

Guidelines – Goods Collection

Dr. Pflieger Arzneimittel GmbH

1. Objective

These guidelines set out the procedure for the freight forwarder to follow when collecting goods at Dr. Pflieger Arzneimittel GmbH.

2. Prerequisites

- A collection of goods is only possible after Dr. Pflieger has provided you with a collection number.
- Collections are only possible where drivers comply with the indicated time windows and upon prior appointment at appointment.collection@dr-pflieger.de (at least 2 days in advance)
- Drivers must use GDP (Good Distribution Practice) conforming vehicles for all pharmaceuticals transports.
- When selecting transport vehicles, please also note the temperature requirements for the products to be collected.
- When sending air-freight, forwarders should be careful to ensure that the person collecting the goods is able to identify him or herself as a regulated agent.

3. Procedure

a) Collection address

Dr. Pflieger Arzneimittel GmbH
Dr. Robert-Pflieger Strasse 12
D-96052 Bamberg
Telephone central office number +49 (0) 951 6043-0

b) Collection times

Monday through Thursday: 10.00 am to 2.00 pm
Friday: 10.00 am to 12.00 noon

Collections outside these hours are possible by prior agreement.

c) Procedure drivers must follow for collections

- When making a collection, the driver must report to the goods receiving office. A collection may only proceed if the driver is able to furnish the collection number issued by Dr. Pflieger for the collection in question. The driver will be allocated a ramp gate for docking.

- During the loading process, the driver must wear safety shoes and must comply with the posted company safety rules.
- During the loading process, drivers must turn off the engine of their vehicles.
- Drivers must always comply with the directions of Dr. Pflieger staff.
- The HGV must be docked at the loading ramp such that it provides a safe and solid loading platform. The freight forwarder must furnish the necessary loading safety equipment in line with VDI Guideline 2700 *et seq.*
- For the loading process, the driver may use Dr. Pflieger Arzneimittel GmbH's lifting fork upon prior consultation with Dr. Pflieger staff.
- The driver is only permitted to enter defined areas. Access to areas outside the defined areas is prohibited.

d) Load securing

- The load must be secured pursuant to sec. 22 German Road Traffic Regulations in conjunction with VDI Guideline 2700 *et seq.*.
- Upon completion of the loading procedure, Dr. Pflieger staff must take a digital photo of the load securing with visible number plate.
- The driver must wait until the load securing has been checked and the photo has been taken.

e) Correct docking for vehicles fitted with lifts



The HGV lift should be manoeuvred in under the loading ramp assigned to the driver and flush with the raised ramp pad.

f) Correct docking for vehicles without lifts



Manoeuvre vehicle flush with the raised ramp pad.



On every loading procedure, the driver must ensure that the HGV is secured so that it does not roll back. In order to do so, the driver must apply the parking brake and use wheel chocks.