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Sigma Healthcare

Supplier Compliance Standards

Proudly powering
pharmacy



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- ▶ Introduction
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Introduction

Sigma Healthcare Limited (Sigma) is excited to introduce you to our new and improved Compliance Standards document. This document has been designed to be user friendly, interactive and easy to navigate with our requirements segmented across different sections of the Supply Chain.

It is very important that all Inventory Suppliers have read and understand this document prior to delivering products into Sigma's Wholesale and/or CW Retail Distribution Centres within Australia, as some processes may differ for each of these distribution channels.

We hope you find this document to be a valuable resource, outlining Sigma's Supply Chain requirements and current processes. We appreciate your support and look forward to working with you as a valued supply chain partner.

As we continue to improve our processes and establish a unified and standardised process across our Wholesale and Retail Distribution Channels, always refer to the most recent publication of this document at  **Sigma's Website**.



Aaron Ford
Chief Supply Chain Officer



Legal Notice

This document is intended to be a helpful tool for our Suppliers and should be viewed in tandem with our Supplier handbook along with any existing agreements, trading terms, product specifications, applicable legislative or regulatory requirements.

In the event of conflict between this document and any agreement between you and an entity of Sigma (e.g. the Supply Agreement, purchase orders, or any other agreements), the terms and conditions of that agreement shall prevail.

If you have any questions about how any aspect of this document relates to your own commercial supply agreements, please discuss this with your respective Sigma Buyer.

Approach to Compliance

Sigma strives to achieve world-class standards that deliver efficiency, accuracy, visibility and ease-of-doing business throughout the supply chain.

Our pursuit towards operational excellence is underpinned by a safety-first culture, which aims to provide a safe working environment for all our employees, stores, distribution centres and those who are part of our community.

It is therefore critical that our Suppliers are fully compliant with meeting the standards set out in this document.

We are invested in working with you, our Supplier community, to meet these compliance standards as we acknowledge that our supply chain partners may be at different stages of maturity or readiness within the supply chain.

By working together, we can ensure that the right products are readily available with maximum shelf-life to meet customer needs wherever they happen to be. Sigma reserves the right to reject any non-compliant deliveries and/or charge/recover any additional processing costs to a Supplier for any non-conformance.

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Approach to Sustainability

Sigma is committed to managing our business in a socially responsible and ethical manner, and to contributing towards building healthy and sustainable communities.

This ethos is built into our organisational culture and is a cornerstone in our workplace policies and decision-making processes.

As a major Australian distribution and pharmacy wholesaler, we realise that we are uniquely placed to support an equitable and diverse supply chain, encourage the wellbeing of our team members and the communities that we work alongside, to reduce the environmental impact of our industry and conduct our business with good ethics and corporate governance principles.

Please check this link for Sigma's latest  **Sustainability Report 2024/25**.

Minimum Standards of Ethical Sourcing and Modern Slavery

Sigma Healthcare Limited and its wholly owned subsidiaries (Sigma Group) have a zero-tolerance approach to Modern Slavery and is committed to an ethical and transparent approach to business, and the eradication of Modern Slavery. The Sigma Group expect its Suppliers, contractors, business partners and external stakeholders to work with them to fulfil these common goals. Forced labour and the exploitation of vulnerable workers are abuses of basic human rights and have no place in the Sigma Group's operations or supply chains.

The Modern Slavery Act 2018 (Cth) (the Act) commenced 1 January 2019 and requires the Sigma Group to publish an annual report (Modern Slavery Statement) which documents Sigma Group's approach to assessing and addressing the risks of Modern Slavery in its operations and supply chains.

Sigma Healthcare values, and is committed to, protecting human rights, eradicating Modern Slavery and ethical sourcing of goods and services across all areas of the Sigma Healthcare business. It is underpinned by the following minimum standards:

- Complying with the obligations set out in the Act;
- Providing safe and clean working conditions and workplace;
- Complying with relevant laws, including without limitation employment related laws; providing reasonable working hours and fair remuneration;
- Providing employment that is freely chosen and not forced[1] or bonded labour[2];
- Not tolerating child labour and requiring compliance with the minimum legal working age (or absent such law, in compliance with the ILO Convention 138);
- Providing a work environment that is free from discrimination, harassment or any other inappropriate workplace behaviour;
- Promoting equal employment opportunities based on ability, performance and potential;
- Encouraging and respecting freedom of association and movement, and providing grievance mechanisms for workers to access;
- Prohibiting bribes, favours, benefits or other similar unlawful or improper payments in cash or kind in exchange for business or otherwise; and
- Seeking assurance from, or perform due diligence on, new (or renewing) Suppliers to determine their risk, and their procedures adopted in relation to responsible and ethical sourcing and Modern Slavery.

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SECTION 2 DISTRIBUTION NETWORK, CONTACTS & MAP

- ▶ Sigma Network Overview
- ▶ Network Map
- ▶ Distribution Channels & GLN Details
- ▶ Sigma Key Contacts

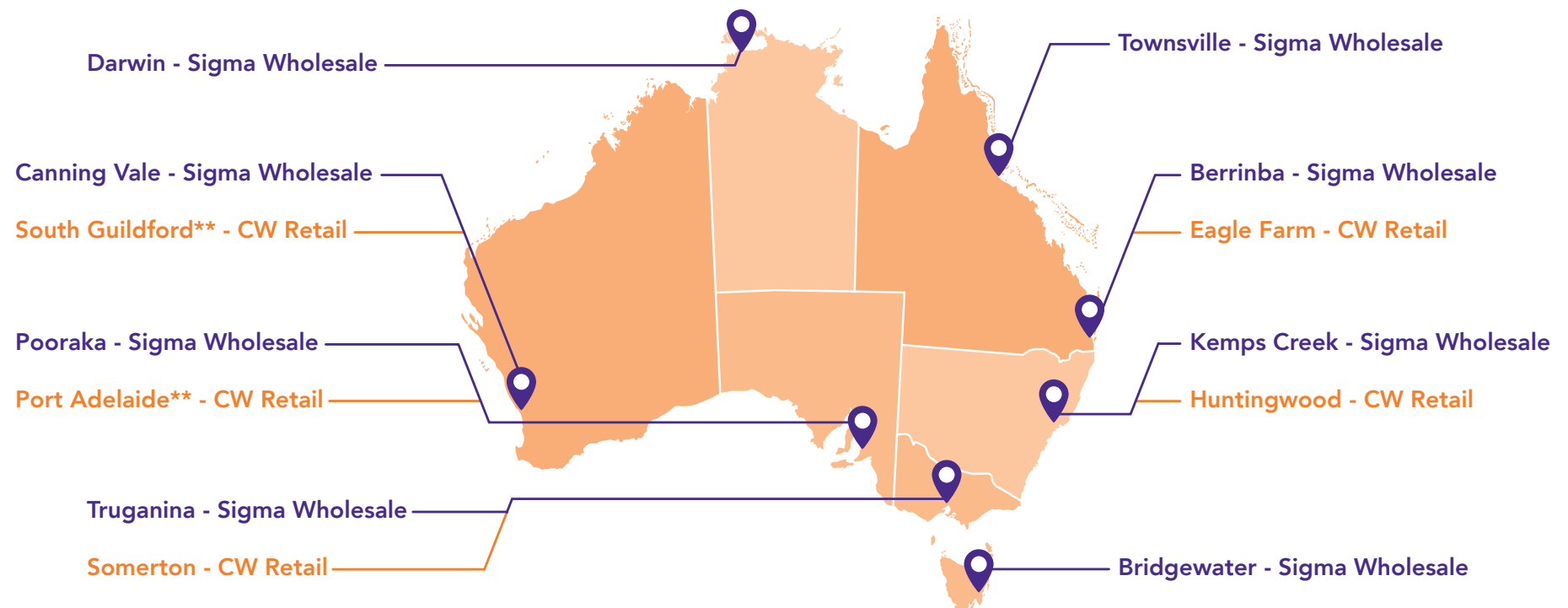


Sigma Network Overview

Sigma provides warehousing, logistics and distribution of healthcare and well-being products, medical devices, consumables and related services on behalf of customers, manufacturers and sponsors Nationally in Australia. Click here to get a glimpse of our state of the art  **DC Operations**.

For the purpose of this document, Sigma has two main Supply Channels- Sigma Wholesale & CW Retail.

Network Map



Distribution Channel & GLN Details

** South Guildford (WA1) and Port Adelaide (SA1) Distribution Centres are scheduled to cease operations prior to the end of 2026

DC Code	DC Name	State	DC Channel	Address	Global Location Number (GLN)
1201	Kemps Creek	NSW	Sigma Wholesale	2 Imperata Close, Kemps Creek, NSW 2178	9377779451182
1302	Truganina	VIC	Sigma Wholesale	580 – 610 Dohertys Road, Truganina, VIC 3029	9377779533482
1401	Berrinba	QLD	Sigma Wholesale	53-101 Wayne Goss Drive, Berrinba, QLD 4117	9377779377666
1402	Townsville	QLD	Sigma Wholesale	16-20 Bell Street, Townsville, QLD 4810	9377779323298
1501	Pooraka	SA	Sigma Wholesale	35 Burma Road, Pooraka, SA 5095	9377779442159
1601	Canning Vale	WA	Sigma Wholesale	10 Craft Street, Canning Vale, WA 6155	9377779415016
1702	Bridgewater	TAS	Sigma Wholesale	15 Woodrieve Road, Bridgewater, TAS 7030	9377779553640
1801	Darwin	NT	Sigma Wholesale	3/2205 Coonawarra Road, Winnellie, NT 0820	9377779323328
NSW1	Huntingwood	NSW	CW Retail	36 Huntingwood Drive, Huntingwood, NSW 2148	9377779369906
QLD1	Eagle Farm	QLD	CW Retail	41 Tradecoast Drive, Eagle Farm QLD 4009	9377779369906
SA1	Port Adelaide**	SA	CW Retail	30 Bedford Street, Port Adelaide, SA 5015	9377779369906
SOM	Somerton	VIC	CW Retail	51-75 Fillo Drive, Somerton, VIC 3062	9377779369906
WA1	South Guildford**	WA	CW Retail	22 Hyne Road, South Guildford, WA 6055	9377779369906

Sigma Key Contacts

SIGMA SUPPLIER KEY CONTACTS		EMAIL	PHONE
COMPLIANCE QUERIES	Supplier Compliance Team	suppliers@chemistwarehouse.com.au	
MOBILEDOCK SUPPORT	CW Retail	suppliers@chemistwarehouse.com.au	
	Sigma Wholesale	supply.planning@sigmahealthcare.com.au	
EDI SUPPORT	Message Exchange - CW Retail	support@messagexchange.com	1300 769 414
	EDI Issues - CW Retail	suppliers@chemistwarehouse.com.au	
	SPS Commerce - Sigma Wholesale	clientservices.au@spscommerce.com	1300 532 383
	EDI Issues - Sigma Wholesale	supply.planning@sigmahealthcare.com.au	
REPLENISHMENT PLANNING	Supply Planning Team - Sigma Wholesale	supply.planning@sigmahealthcare.com.au	
	Supply Planning Team - CW Retail	supply.planning@chemistwarehouse.com.au	
SIGMA WHOLESALE DC SHIPPING & RECEIVING	Truganina - VIC	truganina.Receiving@sigmahealthcare.com.au	(03) 7301 7546
	Kemps Creek - NSW	kempsCreek.Receiving@sigmahealthcare.com.au	1800 500 760
	Berrinba - QLD	berrinba.Receiving@sigmahealthcare.com.au	(07) 3801 6979
	Townsville - QLD	townsville.Receiving@sigmahealthcare.com.au	(07) 4430 4911
	Canning Vale - WA	CVReceiving@sigmahealthcare.com.au	1800 500 760
	Pooraka - SA	pooraka.Receiving@sigmahealthcare.com.au	(08) 8219 2661
	Bridgewater - TAS	hobart.Receiving@sigmahealthcare.com.au	(03) 6277 1712
	Darwin - NT	darwin.Receiving@sigmahealthcare.com.au	(08) 8947 2264
CW RETAIL DC SHIPPING & RECEIVING	Somerton - VIC	ordercomssom@chemistwarehouse.com.au	(03) 9217 3869
	Port Adelaide - SA **	ordercomssa1@chemistwarehouse.com.au	(08) 8409 3221
	Eagle Farm - QLD	ordercomsqld1@chemistwarehouse.com.au	(07) 3633 4523
	Huntingwood - NSW	ordercomsnsw1@chemistwarehouse.com.au	(02) 8866 5235
	South Guildford - WA **	ordercomswa1@chemistwarehouse.com.au	(08) 6272 3201
FINANCE & ACCOUNTS	Accounts Payable - CW Retail	accountspayable@chemistwarehouse.com.au	
	Accounts Receivables - CW Retail	accountsreceivable@chemistwarehouse.com.au	
	Accounts Payable - Sigma Wholesale	accpay@sigmahealthcare.com.au	
	Accounts Receivables - Sigma Wholesale	sigma.ar@sigmahealthcare.com.au	

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SECTION 3 SUPPLIER READINESS CHECKLIST

► Readiness Checklist








Readiness Checklist

Prior to commencing trading with Sigma, please ensure that the following readiness checklist has been completed. Information pertaining to the checklist below can be located within Sigma's Supplier Compliance Standards or via one of the helpful links provided.

Please Note:

A blank box under CW Retail/ Sigma Wholesale denotes that the readiness requirement is not applicable for these Distribution Centres.

READINESS REQUIREMENTS	COMMENTS	CONTACTS/ LINKS	CW RETAIL	SIGMA WHOLESALE	TICK ONCE COMPLETED
SUPPLY AGREEMENT					
Supply agreement has been executed correctly and returned to Sigma	Respective Category Buyers for either CW Retail or Sigma Wholesale DCs	Buyer	✓	✓	<input type="checkbox"/>
Supplier Compliance Standards document has been read and understood and will be complied with	Suppliers must also ensure that their contractors and/or 3PL providers are made aware of Sigma's compliance requirements	NA	✓	✓	<input type="checkbox"/>
SUPPLIER MASTER DATA SET UP					
Supplier Registration Form Completed	Only applies for Sigma Wholesale DCs	Ariba		✓	<input type="checkbox"/>
Supplier Code has been issued	Examples: Retail: V1234- Wholesale: 61000222	Buyer/ Category Manager	✓	✓	<input type="checkbox"/>
EDI SET UP					
Tested & Certified via SPS Commerce	SPS Commerce is EDI solution for products supplied via Sigma Wholesale DCs	1300 532 383 Clientservices.au@spscommerce.com		✓	<input type="checkbox"/>
EDI Mailbox setup with Message Xchange	Message Xchange is EDI Solution for products supplied via CW Retail DCs	1301 769 414 support@messagexchange.com	✓		<input type="checkbox"/>
Downloaded EDI Messages with Message Xchange			✓		<input type="checkbox"/>
Completed initial testing with Message Xchange			✓		<input type="checkbox"/>

READINESS REQUIREMENTS	COMMENTS	CONTACTS/ LINKS	CW RETAIL	SIGMA WHOLESALE	TICK ONCE COMPLETED
PRODUCTS ONBOARDED					
Submitted New Line Forms- NPSA	Respective Category Buyers for either CW Retail or Sigma Wholesale DCs	Buyer/National Ranging Team	✓	✓	<input type="checkbox"/>
New OTC/ FMCG/FOS Lines	Master data synchronisations and standardisation -Lodged through GS1 Australia for Sigma Wholesale	 Click here for GS1 Standards		✓	<input type="checkbox"/>
New OTC/ FMCG/FOS Lines	Master data synchronisations and standardisation – Published on GS1 National Product Catalogue- Sigma Wholesale	 Click here for GS1 National Product catalogue		✓	<input type="checkbox"/>
New OTC/ FMCG/FOS Lines	Master data synchronisations and standardisation – Published on GS1 Smart Media- Sigma Wholesale	 Click here for GS1 Smart Media		✓	<input type="checkbox"/>
Delivery / Lead Times Agreed	CW Retail (Buyers) and Sigma Wholesale (Supply Planners)	Buyer/ Supply Planner	✓	✓	<input type="checkbox"/>
MOQ Agreed	CW Retail (Buyers) and Sigma Wholesale (Supply Planners)	Buyer/ Supply Planner	✓	✓	<input type="checkbox"/>
Product Barcoding and Labelling	All products being onboarded must comply with standards outlined on section 4 of this document	Compliance Team	✓	✓	<input type="checkbox"/>
MOBILE DOCK SET UP					
Obtain and set up access to Mobile Dock -Required for all Inbound Bookings	Sigma Wholesale	supply.planning@sigmahealthcare.com.au	✓	✓	<input type="checkbox"/>
	CW Retail	suppliers@chemistwarehouse.com.au	✓	✓	<input type="checkbox"/>
POOLING AGREEMENTS					
Only applies to CHEP /Loscam Pallets	A 30 Day delayed transfer account will apply to all accounts- Subject to your Sigma Wholesale/ CW Retail Supply Agreements	 Click here for CHEP  Click here for Loscam		✓	<input type="checkbox"/>

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Product Life Cycle - Overview

Each product/line brought into the Sigma network, must progress through a defined Life Cycle.

This Life Cycle allows for products/lines to be ranged in a defined process and strategy. It controls the way changes are managed and lines phased out, either due to end of life or being out of stock.



New Lines Process/ Ranging

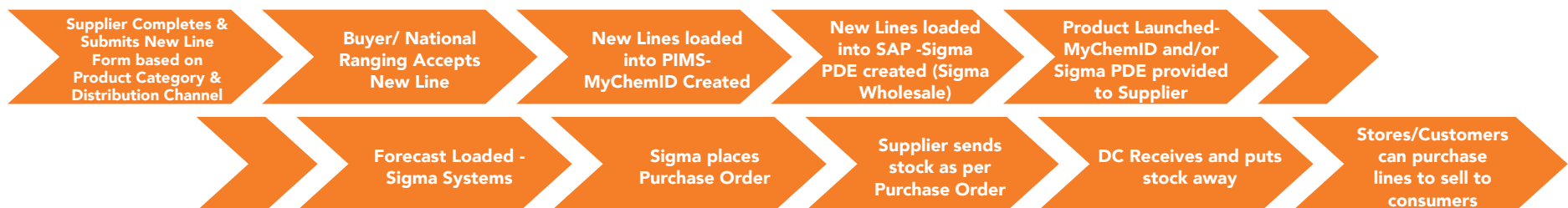
Sigma manages products based on the three main product categories; FOS, OTC and Ethicals (PBS/ Private).

For all new products, Suppliers must complete either a  **New Line Form**,  **NPSA Form** or load products into  **GS1** and submit to their respective Category Buyers or National Ranging as per table below.

Distribution Channel	Product Category - New Line Process			Product Submissions	Product Launched
	FOS	OTC	ETHICALS		
CW Retail	New Line Form	New Line Form	NA	Respective Category Buyers	MyChemID
Sigma Wholesale	GS1	GS1	NPSA	National Ranging Team	MyChemID & Sigma PDE

Once Sigma has reviewed and approved submitted products received via one of the above processes, only then will the new product record be created within Sigma's Product Information Management System (PIMS) and/or SAP to assign a unique product identifier (MyChemID/ Sigma PDE) for each new line.

Following the creation of the unique product Identifier's within Sigma Systems, Suppliers will be notified of these details to enable ordering and launch of a product.



Ranging of products are assessed in line with Sigma's Ranging Policy and may be allocated to one or both Distribution Channels. For distribution of products via our CW Retail channel, only a MYCHEMID is required, however, distribution via our Sigma Wholesale channel will require a MyChemID and a Sigma PDE to enable ordering.

New Lines

It is important that when submitting product information via the New Line Form and GS1 that all sections are completed to ensure seamless trading. Additionally, the following key attributes are required to be provided and maintained for all products sold to Sigma:

Attribute	Description	Distribution Channel	
		CW Retail	Sigma Wholesale
Pricing	Determined and agreed to during product reviews.	Buyer	National Ranging
Order Quantities	Order Multiples and/or Minimum Order Quantity	Buyer	National Ranging
Delivery Lead Times	Time between when an order is placed and when it is due for delivery.	Buyer/ Supply Planning Team	Supply Planning
Dangerous & Hazardous goods information	If applicable to the product.	Buyer	National Ranging
Product packaging	Hierarchy and units of measure.	Buyer	Buyer
Barcodes	Data is represented to applicable requirements	Buyer	National Ranging
Fridge Lines	Indication of the temperature range the product is to be stored at	N/A	National Ranging
Drug Schedule Code	Drug schedule code to be provided	N/A	National Ranging
PBS information	PBS code, PBS molecule, CSO requirements	N/A	National Ranging
Product Expiry	Does the item have shelf-life information	Buyer	National Ranging
Sales Forecast	Forecast to be submitted per week and DC	N/A	National Ranging

Product & Pricing Changes

It is imperative for Suppliers to notify Sigma of any changes to their products, to ensure that product information and pricing information is accurately maintained and to avoid orders from failing.

Where Sigma determines a change to an item to be a 'Hard Change', a New Line Form/ NPSA together with a summary of changes will be required.

Hard or soft changes are outlined in below table along with Sigma's minimum notification timelines:

Item Change Description	Comments	CW Retail		Sigma Wholesale	
		Change Type	Timelines	Change Type	Timelines
Product replacements / updates		Hard	Send all product updates to CW Retail Buyers with a minimum of 90 days' notice before changes commence or enter the market. Buyers may not accept the change and will discuss on an individual basis with the Supplier.	Hard	Send all product updates to Sigma National Ranging with a minimum of 4 weeks' notice before changes are effective.
Packaging changes	Eg: Units per carton	Soft		Soft	
Product Size/ Dimension changes	Eg: Depth, Width, Height or Weight, content amount along with declared net content and other consumer facing declarations	Hard		Hard	
Major Formulation changes	Eg: Major ingredient change	Hard		Hard	
Minor Formulation change	Eg: Minor ingredient change	Soft		Hard	
Major Artwork changes	Buyers to approve	Hard		Soft	
Minor Artwork	Buyers to approve	Soft		Soft	
Supplier Product Code change		Soft		Soft	
GTIN / EAN change		Soft		Soft	
Price change		Soft		Soft	

**Hard changes = Requires a new MychemID/Sigma PDE*

**Soft changes = Requires product information updates that do not affect the product having a different MyChemID/Sigma PDE ID e.g. barcodes.*

Price Changes – CW Retail

Price changes for CW Retail should align with what has been agreed at time of range implementation or price review meetings. New Lines will have a 12-month price freeze when they begin at CW Retail unless otherwise agreed to with the Buyers. If a price change is required, a request must be submitted at a minimum of 90 Days in advance. This allows for internal processing and system updates. All price changes must be individually signed off with Buyers. The approval of these changes will be accompanied with agreements on timing of change in line with marketing submissions. Only when a price change has been agreed to, will it then be communicated to Store Operations Support (SOS) and Supply Chain for lines ranged in CW Retail DCs.

Perishable Products

Where Suppliers/ Brand Owners supply product to Sigma that is perishable such as food, baby formula, vitamins etc, Batch and Expiry data is a mandatory requirement on all Advanced Shipping Notices and delivery dockets as well as SSCC Labelling. Given the critical nature, Sigma may reject any deliveries where the information has not been provided.

Minimum Shelf Life on Receipt (MLOR)

To ensure product quality and shelf life for our customers, Sigma requires all products delivered into our DC network to meet the following minimum shelf-life standards:

DC NETWORK	CW RETAIL	SIGMA WHOLESALE
Minimum Requirement	12 Months	9 Months

Please note:

- Products delivered must not have a shorter shelf life than any previous deliveries of the same product to that DC.
- The oldest stock / shortest shelf-life product (MLOR) must be placed on the top layer of the pallet. The longest shelf-life stock must be placed on the bottom layer.
- For products with a standard shelf life less than that in the table above, Suppliers must request approval from their relevant Supply Planner.

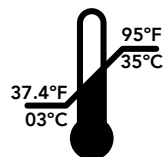
MLOR Breaches

Where product arrives that has a shelf life below the MLOR policy, the product will be rejected unless special pre-approval has been negotiated with Sigma Supply Chain. Sigma will reserve the right to reject or accept any product delivered with the above shelf-life breaches. If any product is found to be past its expiry date, the supplier is required to arrange collection or credit within two weeks. Failure to do so will result in the stock being disposed of at the suppliers cost.

Date Code Markings

Where a date code (Use by or Use Before date) applies to a retail unit, this date code marking must also reflect on the related carton/trade unit and on the Pallet/Logistic unit..

Storage & Temperature Markings



**TEMPERATURE
LIMITATION**

Wherever applicable, Cartons/Trade Units should clearly identify the appropriate storage and handling conditions for the product e.g. "Store at 2°C to 8°C (Refrigerate. Do not freeze)"

Hazardous Products



Suppliers are required to provide Sigma with updated Safety Data Sheets (SDS) as and when any changes are made, which summarise important health and safety information for hazardous chemicals.

Product End of Life

Products can be marked as End of Life and identified for deletion by either the Supplier or Sigma.

For any product identified as end of life by the Supplier, the CW Buyers & the Sigma Wholesale Category Management team must be notified of the end of life at least 90 days in advance of the product deletion.

The Buyer/Wholesale team will notify the relevant internal Sigma Store Operations & Supply Chain teams of this upcoming end of life who will commence the end of life protocol. This will ensure that no new purchase orders are placed for Sigma Distribution Centres post the agreed date and the inventory in both stores and DC's can be effectively run down.

Suppliers are also responsible for putting forward a clearance strategy which will then be agreed to with the CW Buyer or the Sigma Wholesale Category Management Team & Inventory Operations Manager.

**Product end
of Life is
identified/
agreed**

**Systems
updated to 'Do
Not Order' for
DC's**

**Clearance
Price
confirmed**

**Pricing
updated in
Systems**

**Store sells
through
remaining
stock**

**Product
removed/
deleted from
DC Networks**

Product Recalls & Withdrawals

When a product is identified by a Supplier for recall or withdrawal, Sigma must be notified as per the applicable TGA, FSANZ, ACCC, AICIS regulations.

Notification of a recall/withdrawal must be sent to the appropriate teams. For CW Retail please notify the National Category Buyer. For Sigma Wholesale please notify National Ranging. These teams will inform the relevant Sigma channels.

For stock in the Sigma distribution network, each DC will perform a cycle count on all locations with the recalled/withdrawn stock. DCs will then transfer stock into quarantine and prepare stock for collection by Supplier (this process is known as a Vendor Return Order). Suppliers will need to book in with DCs to collect the stock and arrange credit for the returned stock as per trading terms. Similarly, when a product is identified by Sigma as requiring a recall, Sigma will notify the Supplier. The Supplier must then follow the same process as mentioned above. All Sigma channels must be notified as per the applicable TGA, FSANZ, ACCC, AICIS regulations.

Please note: At the suppliers request, Sigma can destroy goods at the suppliers cost and provide a Certificate of Destruction and where there is a warranted recall/withdrawal case, Sigma must be notified immediately.

 [Click here for more information about TGA product recall](#)

 [Click here for more information about FSANZ product recall](#)

 [Click here for more information about ACCC product recall](#)

 [Click here for more information about AICIS product recall](#)

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SECTION 5 PRODUCT, BARCODING & LABELLING

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Product, Barcoding & Labelling Overview

Sigma utilises the  **GS1 standards** for identification and barcoding of products.

The following table lists the acceptable barcode types for use and in which scanning environment with Sigma's operations.

Barcode Type	Description	Usage	Example Image (Data Carrier) Note: Images are not to scale and provided as examples only
 EAN-8	Symbology used to encode a GTIN-8 (8-digit GTIN). Used only for small items which cannot fit in an EAN-13. The use of GTIN-8 is authorised only for certain packages with size constraints."	Retail point-of-sale scanning	 9312 3457
 UPC-A	Symbology used to encode a GTIN-12. Predominantly used by US based Suppliers.	Retail point-of-sale scanning, Warehouse & Distribution.	 0 12340 00004 6
 EAN-13	Symbology used to encode a GTIN-13.	Retail point-of-sale scanning, Warehouse & Distribution.	 9 312345 678907
 ITF-14	Symbology used to encode a GTIN-14.	Warehouse & Distribution	 18622450900020
 ITF-14	Symbology used to encode a GTIN-14.	Warehouse & Distribution	 (01)19312345000019

Barcode Placement & Locations

Where the barcode is placed can vary by barcode type, Suppliers should note the requirements within the following information provided.

The barcode should be displayed in such a way that the:

- Height is not reduced (truncated).
- Magnification meets the minimum.
- Magnification does not exceed the maximum.
- Quiet Zones are not encroached on by any wording, logos, or colouring.

Barcode locations must be:

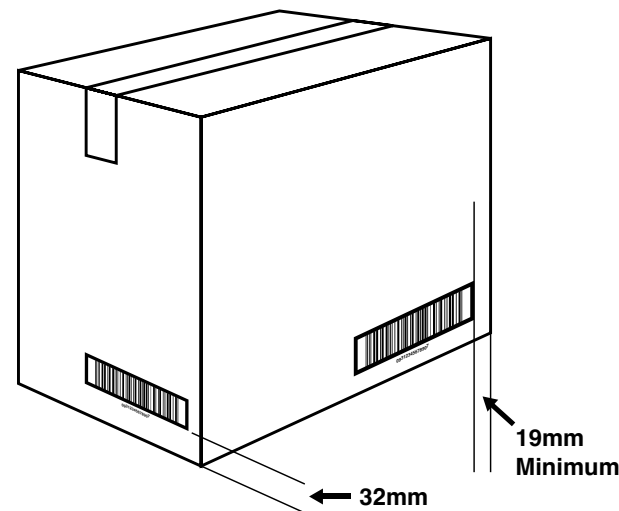
- Away from packaging flaps, seams, ripples & undulations either underneath or above if clear plastic.
- Away from the corners of blow-mould cases and not hidden behind the product.
- On a smooth, flat surface, and must not curve around corners.

If the product is round, then the barcode must run along the flat edge of the curved area in ladder format (also known as portrait format). GS1 recommends that barcodes be in the lower right-hand side of the back of all products to improve predictability of the barcode location. Placing the barcode on the base of any product must be avoided. They can be easily scratched and distorted from storage and shelf movement causing poor readability.

Barcode location on a Non-Retail Unit:

- Barcode should be located on at least 2 adjacent sides of all cartons. Cartons without space for barcodes on adjacent sides can use opposite sides.
- The barcode can be positioned anywhere along the face of the carton, ensuring that the lower edge of the vertical bars of the barcode is exactly 32mm from the lower edge of the base of the carton. Including Quiet Zones, the barcode should be located no closer than 19mm from both vertical edges of the carton.

Location of an ITF-14 Barcode on an Outer Carton.



Visibility of all barcodes pre-printed or as labels must be 100% on finished goods. No partially hidden barcodes are acceptable such as under packing tape, plastic wrap, strapping, or solely on the base of a trade item.

For cylindrical trade units the barcode should be positioned in a portrait format, also known as ladder style orientation. The ladder style is mandatory for a curve with a small diameter such as a broom handle and recommended for larger diameters such as 20 litre oil drums.

In this situation, (and with other products that do not have a flat base) the base of the bars in the barcode do not need to be 32mm from the base of the item.

Number of Barcodes

Cartons without space for barcodes on adjacent sides can use opposite sides.

Please ensure the minimum number of barcodes are applied based on level of packaging as per below:

- Base Units (saleable item) = 1 side
- Inners = Minimum 2 sides preferred
- Carton (Case) = Minimum 2 sides preferred

Barcode Colour

The preferred colour for any barcode is matt black bars on a solid matt white background. Colours in the red spectrum are not suitable at all because scanners use a red light, and as a result, will see the bars as neutral. The white background includes the Quiet Zones.

Inner and Outer Barcode Dimensions

50% is the minimum acceptable magnification for a GS1-128 Barcode or an ITF-14 Barcode. Minimum barcode height for either of these types of barcodes is 32mm.

To ensure efficient scanning of the barcode in any environment, printing the barcode at 100% magnification is highly recommended.

If an ITF-14 Barcode is chosen, a magnification less than 62.5% should not be printed directly on corrugate cardboard. The border (bearer bar) surrounding the bars assist with the print quality of the ITF-14 Barcode (on cartons and labels). When a stereo (a print roller with a rubber stamp face) is produced, the border will help apply equal pressure when producing the barcodes. It also highlights any misprinting heads easily as the black border will be broken (this border is not mandatory).



GS1-128 Barcode dimensions at nominal (100%) magnification (not to scale)



Nominal (100%) Magnification ITF-14 Barcode (not to scale)

Quiet Zones

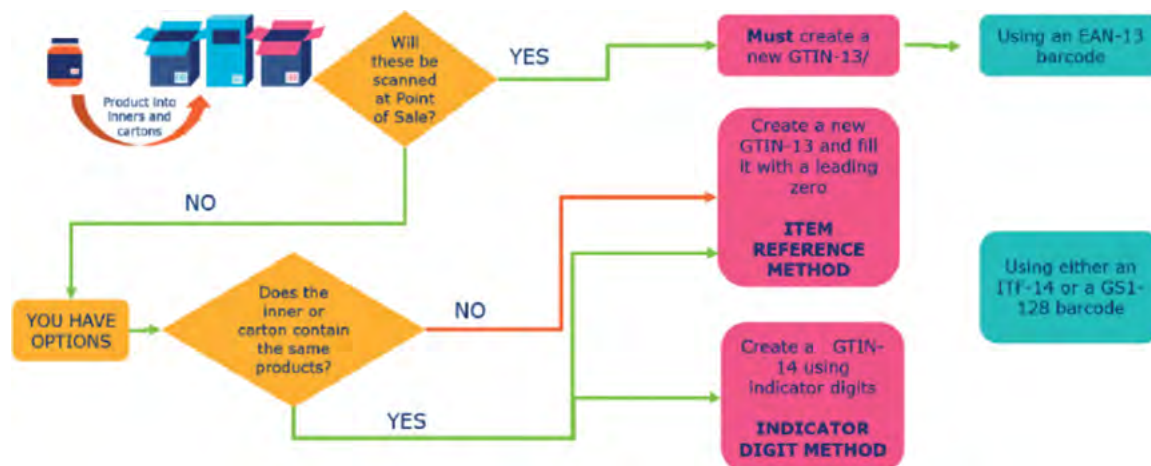
The Quiet Zone of the barcode (formerly known as the light margin) is a solid, light area before the first bar and after the last bar.

This enables the scanner to recognise the beginning and the end of a barcode. Where possible allow more than the minimum specified Quiet Zone space. Quiet Zones of less than the minimum could result in a failed scan. Keep Quiet Zones clear of any colours or graphics. There are minimum specified Quiet Zones for all barcodes, and these are directly related to the magnifications.

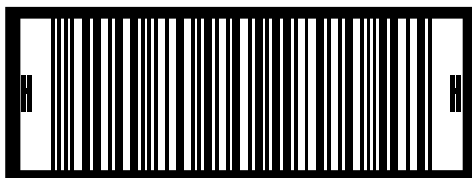
Barcode Selection

Suppliers need to determine which barcode type is more suitable to use depending on how the product moves through the supply chain based on below scenarios:

Scenario	Applicable	Bar Code Type Recommendation
Will the product/base unit/single item be scanned at POS	YES	EAN-13/UPC-A/EAN-8
Will the inner or outer carton ever be scanned at Retail POs?	YES	EAN-13/UPC-A
	NO	ITF-14 or GS1-128 Note: ITF-14 recommended if printing directly on a corrugated cardboard carton. For details on all the barcode specifications please see factsheets referred to in the barcode table at the start of section 5

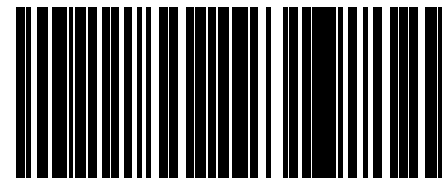


The same number (GTIN-14) can be used in both barcode types as shown below.



19312345678904

ITF-14 Barcode



(01)19312345678904

GS1-128 Barcode

GTIN Requirements- Creation & Allocations

It is the responsibility of the Suppliers Brand Owner/GTIN Allocator to generate and allocate the barcodes (GTINs) for their products.

When starting out for the first time with GTIN allocation, it may be best to refer to the GS1 Australia website or alternatively speak directly with GS1 Australia on 1300 BARCODE.

Please ensure when creating and allocating GTINS, that:

- Separate GTINs are always applied to every different variation of a product, size, style, grade, and colour. For assistance
[Click here if you are not a GS1 Member](#) or
[Click here if you are a GS1 member](#)
- Changes made to trade items such as declared weights, net contents, packaging dimensions, require the allocation of a new GTIN. Please refer to [GS1 Allocation Rules](#) for specific details around GTIN's
- The final digit (Check Digit) in the barcode number is not allocated by you – it is calculated by a formula. This can be done by your internal ERP systems if the same calculation GS1 uses is used. Click on the [GS1 Calculator](#) which is available online or downloadable.
- GTINs, if deleted, must not be re-used or re-cycled. This includes any GTIN, no matter what level of packaging it relates to.
- You use the Prefix that GS1 has allocated your company. The GS1 Company Prefix may be 7, 8, 9 or 10 digits long. The below image showcases the structure of your GTIN based on your GS1 Company Prefix length. Sequentially allocate the available digits following your GCP, then add the Check Digit.

7 digit GCP
00000
C
8 digit GCP
0000
C
9 digit GCP
000
C
10 digit GCP
00
C
GS1 Company Prefix
Item reference Check digit

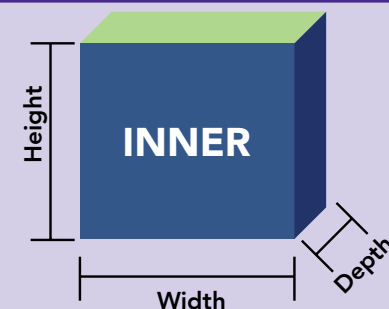
GTIN Secondary & Tertiary Packaging Levels (Inners and Outers)

Secondary and Tertiary Packaging levels for Inners and Outers (Case) are items that consist of 2 or more Base Units or Each's and can be scanned in warehouse and distribution environments.

Secondary Package – Inner

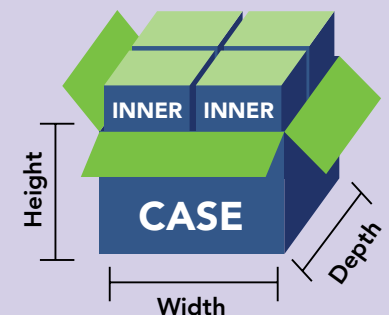
Intermediate package level.

Made up of several of the same Retail Unit.



Tertiary Package – Case (Outer)

Made up of several of the same Retail Unit or Inners.



There are two methods by which a GTIN can be assigned and allocated for use. This is illustrated below for an inner and a carton.

• Method 1: The Indicator Method

This option is only available for homogenous groupings of standard trade items where all units contained in the group are identical.

It involves using an Indicator with the GTIN and recalculating the Check Digit. An Indicator can be any number from one to eight. Indicators are used to create up to eight unique GTIN-14s to distinguish between different packaging levels or pack quantities of the same trade item.

These are chosen at the discretion of the company allocating the number as per below examples.

Base Unit Single Item

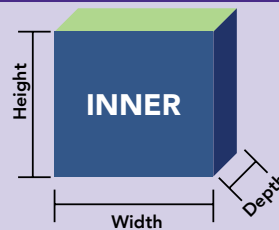


GTIN-13 = 9312345678907

- 9312345 = Company Prefix (assigned by GS1 Australia when Supplier becomes a Member)
- 67890 = Item Number
- 7 = Check Digit

Secondary Package – Inner

Intermediate package level.
Made up of several of the same Retail or base units as above.

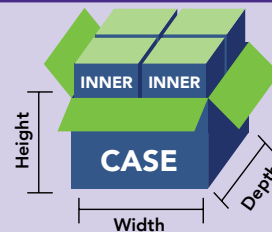


GTIN-14 = 19312345678904

- 1 = Indicator signifying that this number will become a GTIN-14
- 9312345 = Company Prefix (assigned by GS1 Australia when Supplier becomes a Member)
- 67890 = Item Number
- 4 = Check Digit

Tertiary Package – Case (Outer)

Made up of several of the same Retail or base units as above.



GTIN-14 = 29312345678901

- 2 = Indicator signifying that this number will become a GTIN-14
- 9312345 = Company Prefix (assigned by GS1 Australia when Supplier becomes a Member)
- 67890 = Item Number
- 1 = Check Digit

• Method 2: The Sequential Method

The second method is to allocate a brand new GTIN-13 to the inner and outer (case).

If the number is to go into an ITF-14 or GS1-128 barcode, then a zero must be added at the front of the number.

This method must be used when more than 1 type of retail or base unit is in an Inner and / or Outer. It may also be used for the above scenario.

Please refer to the below examples if utilising GS1 Company prefix of 7 digits in length.

Base Unit Single Item



GTIN-13 = 9312345678907

- 9312345 = Company Prefix (assigned by GS1 Australia when Supplier becomes a Member)
- 67890 = Item Number
- 7 = Check Digit

Primary Package Unit 2 - Base Single Item



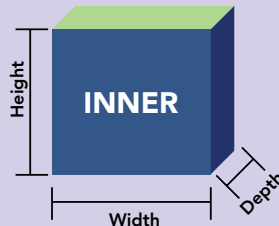
GTIN-13 = 9312345678914

- 9312345 = Company Prefix (assigned by GS1 Australia when Supplier becomes a Member)
- 67891 = Item Number
- 4 = Check Digit

Secondary Package – Inner


Intermediate package level.

Made up of a number of Retail or base units as above.



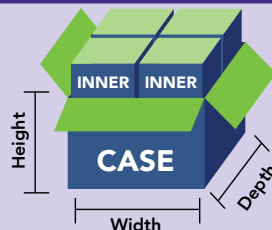
GTIN-13 = 9312345678921

- 9312345 = Company Prefix (assigned by GS1 Australia when Supplier becomes a Member)
- 67892 = Item Number
- 1 = Check Digit

 **Note: If using the ITF-14 or GS1-128 barcode symbology, a filler zero must be used at the start of the number.**


Tertiary Package – Case (Outer)

Made up of a number of Retail or base units as above.



GTIN-13 = 9312345678938

- 9312345 = Company Prefix (assigned by GS1 Australia when Supplier becomes a Member)
- 67893 = Item Number
- 8 = Check Digit

 **Note: If using the ITF-14 or GS1-128 barcode symbology, a filler zero must be used at the start of the number.**

When to change a GTIN

Generally, a unique GTIN is required for every new version of a trade item and for every variation of a retail or base units, however, there are cases when a GTIN may not need to be changed as per the below table based on recommendations from GS1.

Change to Products	GTIN Change Required
Change in quantity of contents (including promotions with extra contents)	Yes
Product feature changes which alter the use	Yes
Weight change – Not declared	No
Item or brand change	Yes
Significant item description changes	Refer to GTIN Rules for specific information
Ingredient formulae change not impacting consumer declaration	
Minor marketing change to the package e.g. an addition of an Easter rabbit or Christmas tree	No
Change in packaging dimension greater than 20%	Yes

Additional Information Required on Packaging

Human Readable Information (as opposed to machine readable e.g. barcodes) on trade units (inners and outers) must be in English.

The following requirements must be printed on at least two adjacent sides (not handwritten) of every level of trade item packaging:

- Barcode
- Retail or base unit description (includes product, variant & size as printed on the retail unit)
- Supplier part number (as printed on the retail unit)
- Batch, Serial Numbers, Dates of expiry (if applicable)
- Supplier details and/or Brand name
- Quantity of primary units within. (This is to be done at each level of packaging)
- Total gross weight of the trade item
- Warning and advisory symbols or labels if applicable
- Hazardous labelling (if applicable)

GS1 Application Identifiers (additional data attribute information)

GS1 Application Identifiers (AIs) allow for additional data attributes of a physical object to be correctly processed in user applications. They are represented as two or more digits at the beginning of an Element String that uniquely defines its format and meaning. Examples of additional attribute data information may be Batch Number, Expiry Date or Serial Number.

GS1 has defined over a 500 Application Identifiers (AIs). Each Application Identifier is a standard two, three, or four-digit numeric code.

Click here for the full list of GS1 Application Identifiers and their definitions, please refer to section 3.2 of the  **GS1 General Specifications**.

An example of barcode containing a GTIN, Expiry Date and Batch Number



(01)03451230000006(17)050325(10)LGH-28

Based on the extensive evolution of available AIs, applied appropriately these can provide greater Supply Chain opportunities for example improved inventory controls, forecasting capabilities, stock visibility and reporting opportunities.

Reach out to GS1 Advisory Services to support with the broader Supply Chain review to maximise opportunities with GS1 supply chain standards and available AIs.



Not all the adjacent mentioned AI's will be relevant for all products. It will be up to each Supplier to decide which ones are suitable for the product being labelled.

Sigma currently accepts the following Application Identifiers (AI's):

- (10) Batch or Lot Number
- (17) Expiration Date
- (21) Serial Number
- (11) Production Date

Summary of Barcode & Labelling Requirements


Suppliers must ensure their products can be identified and barcoded appropriately:

- All levels of packaging (base, consumer unit, inner, carton) of a product, are required to have a unique identification number. This number is known as a Global Trade Item Number (GTIN). This number will need to be represented in an appropriate barcode.
- The GTIN is to be physically represented in a barcode (GS1 Data Carrier), printed, and applied onto each level of packaging (as appropriate).
- The GTIN can be represented in several ways. Chemist Warehouse accepts the following GTIN formats: GTIN-8, GTIN-12, GTIN-13, GTIN-14
- Barcodes will be required to meet minimum quality requirements for magnification, barcode colour, quiet zones, location, and height; based on the GS1 Specifications.
- The product's packaging (where applicable) needs to be clearly identified with product descriptions:
 - Net contents
 - Gross weight
 - Other hazardous or dangerous goods.
 - Special handling.
 - Weight labels

2D Barcoding

2D Barcoding is delivering substantial results for retailers and brand owners, including reductions in waste and major improvements in safety.

This incorporates the ability to stop the sale of expired or recalled products at the checkout. Web links, date codes, recall notifications and much more can be linked to a single 2D data carrier and made available when scanned at point-of-sale and across the supply chain.

The Therapeutic Goods Administration (TGA) has introduced new standards for serialisation of medicines and use of data matrix codes (2D barcoding). TGA mandates the use of Data matrix codes if a medicine is serialised and sets out the requirements for the medicine sponsor. Linear barcodes are still required in addition to any 2D barcodes during the transition period- Please refer to  **TGA Standard for Serialisation and Data Matrix Codes**.

Where there are multiple barcodes on a pack, they must contain the same GTIN as per  **GS1 Healthcare Multiple Barcode Guidelines**.

GS1 Data Matrix is the 2D barcode of choice for regulated healthcare products around product identification and the Retail industry is therefore embarking on a transition from linear 1D barcodes to more capable 2D barcodes on-packaging.



(01)03453120000011
(17)191125
(10)ABCD1234

Example of a GS1 Data Matrix 2D barcode which includes a products GTIN, Expiration Date, Batch or Lot Number, & Serial Number.

Welcome

Distribution Network,
Contacts & Map

Supplier Readiness
Checklist

Product
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Product Barcoding
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SECTION 6 EDI (Electronic Data Interchange)

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SECTION 6 EDI (Electronic Data Interchange)

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- ▶ Mandatory EDI Fields
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- ▶ Advanced Shipping Notice Requirements - CW Retail
- ▶ Invoice Transmissions
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- ▶ EDI Business Rules

Electronic Data Interchange (EDI) Overview

Sigma aims to manage procurement activities in a cost and time efficient manner for our team and our supplier community. All Suppliers must use electronic trading of standard business documents in support of all procurement efforts.

EDI is our preferred means of transacting with our supplier community and plays a key role in communications between Sigma and our Suppliers.

Exchanging this data electronically ensures a more efficient, secure and timely method of communicating business transactions in the Supply Chain and assures receipt of critical data and documents.

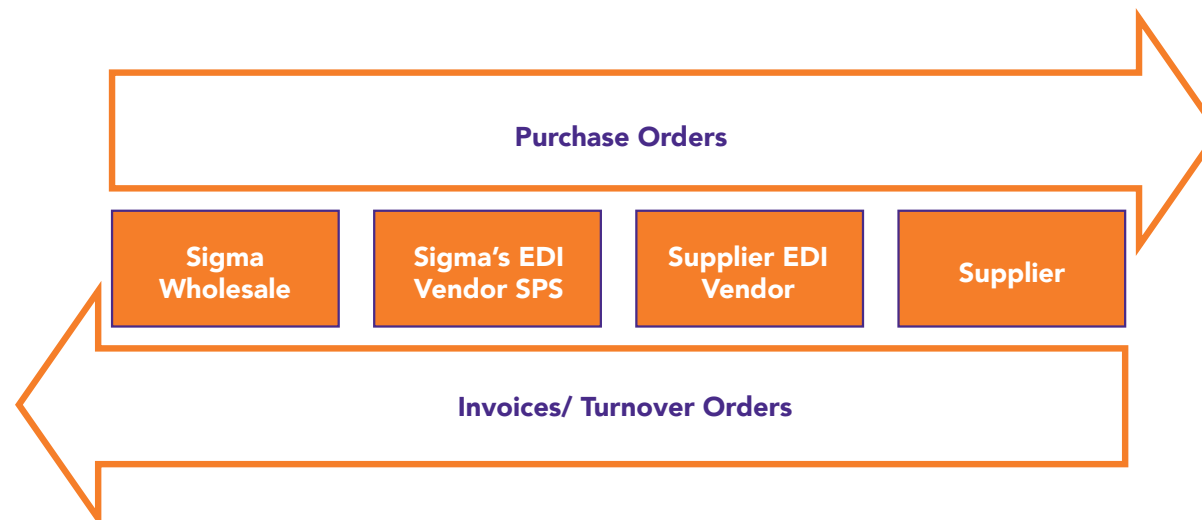
Suppliers will need to set up EDI with one/ both of Sigma's EDI providers: MessageXchange/SPS Commerce to supply of goods into our Distribution Network.

EDI Requirements

- **Sigma Wholesale**

SPS Commerce is Sigma's EDI partner to facilitate our electronic business to business (B2B) communications for our Suppliers to utilise when delivering goods into Sigma Wholesale DCs. SPS Commerce, a SaaS provider of supply chain solutions, provides the suite of EDI services for Sigma Wholesale so that EDI data to or from Sigma Wholesale is processed via SPS Commerce.

Discussion with your allocated Supply Planner or Planning Manager within the Operations Planning Department in Supply Chain, is the first step to EDI enablement.



• CW Retail

CW Retail has engaged MessageXchange to provide a complete suite of EDI services.

All EDI data to or from CW is processed through MessageXchange, and CW requires all Suppliers to trade using EDI communications. For EDI enablement, Suppliers must first discuss with our internal supply compliance team who will advise you on next steps via Suppliers@chemistwarehouse.com.au

For all new Supplier relationships, we are providing Colladium, a free web portal for you to receive orders and send back purchase order responses, advanced shipping notices and invoices. This will allow Suppliers to exchange EDI messages for free.

Suppliers can choose to stay on Colladium long-term, or move to a fully integrated EDI solution, to action everything from their ERP system. For enquiries about moving to a fully integrated EDI solution, please contact MessageXchange.

MessageXchange hosts the most current documentation related to our EDI program on  **CW Retail EDI Portal**.

Please note: Whatever solution you decide to use as long-term, Supplier-funder EDI solution, it is a requirement that you formalise and become production ready on your chosen solution before your initial Purchase Order.

If you have in-house EDI capabilities or have already partnered with an EDI provider (VAN), please have your VAN reach out to MessageXchange to conduct testing before going live in production.

Suppliers changing EDI system providers or making any major changes to existing systems, must contact MessageXchange, for re-certification of the trading relationship. This will ensure that future transmissions continue to meet Sigma standards.

The following document types are supported by Sigma for CW Retail DCs via MessageXchange and are required for all electronic trading enabled Suppliers.

- Purchase Order Message
- Purchase Order Response Message
- Despatch Advice Message
- Invoice Message
- Syntax & Service Report
- Logistics (SSCC) labels

Suppliers exchanging documents in EDIFACT should verify receipt of Syntax & Service Report message (CONTRL) for all Purchase Order Responses (ORDRSP), Despatch Advice (DESADV) and Invoices (INVOIC) transmitted. Contact our Supplier team if a CONTRL is not returned.

MessageXchange provides validation based on business set up by Sigma. Please monitor for any error messages from MessageXchange.

It is the Supplier's responsibility to make corrections and re-process any transactions rejected by MessageXchange.

If you have any questions regarding an error, please contact your EDI provider (VAN) and they will assist in identifying the cause of the error and take any necessary steps to make the appropriate corrections.



Mandatory EDI Fields

The following document types are supported by Sigma and are required for all EDI enabled Suppliers:

Document Name	Description	Distribution Channel	
		CW Retail	Sigma Wholesale
PO	Purchase order(s): Are a purchase request on a Supplier for the supply of goods.	MessageXchange	SPS Commerce
POR	Purchase order response. Confirms the final quantity, pricing and ETA for each line being ordered	MessageXchange	
ASN	An Advance Shipping Notice is a notification of pending deliveries like a packing list	MessageXchange	
INVOICE	Invoice is a message for claiming payment for goods or services supplied under conditions agreed between the Supplier / Trade Partners and Sigma	MessageXchange	SPS Commerce
TOO	Turnover orders. Suppliers sending orders on behalf of customers		SPS Commerce

Purchase Order Dates

All deliveries must be delivered in accordance with Sigma's delivery requirements. Sigma communicates the following dates on purchase orders:

- Order Date - Date order was generated in the respective Sigma Systems.
- Delivery Date - Date on which Purchaser requests goods to be delivered.

It is the Supplier's responsibility to advise Sigma of any anticipated changes in order fulfillment timing. By having notice of shipping delays, we will be able to accurately adjust our requirements for ordering and delivery schedules.

Purchase Order Message Function Codes – CW Retail

All deliveries must be delivered in accordance with Sigma's delivery requirements. Sigma communicates the following dates on purchase orders:

- Original – an original order.
- Replacement – a replacement of a previous Purchase Order message with the same Purchase Order number.
- Cancellation – a cancellation of a previous Purchase Order message with the same Purchase Order number.

Purchase Order Response Types – CW Retail

CW Retail takes advantage of the following Purchase Order Response (POR) types. Please pay extra attention to the distinction made by including all details.

- POR messages must be returned within 48 hours (excluding weekends and public holidays) of receipt of the Purchase Order, and prior to any goods being dispatched

Below is a list of ways we will accept POR acknowledgements. Please review EDI specs for valid codes to be sent at the header level.

Accepted without amendment

If this code is sent, all line items sent on Purchase Order must be sent back on the Purchase Order Response and must have line action code 'Accepted without amendment'.

Not accepted

If this code is sent, all line items sent on Purchase Order must be sent back on the Purchase Order Response and must have line action code 'Not accepted'.

Change

If this code is sent, all line items sent on Purchase Order must be sent back on the Purchase Order Response and the line action code must indicate the status of the line ('Accepted without amendment', 'Not accepted' or 'Changed').

Line-Item Change Details

• CW Retail

CW Retail takes advantage of the below line-item changes within the POR transaction and expects all line-item changes, to be communicated through EDI.

Please review EDI specs for valid codes to be sent at the Line-item level.

Accepted without amendment

If this code is sent, all line items sent on Purchase Order must be sent back on the Purchase Order Response and must have line action code 'Accepted without amendment'.

Items Not accepted (Rejected)

If this code is sent, all line items sent on Purchase Order must be sent back on the Purchase Order Response and must have line action code 'Not accepted'.

Change

If this code is sent, all line items sent on Purchase Order must be sent back on the Purchase Order Response and the line action code must indicate the status of the line ('Accepted without amendment', 'Not accepted' or 'Changed').

Sigma acknowledges that there are some occasions whereby line-items cannot be filled per the PO instructions as they are not accommodated by the above change codes. Please contact the Sender documented on a PO to communicate any additional required changes within 48 hours.

• Sigma Wholesale

Line-Item changes or amendments to Sigma Wholesale Purchase orders, must be communicated with a Suppliers relevant Supply Planner within 48 hours.

Advanced Shipment Notice Requirements – CW Retail

Only CW Retail DCs use warehouse management technology to receive and receipt goods in via the data transmitted in Suppliers ASN (DESADV).

Suppliers must make every effort to ensure that shipments are 100% accurate and include all requested data.

The ASN should only contain the items and quantities being shipped in the individual shipment. Any product not shipped should not be included in the ASN.

One ASN is required for each delivery included in the Purchase Order. In the case of a split delivery, Supplier must send one ASN for each delivery.

Each delivery must correspond to a unique Carriers Reference Number or Consignment note number (Con note number). This number will be transmitted in the ASN. Vendor can send multiple ASNs, one for each delivery, for one order.

The ASN message must be sent before goods are physically delivered and is a key performance measurement reviewed by CW Retail. This makes it possible for CW Retail DCs to use the data to prepare efficiently for the receipt of the goods.

Each unit delivered (pallet or carton) should be uniquely identified.

In the Despatch Advice (ASN) message, the products contained in each uniquely identified unit are described. When the goods are received, the physical shipment and the electronic message will be cross checked. Discrepancies are immediately identified.

It is recommended using a standard GS1 Serial Shipping Container Code structure to identify the units.

The shipment models supported are:

- **SOPI** (Shipment, Order, Pack/Carton, Item –used for loose cartons) format. In this format, the Supplier indicated the Despatch Advice (ASN) message contains the SSCC code (GS1 Shipping label) at Carton level.
- **SOTI** (Shipment, Order, Tare/Pallet, Item – used for contained pallets) format. In this format, the Supplier indicated the Despatch Advice (ASN) message contains the SSCC code (GS1 Shipping label) at Pallet level.

When is an ASN required?

The Despatch Advice (ASN) message must be at the point of dispatch from the Supplier or 3PL when delivering to CW Retail DCs.

Any system issue that prevents the transmission of a timely ASN (DESADV) should be reported to **Suppliers@chemistwarehouse.com.au** immediately.

If ASN (DESADV) data is not provided for a pallet, carton or shipment, the shipment may be rejected

Invoice Transmission

• CW Retail

The EDI invoice (INVOIC) is required by CW Retail to eliminate redundant data entry whilst promoting accuracy and timely payments.

This electronic invoice must be sent for each delivery and is a key performance measurement and will be reviewed by our Supplier Compliance Team.

Suppliers are to create one invoice per Despatch Advice (ASN for the delivery). If a PO requires multiple deliveries, then each of those deliveries must have a separate invoice and ASN. These multiple deliveries will always reference the same PO.

If the Supplier needs to resend an invoice, the Supplier must contact Sigma. If the invoice has not been processed, Sigma will delete it and only then should the Supplier send a new invoice.

• Sigma Wholesale

Sigma wholesale accepts invoices via EDI or email PDFs; however, it is imperative that only one invoice is sent to Sigma Wholesale regardless of type. Sigma Wholesale will only accept the first invoice provided. Each invoice must contain the PO number with one invoice per PO and one invoice per delivery. The item, quantity and pricing on the invoice must match the PO and receipted quantity, in order for Sigma Wholesale to process the invoice for payment. Email invoices for Sigma Wholesale are to be sent to **accountspayableinvoices@sigmahealthcare.com**. Each PDF file must contain only one invoice. Charge through invoices are to be sent to **chargethroughinvoices@sigmahealthcare.com.au**.

Invoices must contain the correct ABN for the buying organisation based on distribution Network Suppliers are delivering to as per below table:-

Buying Company Name	Code	Distribution Network	ABN
CW Management	CW01	CW Retail	55936350450
Sigma Company Limited	Sigma	Sigma Wholesale	44 004 132 923

Additional EDI Information & Supplier Requirements

A Supplier must receive a valid purchase order from the Supply team. If arrangements have not been made with Sigma to receive an EDI purchase order, the Supplier will receive a computer-generated purchase order via email.

Please Note: Suppliers are not to accept any phone orders or verbal commitments.

- Suppliers must ensure all purchase order details including delivery requested date, product price, and quantity are accurate.
- Supplier acknowledges that Sigma will place a purchase order for any arrangements made with reliance on details provided.
- Do not ship your goods if product information is incorrect. If these types of errors occur, the original PO may need to be rejected. Supplier will need to contact Sigma to confirm.
- CW Retail - POR is required for an original PO but not required for a replacement or cancellation PO. A POR message must be returned within 48 hours of receipt of the PO.
- CW Retail - If the Supply Team has not received the POR message within the 48 hours, CW Retail may reissue the PO and/or may contact you.

Sigma highly recommend Suppliers contact our Supply Planning team if replenishment orders are not received in expected timeframes or if there are issues with their EDI systems.

- All PO's must be validated to ensure that duplicate orders are not processed without prior approval from Sigma.
- The quantity line must show the ordered quantity with the default unit of measure being in eaches(EA).

- Price on invoice and PO is the calculation net price (including allowances or charges) of the ordered unit, exclusive of tax.
- In addition to above, CW Retail
 - Suppliers must contact CW Retail if they identify an order response is sent with incorrect information.
 - Will not process an ASN with a quantity higher than agreed via order response for distribution to CW Retail DCs.
 - Will not process an ASN with pricing higher than agreed via order response. Deliveries may also be refused if the ASN quantity is incorrect.
 - Suppliers are expected to replace CW Retail's original order with the POR.

EDI Business Rules

Sigma orders will be raised as and when required by the Sigma Supply Planning Team. Sigma is unable to predetermine transmission times to Suppliers and PO's will generally be sent as required. Daily checking of the EDI mailbox by the Suppliers is required to process the orders in the shortest possible time.

CW Retail will only accept one Purchase order response (POR) per purchase order for CW Retail PO's. Suppliers must contact Sigma Supplier Compliance team if they identify an order response is sent with incorrect information, as subsequent PORs will be rejected.

For EDI partner contact details, please refer Section 2 of this document.



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Ordering & Supplying to Sigma- Overview

Sigma's ability to process deliveries within its DCs efficiently, safely and in a cost-effective manner, to satisfy the needs of customers is by ensuring availability of products which is dependent on our Suppliers supporting our DC replenishment processes. We rely heavily on our Supply Partners to consistently deliver products that we ask for, in the quantities we need, at the high standard we expect, on the day and time we have scheduled to receive them.

Sigma will place orders for goods in accordance with the terms of the Suppliers CW Retail and/or Sigma Wholesale supply agreements via the below three main avenues for stock to be supplied to Sigma:

1. Supply to Sigma Wholesale DCs:

Once SKU range and pricing has been confirmed, Purchase Orders (PO) will be placed by Supply planners. Supplier delivers products based on PO to our Wholesale Distribution Channel and then stores and wholesale customers will be able to order via PharmX or Sigma Connect.

2. Supply to CW Retail DCs:

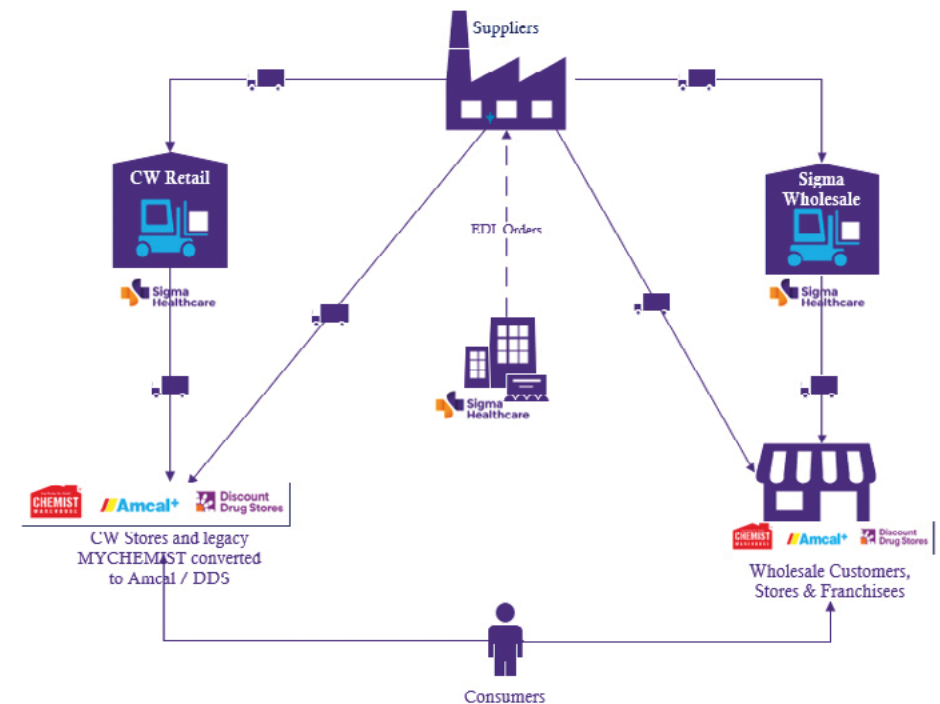
This scenario is applicable if it was agreed that CW Retail will order products from the Supplier into the CW Retail Distribution Channel. CW Retail Supply planners will place Purchase Orders (PO), once products are delivered to CW Retail DC as per PO, stores can then order as required.

3. Direct Supply to stores (via the Supplier/Manufacturer)

Once SKU range and pricing has been confirmed with Sigma, the ordering process for the Supplier will need to be confirmed. This may be PharmX or Supplier ordering platform (online ordering platform). For Sigma Wholesale, approved suppliers may supply stock to stores via a charge though process. Suppliers will send stock direct to stores, invoice Sigma and Sigma will invoice the stores. To gain approval for this process please contact wholesale_supplier_operations@sigmahealthcare.com.au. Once approved all invoices are to be submitted in PDF form to chargethroughinvoices@sigmahealthcare.com.au



Suppliers must be EDI Compliant and complete the set-up process via either or both MessageXchange (CW retail) and/or SPS Commerce (Sigma Wholesale) as outlined in section 6 of this document to ensure purchase orders sent are received electronically.



Purchase Orders & Order Placement

- **CW Retail**

Inventory Planning team is responsible for determining the initial order quantities based on forecasts, store allocations and promotional volumes.

- **Sigma Wholesale**

Operations Planning team is responsible for determining the initial order quantities based on forecast, allocations and promotional volumes. Suppliers are requested to work closely with the Demand Planning team to align on final forecasts. If a Supplier provides a forecast that is overstated, it is the Supplier's responsibility to clear stock from the DCs or allow a credit for any excess inventory.

Ordering Cycles

- **CW Retail**

The Demand Planning team manages forecasts at the store-SKU level. Store order cycles, display minimums, promotions, allocations, and other key factors are considered to generate store order projections that flow to the source DC. These projections create a forecast for each DC, determining the expected weekly sales to stores. The Supply Planning team then uses this forecast to generate purchase orders, with order frequency reviewed individually for each Supplier.

- **Sigma Wholesale**

The Demand Planning team develops forecasts for each DC to determine weekly sales to stores, considering seasons, promotions, and allocations. Ordering frequency is assessed for each Supplier.

Sigma may place top-up orders if demand exceeds forecast and stock risks running out before the next scheduled delivery. All orders must meet the agreed minimum order quantity and be placed in the Supplier's approved multiples. Requests for higher minimums or multiples must be formally agreed by CW Retail Buying (for CW Retail DCs) or the relevant Supply Planner (for Sigma Wholesale DCs).

Sigma can provide order projections where applicable. For CW Retail, these are generated every Monday and updated if parameters are met. For Sigma Wholesale, suppliers must subscribe to the Buyers report in order to receive the order projection and sales forecast report. Applicable suppliers will receive the projection and forecast report each Tuesday.



Forecasts and PO Projections are indicative only and provided for planning purposes, not as a commitment.

Ordering Multiples

Sigma, where possible will place orders for a SKU in the most economical order quantity either carton, layer or pallet level. The aim of this is to streamline EDI and operational efficiencies for both the Supplier and the receiving DC. Please contact your relative Supply Planner to arrange this.

Purchase Order Details

When Sigma sends through a Purchase Order (PO) to a Supplier, the below key fields will be provided (this is not the comprehensive list).

For the full list of Fields for CW Retail, please refer to the MIGs (message implementation guide) provided separately by MessageXchange. For Sigma Wholesale, please refer to SPS commerce.

• CW Retail

Once the Purchase Order (PO) has been sent, Suppliers are required to review the PO in their EDI platform (as detailed in Section 6) and confirm all fields. This confirmation, known as the Purchase Order Response (POR),

The POR must be sent back within 48 hours (excluding weekends and public holidays) of receiving the original PO.

When a POR is received, the CW Retail system automatically reviews it for any changes:

- If no changes are made by the Supplier, the PO is confirmed and made available to the DCs to receive stock.
- If changes are made, the Supply Planning team reviews them and decides whether to accept or reject the changes.

Once this process is complete, a Replacement PO is sent back to the Supplier as a PO Confirmation. This will have the same PO number and acts as the final confirmation of what CW Retail expects to receive.

• Sigma Wholesale

For Sigma Wholesale, Suppliers must confirm any changes to the PO within 48 hours (excluding weekends and public holidays) of receipt, including any updates to pricing, quantities, or ETAs.

All changes to purchase orders must be communicated via email directly to the relevant Supply Planner for Sigma Wholesale.

Key Fields	Description	Distribution Channel
Purchase order number	Unique identifier of the purchase order	Both
Item number	MyChemID	CW Retail
	PDE	Sigma Wholesale
Supplier Item number	Supplier SKU ID used by the Supplier	Both
Item Description	Description of Product	Both
GTIN	The barcode of the product	Both
RDD	Requested Delivery date for the stock to arrive at the DC.	Both
Quantity	Unit quantity being ordered as per PO	Both
Price	The purchase price in AUD for each item	Both
Location	The DC location for stock to be delivered	Both

Minimum Life on Receipt (MLOR)

CW Retail DCs will only accept stock that has a minimum of 12 months shelf life remaining. Sigma wholesale DCs will only accept stock that has a minimum of 9 months shelf life. Should a Supplier wish to supply stock with less than 12 months for distribution to CW Retail DC or less than 9 months for Sigma Wholesale DC, this must be approved prior to delivery with the Buyer for CW Retail or the Supply Planner for Sigma wholesale.

MLOR	Minimum Dating	Products Less than Min Dating – Approval Contact
CW Retail	12 Months	CW Buyer
Sigma Wholesale	9 Months	Sigma Supply Planner

Short Supply

When a Supplier confirms that a line is being short supplied or unsupplied, Sigma will report this internally as Manufacturer Cannot Supply.

Whilst Sigma prefers a non-back-order arrangement, we do have the ability to support backorders. Back-orders are a means to keep an existing PO open. Sigma does not open a new PO for the specific purposes of back-order fulfillment.

When items ordered are put on back order the suppliers must confirm the quantity being delivered, the quantity on back-order, and the estimated fulfilment date. This information is then used by Supply Planners to manage internal stock availability communications.

Long Term Out of Stocks

- CW Retail**

If a Supplier confirms that a line cannot be supplied for at least 3 months, this line is defined as a Long Term Out of Stock.

Long Term Out of Stock lines will be temporarily deactivated from Store Retail systems until the line is available again. Once stock is available it will need to be reactivated using the New Line Process detailed in Section 4 of this guide.

It is the Supplier's responsibility to communicate changes to supply of a product regardless of lines going direct to stores or via one of Sigma Wholesaler/CW Retail DCs.

Out of Stock Duration	Action CW Retail	Action to Reinstate
<1 Month	Line will remain active until further information is provided	No action required- Internal Out of Stock procedure applies
1-3 Months	Line is change to 'Do Not Order' DNR	Stores will be advised to resume ordering. Line will be untagged from DNR
>3 Months	Line is deactivated	Supplier to provide New Line Form to Buyer to approve reinstatement

- Sigma Wholesale**

If a Supplier confirms that a line cannot be supplied in full, or is on allocation for an extended period, the product will be flagged as constrained. For PBS/CSO products that need to be constrained a written direction from the government must be provided, only then can these products be marked as constrained. The volume of constrained lines is to be determined with the Supply Planning team.

Product Expiry

- CW Retail**

As stock approaches 6 months expiry, Supply chain will notify the appropriate Buyer, who will inform the relevant Supplier. The Supplier and Buyer will then agree on a course of action to clear through stock before it reaches the point that it has insufficient shelf-life to sell to customers. When stock becomes expired, CW Retail Distribution Centres will move all affected stock to quarantine and process a Vendor Return Order for Suppliers. A Vendor Return order allows the credit and collection of stock.

- Sigma Wholesale**

Each month Suppliers will receive a batch and expiry report which shows expired batches as well as products approaching expiry. Suppliers are expected to work with the Supply Planning team to ensure stock is cleared out from the DC 90 days prior to expiry. Alternatively, Suppliers should allow claims for stock which has not been sold upon expiry.


Inbound Booking Process - Mobiledock

All deliveries made to Sigma DCs must have an approved Purchase Order number confirmed and a booking made via Mobiledock prior to delivery of any stock. This is a key performance measurement, reviewed by our Supplier compliance Team.

Mobiledock is the platform Sigma uses to manage inbound delivery of all goods into its DCs and streamlines and formalises booking for deliveries. This self-service inbound booking tool assists in managing vehicle flow through our distribution centres and ensures appropriate vehicle turnaround times. Refer to  <https://www.mobiledock.com/>

Mobiledock provides:

- Direct control of carrier and Supplier flow in and out of Sigma docks.
- Reduced congestion and inefficiencies via improved turnaround times at docks and within our Distribution sites.
- Improved performance management of our Suppliers and carriers.

Suppliers are responsible for the access to Mobiledock to ensure bookings can be made prior to deliveries of their stock. Refer to Sigma's  **Mobiledock Onboarding Process.**

For permanent weekly timeslot, please reach out to respective Mobiledock support contacts in Section 2. Permanent booking timeslot times are subject to DC availability and Supplier agreements.



Booking Requirements

Sigma provides a requested delivery date on Purchase Orders and expects Suppliers to deliver products to our DCs as per the requested delivery date. It is important that all Mobiledock bookings are made at least 24 hours prior to the actual requested delivery date and delivered on time and in full. Permanent bookings must be updated not later than 48hours prior to timeslot date.

Mobiledock bookings must be made prior to the requested delivery date on a POs. When making a booking via Mobiledock, Suppliers/ Carriers or Transport providers will be prompted to complete the necessary booking fields to allow the booking to be accepted and approved.

When making a booking for multiple purchase orders or multiple Suppliers in the one booking, please ensure all PO/ASN details and pallets for each Suppliers are outlined in a booking.

Below table outlines the key information required when making bookings:

Mobiledock Booking Details	CW Retail	Sigma Wholesale
Supplier	YES	YES
Carrier	YES	YES
Type of Vehicle	YES	YES
Consignment Number	NO	YES
PO number	YES	YES
ASN numbers	YES	NO
Cold Pallets/ Eskies	NO	YES
Pallet Type and Quantities	YES	YES

Booking Time Adherence

All deliveries must be made as per the approved Mobiledock booking. For Sigma Wholesale DCs, when arriving on site please ensure the PIN number for the booking is provided so that the DC can validate arrival times. Sigma will allow deliveries to be accepted on site within a 30-minute window on each side of an approved booking time. Any deliveries attempted to be made earlier than 30 minutes prior to booking time, will be asked to wait offsite until delivery window.

Sigma Distribution Channel	Booking Arrival times
CW Retail	+/- 30 mins of Mobiledock booking
Sigma Wholesale	+/- 30 mins of Mobiledock booking



Any attempt to deliver stock without a confirmed booking or outside of a window without communication to our Distribution Centres will result in the delivery being rejected at the Supplier's expense.

Booking Amendments/ Rescheduling

Whilst Sigma DCs will attempt to accommodate timeslot changes for confirmed bookings prior to the delivery date, the availability of specific timeslots and/or change of date requests cannot be guaranteed.

If you need to cancel or reschedule a confirmed booking, please do so via Mobiledock no less than the day prior to delivery date.

If you cannot meet booking timeslot on the day of booking, please contact the DC and cancel booking in Mobiledock.



For any delayed deliveries please ensure that your Supply planner is also notified as to reason for delay so as Sigma can notify customers of any impacts

Dangerous Good Deliveries

Suppliers (or their transport provider as nominee) are responsible for compiling and providing any required Dangerous Goods information/ documentation for each inbound delivery. A Safety Data Sheet (SDS) must also accompany the first delivery of any new dangerous goods product (after which the DC will keep the SDS on file for reference).

Please Note: Only one class of dangerous good can be supplied on each pallet.

Please refer to the Australian Dangerous Code edition 7.5 for guidelines and technical requirement for land transport of dangerous cargo.



Cold Chain & Controlled Product Deliveries

All Temperature Managed items requiring refrigeration must be packed in appropriate transportation devices and maintain a temperature between 2°C to 8°C during transit to ensure maximum product quality.

Cold Chain Products are to be delivered on clean and accepted Plastic pallets to eliminate the chances of contamination in the cold storage facility.

The storage and handling of all Cold Chain products must comply with the Code of Good Wholesaling Practice for Medicine in Schedules 2, 3, 4 and 8.

All bookings for Cold Chain products must be clearly communicated to the DCs during the Mobiledock booking process. All DCs will prepare receipting procedures for the immediate storage of all cold chain products upon delivery.

The application of a label 'Refrigerate Immediately 2°C to 8°C' must be placed on adjacent sides of the transportation device i.e. the front and back. This is essential for ensuring adherence to cold chain quality assurance procedures. This label must be of a size that is clearly visible to the receiver.

All transportation devices such as polypropylene/polyurethane containers must have a disposable Data Logger enclosed. Sigma will confirm and record the temperature reading immediately upon opening the device. Should there be any temperature excursions Supplier will be notified.

Please refer to  **Strive for 5** for guidelines on transportation and packaging of Cold-Chain product.



Delivery Documentation

All documentation provided must be legible and formatted to assist the efficiency of checking and validating a purchase order against a delivery. Delivery dockets/Packing Slips and invoices must match the physical load, purchase order, and without exception accompany the delivery.

Please refer to the below table to ensure the appropriate documentation is provided with deliveries made to Sigma's Distribution Centres.

Documentation/ Identification	Distribution Channel	
	CW Retail	Sigma Wholesale
Delivery Dockets Packing List Invoices	There must be a Packing List/ Delivery Docket or Invoice provided with products being delivered for each purchase order shipped. When wrapped pallets are shipped, these documents must be attached to the pallet in a pouch marked "Packing List / Invoice Enclosed." If loose cartons are shipped, the packing list(s)/invoice must be attached to the cartons in the same manner.	
Invoices	Each PO must have its own unique Invoice/ Reference number and only reference and charge for the actual products physically delivered.	
ASN's	Must be transmitted via EDI prior to deliveries	
Consignment Notes	All purchase orders are to be Consigned separately, unless total delivery quantity is less than 10 cartons	
Pallet Dockets		Transfer Dockets must be provided for all CHEP/ Loscam Pallets
Safety Data Sheets (SDS)	All Dangerous and hazardous goods must have SDS provided in the first instance when delivery to a DC	
Dangerous Good Declarations	All Dangerous goods being delivered will require mandatory declaration to accompany delivery	



Some Suppliers may need to provide further documentation than mentioned above, based on type of products being delivered which may be outlined in their Supply agreement.

Subject to Check

At the point of a delivery, it is generally not possible to validate the purchase order details against a delivery beyond the number of cartons or pallets received. Sigma therefore accepts and signs each delivery on a "Subject to Check" (STC) basis. All STC deliveries will be processed no later than three working days from receipt of delivery.

In circumstances where the Trading Partner does not accept the STC process, the Transport Provider will be required to await the receipt and confirmation of the Purchase Order. Supply partners MUST indicate during the delivery booking process that it requires a Confirmed Order Receipt, so as the DC can provide for the longer processing time required.

Delivering Pallet & Logistics units

All deliveries must adhere to the specifications outlined in the Purchase Order and meet the following criteria along with any other standards specified within this document when making deliveries to Sigma:

- All products and quantities are delivered as per the Sigma Purchase Order (in full within specification)
- Maximum of 5 products per shipper case (mixed shipper case) for Sigma Wholesale POs. **Please Note: CW Retail do not accept mixed cartons.**
- A mixed goods sticker MUST be affixed on any mixed cartons.
- Mixed shipper cases or cartons are to be placed on a separate pallet (no spreading within a volumetric pallet or across multiple pallets).
- Product that exceeds more than 70% of the carton volume should NOT be consolidated with other products and clearly labelled with a partial goods sticker.
- A single product on the same pallet and not on multiple pallets (unless quantity of the one product exceeds a full volumetric pallet load, then the remainder will be on a second pallet and so forth)
- One volumetric pallet may include up to 4 physical pallets with one layer of shipper cases stacked together within the 1.4m pallet height restriction.
- The weight of loaded pallets should not exceed 1000Kg.
- Dangerous/Hazardous Goods must be placed on a separate pallet and clearly marked.
- Cold Chain products must be shipped on a separate plastic pallet, clearly marked, and under strict temperature control and measurement.
- MLOR requirements met (product not older than last delivery to Sigma)
- Batch requirements met (batch not older than last delivery to Sigma)
- Multiple Purchase Orders cannot be consolidated on the same pallet
- Each Purchase Order MUST have its own booking reference number. Carriers can book multiple Purchase Orders and/or Supplier Deliveries in to be delivered on the same vehicle requesting one delivery slot.

Up to 10 cartons may be delivered without a pallet if that is the total volume for the order. A single trade unit or carton delivered will be considered as a single SKU. Any trade units or cartons over 10 in quantity is required to be palletised. All deliveries are required to have a Mobiledock booking with our DCs. All product delivered must comply with GS1 barcoding requirements.

Rejections & Redeliveries

Sigma DCs reserve the right to reject inbound deliveries that fail to comply with standards outlined in this document.

- Rejections may occur at time of delivery or on/after inspection.
- If rejected, the Supplier must:
 - Arrange for collection of the non-compliant pallets (if rejection occurs after delivery)
 - Not redeliver until all pallets are fully compliant
 - Rework pallets where necessary to meet compliance standards

Delivery Discrepancies

Where Sigma identifies an oversupply of a product quantity in an order or a line not ordered Sigma will contact the Supplier to discuss the acceptance or rejection of the oversupply and arrange pick-up of the product within 5 business days.

In the case of short supply, a Delivery Discrepancy Advice (DDA) or a Vendor Return Order (VRO) is emailed to the Supplier outlining discrepancy between physical quantity received against invoice/delivery docket.

All other discrepancies Suppliers will receive a 'Return Purchase Order' or an 'Invoice Discrepancy Form'.

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- ▶ Chain Of Responsibility (COR) & Safety
- ▶ Driver Responsibilities
- ▶ Accepted Vehicle Types
- ▶ Vehicle & Trailer Condition
- ▶ Load Stability

Chain of Responsibility

For the safety of team members, drivers and the public and to ensure compliance with Chain of Responsibility (COR) and Heavy Vehicle National Law (HVNL) obligations, all vehicles delivering into Sigma DCs must be loaded in accordance with all applicable legal and statutory requirements regarding safe carriage.

Sigma requires that Suppliers, carriers and 3PL providers:

- Drivers must have a current and valid license
- Drivers must be within legal fatigue management guidelines, including for onward journey
- Drivers must not be under the influence of alcohol or drugs
- Drivers must always wear high vis vest and steel capped safety boots
- All vehicles must be road worthy
- Do not exceed safe and legal limits for the weight carried by the trailer/vehicle
- Do not exceed safe and legal limits for mass, cube or dimensions of the trailer/vehicle
- Ensure accurate declarations and documentation regarding weight and capacities
- The wearing of earphones, headphones, or any other audio device is not permitted in operational areas

Driver Responsibilities

We want to ensure that your safety is maintained at our workplace. To do this, we ask that all visitors, contractors and drivers entering a Sigma DC:

- Provide a valid Mobiledock PIN when arriving on site and comply with the Chain of Responsibility by completing a questionnaire
- Plan journey to arrive safely at DC within acceptable booking timeframes
- Comply with site speed limits
- Observe traffic management, flow paths, and designated unloading zones.
- Ensure vehicles are parked in designated areas and immobilised when required (e.g. during unloading). The driver must remain in the driver safe zone at all times while machinery is in operation.
- No smoking or vaping on site which includes inside a vehicle- All Distribution Centres across Australia are smoke free.
- Turn off Mobile phones or only use them in a driver designated area.
- Follow reasonable instructions given by authorised DC team members in relation to policies and procedures.
- Not bring passengers, children under 18 or any animals on site
- Not engage in abusive or uncooperative behaviour toward team members or other drivers/contractors on site

In the rare event that a driver's behaviour is unacceptable and does not meet our standards, the relevant carrier or transport company will be advised, and the driver may not be permitted to remain on, or return to, a Sigma site. Any associated receipt in progress will likely be abandoned and the vehicle directed from site, or alternative arrangements will be initiated between the DC, Supplier and carrier.

Accepted Vehicle Types

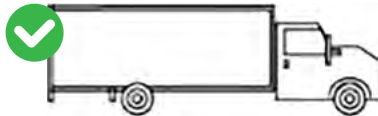
Sigma's Wholesale and CW Retail Distribution Centre's may vary in the types of vehicles that are accepted on each site.

Sigma accepts the following vehicles into their sites subject to an approval booking process via Mobiledock:

Vans



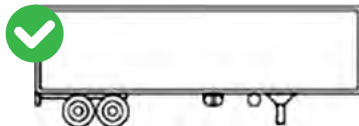
Rigid Tautliner



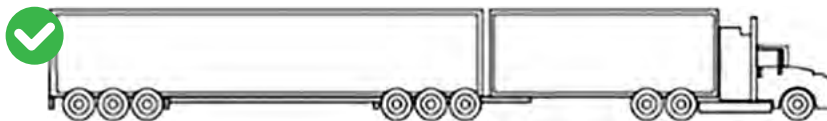
Chilled Pantech



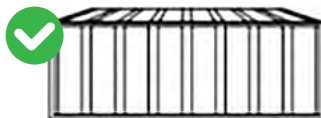
Semi Tautliner



B-double Tautliner



Container Trailer



It is the Supplier's responsibility to ensure that all vehicles used, whether owner operated or contracted to a third-party arrangement are roadworthy and comprehensively insured. It is not acceptable to deliver products to Sigma DCs in a Ute, car or any other vehicle not mentioned above.

Vehicle & Trailer Condition

All vehicles and trailers delivering into Sigma DCs need to be:

- ✓ Safe and roadworthy
- ✓ Compliant to all relevant legal and statutory requirements
- ✓ Fit for purpose (e.g. no major damage allowing exposure, floor in good condition etc)
- ✓ Fitted with all required equipment (including lock-in gates, boards and restraints)
- ✓ Fully operational (where applicable, refrigeration must be operating effectively to ensure integrity of products being delivered at correct temperatures)
- ✓ Clean and sanitary (e.g. product must not be exposed to foreign contamination, soil)

Please Note: Sigma staff are not trained to adjust mezz decks and will not make adjustments on sites. Any truck arriving with incorrect settings will be turned away and expected to return with the correct setup at the cost of Supplier/3PL

Please allow extra space on the top level of the mezz deck to prevent damage to products and vehicles during loading, transit and unloading.

Ensure forklift slots are not flipped down, as this impacts clearance for the bottom deck height.



Deliveries must be made in the vehicle type that corresponds to the Mobiledock booking

Where a safety issue is identified with a vehicle or driver that presents a risk for that vehicle on the road, Sigma will not allow that vehicle to leave site and will contact the supplier to arrange appropriate actions for safe resolution

Load Stability

The safety of product being transported to Sigma DCs should be properly managed to ensure that risks are mitigated, road users are protected, and product is received into the network without incident. Unfortunately, load shift is a commonly recorded issue by our DC teams regarding inbound loads, and a leading cause of load rejection.

Suppliers and carriers can help ensure load stability through:

- ✓ Safe load planning, with proper weight distribution across the trailer
- ✓ Management of mass and dimensions in line with vehicle limitations
- ✓ Use of side gates (or load-restrained curtains) for curtain-sided vehicles at all times
- ✓ Use of approved manual restraints e.g. webbing, angles and strapping
- ✓ Use of plywood boards positioned vertically (or inflatable dunnage) between pallets
- ✓ Use of mezzanine floors where available
- ✓ Appropriate double-stacking relative to weight and pack design
- ✓ Appropriate carton/trade unit design (see also Section 9)
- ✓ Appropriate palletisation (including pallet utilisation, wrap, interlocked pattern etc)



Side gates (or load-restrained curtains) are required for all curtain-sided vehicles (standard curtains will not adequately restrain pallets in the event of a pallet collapse, with potentially serious consequences).

Please note: Metal angles are not permitted due to safety risks to team members when checking and unloading. Where using angles, please use plastic alternatives.

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- ▶ Carton & Trade Units – Gross Weight
- ▶ Pallet & Logistics SSCC Labelling- CW Retail
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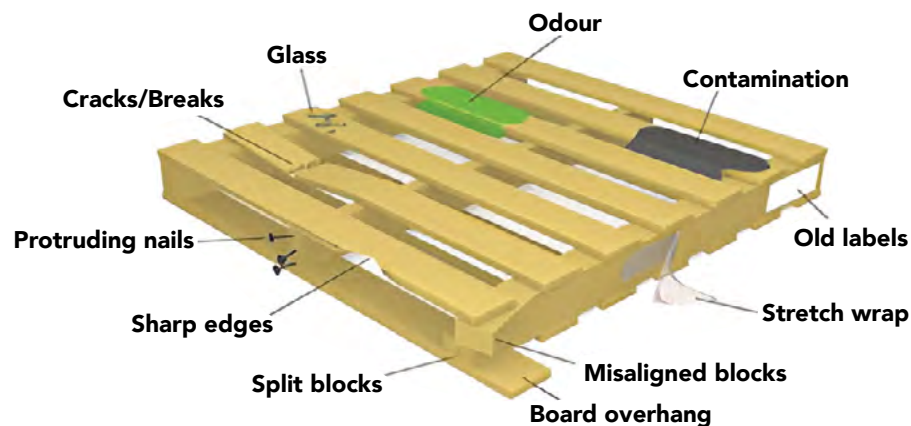


Pallet Quality & Types

The quality of the wooden pallets entering the Distribution Centres can have an impact on the safety of our employees, the condition/saleability of associated trade units, and our ability to process product through the supply chain. Defective pallets are often linked to high-risk falls from height (e.g. where loose boards are dislodged from pallets and fall to the ground, or where pallets fail to lock into racking beams).

All pallets being delivered to Sigma Wholesale/CW Retail DCs must:

- Be compliant to the Australian Standard AS4084 Steel Storage Racking
- Have dimensions of 1165mm x 1165mm x 150mm
- Have all boards intact and secured to bearers, lead board flush with bearer ends
- Ensure all Lead boards are 150mm in width, intermediate boards of 95mm width
- Not be International-formatted pallets, skids, cardboard pallets etc
- Have no protruding nails, broken or missing boards or visible damage
- Be free from contamination or foreign bodies
- Have clear and unobstructed fork entry



Suppliers are expected to engage with their pallet Suppliers to ensure that acceptable quality of pallets is continuously maintained.

Sigma Wholesale's preference is to accept Standard Australian Compliant Pallets (Chep/Loscam) into their DCs, whilst CW Retail only accepts stock on Plain Standard Australian Compliant Pallets into their DCs.

Sigma Wholesale DCs can also accept Australian CHEP/ Loscam Pallets, subject to a valid pooling equipment account being in place and agreed on with a Sigma Wholesale Buyer/ Category Manager prior to any deliveries being made.

Please refer to table below as to type of Pallets accepted within Sigma's Distribution Channels, that may also be subject to a Supplier agreement being in place.

Pallet Types	CW Retail	Sigma Wholesale
Plain Australian Standard Pallets **	YES	YES
CWR Branded Plain Pallets	YES	YES
CHEP (Approved Accounts)	NO	YES
Loscam (Approved Accounts)	NO	YES
Cold Chain Plastic Pallets	NO	YES
Skid	NO	NO
Cardboard	NO	NO
International	NO	NO

Note: At this stage CW Retail DCs do not partake in the management, handling, return or reconciliation of any CHEP or Loscam pallets. All pallets delivered to these sites will be considered the property of CW Retail and will be retained, disposed of, or otherwise dealt with by CW Retail DC at its discretion, unless otherwise agreed in writing, without incurring any liability. Under no circumstances will CW Retail DCs have any liability in respect of pallets delivered to any of its sites. The Supplier will be liable for any third-party claim relating to pallets left at a CW site by the Supplier.

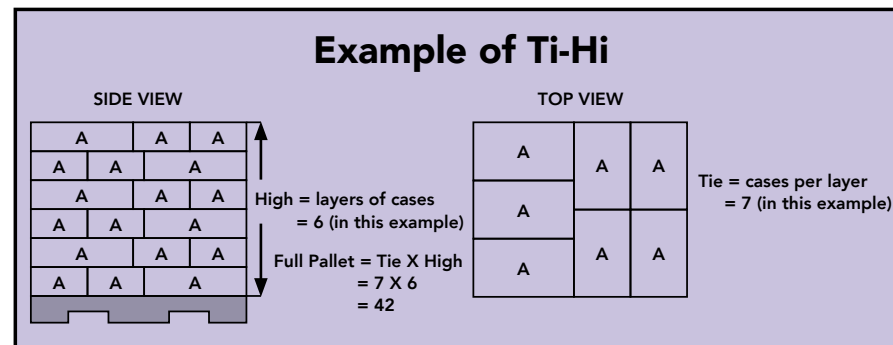


Sigma in its sole discretion, reserves the right to reject any deliveries on non-compliant or unaccepted pallets and to levy a processing fee to cover the repacking of product from non-compliant pallets to compliant pallets.

Pallet Configuration (Tier & Height)

Every product ranged into the Sigma DC network will have a specific "TlxHI" defined within the system, reflecting the exact way in which pallets will be configured/stacked for delivery. DC systems will use this TlxHI information - in conjunction with the information loaded regarding trade unit dimensions - to determine where the product can be stored safely and efficiently within the DC.

As per the below diagram, "TlxHI" reflects the number of trade units that will be stacked on each layer or tier ("TI"), and how many layers high the pallet will be stacked ("HI"). It is essential that Suppliers maintain a consistent TlxHI across all deliveries, and that this TlxHI reflects the expected/system TlxHI.



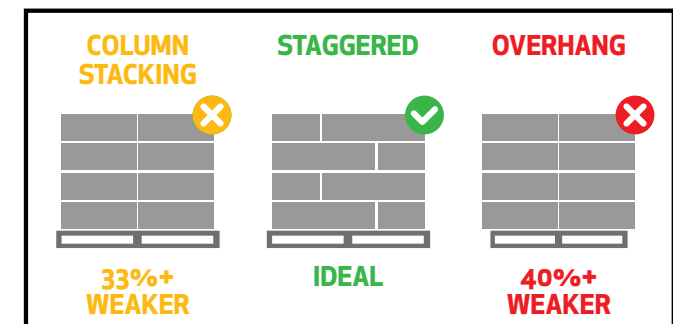
There can be serious safety implications if Tlx HI's are varied without prior agreement; pallets that are delivered physically taller than our systems expect can result in team members lifting pallets into storage locations that cannot accommodate the pallet, resulting in falls from height - or near misses - as cartons are pushed from the pallet toward the operator.

Product Stacking & Product Positioning

Pallets are to be received with adherence to the requirements listed below:

- ✓ The height of loaded pallets should not exceed 1.4m excepting where that is the agreed TlxHI
- ✓ The weight of loaded pallets should not exceed 1000Kg.
- ✓ Weight icon labelling is to be used where required, denoting the weight of the carton. This must be clearly visible.
- ✓ All units/cartons of a line item on a Purchase Order must be located on the same pallet, unless the quantity is more than a pallet load, in which case the remaining quantity must be stacked on the next pallet. A single product across multiple pallets for less than pallet quantities is not allowed
- ✓ All heavy products are to be at the bottom of the pallet. The oldest product and oldest batch must always be placed on the top with freshest and longest dated product at the bottom.

For safety and efficiency, the pallet pattern/configuration should be designed to maximise utilisation of the full pallet, without breaching the outer pallet footprint. Over-wide (or over-long) blocks of product on a pallet create overhang, which prevents safe pallet transportation and storage through the supply chain as per the illustrations below.

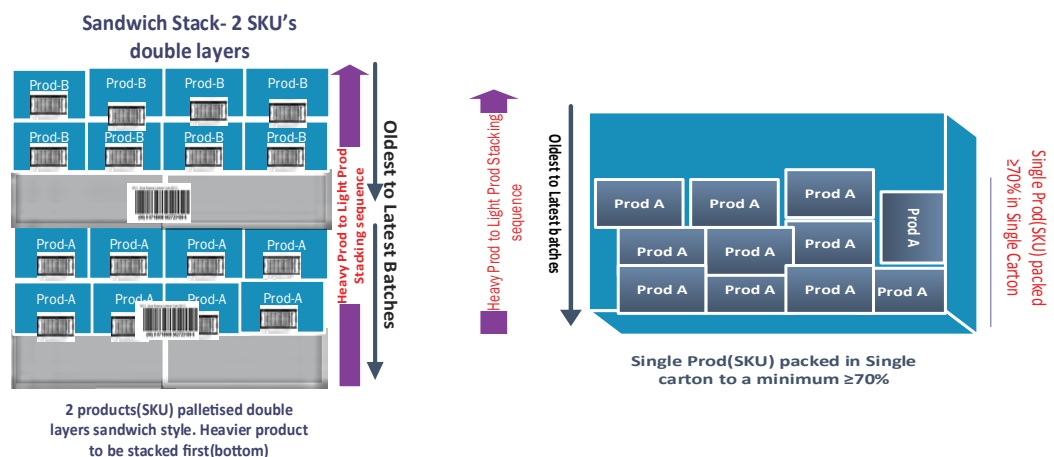
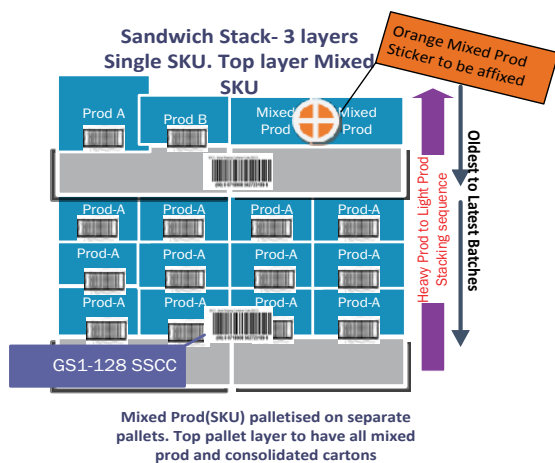
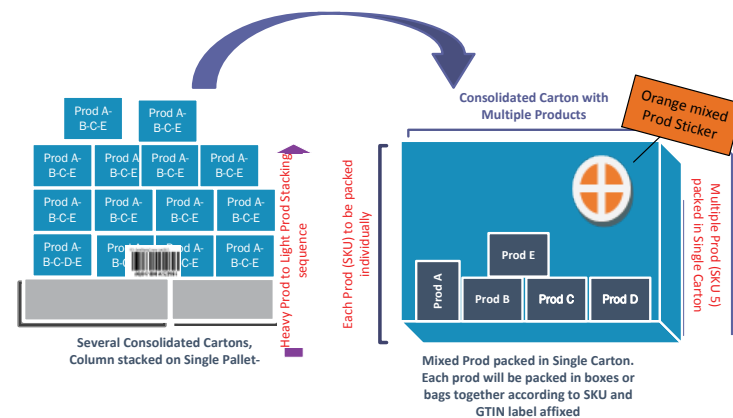
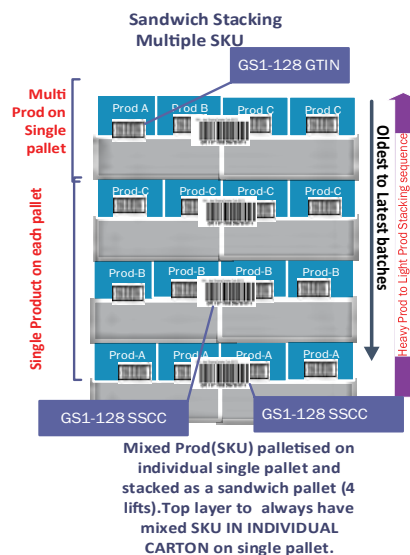
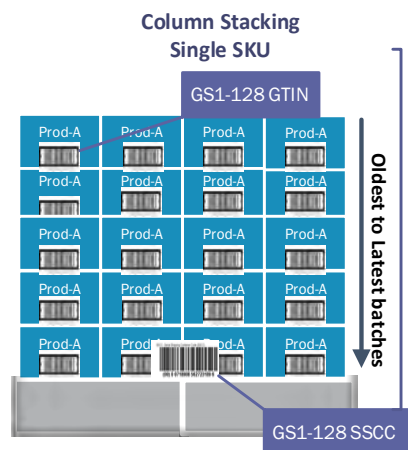


Mixed SKU Pallets

Sigma endeavours to order products in economic and optimal order multiples based on current inventory holdings and the demand profile for each product.

It is essential for Suppliers to maintain and publish their product master data to Sigma via the approved master data synchronisation vendor. Sigma will NOT allow different Purchase Orders to be combined within a single pallet. This will also include any back orders that are of a different PO. However, stacking of multiple pallets with different PO's are acceptable, provided each stacked pallet is clearly labelled with SSCC barcodes and do not exceed the 1.4m height restriction, AND not more than 4 pallets of a single layer quantity is stacked in one volumetric pallet combination.

Ensure that a single product is first palletised on a single complete pallet according to the Tix HI standard, before sandwich stacking with a different product (one order per pallet). Do not stack two or more half pallets of the same product in the one sandwich stack, unless they are of different batch or Use by Date. This should be clearly labelled or displayed on the SSCC label.



Pallet Stretch Wrapping

Sigma does not insist that all inbound pallets should be stretch wrapped. The requirement is that every inbound shipment to Sigma is delivered safe, stable and including for forklift putaway and replenishment at height. However, when pallets are stretch wrapped, this must be done in a safe, compliant, environmentally acceptable and consistent manner.

Sigma permits standard, clear stretch-film wrap for most applications or - where airflow needs to be maintained - perforated stretch film wrap can be used. Specific stretch-tape (not standard 'sticky tape') is also permitted, when properly applied to restrain all trade units. Sigma does not prescribe the specific number of wrap passes, or the wrap tension etc: these variables should be reviewed with your service provider to achieve the best, safest outcome for your product type and pallet configuration.

Please ensure that all pallet wrapping is in adherence to the requirements listed below:

- ✓ Firmly secured (no loose, unsecured wrap or trailing wrap "tails")
- ✓ Enough passes are applied to hold all trade units within the pallet and help to prevent lateral movement, load shift or collapse
- ✓ Anchors the product to the top 30-50% of the timber pallet (refer diagram)
- ✓ Correct tension to maintain stability without damaging product
- ✓ Applied to the pallet before pallets are labelled (to ensure SSCC labels are not obscured)

Suppliers must not use black stretch-wrap without prior written agreement from Sigma unless agreed upon for Dangerous, Controlled, High Value or Sensitive Products.



Logistics Unit

A logistics unit is an item of any composition established for transport and/or storage which needs to be managed through the supply chain.

A logistics unit may be a full pallet of the same product, a partial pallet, a mixed pallet, a handling unit comprising loose products and cartons, a grouping of cartons or may even be a single carton.

Carton strength for each box should be able to withstand a 6-foot drop test to avoid repacking or damages during transit. It is important to choose a box strength that is suitable for its contents and transit purposes.

Shipping Carton Specifications

It is mandatory for Suppliers to deliver cartons or trade units that are suitable for its purpose in Sigma's distribution network.

All goods shipped to Sigma DCs must be packaged in cartons appropriate based on product requirements.

All goods must be:

- ✓ Free from punctures, tears, rips.
- ✓ Free from staples, nails, strapping.
- ✓ Appropriately packaged to prevent breakage during normal shipping and handling.
- ✓ Able to be handled safely.

Products will not be accepted if the following signs are observed:

- ✗ Products are likely to be unsafe
- ✗ Signs that a carton or trade unit is leaking, wet, moisture-affected or unsanitary
- ✗ Crushed beyond a reasonable degree
- ✗ Over the accepted weight limits(15kgs) unless labelled
- ✗ Cannot be identified or are not with the accepted or correct barcodes
- ✗ Over flaps and any signs of tampering
- ✗ Strapped metal or clasps

Barcodes are required at each level of packaging, namely:

- ✓ Item of unit level
- ✓ Sleeve or inner level
- ✓ Carton or case level
- ✓ Pallet

Pallet & Logistics SSCC Labelling - CW Retail

CW Retail requires that all logistics units e.g. pallets or cartons, are labelled with an SSCC Label. The SSCC label includes the assignment of a unique SSCC number for each logistics unit. It is a requirement that enables the CW Retail DCs to scan and receipt deliveries, ensuring accurate capture of product and delivery information whilst improving receipting efficiencies.

The SSCC Label works in conjunction with the Advanced Shipping Notice (Despatch Advice), and it is vital that information on the label matches the information provided in the ASN.

Each logistics label (SSCC Label) should correspond to only one SKU. CW Retail will not process SSCC Labels with mixed SKUs. Delivery Requirements must be as per below for:

- **Pallets:** 1 SSCC label, per SKU, per pallet.
- **Loose Cartons:** 1 SSCC label, per SKU.

For mixed pallets (different items), a logistics label is required on each Carton or each pallet layer based on below scenarios:

Scenario 1:

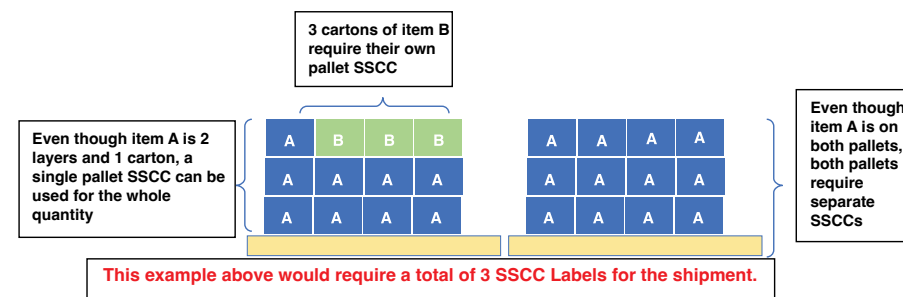
If an order is for 3 cartons of an item, the item requires 1 pallet SSCC and all 3 cartons packed together, on the same pallet.

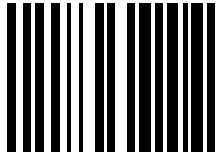
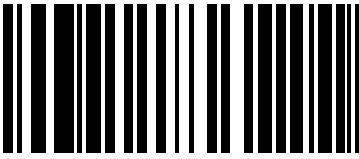
Scenario 2:

If an item is ordered in a full pallet, it needs only 1 pallet SSCC.


Scenario 3:

If an order is for 1 pallet and 3 cartons, 2 pallet SSCCs are required



Ship From: Ship From Name Address 1 Address 2 City, State Postal Code	Ship To: Ship To Name Address 1 Address 2 City, State Postal Code
 (420) 5051	Carrier: PRO #: Number of Cartons:
PO #: SKU #: GTIN #: Carton Qty:	Vendor Part #: Description: Batch #: Expiration Date:
 (01)09312345678907	

Please refer to the "CW Retails SSCC label" document for the SSCC label requirements

 https://home.messageexchange.com/wp-content/uploads/2024/06/Chemist-Warehouse_SSCC-Label-Spec_v2.0.pdf

Cartons & Trade Units- Gross Weight



To ensure the safety of our team members and managing risk appropriately, the maximum weight allowed per single item or carton for all Sigma DCs cannot exceed 25kg. A two-person lift symbol (pic below, with minimum size 50x50 mm) MUST be affixed on any units exceeding the 15kg limit. This will warn the team members to seek assistance when handling these units. Deliveries will not be accepted where cartons are delivered without appropriate labels and are exceeding the 15kg weight limit.

Packing Requirements

When consolidation is required of units into a master pack, materials for cushioning are used and may consist of the following:

- Bubble Packing – This is plastic wrap with bubbles for extra protection that can be used around corners and edges, especially to protect lightweight items.
- Air bags – These are used to fill spaces inside the box for the protection of lightweight items that do not have sharp corners or edges. Extreme temperatures may impact the durability of airbags and diminish their ability to provide protection.
- Corrugated Carton Board – This material isn't recommended for fragile items. It is used to create partitions, liners, pads, or trays. It is the same type of material used for boxes but is cut and joined together.
- Wrinkled Paper – This is used to fill spaces for light to medium-weight items that are not fragile. It is best to use 4 inches of tightly crumpled paper around and between items. Do not use newspaper.
- Paper Cushioning – This is multi-layered paper that produces cushioning for wrapping medium to large-sized items that are not fragile. This material also absorbs moisture and fills excess space.



Please note that packaging materials such as plastic film and cardboard create additional waste. In line with our sustainability strategy, we ask Suppliers to use only what is necessary to ensure safe, stable transport within the guidelines.

Pooling Equipment Overview

Suppliers are responsible for raising and supplying paperwork to Sigma Wholesale DCs for all CHEP and Loscam pooling equipment at the time of a physical delivery and paperwork should only reflect transfer as of the delivery date, not prior.

A single docket must be raised for CHEP and/or Loscam Pallet transfers.

All Pallet/ Asset transfer dockets must be stamped and dated, the first copy is to be retained by Sigma Wholesale DC, and remaining copies will be provided back to the driver.

It is important that pallet quantities are accurately itemised on paperwork.

Sigma does not accept one for one exchange. All Sigma Suppliers delivering to Sigma's Wholesale DCs must have a CHEP /Loscam account for respective DC that pallets are being delivered to.

Sigma has delay day rules for each site and account, applicable from the date the pooling equipment is physically received. Sigma's standard terms are that all equipment being transferred to a Sigma or associated account will be delayed by 30 days, effective from date agreed equipment is physically delivered.

Pooling Equipment Collections

Suppliers can arrange for pick-up and transfer of empty CHEP/Loscam pallets from our Sigma Wholesale DCs, where available and subject to agreements in writing being in place with respective Sigma DC.

Pooling Equipment Claims

All claims raised to transfer pooling equipment, must be reported to Sigma in a reasonable timeframe:

- Sigma will investigate claims to transfer pooling equipment only when they are reported within 90 days of claimed of physical delivery date. Any claims made greater than 90 days will be rejected.
- If equipment was received and asset transfer for the equipment has not already been claimed, Sigma will advise that the claim is accepted as at date of claim.
- Sigma does not accept transfers for pooling equipment that have already been claimed (i.e. by the Supplier or the carrier) and will not accept any duplicate claims.



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- ▶ Rejections & Redelivery
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Key Performance Indicator (KPI) Requirements

Supplier's performance will be measured based on compliance to Sigma standards outlined in this document along with the below KPI's.

KPI CATEGORY	REQUIREMENT	KPI	WHOLESALE	RETAIL
Safety				
Pallet Compliance	Product is restrained safely and correctly during transport	100%	✓	✓
	Products secured to pallets	100%	✓	✓
	Pallets in good condition	100%	✓	✓
Quality				
Delivery Standards	Barcoding, Labelling & SSCC pallet labels	100%	✓	✓
	Pallet type & quality acceptable	100%	✓	✓
	Pallet height compliant	100%	✓	✓
	Pallet height compliant	100%	✓	✓
	Pallet wrapping secure	100%	✓	✓
EDI				
Electronic Data Interchange	Purchase Order Response processed	96%		✓
	Advanced Shipment Notice processed	96%		✓
	Electronic Invoice processed	96%		✓

Key Performance Indicator (KPI) Requirements

Supplier's performance will be measured based on compliance of Sigma standards outlined in this document along with the below KPI's.

KPI CATEGORY	REQUIREMENT	KPI	WHOLESALE	RETAIL
Mobiledock				
Bookings & Deliveries	Bookings made via Mobiledock	100%	✓	✓
	Timeslot adherence	100%	✓	✓
	Accuracy of Booking details	100%	✓	✓
Delivery of Goods				
	DIF (Delivered in Full)	99.50%	✓	✓
	DOT (Delivered on Time)	98%	✓	✓
	DIFOT (Delivered in Full, on Time)	97.50%	✓	✓
Paperwork				
	Invoice provided electronically and paper copy with goods delivered	100%	✓	✓
	DG declarations & pallet dockets (where applicable)	100%	✓	✓

Reporting & Countermeasures

- Sigma will report on all non-conformances against the above KPIs.
- The Supplier Compliance team will notify Suppliers of all issues requiring correction.
- Suppliers must provide evidence of corrective actions taken when non-conformances occur.
- Supplier performance will be reviewed at regular Supplier meetings.
- Where supply performance remains below standard, Suppliers are expected to:
 - Conduct a root cause investigation
 - Implement a Corrective Action Plan
 - Demonstrate measurable improvement

Rejections & Redelivery

All products delivered into Sigma DCs must be of high quality, safe to handle and transported securely. Packaging and pallets must be clearly identifiable with correct labelling and barcoding being fully compliant with all applicable regulations and standards.

- Sigma DCs reserve the right to reject inbound deliveries that fail to comply with standards outlined in this document.
- Rejections may occur at time of delivery or after inspection.
- If rejected, the Supplier must:
 - Arrange for collection of the non-compliant pallets (if rejection occurs after delivery)
 - Not redeliver until all pallets are fully compliant
 - Rework pallets where necessary to meet compliance standards

Consequences for Non-Compliance

Failure to meet KPI requirements and compliance standards may result in the following:

- Chargebacks and Cost Recovery – Sigma may recover costs incurred due to non-compliance, including rehandling, rebooking, administration, and transport.
- Withholding of Inbound Capacity – Non-compliant Suppliers may have delivery bookings restricted or delayed until compliance is demonstrated.
- Increased Monitoring and Audits – Persistent non-conformance will trigger additional compliance checks and reporting requirements.
- Suspension of Deliveries – Suppliers may be suspended from delivering into Sigma DCs until corrective actions are verified.
- Loss of Preferred Supplier Status – Ongoing non-compliance may impact commercial terms and Supplier standing with Sigma.
- Contractual Review – In cases of sustained or severe non-compliance, Sigma reserves the right to review and potentially terminate Supplier agreements.

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Glossary of Terms

TERM	DEFINITION
ACCC	Australian Competition and Consumer Commission
AICIS	Australian Industrial Chemicals Introduction Scheme
ARES (Advanced Record Extraction system)	Invoicing Software for management of Electronic Invoices to convert PDF documents
Colladium	CW Retail's EDI web portal
Consignment Note number	A unique number assigned by the carrier to identify a specific shipment.
CW Retail	For the purpose of this document CW Retail is used to identify former CW Distribution Centres
Carton	A box or container that can reference either the inner or outer carton, however, when used alone refers to the outer carton.
Data Matrix	A Data Matrix is a compact, two-dimensional barcode that encodes data, such as text or numbers, into a grid of black and white squares or dots. It is known for its ability to store large amounts of data in a small space and is used in various industries for traceability, identification, and asset tracking, particularly in fields like aerospace, automotive, and healthcare.
DC	Distribution Centre
Distribution Channel	For the purposes of this document Sigma has broken its DCs into two different distribution channels – CW Retail and Sigma Wholesale.
Despatch Advice Message/ Advanced Shipping Notice (ASN)	ASN is a mandatory notification of pending deliveries and provides detailed information about a shipment for CW Retail. The purpose of an ASN is to notify the customer when shipping occurs and provide physical characteristics about the shipment so the customer can be prepared to accept delivery. EDI standard supported: EDIFACT DESADV D01B
EAN	Unique Identifier for Trade items. EAN may also be referred to as GTIN, TUN, UPC or barcode.
EA (eaches)	The base unit or individual piece product. Sigma's unit of measure.
EDI	Electronic Data Interchange: allows companies to send information from one business system to another, using a standardised format.
EDIFACT	United Nations standard for electronic data interchange, administration, commerce and transport.
ERP	Enterprise Resource Planning
FSANZ	Food Standards Australia New Zealand
GLN (Global Location Number)	A unique, standardised 13-digit number that identifies a physical location, such as a warehouse or store, or a legal entity, like a company or department, in the global supply chain.

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TERM	DEFINITION
GTIN (Global Trade Item Number).	Global Trade Item Number (GTIN) is an ISO certified globally unique identifier for trade items, developed and administered by GS1 to uniquely identify products universally. GTINs may be 8, 12, 13 or 14 digits long. Each of these 4 numbering structures are constructed in a similar fashion, combining GS1 Global Company Prefix, Item Reference, and a calculated Check Digit (GTIN-14 adds another component- the Indicator Digit, which can be 1-8). GTIN may also be referred to as EAN, TUN, UPC or barcode.
GS1	GS1 is an international not-for-profit organisation that administers barcodes and supply chain standards. Formally known as EAN -UCC
GS1 Prefix	GS1 Company Prefix is a globally unique code allocated to a member company by GS1.
Invoice	Invoice is a document for claiming payment for goods or services supplied under conditions agreed between the Supplier and Sigma. CW Retail requires invoices to be sent via EDI standard supported: EDIFACT INVOIC D01B
Logistics Unit	A logistics unit is an item of any composition established for transport and/or storage which needs to be managed through the supply chain.
MIG	Message Implementation Guide (MIG). Derived from the international UN/EDIFACT directory D.01B.
Mixed Pallets	Delivery containing multiple varieties of a certain product on a singular pallet.
MLOR	Minimum life on receipt.
MychemID	CW Retail unique primary identifier for trade items.
New Line Form	Form used whereby all new products are submitted and reviewed by the buying team for CW Retail.
NPSA Form	New product submission form for Sigma Wholesale. Form created by the NPSA (National Pharmaceutical Services Association)
MessageXchange	Supply Chain EDI enablement (EDI provider/VAN) partner to CW Retail
Pharmx	PharmX is a 3rd party electronic gateway for Pharmacies and Suppliers to exchange orders and invoices.
PIMs	CW Retail's Product Master Data.
PDE	Sigma Wholesale unique primary identifier for trade items.
Purchase Order (PO)	Purchase Order/s: Are a purchase request for goods or services ordered under conditions agreed between the Supplier and Sigma. CW Retail send these via EDI standard supported: EDIFACT ORDERS D01B
PO Number	Unique identifier of the Purchase Order.

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TERM	DEFINITION
Purchase Order Response (POR)	Purchase Order Response. Confirms the final quantity, pricing and ETA for each line being ordered. Each PO sent by CW Retail will require confirmation by the Supplier, using the Purchase Order Response message.-EDI standard supported: EDIFACT ORDERS D01B
RDD	The Requested Delivery Date for when Sigma expect the stock to arrive at the DC.
RPO	Return purchase order used by Sigma Wholesale for credit and collection of stock
SSCC (Serial Shipping Container Code)	SSCC is an 18-digit number used to identify logistics units. To automate the reading process, the SSCC is often encoded in a barcode, generally GS1-128. The SSCC comprises an extension digit, a GS1 global company prefix, a serial reference, and a check digit. It is all numeric.
Qty	Quantity
Sigma	Sigma Healthcare Limited
Sigma Healthcare Limited	Sigma Company Limited ABN 44004132923 or Sigma Healthcare Limited ABN 15088417403 and/or any of its subsidiary or other related bodies corporate (as defined in the Corporations Act 2001).
Sigma Wholesale	For the purpose of this document Sigma Wholesale refers to former Sigma Distribution Centres
SSCC Label	Physical Label containing the SSCC number required for delivery to DCs.- Mandatory for CW Retail DC's.
SKU	Stock keeping unit. Unique item identifier.
SOS	Store Operations Support department.
SPS Commerce	Supply Chain EDI enablement (EDI provider/VAN) partner to Sigma Wholesale.
Supplier	For the purposes of this document, the terms "Vendor/s" and "Supplier/s" will be used interchangeably throughout and refers to any of Sigma's supply partners.
Supplier SKU ID	This is SKU ID used by the Supplier.
Supply Agreement	The supply arrangement or agreement pursuant to which the Supplier supplies goods to Sigma.
TGA	Therapeutic Goods Administration
Vendor	For the purposes of this document, the terms "Vendor/s" and "Supplier/s" will be used interchangeably throughout and refers to any of Sigma's Supply partner.
Vendor Return Order	Allows the credit and collection of stock for Suppliers.

Distribution Network, Contacts & Map

Supplier Readiness Checklist

Product Life Cycle

Product Barcoding and Labelling

EDI
(Electronic Data
Interchange)

Ordering & Supplying to Sigma

Driver & Vehicle Requirements

Pallet, Carton & Logistic Units

Key Performance Indicators

Glossary of terms & Helpful Information

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Primary Freight, 3PL & 4PL Services

Primary Freight Services

Did you know Sigma also offers Primary Freight services?

We set the benchmark for service standards, compliance, and tailored transport solutions designed to keep your business moving seamlessly. Our Primary Freight team works with you to deliver efficient, fully compliant services that meet the highest industry expectations. All of this comes at competitive market rates, ensuring you get exceptional value without compromising on quality or reliability.

Why choose us?

Because we combine an extensive national network with proven expertise in handling simple to complex freight requirements. Our partnerships with leading pharmaceutical, retail and wholesale distribution centres, mean your products are delivered on time, every time. And when challenges arise, our team goes the extra mile to ensure that we collectively do everything to meet deadlines and achieve the highest standards of compliance and quality.

Ready to move smarter, gain a competitive edge, and improve your compliance standards?

Contact us today and let our Primary Freight team deliver the transport solutions your business deserves at primaryfreight@sigmahealthcare.com.au

TRANSPORT SOLUTION	DESCRIPTION
Exclusive Access to DC Timeslots	Once your booking is confirmed, responsibility seamlessly transfers to Sigma Primary Freight. We guarantee scheduled booking windows at our distribution centres, helping to minimise wait times, reduce demurrage costs, and prevent service disruptions.
Competitive Market Rates	Transparent and benchmarked pricing designed to deliver measurable cost savings without compromising safety or service performance.
Optimised Consolidation & Complete Visibility	We streamline freight consolidation to maximise trailer utilisation, minimise handling risks, and reduce linehaul costs — all while giving you complete oversight through our exclusive TMS portal.
Nationwide Carrier Network	End-to-end coverage across metro and regional Australia, with vetted carriers adhering to strict Chain of Responsibility (CoR) and safety standards.
SKU & Category Support	Experienced in handling diverse product profiles — from ambient fast-moving consumer goods (FMCG) to temperature-controlled goods — ensuring compliance and integrity.
Local & Linehaul Expertise	Integrated local and long-distance transport capabilities providing consistency, visibility, and on-time performance
Disaster & Contingency Planning	Risk-managed continuity strategies that maintain service flow during unplanned events while safeguarding people, product, and cost outcomes

3PL & 4PL Services

Did you know Sigma also provides 3PL and 4PL logistics services?

Sigma Healthcare Logistics delivers bespoke Third-Party Logistics (3PL) and Fourth-Party Logistics (4PL) solutions for the retail and healthcare sectors.

Our services support pharmaceutical, medical devices, medical consumables, and fast-moving consumer goods (FMCG) organisations with secure, compliant, and scalable logistics solutions spanning across warehousing, transport, and end-to-end supply chain management.

Backed by a national footprint of dedicated healthcare facilities and robust quality systems, we give clients greater visibility, assured compliance and streamlined operations – all aligned with the highest regulatory and industry standards.

Why partner with Sigma Healthcare Logistics?

We understand the complexity, compliance requirements, and precision demanded in healthcare supply chains.

Our experienced teams operate within certified Quality Management Systems, supported by advanced technology, extensive regulatory expertise, and purpose-built infrastructure to ensure product integrity from order to delivery.

From 3PL to 4PL, our solutions ensure secure, compliant and efficient supply chain management tailored to your business needs.

Our 3PL & 4PL Capabilities

LOGISTICS SOLUTION	DESCRIPTION
Healthcare-Focused Warehousing	National network of dedicated state of the art automated healthcare facilities designed to support pharmaceutical, medical devices, consumables, and FMCG products.
Transport & Distribution	End-to-end transport and distribution services connecting metro, regional and interstate delivery requirements.
Quality & Compliance Framework	Operates under certified Quality Management Systems including ISO 9001:2015 and ISO 13485 (Medical Devices), supported by an electronic Quality Management System (eQMS).
GWP / GDP Compliance	Adherence to Good Wholesaling Practice (GWP) and Good Distribution Practice (GDP) requirements across operations.
Controlled Drug Storage (Schedule 8)	Secure Schedule 8 storage capability for controlled medicines ensuring compliance and safety.
Temperature-Controlled Facilities	Fully monitored environments including: <ul style="list-style-type: none"> • Ambient: 15°C – 25°C • Cold: 2°C – 8°C • Frozen: –20°C and below (available on request)

LOGISTICS SOLUTION	DESCRIPTION
End-to-End Temperature Monitoring	Temperature monitoring and control throughout the supply chain to safeguard product integrity.
Systems Integration	Advanced WMS and EDI integration to support seamless data exchange, visibility, and reporting.
Visibility & Reporting	Comprehensive reporting and supply chain visibility to support informed decision-making.
Order to Cash (4PL)	End-to-end 4PL solutions managing the supply chain from order receipt through to customer delivery and financial completion.
Sustainability Management	Performance tracking and reporting to support environmentally and socially responsible supply chain practices.

Interested in learning more?

If you'd like to explore how Sigma Healthcare Logistics can support your business with 3PL or 4PL logistic solutions, our team is ready to help. Contact Sigma Healthcare Logistics: logistics@sigmahealthcare.com.au



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Proudly powering pharmacy

