

**PANDA RESTAURANT GROUP, INC.
SUPPORT CENTER
POLICIES AND PROCEDURES**

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Section: Equipment Shipping and Receiving Procedures

The purpose of this document is to outline the proper procedures for the equipment shipping, handling and receiving. The process provides basic guidelines to ensure continuity and consistency among Strategic Sourcing Group (SSG), Project Managers (PM) and General Contractors (GC).

Construction Start:

Upon release of the ground break report, SSG will prepare purchase orders and coordinate shipping dates based on the construction schedule provided by the GC and approved by the PM

In order to have a seamless and on time delivery, the following dates are critical and should be provided by the PM to SSG no later than the construction start date:

- Install roof curbs
- Electrical rough in
- Equipment installation

Shipment Consolidation:

All kitchen equipment, smallwares and opening supplies will be centralized at General Restaurant Equipment Co. and Action Sales. Equipment must be consolidated at the warehouse at least 24 hours prior to the ship-out date.

All other equipment and small items will be delivered directly from the manufacturer.

Shipment Schedules and Delivery Times (Continental U.S.)* :

All deliveries will be made during regular business hours, unless special instructions are specified by the PM.

Any changes to the delivery schedule, that require additional charges, must be approved by the PM in writing.

Deliveries are divided into 5 different categories/schedules as outlined below, and are shipped based on the construction schedule provided.

*Note: Any shipment outside of the Continental U.S. would require special delivery schedules. The PM will coordinate with SSG on specific delivery times.

Items listed in schedules below may not apply to all venues.

Schedule 1: (Ship at Ground Break)

- Low wall template
- Coming soon banners

Schedule 2: (Ship to arrive by Electrical rough in)

- Exhaust fans, make-up air, roof curbs, Ansul control box
- Ice machine condenser & line set
- Lighting
- Low wall, table bases
- Drive-thru sensor loops
- Anchor cage for patio umbrella
- Anchor cage for drive-thru menu board
- Anchor cage for drive-thru canopy
- Stainless steel ribbon panels

Schedule 3: (Ship to arrive by equipment install)

- Stainless steel equipment
- Prep coolers and freezer
- Smallwares and small equipment (fryers, shelving, etc.)
- Rice holding cabinet
- Induction warmers
- Water filter
- Ice machine bin
- POS/Computer equipment
- Drive-thru menu board
- Drive-thru canopy
- Patio umbrellas

Schedule 4: (Ship to arrive 3 business days after Schedule 3)

- Furniture
- Menu board
- Sneeze guard glass
- Décor
- Vinyl mural

Schedule 5: (Items to be coordinated between GC and PX vendor)

- CCTV & Security Alarm
- Music system
- POS installation
- Soda machine
- Cleaning chemicals
- Digital screens
- Drive thru intercom system

Delivery Schedule Changes:

Any changes to the scheduled delivery date must only be communicated by the PM to SSG.

SSG should be notified of any changes at least 10 days prior to the equipment arrival date; otherwise the GC must provide means of storage for the equipment.

Delay Defined:

Delay is defined as any shipment that does not arrive to the jobsite within (4) hours from the scheduled delivery time due to accidents, weather conditions, etc.

Delay Procedures:

The below procedures must be followed when a delay occurs.

- The freight company should notify SSG and the GC as soon as they are aware of any possible delays.
- The GC must notify the PM of the delay.

Receiving Procedures:

Note: The freight company allows 3 hour period for unloading.

- GC to provide forklift, pallet jack and the labor required to unload the truck or container within the time allotted.
- The GC must have in his possession, the packing list to check and ensure that all items have been received in good condition without any visible damage.
- GC to separate boxes labeled "To be opened by General Contractor" and boxes labeled "To be opened by Operations only"
- GC to store all boxes labeled "OPERATION OPEN ONLY" until store turnover or until otherwise directed by the Panda PM.
- GC must keep all keys and equipment instruction manuals and provide to PM at store turnover.
- GC to assemble and install, unless otherwise noted, all equipment as per manufacturer's installation instructions. The GC should notify PM if no installation instructions are provided.

Damage Defined:

Damaged equipment is defined as any piece of equipment which appears to be cracked, dented, bent, broken, smashed, scratched, etc.

All shipped items must be properly loaded into a container or truck to avoid damages caused by moving items during shipping.

- The vendor is responsible for any damaged item that was improperly crated/loaded.
- The shipping company is responsible for any damage caused during shipping, other than improper loading.
- The GC is responsible for any unclaimed damage past the notification notice.

Damage Procedures:

The below procedures must be followed for any damage claim.

- The GC must take a picture of all visible damages. For crated items, the picture should be taken with the item being uncrated. All packing material for damaged items must be saved until freight claim has been filed.
- The GC must note on the Bill of Lading the items that were received damaged as well as items that were refused due to damage.
- The GC must report all damages to the freight company and the PM.
- Vendor will be responsible for damages that were properly noted on the bill of lading within 24 hours of delivery.

Site condition prior to schedule 3 delivery:

- All kitchen floor tile and wall covering must be completed.
- Kitchen hoods must be installed.
- T-bar ceiling must be completed.
- All overhead work must be completed.
- Store front must be installed.
- Tray slide counter top and back must be completely finished.

Project Manager responsibility at store turnover:

- PM or PM designated person to provide smallwares packing list to the operations team.
- All boxes should be checked and verified with the packing list.
- Any discrepancy or missing items should be reported to SSG within 24 hours from opening boxes.