TERMS OF DELIVERY
for PHOENIX Pharma d.o.o.

a PHOENIX company

The following Terms of Delivery are required to ensure optimal goods in process, storage and distribution of products, and to reduce the risk of errors and distribution time.

You can direct all possible questions to your responsible key account manager.

1 Required data before the very first delivery

1.1 To open a new SKU, the supplier is obliged to fill in form ***KOM08 Form for the opening a new SKU*** and send it by e-mail to the responsible KAM at least three (3) days before the first delivery to the PHOENIX Pharma warehouse. For products from the category of hazardous materials, the supplier is obliged to submit a product safety sheet in accordance with the relevant regulations. For every change in logistics data, the supplier must send updated data to the responsible KAM via e-mail.

1.2 In the case of a changing the place from which the supplier delivers goods to PHOENIX Pharma, the supplier is obliged to send the information about the change to the responsible KAM.

2 Delivery

2.1 The supplier is obliged to make a delivery to PHOENIX Pharma in accordance with the defined day and/or time received from PHOENIX Pharma through the BUS-Stop system.

2.2 In the case:

- the supplier does not have a defined delivery day and/or time with PHOENIX Pharma (BUS-Stop),
- the quantity in delivery exceeds regular quantities (two criteria are met at the same time: a quantity greater than one pallet and a quantity at least three times greater than the average regular delivery),
- there is a request for an delivery outside the defined term in BUS-Stop,

the supplier is obliged to inform PHOENIX Pharma no later than 24 hours before the planned delivery to the following addresses:

- Depot Belgrade – prijem.beograd@phoenixpharma.rs
- Depot Novi Sad – prijem.novisad@phoenixpharma.rs
- Depot Leskovac – prijem.leskovac@phoenixpharma.rs
- HUB Šimanovci – consignment - konsignacija@phoenixpharma.rs
- HUB Šimanovci – private custom warehouse - int.uvoz-dc.beograd@phoenixpharma.rs

The information should contain the name of the supplier, the date and expected time of delivery, the number of pallets.

In the case that there is an agreed electronic data exchange system between PHOENIX Pharma and the supplier, the supplier should act in accordance with the adopted principle and send the appropriate electronic document of receipt.

2.3 If the delivery is late or for other reasons it cannot be delivered within the working hours of PHOENIX Pharma or within the agreed deadline, the supplier is obliged to inform the competent KAM and purchase officer. PHOENIX Pharma will inform the Supplier about the available time to move the delivery time or about the need to postpone the delivery to the next working day.

3 Delivery documentation

3.1 Delivery note

3.1.1 Supplier must send at least one delivery note (or invoice-delivery note) with each delivery. Separate delivery notes are mandatory for products from the narcotics category.

3.1.2 The delivery note must contain the following information:

- PHOENIX Pharma order number
- Product ID number and/or alternative code (if applicable)
- Name, pharmaceutical form and strength of the product
- Serial number - lot (if relevant)
- Expiration date of the product (if relevant)
- Number of pieces per batch number
- Delivery note date
- Name and address of the supplier
- Name and address of PHOENIX Pharma headquarters
- Place of delivery of PHOENIX Pharma
- Delivery seal number (if applicable)
- Number and location of installed temperature monitoring devices (if relevant)
- Number of pallets and/or packages

3.2 Packing list

3.2.1 If the delivery note (or shipping invoice) does not contain all the specified and necessary data, the delivery must be accompanied by a packing list with the missing data on the delivery note.

3.3 Certificates

3.2.1 Before delivery, the supplier is obliged to submit certificates for the respective lots (batches) which will be delivered, and which refer to drugs and medical devices that require ALIMS certificates. Certificates need to be send to the email address nabavka.referenti@phoenixpharma.rs.

3.4 Additional elements (control and additional labels)

Every product of a foreign manufacturer that is sold to PHOENIX Pharma must be labeled with prescribed additional elements in accordance with the *Rulebook on the content and method of labeling the outer and inner packaging*, unless labeling has been contracted by PHOENIX Pharma.

3.5 Dangerous products

3.5.1 All shipments containing products categorized as dangerous goods must be accompanied by the necessary transport documentation for dangerous goods (ADR: for international road transport, IMDG: for international maritime transport, RID: for international rail transport, ICAO T/I: for international air transport).

4 Product packaging

4.1 Marking the delivery

4.1.1 Transport packages and pallets must be marked with the Supplier's name and without old and irrelevant labels and markings.

4.1.2 The data on the outer packaging must be equivalent to the data registered on the product in the Form for the opening a new SKU.

4.1.3 **The label on each transport package and/or pallet** must contain the following information:

- Product ID number
- Name, pharmaceutical form and strength of the product
- Lot number
- Shelf life of the product (if relevant)
- Number of packages in transport package

4.1.4 Transport packages and pallets with the following contents must be clearly marked, with visible labels in a color other than white, placed on all visible sides of the transport packages and/or pallets. The font size of the letters must be at least 50 or 4 times larger than the other text on the transport package and/or pallet:

- **Cold chain**: Products that require cold storage conditions are marked with "COLD" or the thermometer symbol "+2 to +8°C"

- **Freezer storage**: Products that require frozen storage are marked with "FROZEN/FREEZE" or the thermometer symbol "below-18°C"

- **Hazardous substances:** Will be labeled in accordance with relevant legal requirements

- **Cytostatic**: Must be marked with "CYTOSTATIC"

- **Mixed transport packaging and pallets:** Pallets and transport packages containing different types of items, expiration dates and/or batch numbers must be marked with "MIXED PALLET" or "MIXED PACKAGING "

- **Incomplete transport cartons:** Incomplete transport cartons must be marked with "INCOMPLETE PACKAGE/PARTIAL PACKAGE"
- **Fragile goods:** "THIS WAY UP" and "FRAGILE" labels must be on all individual packages and all pallets.

- **Heavy box:** Packages/boxes must not weigh more than 15 kg. Any package/box over 10 kg must be clearly marked as heavy goods and must not be stacked above waist height or below knee height.

4.2 Barcodes

Products

4.2.1 Each individual package of the product must contain an EAN-13 barcode or GTIN, in accordance with the GS1 standard, which contains information that will be used for identification during the distribution of the product by PHOENIX Pharma, other wholesalers and pharmacies.

4.2.2 Each individual package of a medicine covered by the Falsified Medicine Directive should be marked with a 2D data matrix containing the following four elements:

- GTIN
- Serial number
- Barcode
- Expiration date

Example GS1

2D Pharma Serialisation Barcode

GTIN - 13755211000001101
SERIAL - 10000000154
BATCH - L987654321
EXPIRY - 20/12/2016
QTY - 25

Transport package

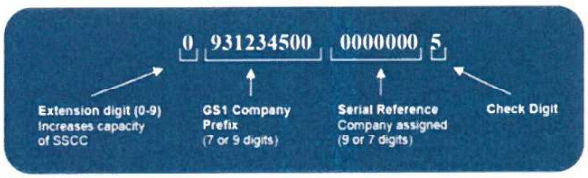
4.2.3 If GS1-128 barcodes are used, they must be placed on the outside of each commercial, shipping and/or pallet delivered to PHOENIX Pharma.

4.2.4 The GS1-128 barcode must comply with the GS1 General specification and contain the following information:

- SSCC (Serial Shipping Container Code)
- Item number (GTIN included in the EAN-13 barcode)
- Serial number
- Expiration date
- Number of pieces

Example GS1-128

Structure of the SSCC



4.3 General packaging requirements

4.3.1 The packaging and packaging material must be made so that the products are protected from damage, temperature deviations, contamination and harmful environmental influences (e.g. moisture) during transport and storage. When choosing packaging, the frequency of further sales to customers, as well as the characteristics of the product itself, must be taken into account.

4.3.2 Individual products must be packed in an optimal method and with easy access within the transport package.

4.3.3 Products on a pallet must be packed so that they can be easily identified and counted, and mixed pallets must be stacked so that the goods can be easily divided, i.e. with the product in the largest quantity at the bottom of the pallet.

4.3.4 New, undamaged boxes must be used for packaging to prevent the risk of contamination. Previously used boxes must not be used. Boxes must be completely closed.

4.3.5 Products that require cold or frozen storage must be packaged separately from other products. It is necessary to clearly mark the packaging in which the temperature measuring device is located during transport.

4.3.6 Products can be protected during packaging by using crackle foil, air cushions, etc. There must be no polystyrene residues on that occasion.

4.3.7 Packages must not be overloaded and must not weigh more than 15 kg.

4.4 Making transport packages

4.4.1 Each transport package may contain only one (1) lot of the item.

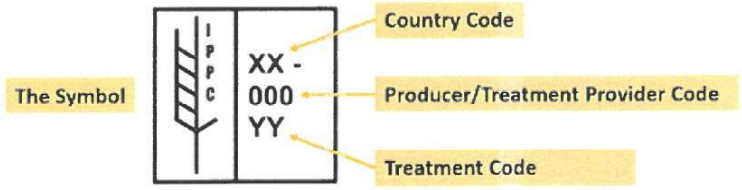
4.4.2 Mixed transport packages may be supplied with a maximum of five (5) different items if the transport package is clearly marked "MIXED PACKAGE/BULK"

4.4.3 Products in similar commercial packaging (e.g. identical sales packaging of different strength or pack size, different batches) must be packed in different transport cartons.

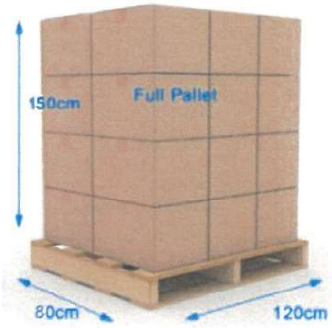
4.4.4 Collective packages must be wrapped with transparent films, rubber bands or paper tape.

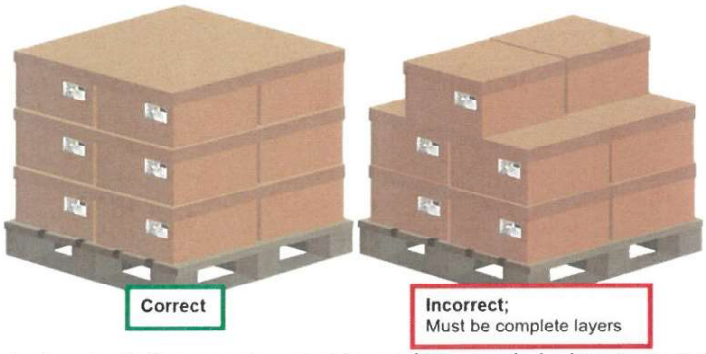
4.5 Palletization

4.5.1 All pallets must be wooden, unpainted, clean, undamaged, thermally treated EUR pallets according to ISPM No. 15.

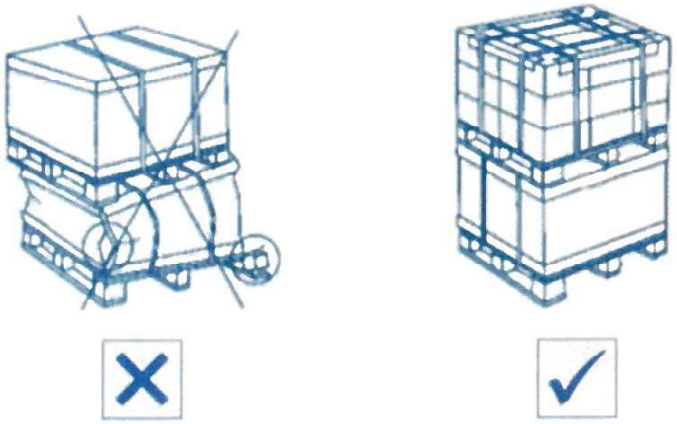


4.5.2 Packages must be firmly and stably arranged on EUR pallets with a maximum height of 150 and a width of 80 centimeters including the pallet and a maximum weight of 800 kg. Packages must be stacked flat on the pallet, corner to corner, without any overhangs/overlaps on either side.

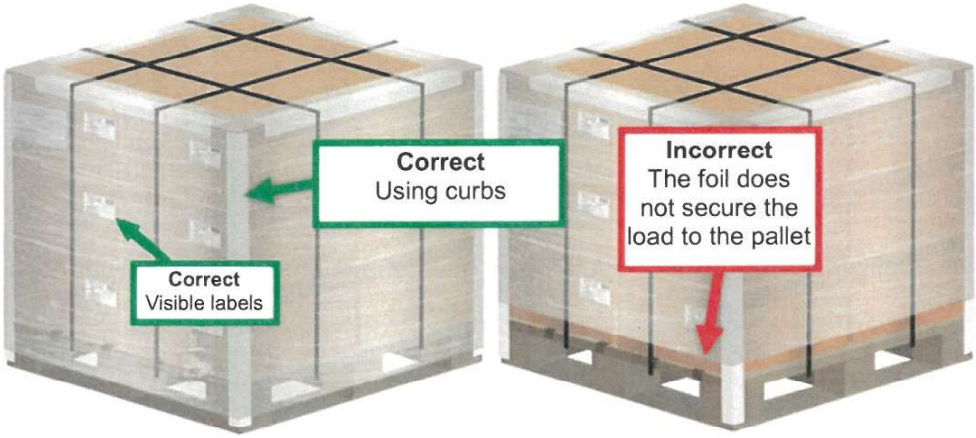




4.5.3 Stacked pallets are accepted only if the goods remain undamaged during transport and unpacking.



4.5.4 All pallets must be properly stretched, without elements that exceed the EUR dimensions of the pallet. When packing products on a pallet, the boxes must be stacked in such a way that they can be visually counted from all sides, so that there are no hidden quantitative defects during the inspection at the reception.



4.5.5 Pallets containing cold chain/frozen products must be clearly marked. Cold chain/frozen products must be delivered separately from other goods. The location of all temperature loggers must be marked on the package and/or pallet.

4.5.6 The same products delivered with different batch numbers on the same pallet must be in whole layers and clearly marked and separated by divider cartons.

4.5.7 Different products stacked on the same pallet must be separated by EUR pallets.

multiple pallets, unless it cannc

4.5.10 All delivery drivers must wear vests and safety shoes at all times on site. All vehicles must comply with the speed limit on the site. All visitors must adhere to the marked footpaths at all times on the PHOENIX Pharma site.

All drivers/deliverers are obliged to follow the rules of movement and behavior of PHOENIX Pharma.

5 CONTACTS

5.1 DELIVERY

Belgrade, Makis
Bore Stankovica 2
11030 Belgrade
Serbia

Monday - Friday
07:30 to 15:30

Novi Sad
Privrednikova 2
21000 Novi Sad
Serbia

Monday - Friday
07:00 to 15:00

Leskovac
Moravska 73
16000 Leskovac
Serbia

Monday - Friday
07:00 to 15:00

Simanovci
Dositejeva 33
22310 Simanovci
Serbia

Monday - Friday
07:30 to 15:30

5.2 Head office

Belgrade, Makis
Bore Stankovica 2
11030 Belgrade
Serbia
Tel: (+381 11) 35 38 100

Monday - Friday
07:30 to 15:30

Fulfillment & QA Director	**Signature**	**Date**
Uroš Lazarević		08.07.2022.
Purchase Director	**Signature**	**Date**
Dragan Jovanović		08.07.2022.