

Industrias Químicas del Vallés,S.A.  
Planta de CHESTE –VALENCIA

**Subject : Implementation of the Load and Unload Programming System (IQV - TIMESLOT)**

Dear Customer,

Industrias Químicas del Vallés, world leader in the manufacture and commercialization of copper salts and products for vegetable treatment, continues his growing year after year, and specifically our Cheste's Plant is becoming the logistic core for the distribution and reception of goods from the Company.

This growth is being accompanied by a re-engineering in the logistics processes that have the purpose of adapting the organization's resources to the actual volumes being moved in plant all along the day and week, and together, to provide our customers and suppliers with the maximum agility and fluidity in the daily logistics of merchandise.

According to these objectives, the Company has decided, as of October 1st, 2018, to manage the inbound and outbound of goods using an hour reservation system (rendez- vous) called, IQV-TIMESLOT.

If your Company trusts the transport to IQV – Logistics Services, lines below will be managed internally by our Department, and there's no necessary your intervention.

If you contract the transport to a third company for deliver your final product (Exw-Cheste Factory) or to provide us of your raw materials, please inform him of the conditions stated below.

In order for it works correctly, from the IQV part, your contact person will be the one you usually have as interlocutor in our company.

The IQV-TIMESLOT reservations Schedule for your loads and unloads **for next day** will be **from 9:00 a.m. to 2 p.m. (Spanish time)**.

To achieve a good system running, the following steps should be followed:

- 1- Request time of unloading or loading, 48 hour before the arrival of the truck from Spain & Portugal, and 72 hours for goods coming from rest of Europe.
- 2- E-mail addressed to [xmunoziq@iqvagro.com](mailto:xmunoziq@iqvagro.com) . It will be **important that in e-mail subject appears the word "TIMESLOT REQUEST", necessary to re-send the request to Timeslot organizer** , who will inform you about load reference and day and time. If requested date is completed, you will be assigned the closest available day and time. Reserve will be not accepted up to 72 hrs. before.
- 3- Trucks that arrive later than **1 hour** with respect to the assigned time, will be unloaded within the following 2 hours, always respecting first the vehicles arrived on time.
- 4- Trucks that arrive later than **2 hours** of the assigned time, will be unloaded at the end of the scheduled loads of the day. From 8 p.m. to 11 p.m. (Spanish time).
- 5- In case of unexpected problems (breakdowns, roadblocks, weather conditions,...) that foresee their arrival with delay of more than **3 hours** compared to the assigned time, they must request Timeslot again.
- 6- In case your load or unload will be stacked in 3 pallets of maximum, Timeslot shouldn't be necessary. The schedule for this kind will be from 1 p.m. to 6 p.m. (Spanish time).

Your sincerely,