



Johnson Matthey  
Catalysts

**Johnson Matthey**

**Emission Control Technologies**

**Site Specific Requirements**

**Royston, UK**



Valid from: January 2016

The latest version of all documents associated with the Global Supplier Manual can be found on the Johnson Matthey internet site at the following address:

<http://www.jmect.com/suppliers>

EMISSION CONTROL TECHNOLOGIES



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## Acronyms Table

CLP	Classification, Labelling and Packaging
COA	Certificate of Analysis
DGN	Dangerous Goods Note
DO	Delivery Order
ECT	Emission Control Technologies
EPT	Electric Pallet Trucks
IBC	Intermediate Bulk Containers
JM	Johnson Matthey
MSDS	Material Safety Data Sheet
PPAP	Production Part Approval Process
PPE	Personal Protective Equipment
PR	Purchase Request
PSW	Part Submission Warrant
SCN	Supplier Concern Notice
SMS	Supplier Management System
SOP	Standard Operating Procedures



## 1 Introduction

The purpose of this document is to highlight any site specific requirements for the JM ECT Royston site. The document itself sits beside the Global Supplier Manual which can be found online at <http://www.jmect.com/suppliers>.

## 2 Purchase Order Process

JM ECT Royston may issue a blanket purchase order. This blanket order is not an order of physical product but gives the price and expected quantity throughout the year. The blanket order number **must be quoted on all documentation** and correspondence sent to JM ECT Royston.

Orders for both substrates and chemicals are placed via a purchase order schedule emailed to suppliers on a weekly basis. It is essential that the supplier acknowledges receipt of the order **within 24 hours**.

Any delivery that varies from the expected quantity or is going to be late, or where you have reasonable grounds to suspect a late delivery, must be contacted to the Planning Team (Logistics Department) (see [Appendix 5](#) for contact details) **at least 1 week prior to the delivery date**. Any notification after this date is not acceptable and we are under no obligation to accept any associated delivery.

The order itself will then be booked into a specific delivery slot which the delivery driver is expected to meet. If there are any issues with meeting this slot then please contact a member of the Planning Team (Logistics Department) (see [Appendix 5](#) for contact details) as soon as you know. For delivery locations, please see [Section 6.3](#).

## 3 Prototype Sample Deliveries

Prototype samples are required for each substrate/chemical that is new-to-production. Each prototype sample shall be delivered with a contact name and order number (beginning with the delivery order (DO) or, in rare cases, a purchase request (PR)) on the label. Deliveries must also include any associated paperwork e.g. delivery notes.

Prototype sample deliveries shall occur during the hours of 09:00 – 16:30 Monday – Thursday and 09:00 – 15:45 Friday. Between these hours, samples must be sent to:

Johnson Matthey PLC (Gate 16),
Orchard Road,
Royston,
Hertfordshire,
SG8 5HE,
United Kingdom.

Outside of these hours, samples must be sent arrive at gate 17a (address in [Section 6.3](#)) and the delivery will be unloaded here.



## 4 Quality Requirements

JM ECT Royston expects suppliers to meet certain quality requirements regarding labelling and documentation. If these are not met then a Supplier Concern Notice (SCN) will be raised (see [Section 4.3.1](#)).

### 4.1 Labelling

JM ECT Royston requires labels to include accurate information.

**For pallets**, the information JM requires on labels is as follows:

- JM item number
- Supplier pallet number
- Quantity/weight on pallet
- Any partial/empty boxes
- Supplier lot/batch number

Each pallet must have 2 labels, one of which must be located on the front of the pallet; the other must be located on the back of the pallet. Both labels must also be on the outside of the wrapping film.

**For individual boxes**, labels must specifically require quantity of parts included in each box and must be visible from outside of the pallet.

**For intermediate bulk containers (IBCs)/drums/powder bags/boxes**, label information requirements are the same as for pallets. Similarly to pallets, there must be 2 labels located on the front and the back.

Further to the labelling requirements, JM also requires all **hazardous substances** to be labelled appropriately in accordance with the new CLP symbols. A comprehensive list of these symbols can be found at: <http://www.hseni.gov.uk/new-clp-symbols.pdf>. This enables the warehouse team to take the necessary precautions when handling and storing them.

### 4.2 Documentation

All documentation sent to JM ECT Royston must be in English.

JM ECT Royston quality control laboratory will not test the material without receipt of the following documents **prior to delivery**:

- COA for each individual sub-lot batch
- Validation paperwork: Production Part Approval Process (PPAP), Part Submission Warrant (PSW), Supplier Drawings and Material Safety Data Sheets (MSDS) (only applies to the PSW batch of new substrates, or as requested by Johnson Matthey)

The above documentation must be emailed to one of JM's quality control technicians **at least 24 hours prior to delivery** of the substrates/material (contact details in [Appendix 5](#)).

Suppliers must also ensure that all COAs include a drawing version number which links to the original drawing that has been sent by the supplier.



Failure to provide any of the above documentation will result in an SCN being raised (see [Section 4.3.1](#)) and the delivery being rejected and, if appropriate at our discretion, returned at the supplier's cost.

Any updates to validation paperwork must be communicated to one of JM's quality control technicians (contact details in [Appendix 5](#)).

### 4.3 Supplier Management System (SMS)

In order to ensure suppliers are meeting quality requirements, JM ECT Royston has a supplier management system in place which grades suppliers. Further information on the supplier management system can be found in the JM Supplier Manual. .

#### 4.3.1 Supplier Concern Notice (SCN)

In the event that deliveries are received with missing or inaccurate paperwork, are damaged or faulty in any way, or late, then a supplier concern notice (SCN) will be raised.

An SCN, where possible, will normally be raised **within 48 hours of noticing the problem**. The supplier must reply in the period of time given in the notice, which is dependent on the severity of the event.

An SCN can be raised if any of the following instances occur:

- No paperwork/incorrect information on paperwork
- Delivery doesn't adhere to packaging standards in [Section 6.1](#)
- Product quality issues found before/after production caused by the supplier. Including defects that become apparent after delivery to JM's customers where responsibility can be attributed to a supplier
- Partial boxes not clearly labelled
- Delivery not arriving at the agreed time
- Incorrect or no JM delivery reference
- Delivering to incorrect gate
- Delivering incorrect product or quantity
- Mixed supplier lot numbers or items on 1 pallet
- Aggressive and uncooperative drivers
- Other issues that impact upon JM ECT Royston's use of a product or service

More information of the SCN process including response timings can be found in Section 5 of the Appendix B in the Supplier Manual.

## 5 [Operational Guidelines](#)

### 5.1 Health and Safety

JM ECT Royston follows the health and safety requirements explained in Section 4 of the Global Supplier Manual; this can be found at <http://www.jmect.com/suppliers>.



## 5.2 Site Rules

### 5.2.1 Security

JM ECT Royston has a strict security policy for all visitors on site including a compulsory search procedure and strictly no media storage devices permitted. Details of the procedure have been sent to all suppliers from JM's Security Department and must be followed at all times when on site.

#### 5.2.1.1 Confidential Information

If the supplier visits the site, it shall treat Information (defined below) which may come to its knowledge as a result of any such visit (including, without limitation, the form, materials and design of any relevant plant and equipment which may be seen on site) as confidential.

The supplier acknowledges and accepts that: JM possesses valuable information, samples, technical knowledge, technical drawings, specifications, know-how, experience and data of a secret and confidential nature relating, among other things, to its present and future product range, manufacturing operations and commercial activities ("Information"), all of which is regarded by JM as a commercial asset of considerable value.

### 5.2.2 Personal Protective Equipment (PPE)

For **chemical deliveries** to the JM ECT Royston site, suppliers and delivery drivers are required to wear a high-visibility jacket and steel toe capped boots if leaving their vehicle. If entering the shop-floor for a visit they are also required to wear a bump cap/hard hat, safety goggles and lab coat.

For **substrate deliveries** to JM's external warehouse (CAM Store), suppliers and delivery drivers are required to wear a high-visibility jacket and steel toe capped boots.

## 5.3 Site Address

The main site address for JM ECT Royston is:

Johnson Matthey PLC,
Orchard Road,
Royston,
Hertfordshire,
SG8 5HE,
United Kingdom.

All other delivery addresses can be found in [Section 6.3](#).

## 5.4 Contact Details and Office Hours

The main contact number for JM ECT Royston is +441763 253000. From this number you can ask for the following departments dependant on your query:

For issues relating to purchase order schedules and any other general delivery inquiries please contact the **Planning Team (Logistics Department)**.



For issues relating to certificates of analysis and validation paperwork please contact the **Quality Control Department**.

For issues relating to imports please contact the **Transport Team (Logistics Department)**.

Alternatively you can use the contact details in [Appendix 5](#) if you know the member of staff you wish to contact.

JM ECT Royston office hours are Monday – Thursday, from 08:15 – 16:00 (GMT) and Friday from 08:15 to 15:15 (GMT).

CAM Store office hours are Monday – Friday, from 09:00 – 17:00.

## 5.5 Holiday Closure

JM ECT Royston will be closed on the following days:

- Good Friday (Friday before Easter Sunday).
- Easter Monday (Monday after Easter Sunday).
- Early May Bank Holiday (1<sup>st</sup> Monday of May).
- Spring Bank Holiday (Final Monday of May).
- Summer Bank Holiday (Final Monday of August).
- All working days from 25<sup>th</sup> December to 1<sup>st</sup> January.

Some of these days may differ on an annual basis; contact us if you have any queries.

## 5.6 Schedule Process

JM ECT Royston shares the Royston site with a number of other divisions and therefore has several delivery gates. The gate for ECT deliveries is clearly shown at the top right hand side of the purchase order schedule. Please ensure deliveries are only made to this gate unless informed otherwise.

**For both substrate and chemical deliveries**, the suppliers must ring/email a member of the Planning Team (Logistics Department) (see [Appendix 5](#) for contact details) to book a delivery slot **at least 24 hours prior to expected delivery time**; a delivery reference and booking in time will then be provided. This delivery reference **must be quoted on delivery**. Any company attempting to deliver without a reference may be refused to unload.

**Substrate deliveries** must drive straight to CAM Store for their delivery slot (address in [Section 6.3](#)). However, **chemical deliveries** must report to the marshalling yard (address in [Section 6.3](#)) 30 minutes prior to the delivery slot before being sent onto Gate 17a when delivery is ready to be taken.

In certain circumstances JM understand that a supplier will not know about a late delivery until the day it is meant to be delivered due to unforeseen circumstances. If this is the case, please contact a member of JM's Planning Team (Logistics Department) (see [Appendix 5](#) for contact details).

For a flow chart of the scheduling process please see [Appendix 1](#).





## 5.7 Supplier's Contact Information

Communication plays an important role in building good customer/supplier relations and is extremely important to JM ECT Royston. JM requires that all suppliers provide and update JM with their latest contact information.

Please inform the relevant contacts when a change in any of the following occurs:

- Contact personnel
- Phone number
- Fax number
- E-mail address
- Other information you feel is relevant

## 5.8 Haulier Performance

In accordance with the standard operating procedures (SOP), JM's Transport Team (Logistics Department) requires all vehicles to arrive at the specified destination for collection **at least 1 hour prior to the collection time.**

Any collection vehicle arriving later than the requested time will result in a SCN being raised (see [Section 4.3.1](#)).

All suppliers using third party logistics must ensure that the JM Logistics Department have been informed of the contact details of the logistics company being used.

# 6 Delivery Procedures

## 6.1 Packaging

Before a new part goes into production and is used by JM ECT Royston, the packaging and substrate/chemical specifications must be sent **2 weeks prior to delivery of the validation batch.** Substrate specifications must be sent to JM's Quality Control Department (see [Appendix 5](#) for contact details) and chemical specifications must be sent to JM's Labs (see [Appendix 5](#) for contact details).

JM ECT Royston has site specific packaging requirements which are different dependent on whether substrates or chemicals are being supplied. In order for JM ECT Royston warehouse staff to handle pallets safely and efficiently, please ensure you adhere to the following packaging requirements. Any deliveries not adhering to the requirements will be refused and will need to be returned or repackaged at the supplier's cost; an SCN (see [Section 4.3.1](#)) may also be raised.



### 6.1.1 Substrates Packaging

<b>DO</b>	<b>DO NOT</b>
✓ Use heavy-duty CP3/euro pallets with a clearance of at least 100mm from ground to underside of the pallet	✗ Supply pallets/product over 1.2m high
✓ Securely wrap packages or strap boxes to the pallet to ensure they are safe for handling and when in transit	✗ Use pallets with slats on the bottom of the pallet. See <a href="#">Section 6.1.3.2</a>
✓ Ensure all pallets are movable/easily lifted by electric pallet trucks (EPT)	✗ Use lightweight euro pallets
✓ Ensure packaging and product is free from damage. See <a href="#">Section 6.1.3.1</a>	✗ Use damaged pallets. See <a href="#">Section 6.1.3.2</a>
✓ Ensure substrates are stackable as far as reasonably possible	✗ Stack pallets more than 2 pallets high
✓ Ensure labelling adheres to <a href="#">Section 4.1</a>	✗ Double stack metallic substrates
✓ Ensure deliveries are in a container type and size agreed with JM ECT Royston	
✓ Ensure the fork openings of the pallet are at least 200mm wide. See <a href="#">Section 6.1.3.2</a>	
✓ Ensure each pallet includes a supplier pallet and lot number	



## 6.1.2 Chemicals Packaging

<b>DO</b>	<b>DO NOT</b>
✓ Use heavy-duty CP3/euro pallets with a clearance of at least 100mm from ground to underside of the pallet	✗ Supply pallets/product over 1.2m
✓ Securely wrap packages or strap bags/drums/IBCs to the pallet to ensure they are safe for handling and when in transit	✗ Use pallets with slats on the bottom of the pallet. See <a href="#">Section 6.1.3.2</a>
✓ Ensure all pallets are movable/easily lifted by electric pallet trucks (EPT)	✗ Allow bags/drums/IBCs to overhang the edge of the pallet. See <a href="#">Section 6.1.3.4</a>
✓ Ensure packaging and product is free from damage	✗ Use lightweight euro pallets
✓ Ensure the products are stackable (if not powder bags)	✗ Use damaged pallets. See <a href="#">Section 6.1.3.2</a>
✓ Ensure labelling adheres to <a href="#">Section 4.1</a>	✗ Wrap packaging so tightly to damage containers
✓ Ensure deliveries are in a container type and size agreed with JM ECT Royston	✗ Stack pallets more than 2 pallets high
✓ Ensure the fork openings of the pallet are at least 200mm wide. See <a href="#">Section 6.1.3.2</a>	✗ Double stack bulk bags/drums. See <a href="#">Section 6.1.3.3</a>
✓ Ensure powder bag handles are tied centrally and do not exceed the confines of the pallet. See <a href="#">Section 6.1.3.5</a>	
✓ Ensure powder bag handles are heavy-duty to hold weight of bag. See <a href="#">Section 6.1.3.5</a>	
✓ Ensure that the valves on IBCs are facing outwards in transit	
✓ Ensure all materials in buckets have a layer of wood/cardboard between to reduce sliding in transit	
✓ Ensure each pallet includes a supplier pallet and lot number	
✓ Ensure fork entries for IBCs are not bent	

JM ECT Royston operates under strict health and safety regulations. The above rules are aimed at ensuring pallets entering the site are sufficiently packaged to minimise the risk of health and safety incidents. If a pallet is deemed unsafe it will not be accepted.

In the event that packaging does not comply with these standards, an SCN will be raised (see [Section 4.3.1](#)) and the Warehouse Team will take photos for reference. These can be sent to yourselves or your carrier if required.



### 6.1.3 Examples of Unsatisfactory Packaging

All examples of packaging below must be avoided. Any occurrence of the below will result in the delivery being returned or repackaged at the expense of the supplier and an SCN being raised (see [Section 4.3.1](#)).

#### 6.1.3.1 Damaged Packaging

Packaging must not have any damage whether these are tears/rips in the boxes/bags as seen below or dents in IBCs:



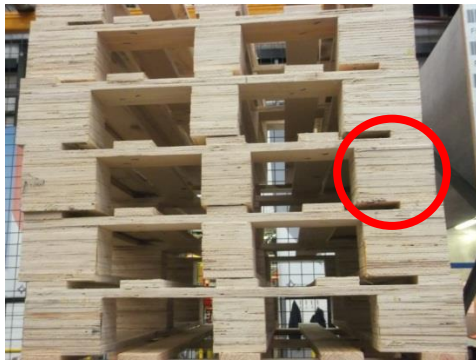
#### 6.1.3.2 Unacceptable Pallets

Pallets must not be damaged as in the images below:

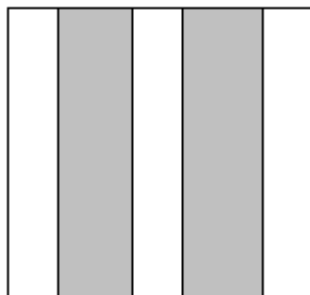




The fork openings of the pallet must be at least 200mm for the truck to be able to lift it. The feet of the below pallets have rotated 90 degrees which restricted the Warehouse Team from lifting the pallets:



All pallets must be CP3/Euro pallets and must be easily lifted by EPTs without slats going across the bottom. Below is an image of an **acceptable pallet:**

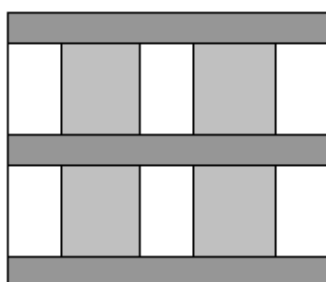


**Birds-eye View**



**Side-On View**

Below is an image of an **unacceptable pallet:**



**Birds-Eye View**



**Side-On View**



### 6.1.3.3 Double Stacking

Do not double stack metallic substrates or powder bags as in the image below:



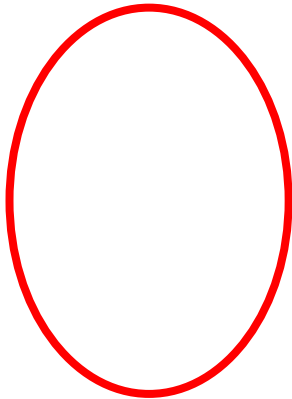
### 6.1.3.4 Overhanging Bags

IBCs/Drums/Bags/Boxes must not overhang the pallets; if they do it may affect JM's ability to store products and may also be unsafe when handling. Below is an example of this:



### 6.1.3.5 Material Bag Handles

Handles must be heavy-duty and at a minimum must be strong enough to hold the weight of the bag. Below is an example of damaged bag handles:



Handles must be within the confines of the pallet and tied centrally. Below is an example of a bag not following these requirements:







## 6.2 Import Documentation

### 6.2.1 Delivery Note

All deliveries into JM ECT Royston must arrive with a delivery note, failure to do so will result in an SCN being raised (see [Section 4.3.1](#)).

Ideally, delivery notes must be sent in to the Planning Team (Logistics Department) (see [Appendix 5](#) for contact details) via email **prior to the delivery date**. Alternatively, the delivery note can either be attached to the pallet or given to a member of JM ECT Royston's Warehouse Staff via the delivery driver.

The following information must be included on the delivery note:

- JM item number
- **Blanket order number (PO number)**
- Supplier lot/batch numbers – **Must only have ONE batch number per pallet**
- Supplier pallet number
- Contact name (F.A.O)
- Delivery address (including gate number)
- Delivery date
- Delivery note number
- Weight/quantity per pallet
- Total weight/quantity

### 6.2.2 Packing List

In order for JM to successfully book in deliveries the packing list is required. The following information is vital and must be included on the packing list:

- JM item numbers
- Supplier pallet number
- Blanket order number (PO number)
- Quantity in each pallet



### 6.2.3 Imports

JM ECT Royston import finished goods from other JM subsidiaries and chemicals from external suppliers. Terms of responsibility between JM ECT Royston and JM subsidiaries will be decided by both parties. External suppliers are required to adhere to the 2011 INCOTERMS as below:

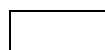
<u>2011</u> <u>INCOTERMS</u>	EXW	FCA	FAS	FOB	CFR	CIF	CPT	CIP	DAT	DAP	DDP
Costs/Charges	Ex Works	Free Carrier	Free Alongside Ship	Free on Board	Cost & Freight	Cost Insurance & Freight	Carriage Paid To	Carriage Insurance Paid To	Delivered at Terminal	Delivered at Place	Delivered Duty Paid
Packing											
Loading											
Delivery to Port/Place											
Export Costs											
Carriage											
Insurance											
Delivery to Destination											
Import Costs											



Cost incurred by seller



Cost incurred by buyer



Cost incurred as agreed between seller and buyer

In addition to this, suppliers are expected to provide the following documents to [ectroystonshipping@matthey.com](mailto:ectroystonshipping@matthey.com) **1 week prior to arrival at port in the UK:**

#### 6.2.3.1 Commercial Invoice

**All imports require a commercial invoice** which must include the same information as in [Section 7](#). In addition to this information, the commercial invoice must include the following:

- Value for customs purposes
- Commodity code

#### 6.2.3.2 Bill of Lading/Airway Bill

**All deliveries require a bill of lading** or an **airway bill** dependent on whether the import has travelled by sea/air. This document needs to include the following information:

- Shipper's name and address
- Consignee's name and address
- Ship date



- Description of goods
- Total pieces
- Total weight

### 6.2.3.3 Packing list/Picklist

**All suppliers need to include a packing list with all imports.** The packing list needs to include the description, item number and the quantity of the goods being imported.

### 6.2.3.4 Original Documents

For **imports coming from South Africa and Argentina** JM ECT Royston also requires the original document of the goods signed by the consignor's local authority.

### 6.2.3.5 Dangerous Goods Note (DGN)

**Any imports of hazardous substances** will need to include a DGN. In the DGN, the supplier must fully and accurately describe the contents of each consignment.

Failure to provide the correct paperwork in the time frames noted above will be treated as a quality concern and a SCN will be raised (see [Section 4.3.1](#)). If this also results in deliveries being delayed at customs, this will be treated as a late delivery.

The supplier must also notify the Transport Team (Logistics) (see [Appendix 5](#) for contact details) as soon as possible regarding any changes in shipment timings, especially if the delivery is expected to be delayed.

## 6.3 Location

Listed below are the addresses for all types of deliveries:

For <b>all Substrates:</b>	For <b>all Chemicals:*</b>
CAM Store,	Johnson Matthey PLC (Gate 17a),
Enterprise Park,	Orchard Road,
Jarman Way,	Royston,
Orchard Road,	Hertfordshire,
Royston,	SG8 5HE,
Hertfordshire,	United Kingdom.
SG8 5HW,	Latitude : 52.056343   Longitude : -0.033088
United Kingdom.	
Latitude : 52.053196   Longitude : -0.037487	

For <b>all Samples:</b>	For <b>'DKK' and 'Barium &amp; Chemicals, Inc.':</b>
Johnson Matthey PLC (Gate 16),	HW Coates,
Orchard Road,	The Pines,
Royston,	Fordham Road,
Hertfordshire,	Newmarket,
SG8 5HE,	CB8 7LG,
United Kingdom.	United Kingdom.
Latitude : 52.056343   Longitude : -0.033088	Latitude : 52.284552   Longitude : 0.393802



<b>Marshalling Yard:</b>
GBA Services Ltd,
Grange Farm,
Newmarket Road,
Heydon,
Royston,
Hertfordshire,
SG8 7PR,
United Kingdom.
Latitude : 52.068942   Longitude : 0.046906

\*For all chemical deliveries, access to gate 17a is via gate 19

A map of the JM site and external warehouse CAM Store can be found in [Appendix 3](#).

Directions to the marshalling yard can be found in [Appendix 4](#).

## 6.4 Delivery Hours

Deliveries for **substrates and chemicals can be scheduled** by the Planning Team (Logistics Department) (see [Appendix 5](#) for contact details) during office hours (see [Section 5.4](#)).

Deliveries of **substrates can be scheduled** for delivery Monday – Friday, from 07:00 – 15:00.

Deliveries of **chemicals can be scheduled** for delivery Monday – Friday, from 08:00 – 16:00.

Please note that a quarterly stock take is carried out and no deliveries will be accepted on these days. These dates are not fixed and can be found by contacting JM's Planning Team (Logistics Department) (see [Appendix 5](#) for contact details).

## 6.5 Delivery Process

The delivery process differs from substrates to chemicals, a flow chart of this process can be found in [Appendix 2](#).

All deliveries arriving to JM ECT Royston must ensure that they can be unloaded by a forklift truck. Please also ensure that pallets are not placed in the centre of the delivery vehicle, as this requires extended forks to unload. The Warehouse Team have the right to reject a delivery if they cannot unload it with a standard forklift truck. Any rejected deliveries will be sent back to the supplier at their cost and a SCN (see [Section 4.3.1](#)) may be raised.

All suppliers must also ensure that they minimize the amount of pallets per delivery and send as many complete pallets as possible.

## 7 Invoicing and Payment Terms

Suppliers are required to provide the invoice for the order **on delivery of the goods**. The invoice must include the following information:

- Blanket order number (PO number)
- Date of order
- Supplier contact details



- Ship to address
- Shipping date
- JM lot number
- JM item number
- Description of the product ordered
- Quantity of product ordered
- Cost per unit
- Net amount
- VAT amount
- Total including VAT
- Payment due date

JM ECT Royston's standard payment terms (unless agreed) are the end of the month following the month of the invoice e.g. for an invoice dated 1<sup>st</sup> – 31<sup>st</sup> August, payment will be made by 30<sup>th</sup> September.

Suppliers will need to have their bank details set up on the system in order for them to be paid; money will not be sent to an account unless it is in JM's system.

## **8 Standard Conditions of Purchase**

All supply to the JM ECT Royston site, or such other location as directed by JM, is subject to Johnson Matthey ECT Standard Conditions of Purchase (as updated from time to time) (the "Terms") a copy of the latest version of the Terms are available on the Johnson Matthey ECT website at <http://ect.jmcatalysts.com/pdfs/UKStandardTermsofPurchase.pdf> .

