go live' is enabled by the release of the LCST Information Systems, and specifically the JDA Warehouse Management System (WMS) that will replace the ageing Base Ordnance Depot Management System (BODMS). Of note, the JDA WMS is being rolled out across all LCST depots and not just the DFC and so its release signifies a key milestone for the LCST programme.

We must ensure from Day 1 that we have complete confidence in the integrity of the data, information and the physical configuration and storage of stock held across the LCST depot estate. Effective supply chain operations are founded on these elements. This will require some changes in our practices and those of our suppliers.

To this end, we are today issuing the LCST Supplier Manual, which brings in a clearer guide to how we expect our suppliers to work with us. The purpose of the Manual is to provide to Project Teams/Delivery Teams (PTs/DTs) and their respective suppliers our expectations of a 'perfect delivery' into the LCST operation. This is not new and reflects established Defence Policy (specifically the DLF, Def Stans and DEFCONs).

We now have better Management Information (MI) that tells us where we have non-conformance – known as Non-Conforming Receipts from Trade, or NCRT. This MI shows us those PTs/DTs and those suppliers who are creating the problem and therefore increasing our costs. I have seen for myself the vast volume of NCRT resulting from a huge number of non-compliant activities, with poor documentation and packaging frequently being the cause. In addition to the millions of pounds tied up in this unserviceable stockpile, presumably there has been an impact on customer service as the stock cannot be issued. The cost to sort out these problems falls at my door and I'm afraid that this has to stop. The NCRT MI is shared with key contacts in the Domain Operating Centres (OCs) and we will now use it in a harder way to drive in the right behaviour. This either means that we will turn away non-compliant deliveries, or we will charge the cost of resolving the issue back to PTs/DTs – both options are deployed in the commercial sector to great effect.

The LCST programme, with Team Leidos as our Strategic Delivery Partner, is a genuine transformational programme that will introduce substantial benefits to Defence, and bring our supply chain into the 21<sup>st</sup> Century. This LCST Supplier Manual is your guide to how to get the most out of this opportunity.

Roger West

Director Logistic Delivery (21<sup>st</sup> March 2018)

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## THE PERFECT DELIVERY: EXECUTIVE SUMMARY

DE&S aims for every supplier and carrier to make a PERFECT DELIVERY whenever they deliver to the Ministry of Defence (MOD). There are huge financial and operational costs that result from non-compliant deliveries in terms of the money tied up in unusable stock, the costs of rectification, and the inability to receipt and issue stock that ultimately impacts on the end customer. By adhering to the guidelines set out in this chapter, suppliers will always make a PERFECT DELIVERY each and every time they visit the Defence Fulfilment Centre (DFC) or any Team Leidos depot location operated under the Logistic Commodities and Services Transformation (LCST) contract. In return Team Leidos can ensure that suppliers' goods will always be accepted, their delivery vehicles will always be unloaded promptly allowing a speedy turn-around, and suppliers (or Project Teams/Delivery Teams (PT/DTs)) will avoid the recovery of any compensation charges. Most importantly, suppliers will be confident that they are delivering to a safe, secure and efficient operating environment. *This Supplier Manual encompasses industry best practice yet aligns fully to meet the requirements stipulated within the current DEFCONs, Def Stans and the Defence Logistics Framework (DLF).*

### WHAT IS REQUIRED TO MAKE A PERFECT DELIVERY?

- Suppliers must book their delivery, with at least 24 hours' notice, with the DFC or other Team Leidos location/building.
- The allocated delivery time and booking reference must be captured and written on each supplier's delivery paperwork.
- The DFC or other Team Leidos location/building must be pre-advised of the carrier name, delivery vehicle registration, trailer number, driver's name and vehicle type.
- Suppliers must ensure that their delivery driver has a copy of the delivery paperwork, booking reference and delivery time available on arrival at the respective security gatehouse.
- Suppliers must ensure that the type and size of the delivery vehicle is compatible with the operation.
- Suppliers must ensure that their goods are correctly packed and presented in accordance with requirements.
- Suppliers must ensure that their pallets, cases and individual items have the correct labels and barcodes.
- Suppliers must ensure that their goods are safely and securely loaded, and clearly marked for delivery to the appropriate DFC warehouse or other Team Leidos building. Items must not be obstructed on the vehicle by other customers' deliveries.
- Palletised goods must:
  - be presented on a wingless pallet specification;

- meet British Standards; meet ISPM 15 Regulations;
- Not exceed 1000mm overall height, and 1000kgs weight. This may vary under exceptional circumstances; requests must be made through the exception process in this instance;
- If double-stacked, not exceed 1000kgs per lift and 2000mm total stack height.
- Suppliers must ensure that their delivery paperwork is complete and exactly matches the goods on the vehicle.
- The delivery driver must have the correct personal protective equipment (PPE) i.e. high visibility jacket plus safety shoes and gloves as required.
- The delivery driver must be carrying a valid photo-ID (driving licence (photo card), passport or national identity card) in order to gain access to the site.
- The delivery drivers must adhere to all Site Rules, Site Health and Safety Guidelines together with being courteous at all times to site team members, contractors and other visiting drivers.

Compliance with each of these PERFECT DELIVERY requirements has numerous benefits not least to those suppliers and carriers operating across Team Leidos' depots (and DFC) by creating a safe and efficient operation and, through compliance, enabling the accurate receipt processing of all goods. It is this that will facilitate the prompt in-full payment against each consignment.

The unacceptable costs of non-compliance mean that we will turn away non-compliant deliveries, or we will charge the cost of resolving the issue back to PTs/DTs.

## 01 THE PERFECT DELIVERY: INTRODUCTION

### WHO IS THIS MANUAL FOR?

This Manual has been created as a reference document for all Defence Suppliers who supply goods to the MOD. Specifically, it contains all the necessary information, processes and instructions that are required to enable suppliers to successfully deliver their goods and communicate with the DFC or other Team Leidos location/building. The Manual spans the supply and delivery of both Defence Commodities and Authority Managed Materiel (AMM) orders.

It is essential that all suppliers familiarise themselves with the contents of this Manual in order to ensure consistent compliance with the requirements. To achieve this, it is imperative that this Manual is shared with all the relevant functions across each supplier's business, together with any sub-contracted manufacturing / supply partners, third party logistics providers or transport companies.

### SUPPLIER COMPLIANCE

Every supplier and carrier must comply with the contents of this Manual for every delivery made to, and every item received and processed by, the DFC and/or other Team Leidos location/building.

The DFC is a multi-million pound, multi-faceted fulfilment centre operating state-of-the art technology which, together with the other Team Leidos buildings, operates processes that require the appropriate (and industry standard) level of compliance for the presentation of inbound stock in order to operate efficiently:

- Inbound consignments must be presented in an agreed format to allow prompt processing
- This is to enable accurate and timely processing of goods from receipt through to dispatch
- This will minimise risk of delays at Goods Inwards, enabling prompt turn-around of delivery vehicles and will ensure all products can be safely carried and stored within the DFC or other Team Leidos building
- Allowing the accurate receipt processing of goods to support prompt in-full payment.

The DFC and other Team Leidos buildings will monitor every vehicle and consignment against a defined set of criteria in order to establish and distribute via PT/DTs a Delivery Compliance Scorecard. Non-compliance adds unnecessary cost and delays and will have a detrimental impact on the service provided by Team Leidos to its customers. Therefore, good process adherence is non-discretionary and of benefit to all parties.

## PRODUCT PACKING CONFIGURATION AND MASTER DATA

- For the purpose of this document the following acronyms are used throughout the Defence Supply Network and have the same meaning:
  - UI /UOI (Unit of Issue)
  - D of Q (Denomination of Quantity)
- For every NSN there will be an agreed Product Packaging Configuration (PPC):
  - Number of UOI in the first level of packaging which may be the primary packaging quantity (PPQ) e.g. 10
  - The number of UOI per PPQ (e.g. inner case or pack) e.g. also 10 as the items are already defined by the MOD as having a PPQ
  - The number of UOI in any other intermediary packaging levels greater than the PPQ e.g. outer case may have 100 UOI within it, made up of 10 UOI, in 10 inner cartons
  - The number of outer cases per layer
  - The number of layers of outer cases per pallet
  - Dimensions and weight for each hierarchy of packing case
  - Dimensions and weight for a full pallet.
- The PPC forms an integral part of the master data, which is used by both the warehouse management system and the order management system. It is therefore vital to have 100% adherence to the PPC.
- Any deviation will have a significant impact on the storage and downstream operation, and may result in compensation charges being recovered from offending suppliers.
- All proposed changes to the PPC must be discussed and agreed in advance with respective PT/DTs (either Lead Inventory Manager (Lead IM) or Supply Chain Manager (SCM)) before any NSN in a different format is delivered to the DFC or other Team Leidos building.
- Compliance to the PPC will form part of the Delivery Compliance Scorecard.

## NEW PRODUCT INTRODUCTION

- All new products must have an assigned NSN and an agreed PPC.
- Suppliers must ensure that any new products have been codified (NSN allocated) and the PPC has been approved by respective PT/DTs (either Lead IM or SCM) before attempting to deliver to the DFC or other Team Leidos building.
- Any products that do not have a NSN and / or a PPC will be refused by the DFC or other Team Leidos building.

## UPDATES TO THE MANUAL

- Periodically this Manual will be updated to reflect any changes to policy that impact product presentation requirements, communication or operational processes.
- Suppliers must ensure that they are referencing the most recent version of this Manual. Each version will be clearly identified on the front cover together with a date stamp on each page header.
- The up to date version of this Manual will be retained on the LDOC Sharepoint, and best accessed through the iLog Business Management System (BMS).
- It is essential that suppliers familiarise themselves with any updates and share them throughout their business and with any relevant subcontractors.

## ALIGNMENT WITH REFERENCE DOCUMENTS

Every effort has been taken to ensure that the Manual aligns with the policy and provisions set out in the DEFCONs and other reference documents mentioned in the Manual. If any discrepancy is subsequently discovered between the Manual and the DEFCONs/other reference documents, the DEFCONs/other reference documents have precedence; please report any such discrepancy to the Commissioning and Managing Organisation (CMO).



## 02 THE PERFECT DELIVERY: BOOKING A DELIVERY

Following the receipt by a supplier of a demand purchase request and confirmation that the order can be met, each supplier must book its pending delivery with the DFC or other Team Leidos building. The DFC and other Team Leidos buildings are unable to accept any deliveries that have not been pre-booked.

### DELIVERY TIMES

- The DFC is open to accept deliveries between 06:00hrs – 20:00hrs, Monday – Friday. These hours will be flexed to accommodate fluctuations in demand. No deliveries are accepted on weekends or Bank Holidays, except by prior arrangement.
- Other Team Leidos buildings have specific operating hours, which can be shared at point of booking. Typically, these hours are 07:30hrs – 15:00hrs, but there are some exceptions.

### HOW TO MAKE A BOOKING

- Prior to making a booking, suppliers are to check the delivery address / ship to for the consignment to confirm the delivery location.
- Bookings must be made by telephoning the delivery location. See Appendix C for contact details.
- Bookings can be made by either the supplier or their logistics / transport provider.
- Only one booking is to be made for each physical delivery.
- Each delivery booking is allocated a time at which the delivery vehicle must arrive and book in with the security gatehouse.
- Unfortunately Team Leidos are unable to meet every request for specific times and dates, but those users that book early will have a greater probability of being able to select their preference.
- When scheduling a delivery booking, suppliers are required to enter the following information:
  - Purchase order number
  - Supplier name
  - NSN (can be added later, but must be at least 12 hrs prior to delivery)
  - Total number of pallets (or cases if non-palletised)
  - Confirmation of unloading requirements (rear only, side only, rear or side)
  - Carrier name
  - Security details (can be added later, but must be prior to the vehicle arriving at the site).
- A booking request cannot be made if the above information cannot be provided.

- Once a booking request has been accepted, that supplier or logistics/transport provider will receive a unique booking reference and confirmation of the appointed date and time for delivery. This information must be noted on the delivery paperwork.
- All consignments must be booked in at least 24 hrs in advance of the required day of delivery (i.e. to request a 14:00hrs delivery on Wednesday, the booking must be made no later than 14:00hrs on Tuesday).

## SECURITY DETAILS

- As part of the booking process, suppliers or logistics/transport providers must provide the following details for the delivery vehicle:
  - Name of driver (and any authorised passengers in the vehicle)
  - Vehicle registration
  - Trailer number.
  - Vehicle Type.
- We recognise that this information may not be known at the time of booking, but it must be provided prior to the vehicle arriving at the security gatehouse.
- In addition, the delivery driver must carry a valid photo-ID. Only the following types of photo-ID are accepted:
  - Driving licence (with photo)
  - National driver card
  - Passport
  - National identity card
  - Military ID card.
- No other forms of ID will be accepted as proof of identity.
- Failure to provide this security information, or the driver failing to comply with security requirements, will result in the delivery vehicle not being allowed access to the site until further security checks are completed. This may result in extensive delays for the delivery vehicle and even the possible refusal of the delivery. MOD takes no liability for any delays incurred.
- Team Leidos reserves the right to check the validity of drivers' licences at any time.
- The DFC or other Team Leidos building must be pre-advised when making the delivery booking request of any delivery which contains specialist goods e.g. hazardous goods, drugs, weapons, chemicals etc.
- For all 3rd Party Deliveries (TNT, Parcel Force, etc.), suppliers remain responsible for booking in a vehicle to site. Where the driver's details may not be known at the time of booking, suppliers are to ensure contact is made with the 3rd party and details of the driver are forwarded to the DFC/receiving warehouse (by email or telephone).

## AMENDMENTS AND CANCELLATIONS

- Amendments and cancellations must be made through the same route used to make the booking.
- Amendments to NSN details – if a supplier needs to change the quantity and /or goods being delivered, then this can be done at any time prior to the scheduled delivery time. Please note the physical delivery and delivery paperwork must always match exactly.
- Amendments to delivery time – if suppliers need to change the agreed delivery time, this has to be done 24 hrs in advance of the scheduled delivery day. Suppliers are unable to change the time on the day of delivery (see Section 4: Delivery Punctuality).
- Cancellations – in the event that a supplier needs to cancel and rebook a delivery for a new day, this must be done 24 hrs in advance of the original scheduled delivery day. Failure to cancel will be recorded as a non-compliance.

## HIGH PRIORITY DELIVERIES

- If a consignment is being delivered on a high priority basis at the request of a supplier's PT/DT, then that supplier MUST make phone and e-mail contact through the route used to make the booking to arrange the delivery booking.
- The requirement for a high priority delivery will be confirmed with the related PT/DT (Lead IM or SCM).
- The bookings desk will agree a delivery time and issue a unique booking reference.

## MULTIPLE VEHICLE DELIVERIES

- In the event that 2 or more vehicles are required to make a delivery, then a separate booking must be made for each vehicle.
- Each vehicle will be allocated an individual booking reference and delivery slot time.
- It is essential that the correct paperwork is assigned to each respective vehicle load, and is correctly presented at the DFC or other Team Leidos building.
- Changes to booking slots required, for example as a result of changes to the quantity of items being delivered, must be made at least 24 hrs before the delivery time. Failure to cancel slots that are no longer required will be recorded as a non-compliance.

## MULTIPLE SUPPLIERS PER VEHICLE

- In instances where a carrier wishes to make single deliveries to the DFC or other Team Leidos building that consists of consignments from multiple suppliers, it is recommended that the delivery booking is made by the carrier.

## **FIXED BOOKING SLOTS**

- The DFC and other Team Leidos buildings operate with a limited number of fixed booking slots.
- Fixed booking slots are allocated, at the discretion of the DFC and other Team Leidos buildings, to suppliers and carriers in recognition of their significance in respect of supply volume and frequency of delivery.
- The Supplier or Carrier will be allocated a pre-agreed fixed delivery time slot and dock door at the site.
- Suppliers are still required to book the delivery in with the DFC using the booking system as described above, however each will be assigned a fixed booking slot delivery time and issued with a unique booking reference number which is to be quoted on related delivery paperwork. This must be completed at least 12 hrs before the delivery time.
- In the event that the fixed booking slot is not required for a particular designated day then the delivery appointment must be cancelled. Cancellations must be made at least 24 hrs before the delivery time. Failure to cancel will be recorded as a non-compliance.
- Fixed booking slots will be reviewed every 3 months when new slots may be allocated or existing ones withdrawn as a result of:
  - Review of suppliers' / carriers' delivery compliance scorecards
  - Future changes in business activity levels.

## 03 THE PERFECT DELIVERY: DELIVERY WINDOW PUNCTUALITY

### DELIVERY STANDARD

- Each delivery booking is allocated a time at which the delivery vehicle must arrive and book in with the security gatehouse.
- Vehicles must plan to arrive at the DFC or other Team Leidos building within their allocated booking window.
- Failure to arrive within the allocated booking window will be recorded against the supplier's Delivery Compliance Scorecard.
- Deliveries which are delayed due to exceptional circumstances will not be classified as being late provided that the site has been pre-advised through the route used to make the booking.
- It is requested that vehicles do not arrive more than 30 minutes in advance of their booking window as parking on the site is not permitted for security reasons. Vehicles that arrive early may be refused entry, and asked to return at their allocated time.
- In the event of a late running vehicle, the site must be contacted through the route used to make the booking and advised of the delay, together with revised estimated arrival time. The site will review the goods in planning and advise whether the revised delivery time is acceptable. On occasions where it is not possible to accept a late running vehicle, the site will request for the delivery to be re-booked.
- When liaising with the site suppliers are to quote the unique booking reference together with supplier name and the scheduled delivery time.
- Failure of a vehicle to arrive where a booking window has been allocated will result in the recording of non-compliance, and could also result in compensation charges being recovered.

## **04 THE PERFECT DELIVERY: ARRIVAL AT THE DFC OR OTHER TEAM LEIDOS BUILDING**

**Please refer to Annex B for the full address details.**

### **SECURITY GATEHOUSE**

- On arrival at the site, the driver must report to the security gatehouse.
- Drivers will need to present the following:
  - Delivery booking time
  - Booking reference
  - Copy of the delivery paperwork.
- It is recommended that the delivery time and the booking reference are clearly written on the delivery paperwork, and that the driver has ready access to the paperwork.
- In the event of any discrepancy it is the responsibility of the driver to rectify and re-present the information to the security gatehouse. The vehicle may be turned away from the gatehouse and asked to return once the driver is in possession of the necessary information. This is to prevent any congestion and allow free access to other vehicles wishing to enter the DFC or other Team Leidos building.
- Vehicles arriving more than 30 minutes earlier or 30 minutes later than their scheduled booking time may not be allowed access to the site for security reasons and may be rejected unless the DFC is notified in advance.
- Any delivery which contains specialist goods e.g. hazardous goods, temperature-controlled items, drugs, weapons, chemicals etc. must also comply with the following:
  - Cartons and pallets must be marked in accordance with statutory regulation
  - The Delivery driver must advise the office when handing in the delivery paperwork
  - Dangerous Goods Note is attached to the appropriate delivery paperwork
  - Delivery paperwork must have the fridge temperature annotated – this will be checked against the fridge setting on the vehicle
  - Where there is a Transit Seal on the vehicle the Transit Seal Number must correlate to the paperwork provided.

### **SECURITY CHECKS**

- Once the above checks have been completed, the security gatehouse will also verify that the following matches the pre-advised information:
  - Driver name (and any authorised passengers)
  - Carrier name
  - Vehicle registration

- Trailer number.
- In the event that this information does not correspond, the vehicle will be delayed until the discrepancy can be resolved.
- The driver will be asked to present a valid form of photo-ID in order to confirm his / her identity. Only the following forms of photo-ID can be used:
  - Driving licence (photo card)
  - Drivers ID card
  - Passport
  - National identity card
  - Military ID card.
- Failure of the driver to be able to present a valid photo-ID will mean that the vehicle will not be given access to the DFC or other Team Leidos building. As a result, the delivery will be refused and will need to be re-booked. This failure will be recorded against the Delivery Compliance Scorecard, and could also result in compensation charges being recovered.
- All vehicles and individuals entering, departing and whilst on site are liable to be searched. Any search will only be conducted by authorised civilian or MOD personnel, and it is expected that drivers will comply with this request.

## **DRIVER PPE REQUIREMENTS**

- Safety and welfare is of paramount importance to all visiting drivers, contractors and team members at the site.
- As such, all drivers must be able to demonstrate to the security gatehouse that they have the following mandatory PPE required for visiting the site.
  - Hi-Viz vest or jacket – to be worn at all times
  - Safety shoes – to be worn if drivers are required to offload product away from the dock levellers
  - Protective gloves – to be worn when attending to their vehicle or load.
- Failure of the driver to be in possession of any of the above PPE items will result in the vehicle being turned away from the security gatehouse. This will result in that load being refused, and a failure recorded against the related Delivery Compliance Scorecard.
- All carriers must be advised of the above mandatory PPE requirement. Unfortunately, no PPE can be loaned to a visiting driver.

## **SPECIALIST GOODS**

- For deliveries of pharma, protectively marked (crypto), small arms and small arms spares (Section 5) and hazardous goods, vehicles must comply with all current regulatory requirements.

- Some specialist warehouses are subject to further inbound security checks at the warehouse point of entry including the use of safari gates, and off-loading within a secure area. This may add time to the delivery process.

## ENTRY TO THE SITE

- Once the booking in process and security checks have been successfully completed the gatehouse will instruct the driver to either:
  - Proceed to the vehicle parking area on site, park up and report to the office
  - Proceed directly to a nominated unloading bay and report to the office before preparing for unloading.
- The gatehouse will issue the driver with a visiting driver's badge together with a briefing card containing a map of the site, the site rules and the health and safety instructions. The gatehouse will run through the content of the briefing card with the driver. Whilst on site the driver must also adhere to the speed limit and any one-way driving routes.
- The briefing card and visiting driver's badge are to be returned to the gatehouse upon exiting the site.



## 05 THE PERFECT DELIVERY: DELIVERY DOCUMENTATION

### DOCUMENTATION REQUIREMENTS

- Each delivery consignment must be accompanied by original supplier delivery paperwork.
- There must be a minimum of two copies of the delivery paperwork, one for retention by the site and one to be returned to the delivery driver.
- Prior to unloading the delivery, the driver must hand the delivery paperwork to the office. The driver must ensure that any Dangerous Goods Notes, CMR, GDP / GMP, Certificates of Conformity or any other legal documents are attached to the delivery notes for the respective consignment.
- Delivery paperwork must be written in English and include the following:
  - Supplier name, address and contact details
  - Delivery address (specifying building)
  - Purchase order number
  - Delivery note number
  - NSN for each product
  - Description of goods
  - Total number of pallets or shipping cartons
  - Total quantity of units per NSN
  - PPQ and UOI/D of Q/UI for the goods
  - Total weight of consignment.
- Also, if relevant:
  - Best before dates
  - Use by dates
  - Cure dates
  - Manufacture dates
  - Certification dates
  - Charging dates
  - Batch numbers
  - Delivery booking reference
  - Details of any special instructions (e.g. temperature requirements, hazards, pharma details etc.)

## 06 THE PERFECT DELIVERY: VEHICLE UNLOADING

### REPORTING TO THE OFFICE

- The security gatehouse will advise each driver whether to proceed directly to a designated unloading bay or alternatively to a parking bay.
- At the DFC all vehicles must be reverse parked into the respective bay.
- The driver must switch the engine off, secure their vehicle and report to the office following the designated pedestrian walkway and hand in the delivery paperwork. The office will issue further instructions.
- Where the vehicle is on an unloading bay the driver must hand over all sets of the vehicle keys before unloading will commence.
- Where the vehicle is in a parking bay, the driver will be notified when to move onto the allocated unloading bay.
- The office will check that the items listed on the delivery paperwork are due for delivery. Any goods which are not due for delivery will not be unloaded and will require re-delivery at the correct future date.

### UNLOADING BAYS

- The sites operate four types of unloading bays:
  - Dock level bays – for rear unloading (minimum deck height of 1200mm)
  - Ground Level bays – for side unloading
  - Parcel bay – manual off-loading of small parcel consignments (transit type vans only)
  - Ramps.

### DRIVER RESPONSIBILITY

- The driver must at all times follow instructions as directed by the site team member.
- When undertaking any manoeuvring on site, hazard-warning indicators must be engaged, together with any audio warning device, if fitted.
- The driver is responsible for preparing the vehicle for unloading:
  - Opening of rear doors
  - Opening of curtains and release /moving of side posts
  - Removal of any obstruction that may prevent the goods being off-loaded
  - Release and safe stowage of load retention straps.
- During the unloading process the driver may be requested by the site team member to move the curtains / posts in order to gain access to another part of the vehicle.
- Where a trailer is being dropped in the yard the trailer brake must always be applied.

- Once unloading has been completed it is the responsibility of the driver to secure the vehicle ready for departure.

## **DRIVER HEALTH AND SAFETY**

- Safety is our primary focus.
- Failure to comply with any of the site Health and Safety (H&S) policies and site rules will result in the driver being asked to leave the site and that consignment being refused.
- When preparing the vehicle, it is mandatory for the delivery driver to wear:
  - Hi-Viz vest or jacket
  - Safety footwear (if drivers are required to offload product away from the dock levellers)
  - Protective gloves.
- At no time must a driver attempt to climb on to his/her vehicle (with exception of small parcel delivery vehicles). This can only be done through the use of safety steps, which must be requested from the office.
- All sets of vehicle keys must be handed in to the office, and will only be returned once the vehicle is deemed ready for departure.
- During the unloading process the driver will be instructed to either stay in the cab or wait in the office, unless otherwise instructed by a member of the site team.
- At no time must a delivery driver be in close proximity to moving or working Mechanical Handling Equipment (MHE).
- Drivers are not permitted within the DFC warehouse at any time, unless invited and accompanied by a member of the site team. Other Team Leidos buildings may have areas designated for use by visiting drivers. Drivers may not go out of these areas unless accompanied by a member of the site team.

## **UNLOADING – GENERAL FREIGHT AND IRREGULAR FREIGHT**

- Where a delivery vehicle has been sealed then the seal must remain intact until it is broken by a site team member. In the event that the seal on the vehicle has already broken, the goods in team will record this fact on the delivery paperwork and advise the supplier accordingly.
- All delivery vehicles must be in a safe and road-worthy condition, weather and waterproof, free from contamination and odour free.
- Where curtain-sided vehicles are being off-loaded from the rear, the curtains must remain fully closed and taut in order to provide a safe working environment for the unloader.
- Vehicles that are to rear off-load must have floors in good condition and be capable of withstanding a pedestrian pallet truck (PPT).
- The consignment(s) to be off-loaded must:
  - Be readily accessible on the vehicle (the site will not handle goods for other consignees)

- Be clearly marked for the DFC or other Team Leidos building
- Not have goods for another consignee on top
- Be capable of being handled by a Fork Lift Truck (FLT) or PPT.
- Upon completion of unloading, a count of shipping units will be undertaken for each consignment / supplier and this number will be written on the delivery paperwork. The delivery paperwork will be signed UNCHECKED, as no detailed checking is undertaken at this stage.
- Any subsequent delivery errors will be reported back to the supplier within 5 business days of the delivery being made.
- The site will not accept any goods that do not correspond to the presented delivery paperwork.
- Any visible signs of damage during the unloading process will be endorsed on the paperwork and the site reserves the right to refuse badly damaged shipping units, irrespective of the condition of the goods contained within.
- Any loose packaging that does not form part of the consignment will be reloaded on the vehicle once unloading has been completed.
- In the event that a load has moved/collapsed during transit the site will make a decision on whether to unload. Provided the vehicle is safe to drive on the highway, the decision may be for the load to be rejected and the delivery to be rebooked at a later date.
- In circumstances where the site is prepared to unload the vehicle where the load has moved / collapsed, the supplier (or PT/DT) may be re-charged the cost associated with any re-work together with any adverse disruption to the goods in operation.
- In instances where the site encounters issues with a vehicle or load presentation, the incident will be documented (including photographs) and forwarded to the respective PT/DT (Lead IM or SCM) for sharing with all relevant parties.
- Poor vehicle and load presentation may result in that delivery being refused; all instances will be recorded on the Delivery Compliance Scorecard.
- All delivery paperwork will be signed UNCHECKED by the site. Any subsequent delivery errors will be advised to suppliers within 5 business days of delivery.
- Carrier consignment manifests and carrier PDAs will be signed by the site.
- However, in the event of a potential claim, the DFC or other Team Leidos building will only accept signed original copies of the suppliers' delivery paperwork or equivalent electronic evidence as Proof of Delivery (POD). It is therefore recommended that suppliers advise their carrier to obtain a signed copy of the delivery paperwork.
- Where delivery paperwork is attached to the consignment, it must be placed in a clear document pouch that has the words 'DOCUMENTS ENCLOSED' written upon it. The pouch must be securely attached to the outside of the 'lead' package of the consignment and must not obscure any labels or barcodes on the pallet or carton.

- Any supplementary documentation or manuals must either be contained within the packaging or securely attached to the outside, and clearly marked.
- It is the responsibility of the delivery driver to obtain a signed copy of the delivery paperwork.
- Failure to provide delivery paperwork or where the delivery documentation is either incomplete or fails to match the consignment, may mean that those goods may be refused by the DFC or other Team Leidos site. Any such non-conformances will be recorded on the related Delivery Compliance Scorecard, and could also result in compensation charges being recovered.

#### **UNLOADING – PARCELS (DFC ONLY)**

- At the DFC there is a dedicated separate ground level parcels door, which is isolated from MHE areas.
- The driver must report to the parcels goods in desk upon arrival and hand copies of the delivery notes to the site team member together with all sets of keys for the vehicle.
- All vehicles must be reverse parked, and hazard indicators activated when manoeuvring.
- Unloading of the vehicle is the sole responsibility of the driver. All packages are to be lifted from the vehicle and placed in the parcel receipt area as instructed.
- It is essential that all packages can be lifted by one person (less than 25kgs weight).
- Upon completion of unloading, a count of shipping units will be undertaken for each consignment / supplier and this number will be written on the delivery paperwork. The delivery paperwork will be signed UNCHECKED as no detailed checking is undertaken at this stage.
- Any subsequent delivery errors will be reported back to the supplier within 5 business days of the delivery being made.
- The site will not accept any goods that do not correspond to the presented delivery paperwork.
- Any visible signs of damage during the unloading process will be noted on the paperwork and the site reserves the right to refuse badly damaged shipping units, irrespective of the condition of the goods contained within.

## 07 THE PERFECT DELIVERY: PRODUCT AND LOAD PRESENTATION

This section explains how the DFC or other Team Leidos buildings require goods to be packed and presented. It covers all levels of the packing hierarchy from the outer shipping unit, to inner cartons and down to individual items (UOI).

These general requirements describe how to present deliveries to Team Leidos to allow their efficient handling through the network. If, as part of the contracting process, specific requirements about presentation have been agreed, they must be followed. If clarification is required, contact respective PT/DTs (Lead IM or SCM).

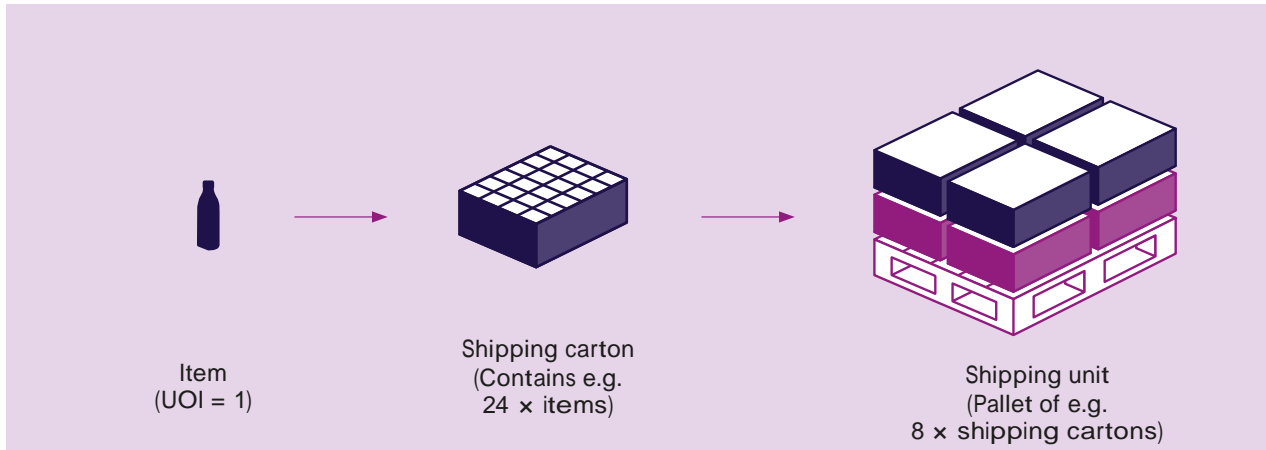
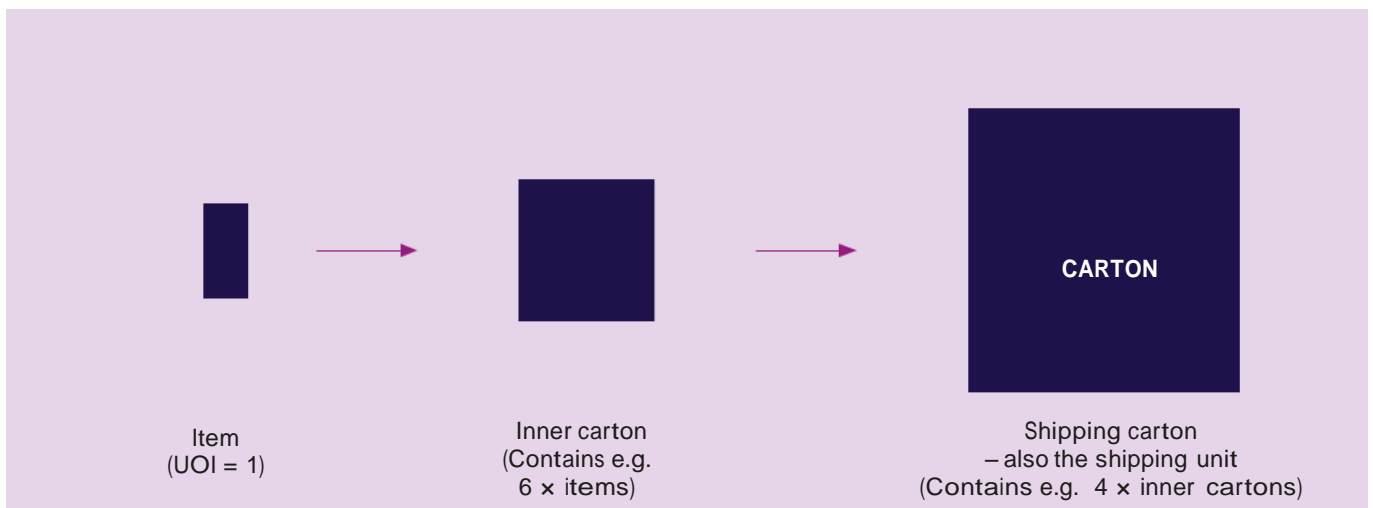
Suppliers must ensure that they understand how these requirements apply to their goods. Any deviation, unless authorised by respective PT/DTs (Lead IM or SCM) and the site, will be classified as a non-conformance and may result in such deliveries being refused.

### DEFINITION OF PACKING LEVELS

- The Reference Documents used within this Manual are shown at Annex G.
- The terminology for the packing levels used in this chapter is:
  - Shipping unit: The outer-most packing unit (pallet, crate or shipping carton)
  - Shipping carton: The outer-most carton (contains inner cartons or the items)
  - Inner carton: The primary packing case that contains the items
  - Items: The individual items (UOI).
- **Note:** how goods are shipped to the DFC or other Team Leidos building will dictate what is defined as the shipping unit. For parcel deliveries where the shipping cartons are not palletised, each shipping carton is also a shipping unit; whereas if the shipping cartons are palletised, the palletised unit becomes the shipping unit.

### PACKING HIERARCHY – EXAMPLE A



**PACKING HIERARCHY – EXAMPLE B****PACKING HIERARCHY – EXAMPLE C (NON-PALLETISED GOODS)****PACKING HIERARCHY – EXAMPLE D (NO INNER PACKING UNITS)**

## PACKAGING STANDARDS

Whatever type and configuration of packaging is used for goods delivered it must comply with the following minimum requirements:

- Provide adequate protection throughout the Supply Chain process, in ensuring all goods in transit are:
- Secured to the pallet without damaging any goods
- Suitably safe to handle
- Packaged suitably to prevent excess movement in transit, and to prevent damage to goods. Excess packaging should be avoided to prevent disposal issues for the end user.
- Outer and inner packaging must be appropriate for the contents to prevent contamination, leaks or deterioration of the item or packaging over time.

## PRESENTATION OF GOODS

Type of Freight	Consignment Size	Shipping Unit Packing
General Freight (including Pharma and Hazardous)	0 – 10 Shipping cartons	Either loose delivered or palletised
General Freight (including Pharma and Hazardous)	11+ Shipping cartons	Must be palletised
Irregular Freight	1 item +	Presented in the agreed format that allows safe unloading from delivery vehicle by FLT or PPT. Goods not packed in a wooden crate or STC must be securely fixed to either a wingless 1 tonne pallet or a wooden skid, which must remain attached to the item once off-loaded.

- All freight being delivered to the DFC or other Team Leidos buildings must comply with the following shipping unit packing requirement in order to facilitate unloading and handling within the goods in area.
- Goods which do not comply with these requirements may be refused, unless an alternative format has been approved in writing by the Team Leidos operational team, arranged via respective PT/DTs (Lead IM or SCM).
- All trade packages must be clearly marked with the letters TRADE.



## PALLETISED GOODS – PALLET TYPE AND QUALITY

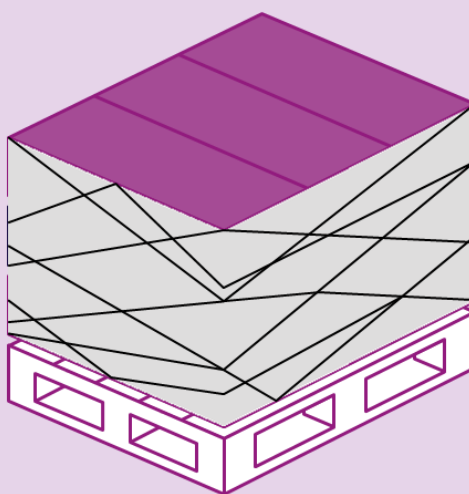
- Palletised product must be packed on a pallet meeting the specification at Annex F.
- All pallets must be of A Grade, with no visible signs of damage or protruding nails.
- Suppliers are responsible for sourcing their own pallets.
- All pallets are delivered to the site on a one-way basis as no exchange is given.
- Goods presented on any defective or sub-standard pallet or media will be refused.

## PALLET ASSEMBLY

There are some basic requirements for how goods are to be stacked and wrapped on pallets when delivering into the DFC or other Team Leidos buildings. This is to ensure the pallets are stable and safe to offload from the vehicle and are fit to be put away into the high bay warehouse racking. In the event that the site needs to rework pallets, costs incurred may be recharged. Correctly built and wrapped pallets will always be accepted by the DFC or other Team Leidos building.

### CORRECT STACKING OF CASES ON THE PALLET

- Cartons layers inter-locked.
- No pallet overhang or underhung.
- Pallet must be securely and evenly stretch-wrapped.
- Goods are secure on the pallet preventing movement.



**Incorrect Build and Wrapping – pallets will be refused by the DFC or other Team Leidos building.**

- **Pallet banding** – the use of plastic or metal banding is not permitted to secure cartons to the pallet.
- **Stretch-wrap or shrink-wrap** – all cartons must be secured to the pallet using either clear stretch-wrap or clear shrink-wrap, so that all labels and barcodes on the pallet and cartons can be read. There must be no loose ends of wrap material hanging from the pallet. Each

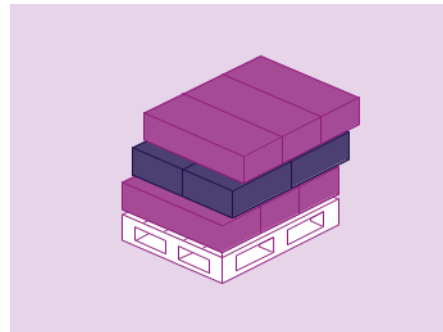
pallet must be securely wrapped to prevent the cartons from moving either during transit or when being handled within the warehouse.

- **Pallet overhang/underhung** – all cartons must be assembled on the pallet according to their respective Ti-Hi configuration so that there is ZERO overhang on any edge of the pallet. Carton layers must be built from the outside perimeter edge of a pallet inwards, in order to create stable pallet layers.
- **Pallet lean** – through the correct build configuration and the use of tensile stretch-wrap (or shrink-wrap) the constructed pallet must be stable and vertical with negligible lean. Upon unloading, any adverse lean will result in the pallet being classified as unsafe and being refused by the Goods-In team.



**UNSAFE – INCORRECT PRESENTATION**

- Pallet has insufficient stretch-wrapped



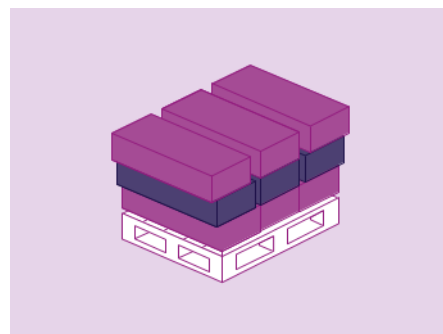
**UNSAFE – INCORRECT PRESENTATION**

- Goods are leaning on the pallet



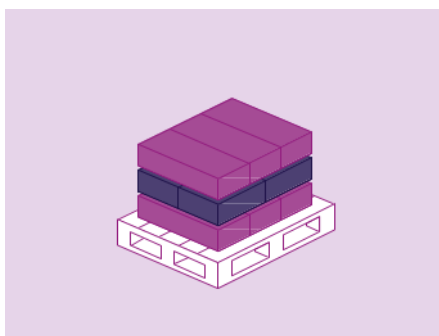
**UNSAFE – INCORRECT PRESENTATION**

- Pallet is incorrectly stretch-wrapped



**UNSAFE – INCORRECT PRESENTATION**

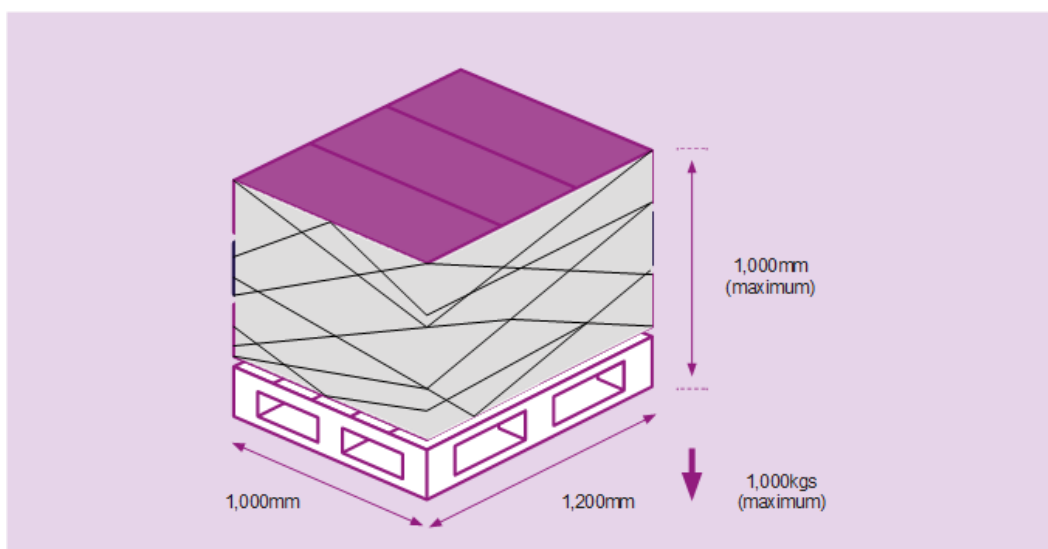
- Do not column stack cartons

**UNSAFE – INCORRECT PRESENTATION**

- Cartons must be placed on outer edge of the pallet.
- Cartons not secured to pallet

**PALLET HEIGHT AND WEIGHT**

- Across the Team Leidos sites, pallets are stored in high-bay APR racking and should not exceed the dimensions or weights shown below (for safety and operational reasons).
- Where there is a requirement to breach the 1000mm height – permission is to be sought using the exceptions process.
- Where a pallet exceeds the height (1000mm) and there has been no exception granted – the pallet may be rejected.

**PALLET NSN QUANTITIES**

- Where possible suppliers should aim to deliver in full pallet quantities per NSN.
- All full pallets of a single NSN must be assembled in accordance with the agreed Ti-Hi for that product (as defined in the PPC). By adhering to the agreed Ti-Hi configuration, full pallets will always fall within the maximum weight and height restrictions.

- If the quantity to be delivered is less than a full pallet, the pallet must still be assembled to the Ti-Hi configuration but with fewer layers. Where there is insufficient quantity for a complete layer, cartons must be placed around the outer edge and form a level top. This will enable pallets to be safely stacked during transport and enable the checking of pallet contents.
- **Mixed NSN pallets are not accepted**, except with prior approval in writing following the exception process. When shipping multiple NSNs of less than full pallet quantity, the site requires each NSN to be on a separate pallet. These pallets can be stacked up to a maximum stack height of 2000mm in height. The stack of pallets may be shrink-wrapped together for transit.
- Due to MHE handling restrictions the pallet stack cannot weigh more than 1000kgs.
- Mixed NSN pallets shipped without approval may result in the delivery being rejected by the site.
- Where approval has been given for mixed NSNs on a pallet, suppliers must ensure that:
  - The total number of cartons for any single NSN across all pallets delivered is less than one full pallet quantity
  - Cartons for each individual NSN are assembled together on one pallet – by layer, and a separator sheet is used between each layer to define the split between NSN
  - Carton labels for each NSN are outward facing, to allow easy identification
  - The overall pallet height does not exceed 1000mm for single pallet/2000mm for stacked pallet (including the pallet)
  - The total weight of the assembled pallet does not exceed 1000kgs.
- Mixed NSN cartons are not permitted. Each shipping carton and any inner cartons must only contain 1 NSN.
- Mixed Lot / Batch cartons are not permitted. Each shipping carton and any inner cartons must only contain 1 Lot / Batch.
- To allow easy recognition during the goods in and receipting operation all pallets must be clearly labelled accordingly:
  - **Full pallet** – single NSN, full pallet quantity
  - **Part pallet** – single NSN, less than full pallet quantity
  - **Mixed pallet** – multiple NSN (approved suppliers only).

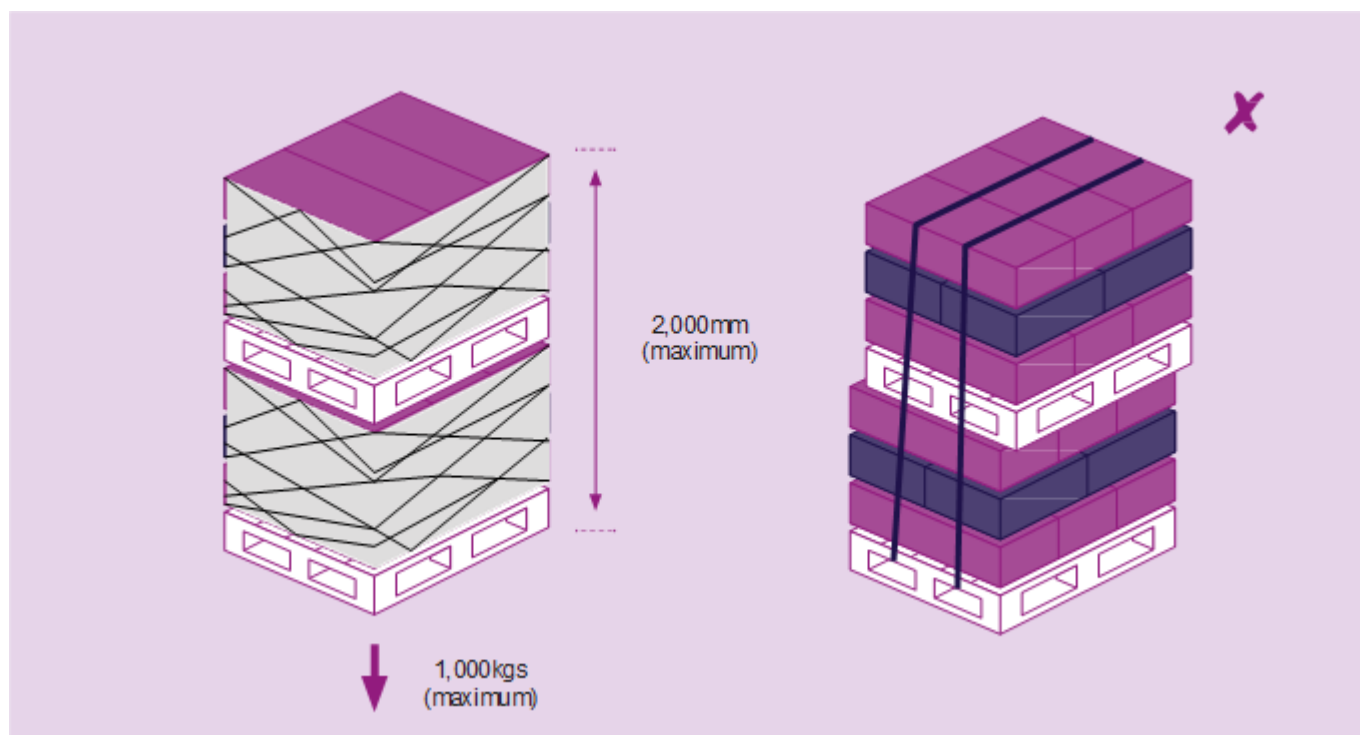
### PRESENTATION REQUIREMENT: STACKED PART PALLETS WITH 1 NSN PER PALLET

- 1 x NSN per pallet.
- Cartons have labels facing outwards
- Cartons built around outer edge of pallet to allow safe stacking
- Pallets are not stretch-wrapped together



### PALLET DOUBLE STACKING

- It is recognised that in order for suppliers to minimise transport costs there may be a requirement for pallets to be double stacked on the delivery vehicle. Doubled stacked pallets will only be accepted if:
  - The overall height of the double stacked pallets does not exceed 2000mm
  - The total overall weight of the double stacked pallets is less than 1000kgs (this is the maximum weight that a PPT can lift for unloading)
  - The pallets can be safely stacked for transport and will not move or cause crush damage to cartons on the lower pallet
  - The pallets must not be joined by stretch-wrap or shrink-wrap, so as to allow ready separation once unloaded
  - Each individual pallet must have its own unique ID, logistics label and barcodes (as specified later in this Manual).



## LABELS AND BARCODES

- Specific labels and barcodes are required to be attached to every package / pallet. Package Marking and Labelling requirements must be in accordance with the policy references shown at Annex G.

## SHIPPING CARTONS AND INNER CARTONS – CARTON TYPE AND QUALITY

- The quality and type of the carton must comply with contractual specifications (e.g. Commercial, Trade or Military Level Packaging (MLP) P, N or J) but as a minimum it must be fit for purpose to protect the goods during transit, handling and storage, and without being susceptible to crush or bulging when packed and palletised.
- Pre-used cartons are not permitted as either outer shipping cartons or inner cartons due to potential structural integrity and contamination issues and possible labelling errors.
- The term inner carton refers to any primary (and secondary) packing unit within a shipping carton, and includes non-cardboard based packaging such as plastic bags, sacks etc.

## CARTON PRESENTATION

- All cartons are to be suitably sealed (tape/glue) to prevent the product breaching the packaging during movement and handling.
- Use of heavy staples is not permitted for health and safety reasons.

- All packages designed to be handled manually, must meet **H&S** handling requirements as defined within the policy references shown at Annex G. Appropriate warning labels are to be applied – H0949A, H0949B or H0950 (or commercial equivalent).
- Metal banding, of any form, on cartons is not permitted for H&S reasons.
- Cartons must not contain dunnage or surplus packaging of any form.
- Empty shipping cartons must never be used as dunnage when assembling a pallet.
- Suppliers are to provide a viewable label without having to breach packaging to look for one.

## CARTON MARKINGS

- Cartons that contain products which may pose a potential H&S hazard to a warehouse operative must have the nature of the contents and / or hazard clearly written (in English) on the outside of the packaging. The packing and packaging quality must be suitable for the contents. Examples include glass products, liquids and razor wire.

## CARTON WEIGHTS

- The maximum weight of a single carton must not exceed 25kgs.
- All cartons weighing more than 3kgs must clearly show the gross weight.
- Any carton that weighs in excess of 15kgs must be marked with an appropriate warning to identify that the carton is heavy.

## CARTON NSN QUANTITY

- All cartons must contain only 1 NSN. Mixed NSN cartons are not permitted, and will be refused by the site.
  - Shipping cartons must only contain 1 NSN
  - Inner cartons must only contain 1 NSN.

## CARTON LOT / BATCH QUANTITY

- All cartons must contain only 1 Lot / Batch. Mixed Lot / Batch cartons are not permitted, and will be refused by the site.
  - Shipping cartons must only contain 1 Lot / Batch
  - Inner cartons must only contain 1 Lot / Batch.

## IRREGULAR FREIGHT – DEFINITION

**Irregular freight is classified as non-general freight and has at least one of the following characteristics:**

- Has a perimeter base in excess of 1000mm x 1200mm

- Is over 1000mm in height
- Weighs over 1000kgs
- Is housed in a wooden crate or STC
- Is classified as a linear product.

### **Presentation of Irregular Freight**

- Goods are to be presented in the format as specified in the contractual terms.
- Any specific handling requirements must be notified when the booking is made.
- All goods must be packed so that they can be off-loaded from the delivery vehicle by either a PPT or FLT.
- Irregular freight will be refused if it requires manual off-loading by either the driver or a site team member.
- The item must be securely attached to a pallet or wooden skid, and the pallet / skid is to remain with the item once off-loaded.
- If the items require banding, then only plastic banding can be used. Any items secured using metal banding will be refused.
- The gross weight of the freight is to be clearly shown on the outer packaging.
- Items that are fragile or have an uneven weight distribution must have 'Fork Entry Points' clearly marked on the outer packaging.
- An irregular freight shipping unit must only contain a single NSN. Mixed NSN shipping units are not permitted as irregular freight shipping units will not be broken down during the goods receipt process for H&S and handling restriction reasons.
- The DFC or other Team Leidos building will only accept double stacked irregular freight shipping units where:
  - The overall height of the stack is not greater than 2000mm
  - The total weight of the stack is not greater than 1000kgs
  - Shipping units are not banded or stretch-wrapped together
  - Each shipping unit has its own logistics label and barcode.

### **ITEMS COVERED BY GOOD DISTRIBUTION PRACTICE (EU-GDP)**

- Deliveries of these items will follow the process described for standard NSN deliveries but ensure compliance with the specific product requirements.

### **SPECIALIST GOODS**

- In addition to complying with all requirements outlined in this section, any delivery which contains specialist goods e.g. hazardous goods, drugs, weapons, chemicals etc. must in addition comply with the following:



- Cartons and pallets must be marked in accordance with statutory regulation
- The DFC or other Team Leidos building must be pre-advised when making the delivery booking request
- The delivery driver must advise the office when handing in the delivery paperwork
- Any Dangerous Goods Note must be attached to the appropriate delivery paperwork
- All vehicles must be compliant with all current regulatory requirements.

## 08 THE PERFECT DELIVERY: LOGISTICS LABELS AND BARCODES

The Minimum requirements for barcoding are set out below and conform to the policy references at Annex G.

### LABELS AND BARCODES

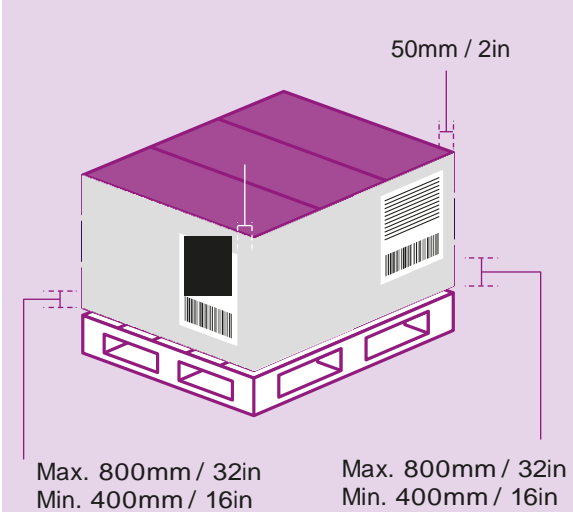
- It is a mandatory requirement for every packing level of goods (Shipping Unit – Shipping Carton – Inner Carton – Item) to have a logistics label and barcode attached as the sites will use barcode scanning technology.
- Logistics labels and barcodes contain all the necessary information for the site to accurately identify, receipt, process and distribute the received goods. The logistics labels and barcodes must not be confused with Carrier Labels / Barcodes.
- See Appendix E for details of the logistics labelling and barcode requirements for the DFC and other Team Leidos buildings.
- All logistics labels and barcodes must be printed on white labels and not directly onto the packaging.
- Quality of printed barcodes: Barcodes shall be printed to meet the standard ISO/EC15415 – Bar Code symbol print quality test specification – Two dimensional symbols, and achieve a minimum overall grade of 1.5 (C) when verified using a calibrated verifier meeting the standard ISO/EC 15426-2 – information technology – automatic identification and data capture techniques – Bar code verifier conformance specification – Part 2: Two-dimensional symbols.
- Any poorly printed logistics labels and barcodes must be reprinted before dispatch, or such pallets may be refused by the site.
- Any labels that are unreadable at point of receipt may result in the pallet being refused by the site – all barcodes must therefore be readable prior to shipping.
- All logistics labels must be in English.
- The information shown on the logistics label (narrative and barcode format) must match exactly the contents of the pallet, carton or item, to which it is attached.
- Logistics labels or barcodes must not be manually corrected. Where an error has been identified, the label must be removed and replaced with a correctly printed label.
- All packing levels and items must meet the logistics labelling and barcode requirements. Failure to do so will be recorded as a non-conformance and may result in such goods being refused, or alternatively those offending suppliers may incur compensation charges for any corrective re-work that is required to be undertaken by the site.

### PALLET LABELS AND BARCODES

- Each individual pallet must have a logistics label and barcode securely applied:

- Single NSN pallets
- Mixed NSN pallets
- Full pallets
- Part pallets.
- Where pallets have been stacked into lifts for transport, each pallet must have an individual logistics label and be treated as a separate Shipping Unit.
- All labels must be clearly visible and readable, without the need to breach packaging, and the barcode readily scanned through any stretch-wrap.
- Pallet labels and barcodes must not be obscured by any supplementary labelling made by the Logistics Service Partner or Carrier.
- All barcodes must have human readable interpretation (alpha-numeric format).
- Each pallet must have its own unique SSCC ID (Serial Shipping Container Code). The SSCC ID is to be included as one of the fields on the logistics pallet label, and not applied as a separate SSCC label.
- Pallets are to have a minimum of 2 logistics labels applied to adjacent sides (long and short side, or two corner labels), to ensure one label is always visible.
- The size of the logistics label must be a minimum of A5 (148mm × 210mm), as the label needs to contain trade item data.
- The logistics labels should be placed between 400 – 800mm from the base of the pallet, to allow easy scanning.
- The logistics label must display the following information:
  - Unique pallet ID (SSCC)
  - Supplier name (and address)
  - NCAGE code
  - Delivery address
  - Delivery note number
  - Project / contract number
  - Pallet count and total in consignment (e.g. 1 of 6, 2 of 6.....6 of 6)
  - NSN
  - Product description
  - Quantity of shipping cartons
  - Total UOI quantity
  - Gross weight (kgs)
  - BBE dates (if applicable)
  - Batch or serial number (as appropriate).
- The logistics label must contain barcode fields for the following information:
  - SSCC

- NSN details
- Quantity/batch/contract number/serial number.

 <p>50mm / 2in</p> <p>Max. 800mm / 32in Min. 400mm / 16in</p> <p>Max. 800mm / 32in Min. 400mm / 16in</p>	<table><tr><td>NATO Stock Number</td><td>NSN</td><td>3234 99 890 3234</td></tr><tr><td>Unit of Issue Or Denomination of Quantity as appropriate</td><td>D of Q</td><td>EA</td></tr><tr><td>Quantity (Actual)</td><td>QTY</td><td>1</td></tr><tr><td>Serial Number</td><td>SERIAL NO</td><td>BAT234/90</td></tr><tr><td>Principal Packaging Quantity</td><td>PPQ</td><td>10</td></tr><tr><td>Name or Description</td><td>NAME</td><td>ENGINE</td></tr><tr><td rowspan="4">Applicable to Shelf Lived items only.</td><td>CURE DATE:</td><td>12 AUG 2012</td></tr><tr><td>EXPIRY DATE:</td><td>11 AUG 2022</td></tr><tr><td>NEXT TEST / INSPECTION DATE:</td><td>11 AUG 2022</td></tr><tr><td>CATEGORY</td><td>C</td></tr><tr><td></td><td>MANUFACTURER</td><td>ROYAL WORKS</td></tr><tr><td></td><td>CONTRACT / ORDER</td><td>LE12a/123</td></tr><tr><td></td><td>BATCH NO</td><td>BN/123</td></tr></table>	NATO Stock Number	NSN	3234 99 890 3234	Unit of Issue Or Denomination of Quantity as appropriate	D of Q	EA	Quantity (Actual)	QTY	1	Serial Number	SERIAL NO	BAT234/90	Principal Packaging Quantity	PPQ	10	Name or Description	NAME	ENGINE	Applicable to Shelf Lived items only.	CURE DATE:	12 AUG 2012	EXPIRY DATE:	11 AUG 2022	NEXT TEST / INSPECTION DATE:	11 AUG 2022	CATEGORY	C		MANUFACTURER	ROYAL WORKS		CONTRACT / ORDER	LE12a/123		BATCH NO	BN/123
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<p><b>PALLET LABELS AND BARCODES</b></p> <p>For a mixed pallet a label must be applied to detail each NSN. The label must be outward facing and visible at all times.</p>	<p><b>PALLET LOGISTICS LABEL AND BARCODE: FORMAT AND DATA FIELDS</b></p>																																				

## IRREGULAR FREIGHT LABELS AND BARCODES

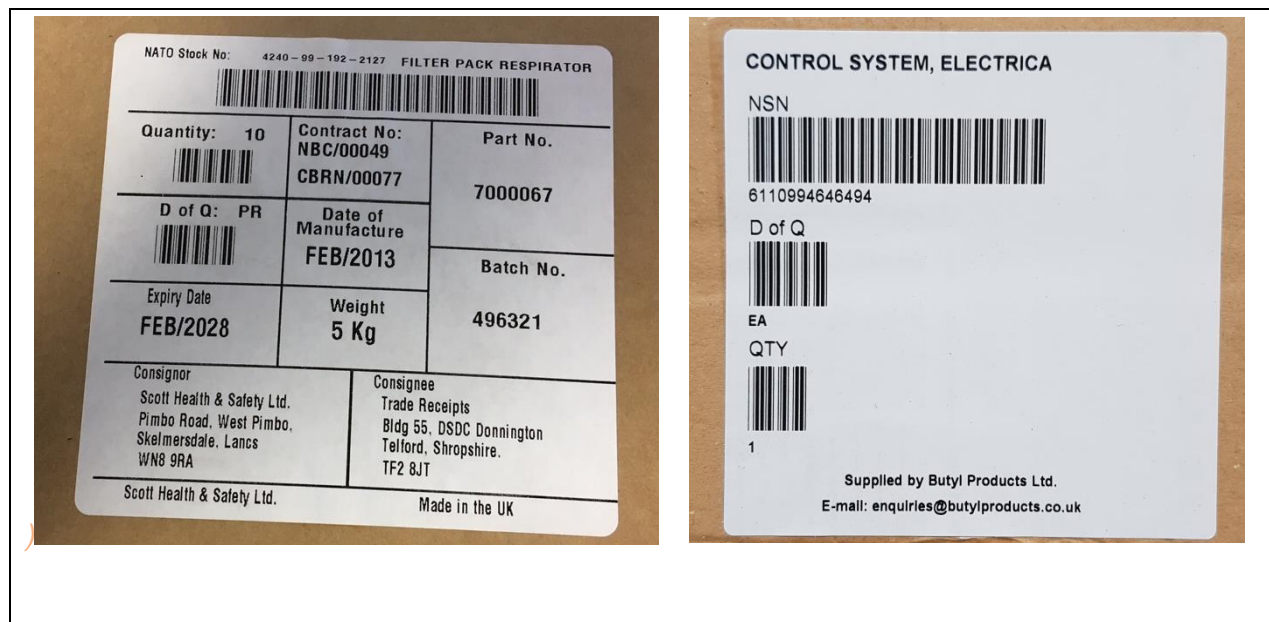
- All irregular freight must have a logistics label and barcode attached to each individual shipping unit.

## SHIPPING CARTON LABELS AND BARCODES

- All shipping cartons, whether loose delivered or palletised must have individual logistics labels and barcodes attached. Only 1 label is required to be attached which must be on one of the vertical sides of the carton.
- The size of the label should be in relation to the shipping carton and the information required to be displayed. In order to facilitate clear visual reading and barcode scanning a minimum label size of A6 (105mm x 148mm) is required.
- Each label, as a minimum, must contain the following information:
  - Supplier name (and address)
  - NSN
  - Product description
  - Contract number

- UOI
- Quantity
- Weight
- Size (if appropriate)
- Batch / serial number (as required)
- BBE date (if appropriate)
- Calibration or Certificate of Compliance reference (if appropriate)
- Barcode format – NSN
- Barcode format – UOI/UI/D of Q
- Barcode format – Quantity of items.
- The information shown on the logistics label and represented in the barcode must exactly match the contents of the shipping carton.

### EXAMPLE SHIPPING LABEL - OUTER



## INNER CARTON LABELS AND BARCODES

- All inner cartons must have a logistics label and barcode attached. Only 1 label is required which must be readily visible on the packaging.
- The size of the label should be in relation to the inner carton and the information required to be displayed. In order to facilitate clear visual reading and barcode scanning a minimum label size of A7 (105mm x 74mm) is required.
- Each label, as a minimum, must contain the following information:
  - NSN
  - Product description
  - Contract number
  - UOI
  - Quantity
  - Weight
  - Size (if appropriate)
  - Batch / serial number (as required)
  - BBE / Shelf Life /Date of Expiry date (if appropriate)
  - Calibration or Certificate of Compliance reference (if appropriate)
  - Barcode format – NSN
  - Barcode format – UOI/UI/D of Q
  - Barcode format – Quantity of items
  - Barcode Format – Serial Number and / or Batch Number (if required)
- The information shown on the logistics label and represented in the barcode must exactly match the contents of the shipping carton.

## EXAMPLE - ITEM BARCODE



## ITEM LABELS AND BARCODES

- Each item (UOI) must have a label attached which incorporates the necessary barcodes, and as a minimum must contain the following information:
  - NSN
  - Product description
  - Contract number
  - UOI
  - Quantity (if appropriate)
  - Size (if appropriate)
  - Batch / serial number (as required)
  - Manufacturer's information
  - BBE date (if appropriate)
  - Calibration or Certificate of Compliance reference (if appropriate)
  - Barcode format – NSN
  - Barcode format – UOI/UI/D of Q
  - Barcode Format – Serial Number
  - Barcode Format – Qty.
- The label is to be securely fixed to the item or item primary packaging (where the packaging remains with the item). Ideally adhesive labels are to be used. Where this is not possible due to the physical attributes of the goods, the label can be attached using swing tags.
- For items where there is insufficient surface area to attach a single label that contains all the information, the information can be logically split across multiple labels.
- Some very small items, such as nuts, bolts and washers are exempt from being labelled individually. However, all the relevant labelling details must be shown on the primary pack level.
- Barcode structure format and content as above.

## CERTIFICATE OF COMPLIANCE / CALIBRATION TAGS

- Items that require to be individually fitted with tags confirming calibration or Certificates of Compliance must have the tags firmly and correctly attached, as specified in the contract.
- Industrial or heavy lift products may require the tag to be attached using wire in a pre-defined position where it is readily accessible and non-intrusive.
- Failure to attach the necessary tags or incorrect attachment of the tags may result in goods being refused, following receipt inspection.



Calibration Tag - Label attached via swing tag



## 09 THE PERFECT DELIVERY: NON-CONFORMING STOCK

### DELIVERY ERRORS

- A delivery error can relate to a complete or partial consignment and is classified as:
  - Incorrect quantity of stock (either shortage or excess)
  - Mismatch between physical goods and the delivery paperwork.
- Where the error is identified during the unloading process the delivery paperwork will be endorsed accordingly and the goods in team have the discretion to:
  - **Accept** – All compliant goods but where the delivered quantity is less than the quantity advised on the delivery paperwork
  - **Refuse** – Any goods that do not correspond to the delivery paperwork (excess quantity and incorrect NSN).
- Where a delivery error is identified at the time of unloading, the delivery driver is to remain on site whilst the issue is investigated and the appropriate corrective action is taken.
- Any refused goods, at the time of delivery, must be removed from the site by the delivery vehicle.
- In some instances, a delivery error may only be identified after unloading. In such cases that supplier will be advised of the error within 5 business days of taking delivery.
- Where an excess quantity of stock or an incorrect NSN has been delivered, a collection note will be raised for the future uplift of the goods.

### REFUSAL OF NON- CONFORMING PRODUCT

- A whole or partial consignment may be deemed as non-compliant because of:
  - Incorrect or missing delivery paperwork
  - Incorrect or missing labels and / or barcodes
  - Incorrect BBE dates or batch codes
  - Failed temperature check
  - Presentation of the goods or vehicle fails to comply with the requirements in this chapter
  - Incorrect pre-advised vehicle or driver security information
  - Delivery driver is unable to present a valid photo-ID
  - Failure to comply with site rules or site H&S guidelines
  - Damaged products or unsafe load.
- Where goods are identified as non-compliant, the site has the right to refuse either all or part of the consignment:
- Where non-conforming stock is identified at the time of delivery:
  - That supplier will be advised of the issue by its related PT/DT (Lead IM or SCM), who is in contact with the DFC and other Team Leidos buildings

- The site may decide to accept or refuse, depending upon nature of non-conformance. The delivery driver must stay on-site until agreement is reached
- All refused goods must be taken off-site by the delivery driver
- The site will not hold any rejected stock for the suppliers' or the carriers' convenience.
- Non-conforming stock identified after unloading:
  - Will be isolated from the rest of the delivery
  - The supplier will be advised of the issue by its related PT/DT (Lead IM or SCM) within 5 business days of unloading
  - The site will make a decision on whether to accept or refuse in collaboration with the PT/DT
  - Where the decision is to accept, the supplier may incur costs associated with any re-work that needs to be undertaken in order to correct the non-compliance
  - Where the decision is to reject, the supplier will be advised accordingly and a Collection Note raised for the goods to be uplifted. That supplier must collect the non-conforming stock within 10 working days.

## DAMAGED PRODUCT

- If any visual sign of damage to the goods is identified at the time of unloading, the delivery paperwork will be endorsed accordingly.
- The goods in team will decide, depending upon the nature and magnitude of the visible damage, to either:
  - Refuse the whole delivery
  - Refuse only the damaged goods
  - Accept the damaged goods.
- Refused goods will be re-loaded on to the delivery vehicle and must be taken away from site.
- Damaged product that has been accepted will be isolated from the rest of the delivery for future inspection as no detailed inspection of goods / packaging is undertaken at the time of unloading.
- If the damage is corrected by the site through re-work, that supplier may incur any associated costs.
- Where the decision is to reject the goods, a collection note will be raised and that supplier must collect the goods within 10 working days.

## PRODUCT COLLECTIONS

- Respective suppliers will be advised of any goods that require collection.
- A collection note will be raised and forwarded to that supplier, detailing the goods and quantity for collection. The collection note has a unique reference number which must be used in all communications with the DFC or other Team Leidos building.

- All goods must be collected from the DFC or other Team Leidos building within 10 working days.
- The collection must be made on a vehicle with a specification that can be accepted by the site.
- Failure to collect the goods within this timeframe may result in the product being sent for secure destruction and the supplier could be liable for compensation charges.
- Each supplier must arrange collection through the route used to make the booking.
- A unique booking reference number and time slot will be issued which needs to be quoted on the Collection Paperwork, and by the driver when arriving at the site to collect the goods.
- The DFC or other Team Leidos building will prepare the goods for collection in advance of the vehicle arriving.
- The driver must present the collection note to the goods in department. No goods can be released without the correct paperwork.
- Both the Team Leidos team member and the collection driver are requested to sign the collection paperwork to confirm the transfer of possession of the goods.

## **REPEATED NON-CONFORMING DELIVERIES**

Suppliers who repeatedly deliver non-conforming stock will be identified to the relevant PT/DT and highlighted on the Delivery Compliance Scorecard. Where there is no resolution from PT/DT engagement to resolve the outstanding non-conforming receipts, suppliers and PT/DTs will be prevented from booking subsequent deliveries to depot until they can demonstrate that full compliance with the LCST Supplier Manual will be achieved.

## 10 THE PERFECT DELIVERY: DELIVERY COMPLIANCE SCORECARD

- In order to provide Team Leidos' customers with a continuous high level of service, it is essential that the DFC and other Team Leidos buildings operate efficiently. In order to achieve this, all Defence Suppliers are relied upon to consistently serve the sites in accordance with the guidelines detailed in this Manual.
- Every delivery is monitored by Team Leidos and any non-conformance is captured and recorded on respective Delivery Compliance Scorecards. Where goods have been ordered by PT/DTs, non-conformance will be reported to the ordering PT/DT. The elements that make up the Delivery Compliance Scorecard are:
  - Delivery booking request
  - Pre-advised security details
  - Punctuality against delivery time window
  - Vehicle presentation
  - Load presentation
  - Presentation of goods
  - Correct delivery paperwork
  - Correct hazard data sheets
  - Correct test certificates (calibration and Certificates of Compliance)
  - Label errors (across all packing levels)
  - Barcode errors (across all packing levels)
  - Packing errors (mixed NSN / Lot / Batch per case)
  - Palletisation – pallet build quality
  - Palletisation – mixed NSN per pallet (unauthorised)
  - Pallet type
  - Packaging damage
  - Product damage
  - Incorrect NSN (including non-codified items)
  - Incorrect description
  - Incorrect UOI
  - Incorrect PPQ
  - Incorrect packaging level
  - Incorrect quantity (shortage or surplus)
  - Incorrect part no / batch number
  - Incorrect serial number
  - Incorrect MATCON
  - Incorrect shelf life / BBE.

- The Delivery Compliance Scorecard is shared with the subject supplier and will be reviewed with each supplier on a regular basis through related PT/DTs (Lead IM or SCM).

## 11 THE PERFECT DELIVERY: SITE RULES

**The following site rules must be adhered to at all times. They apply to all carriers making deliveries to the DFC or other Team Leidos building.**

- Report to the gatehouse upon arrival and departure.
- Drivers must make themselves aware of site safety procedures (driver briefing card issued by the gatehouse upon arrival).
- All drivers must wear the following PPE when outside their vehicle:
  - Hi-Viz vest or jacket and safety footwear at all times
  - Protective gloves when attending to their vehicle and load
  - Safety shoes if drivers are required to offload product away from the dock levellers.
- No unauthorised passengers, pets or animals in the cab.
- No smoking on the site.
- No photography on site (in-cab video recording devices must be switched off).
- No use of mobile phones anywhere on site (a phone is available in the goods in department).
- Drivers must follow instructions from site team members.
- Vehicle keys must be removed and handed to the office during unloading.
- Drivers will be instructed to either stay in their cab or wait in the office during unloading.
- Drivers, visitors or contractors must not be in close vicinity of any working MHE.
- Drivers are not permitted to climb onto the deck of their vehicle from floor level without the permission of a site team member, and this can only be done so through the use of safety steps.
- Only authorised site staff are permitted to use MHE.
- Vehicles must adhere to any marked one-way system on site.
- Overnight parking or the taking of breaks whilst on site is prohibited.
- All drivers must show respect and be polite to members of the site team, other drivers, contractors and visitors.
- The site has the right to search individuals and vehicles upon entry and departure from the site.
- All pedestrians must adhere to the marked walk ways at all times.
- All drivers must have a basic command and understanding of English.
- All verbal communication on site is conducted in English.

## **12 THE PERFECT DELIVERY: HEALTH AND SAFETY**

**The Safety and Welfare of everyone whilst on site is of primary concern. It is both DE&S and Team Leidos policy to provide safe and healthy conditions for employees, contractors and visitors alike.**

**The following H&S instructions and guides are non-negotiable and must be adhered to by everyone whilst working on or visiting the site. Failure to comply will be deemed a serious infringement of policy and, depending upon the nature of the incident, it may result in the individual(s) being removed from the site, together with being banned from the site in the future.**

**All H&S incidents will be investigated by Team Leidos' H&S Team and a summary report circulated accordingly.**

### **DRIVER H&S**

- Drivers must make themselves aware of the site rules and H&S policy. The gatehouse will brief all drivers before entry and they will also be issued with a briefing card.
- It is mandatory for drivers to wear Hi-Viz vest or jacket when not in their vehicle. The wearing of protective gloves is mandatory when attending to vehicles and loads. Safety shoes must be worn if drivers are required to offload product away from the dock levellers.
- Drivers are to take directions from site staff.
- On-site speed limits must be adhered to at all times.
- When traversing the yard, drivers must keep to the yellow marked pedestrian walkways.
- Drivers are to strictly adhere to the one-way traffic system where applicable.
- Give way to reversing vehicles at all times. When manoeuvring, all vehicles must engage their flashing hazard warning indicators.

### **CCTV**

- In order to provide security, CCTV is in use and monitored both within the site buildings and across the DFC or other Team Leidos sites.
- If required CCTV footage will be used to assist in accident, incident and near miss investigation.

### **FIRST AID**

- Trained first aid personnel are identified by their Hi-Viz vest.
- Contact any member of the site team or site security.

## **INCIDENTS AND NEAR MISS REPORTING**

- All accidents, incidents and near misses must be reported as soon as possible to a senior member of the site team.
- The site team will document the incident and, where required, inform HSE and conduct an investigation.

## **FIRE ALARMS**

- In the event of a fire alarm, drivers are required to move promptly and safely to the nominated muster point.



## 13 THE PERFECT DELIVERY: COMING SOON

- As part of Team Leidos' commitment to continuous improvement, they are developing a solution so that in future delivery bookings will be able to be made by logging onto an on-line portal (with the exception of High Priority deliveries).
- To use the booking system, users will first need to have been registered and to have been issued a unique user ID.
- Registration will be via a web portal which will include a section covering instructions for 'New Supplier'.
- The user will be able to navigate a booking calendar to find the required day and time for delivery.
- Amendments, cancellations and collection arrangements will also be able to be made via the portal.
- Once the new system is in place, Advanced Shipping Notices (ASNs) will be required. See future requirements below.
- Look out for further information in coming months.

### FUTURE REQUIREMENTS

An ASN is an electronic version of a packing note which will inform the DFC or other Team Leidos building that the goods have been packed together with the details and quantity of the goods, how they are packed plus the estimated arrival date. This will enable the DFC or other Team Leidos building to prepare for the delivery and in doing so will greatly increase the efficiency of the stock receipt and put-away process within the warehouses.

- ASNs will be required for all deliveries from both UK and International suppliers.
- Suppliers will need to create and transmit one ASN per delivery. The ASN will need to contain all the relevant information for the goods that make up the consignment being delivered.
- The ASN will need to be received by the site not less than 12 hrs in advance of the goods and vehicle arrival.
- Once this system is in place, failure to send an ASN, or comply with the format / data content set out below may result in receipting delays or goods being refused as the DFC or other Team Leidos building will be unable to process receipt of the goods.
- In future, such failures will be recorded on the respective Delivery Compliance Scorecard and may make related suppliers liable for any associated compensation charges.

The ASN for AMM will consist of NSN, quantity, condition code and unique reference.

The ASN for Commodity deliveries will need to include as a minimum:

- Unique delivery reference
- MOD order number
- NSN
- Quantity per NSN
- Delivery date
- Supplier number
- Deliver to building
- Serial number details split by NSN per pallet per case
- Batch numbers split by NSN per pallet per case
- BBE details split by NSN per pallet per case
- Pallet number
- Cases per pallet
- Quantity per case
- Condition code per pallet per case
- Priority dues out
- Details of any special instructions (e.g. temperature requirements, hazards, pharma details etc.)

The ASN references will be required prior to the supplier booking the delivery, but the additional data will be able to be sent later. All details will need to be provided a minimum of 12 hrs before planned and booked delivery.

- Only those goods that are associated with the booking reference will be accepted by the goods in team. No other goods will be off-loaded or accepted. They will need to be re-presented at their scheduled delivery time.
- It will be the responsibility of each supplier to ensure an ASN is raised and sent for their respective goods, and the ASN will need to include the booking reference issued to the carrier.

## ANNEX A: GLOSSARY OF TERMS

Terminology	
ASN	Advanced Shipping Notice. Electronic pre-delivery manifest that details pre- defined information relating to an incoming load. The structure, format and content of the information must be as defined in order for the receiving IT platform to receive.
AMM	Authority Managed Materiel. NSNs that are procured by the MOD Project Teams/Delivery Teams.
Backhaul	Arrangement where Team Leidos transport collects deliveries from the supplier.
BBE	Best Before End Date – referring to the life of an item. In this document the following additions can be used – Shelf Life, Use By, Cure Date, Date of Manufacture, Date of Expiry.
Carrier	Transport company, Third Party Logistics Provider or Transport division of the supplier.
Commodity	NSNs that are procured by Team Leidos under the LCS(T) contract.
Delivery Compliance Scorecard	The reporting that will be developed to describe a supplier's delivery performance.
DEFCON	MOD Defence Condition Guide – In this manual all references relate to the DEFCONs at Annex G.
Def Stan	MOD Defence Standards – In this Manual all references relate to Def Stan 81-41 (Parts 1 to 6).
DLF	Defence Logistics Framework

DFC	Defence Fulfilment Centre. New purpose built warehouse and fulfilment centre, located at Hortonwood 50, comprising two warehouses – FC1 and FC2.
D of Q / UOI / UI	Denomination of Quantity, Unit Of Issue (UOI/UI) Currently all reference to a Unit Of Order and exist across all MOD documentation – DEFCON/ Def Stan and the DLF. All acronyms are current but have the same meaning. For the majority of items, accounting is by individual pieces, and the D of Q / UI/UOI is “EA”. Where multiple accounting is desirable for certain items a D of Q of 50, 100, Box (BX) or Bottle (BT) may be used.
Donnington site (MOD Donnington)	Existing warehousing complex at Donnington which consists of warehouses B1, B2, B3, B4, B5, B55, B56.
FC1	Main warehouse at the DFC.
FC2	Annex warehouse at the DFC.
FLT	Fork Lift Truck.
MOD	Ministry of Defence.
NSN	NATO Stock Number – unique code for each unit of supply (item), comprising 13 numeric digits.
PERFECT DELIVERY	A delivery made following the processes and guidelines described in this Manual that allows materiel to move through the Team Leidos network as smoothly as possible, giving the best service to the Front Line Commands and an efficient supplier payment process.
PPC	Product Packaging Configuration.

PPQ	Primary Packaging Quantity. The minimum number of multiples of the Unit of Issue by which an Item of Supply is moved within the Supply Chain.
PPT	Pedestrian Pallet Truck.
Surge	An uplift in activity to a level higher than usual operating activity, prompted by, for example, MOD exercises.
STC	Special to Contents container (type of carton utilised)
Ti-Hi	Pallet build specification. Ti = number of cartons per layer. Hi = number of layers high.
Tilt Trailer	Curtain-side vehicle that consists of an inner frame or wooden slats which need to be removed in order to gain side access to the load.

## ANNEX B: DELIVERY ADDRESSES

### DEFENCE FULFILMENT CENTRE (DFC), DONNINGTON

Defence Fulfilment Centre, Hortonwood 50, Donnington, Telford, TF1 7AE

*Please note, postcode for SatNav purposes is: TF1 7GZ*

### MOD DONNINGTON

West Gate, MOD Donnington, Telford, TF2 8JT

### MOD BICESTER

**Buildings D2 – D10**, D Site, Bicester, OX25 2LD

**Buildings E3/E15/E17/E31**, E Site, Bicester, OX25 2LD

**Buildings C32/C6/C1/C2/C9/C11/C12/ C60/B3/B4** & access to G Site, C Site, Bicester OX25 2LP

For Bicester and Donnington contact details see Annex C.

### OTHER SITES

#### KINNEGAR

Building 66, Kinnegar Station, Holywood, County Down, BT18 9JT

Tel: 02890 394685

#### LONGMOOR

Central Stores Apple Pie Depot, Longmoor, Liss, Hampshire, GU33 6EF

Tel: 01420 534016

#### RIPON

Building 63, Engineer Park, Laver Barracks, Clothholme Road, Ripon, North Yorkshire, HG4 2RH

Tel: 01765 632357

#### STIRLING

Building 135, MOD Forthside, Stirling, FK7 7RR

Tel: 0131 3108382

Note for DFC / MOD Donnington deliveries only:

- The access road to the DFC site, Hortonwood Road, is not a suitable parking location.
- Suppliers are requested to advise their carriers that there is no short term or overnight parking in the immediate vicinity of the DFC or MOD Donnington sites.

## ANNEX C: CONTACT LIST

### MOD BICESTER

For all Bicester bookings: 01869 257039

### DONNINGTON – DFC

Defence Fulfilment Centre Booking Request Forms can be obtained from and returned to:

goodsin.dfc@kuehne-nagel.com

For all DFC booking queries:

01952 953152

### MOD DONNINGTON – HIGH ACTIVITY WAREHOUSES

Vehicle Schedule Bookings:

T: 01952 673322 M: 07500 123710

Receipts Supervisor: 01952 673322

Receipts Skill Zone 3: 01952 673308

Receipts Manager: 01952 673305

### MOD DONNINGTON – LOW ACTIVITY WAREHOUSES

Building	Skill Zone 2 / 3 Contact Number	Warehouse Manager Contact Number	Shift Manager Contact Number
B56 Hazardous	T: 01952 672775	T: 01952 672272 M: 07966 990826	T: 01952 674389
B3 Electrical & technical	T: 01952 672221	T: 01952 672230 M: 07769 235160	T: 01952 674389 M: 07884 266831
B33 (Medloc) Pharma	T: 01952 674431 T: 01952 674429 M: 07973 903813	T: 01952 674409 M: 07970 587931	T: 01952 674389 M: 07884 266831
B9 Specialist	T: 01952 672266 T: 01952 672588	T: 01952 672622 M: 07973 913707	T: 01952 672488 M: 07989 160758



B54 Specialist	T: 01952 672241 T: 01952 672241 T: 01952 672241	T: 01952 672231 M: 07818 017485	T: 01952 672488 M: 07989 160758
B47 Specialist	T: 01952 672110 M: 07818 017489	T: 01952 672111 M: 07811 453095	T: 01952 672488 M: 07989 160758
B1 Heavy lift / crane	T: 01952 672383	T: 01952 672800 M: 07866 777739	T: 01952 672410

## ANNEX D: SPECIFIC DFC INSTRUCTIONS

### CHECK: IS THE DELIVERY FOR THE DFC?

- The Defence Fulfilment Centre (DFC) is a bespoke warehouse and distribution centre that is located at Hortonwood 50, Donnington, on the Western perimeter edge of the MOD Donnington site. The DFC comprises two warehouses, FC1 and FC2.
- The address for the DFC is: **Warehouse FC1 (or FC2), Defence Fulfilment Centre, Hortonwood 50, Donnington, Telford TF1 7AE**
- The DFC operates as a stand- alone operation, and must not be confused with the MOD Donnington site, which will continue to receive, store and despatch goods.
- It is essential that suppliers have a clear understanding of the delivery address for each of their consignments such that they do not confuse the DFC with the MOD Donnington site. There may be occasions where suppliers have deliveries going to both the DFC and a MOD Donnington Warehouse, so extreme vigilance and care must be exercised in the processing, preparation and delivery of goods.
- Please note that the DFC will not accept deliveries destined for a MOD Donnington warehouse, nor vice versa.
- The purchase order will detail the correct delivery address (ship to address).
- If suppliers have any concerns regarding the delivery address for an order, please check with the PT/DT, Lead IM or SCM.

### PERMITTED TYPES OF VEHICLES (DFC ONLY)

- The DFC site operates a mix of dock leveller doors (rear unloading) and floor level bays (side unloading). In addition, there is a floor level parcel door suitable for non-LGV 'transit' style vans.
- For operational and safety reasons there are a limited number of vehicle types that cannot be accommodated by the DFC site. These are listed overleaf.
- If suppliers are in any doubt whether their vehicle type will be accepted by the DFC please seek clarification from the site using the route used for making the booking.

Permitted*	Not Permitted*
Curtain-side Rigid Vehicles and Trailers	Double Deck Box Trailers
Box Rigid Vehicles and Trailers	Tilt Trailers (unless being rear-off loaded)
Double-deck Curtain-side Trailers	Box Vehicles with Cantilever tail-lift
Drawbars for either side unloading or where the whole load can be accessed from the back of the rear body.	Drawbar vehicles that require separation in order for the front body to be unloaded
Non-LGV vehicles with a deck height of less than 1,200mm that are to be manually off-loaded (loose parcels < 15kgs)	Vehicles with a deck height of less than 1,200mm, that requires MHE to off-load from the rear.
Flat Bed vehicles – for side offloading only	

\*Please note this refers to the DFC site only.

## ANNEX E: BARCODE SPECIFICATIONS

The Logistics Barcode requirements are defined within:

- **Def Stan 81-41 Part 6**
- **DEFCON 129**
  - The logistics barcode requirements for the DFC and other Team Leidos buildings are based on the industry standard format.
  - The Standard Barcode Requirement is a 13-digit format that is to be used.
  - The updated Def Stan 81-41 Part 6 requires the use of PDF417 barcodes.

## ANNEX F: PALLET SPECIFICATION

### STANDARD WINGLESS 1 TONNE PALLET

- Must meet BS ISO 18334 standards
- NSN – 3990-99-551-4301 is the preferred pallet.

Reference Documentation: NATO STANAG 2828

#### THE PALLET IS SUITABLE FOR:

1. Non-explosive loads delivered to Team Leidos-managed warehouses, loaded up to a maximum of 1000 kg. In unit load configuration pallets can be stacked up to 4 high.
2. Handling from all 4 sides by fork lift and pallet trucks.

#### GENERAL DATA

**Dimensions:** 1200mm Wide x 1000mm Deep x 170mm High

**Capacity:** 1000kg

**Unladen Weight:** 20kg



**Note:** The wingless pallet  
with a capacity of 1 tonne

## **ANNEX G: REFERENCES**

**DEFCON 5J<sup>1</sup>**

**DEFCON 129**

**DEFCON 129J**

**DEFCON 691**

**Def Stan 81-41 Parts 1 to 6**

**NATO STANAG 2828**

**NATO STANAG 4329**

**Defence Logistics Framework (DLF)**

**ACOD P1**

**ISPM 15**

**BS ISO 18334**

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<sup>1</sup> The term Unique Order Identifier (UOI) is cited in DEFCON 5J as being for non-inventory purchase orders and is therefore not relevant to deliveries made under this Manual. For the purposes of the Manual, the URRI, EBC or EUPi should therefore be used as the order identifier as appropriate. Whichever is used, the identifier on the Delivery Paperwork must match the reference number used by the DT/PT in creating the demand on the Authority's systems.