



PACKAGING INSTRUCTIONS

FOOD

Revision 2.0, August 2018

Revision control

Revisions version 1.3, April 2017:

- Netto part 4 replaced by Netto SRM manual
- Appendix A added with overview of Warehouse specific pallet requirements

Revisions version 1.4, August 2017:

- Danish label example exchanged by UK version (Pg. 15)
- Pallet requirements for Netto Køge updated (Pg. 61)

Revisions version 2.0, August 2018:

- Company name and contact emails has been changed from Dansk Supermarked to Salling Group
- Instruction is splitted into three individual instructions (Food,Non-food & Netto)
- Appendix B added with a general information overview of Warehouses
- Appendix C added with a complete handling fee overview (Pg. 17 in Part 1 - General instructions)
- External warehouse, Coldstar (Føtex/Bilka) is added (Pg. 20 in food instruction)
- Warehouse, Skejby (Nonfood Føtex/Bilka) is added (Pg. 20 in Nonfood instruction)
- Delivery of wine to Ishøj in containers (Pg. 21 in food instruction)
- Description of *Labeling of cartons* has been modified (Pg. 8 in Part 1 – General instructions)
- External warehouse, Agri-Norcold (Frozen warehouse for Netto East) is added to appendix A+B (Netto)

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Introduction

How to use this instruction

Why is this packing instruction important for Salling Group?

Salling Group aims to keep a competitive position on all our markets. An important part of this objective is to give our customers the best possible value for money and our warehouse- and store staff the best possible working conditions in their everyday handling of the goods we sell in Bilka, Føtex, NETTO and our E-commerce platforms.

In order to achieve this, we need a close cooperation with you as a supplier, as you on a daily basis supply Salling Group with the most vital part of our business: The products we sell!

In that regard the ideal export carton is the one that passes through our warehouse and stores with the least possible handling. Therefore we have set up some simple requirements, to which we expect you to adhere. Salling Group wishes that you aim to develop your export carton with the intention of:

- Protecting the product during transportation through the entire chain of supply.
- Improving the stability of the export cartons.
- Insuring the correct labelling.
- Optimizing the export carton to warehouse requirements.
- Reducing picking time in the warehouse.
- Optimizing the export carton size to shelf space.
- Improving presentation in stores to increase sales.
- Removing the need for knives to open the export carton.
- Removing shrink wrap and other unnecessary paper and plastic from the stores.
- Meeting the provisions of the country specific Packaging Directives.
- Complying with the requirements of the EC and the Danish authorities.

How to use this manual

You need to use this manual as a guideline in how to choose the right export carton, packing method and delivery method for the product, in close cooperation with the buyer. The manual is divided into 2 parts:

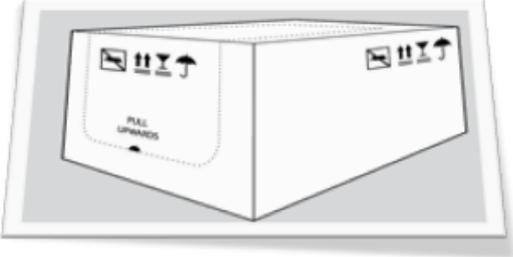
- Part 1 a general overview of requirements for all warehouses (Needs to be read by all suppliers)
- Part 2 an overview of requirements for Føtex / Bilka Food warehouses

There are many details you have to take into consideration, so please read this guide thoroughly. This manual is a tool for both our buyers and our suppliers and is the basis of all packaging discussions.

This document is also available at www.sallinggroup.com. If you have any questions regarding this material, please get in touch with your contact person at Salling Group or send an email to logistics.dsn@sallinggroup.com

Our packaging struction will be reviewed twice a year (feb & aug)

Part 1 – General instructions



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Carton specifications

Easy To Handle Packaging

In order to improve efficiency through the supply chain, Salling Group is working towards as Easy To Handle export cartons as possible. Easy to handle for the warehouse employees, as well as the employees in the stores. Salling Group has identified the following criteria in order to define what Easy to Handle Packaging is: **Easy to identify, Easy to open and access, Easy to carry and store and Easy to dispose.**

Easy to identify

- Employees must be able to identify the product even if the carton is not open
- Product description must fully reflect the product inside the carton
- Carton must have a label including;
 - DS order number, article number, product description, quantity, gross weight, purchasing department number and barcode (**All optional**)
- Label must be printed on at least two opposite sides (**optional**)
- Carton must include handling symbols if applicable

Easy to open and access

- Improves the stocking of shelves in the stores
- The carton should be easy to open without the use of knife or other tools (ex. paper tape or perforation lid)
- Design of the carton should allow the employees to grasp the product inside with both hands when carton is opened
- There should be no sharp edges which can injure the employee
- Use as little cardboard, tape and plastic as possible, without compromising the durability and stability of the carton
- Use no unnecessary paper or plastic folded around the product inside the carton.

Easy to carry and store

- It is important for the working environment, that the cartons are easy to carry.
- The cartons must be able to withstand the automatic handling at our warehouse,
- The export cartons cannot weigh more than 12 kg. If a single carton exceeds 12 kg, it must be provided with grip holes and must be clearly labelled.
- The carton must be self-supported and stackable even when some products are taken out.

Easy to dispose

- The carton must be easy to fold and dispose of without the use of a knife or other tools.
- It is very time consuming having to sort cardboard and plastic when disposing of packaging, thus only use plastic when it is absolutely necessary.

The following pages will go into detail describing the good practice in carton specifications when delivering to Salling Group

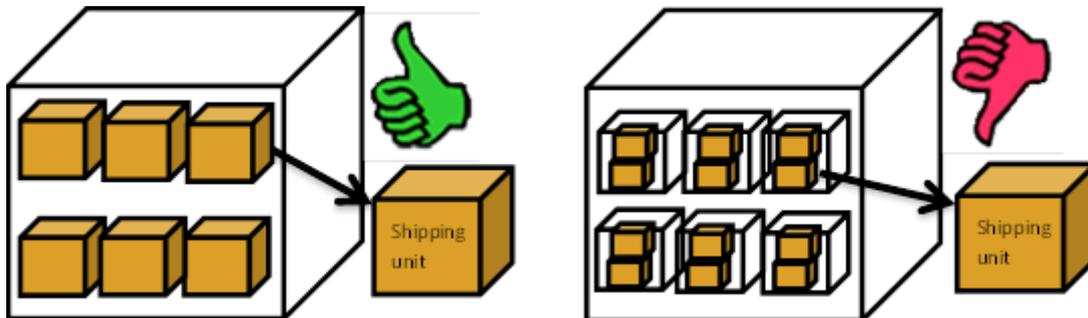
Carton quality

The carton quality must ensure:

- That the box remains stable during transportation
- That the box can be stacked in stores even when a number of products have been removed from the box
- That the box can support the weight of stacking the cartons up to a height of 2.4m during transport
- That lids / perforations of large cartons can withstand vacuum suction
- That the box fit the goods
- That boxes are never too full, thus creating round and unstable boxes.
- That no stacking pins, glue or wax is necessary (or used) to create a stable pallet

Outer packaging / Receiving unit

1. Should only be used for small export units to reduce handling time and shipping cost
2. Should only be used when the number of export units / shipping units exceeds 5
3. Only one items number per outer carton
4. Only one level of outer packaging is acceptable:



Please mark how many collis that are packed in each outer carton

5. Volume of the outer packaging should not exceed 70 L as this is the volume of our warehouse totes
6. Weight of the receiving unit must not exceed 12 kg

Scantainer as outer packaging

- Same as 1-4
- Can be used to fill more than one warehouse tote, and thus the volume be larger than 70L
- Weight of the scantainer can exceed 12 kg if delivered on EUR pallets

Labeling of cartons

When the consignment is delivered at the warehouse, it will be registered by means of barcode scanning or manual registration. To ensure that the barcodes and labels can be registered it is very important that the below mentioned *general requirements* are met. **ALL retail units must have an EAN 13 for use in the stores and e-commerce.**

| General requirements | |
|---|--|
| <ul style="list-style-type: none"> Label must be white Must be as big as possible Text must be dark Standard office fonts only No underlining text | <ul style="list-style-type: none"> Only machine written text All text at least 8 mm high if possible Text must be aligned Characters must not touch each other |
| Placement | |
| Label must be placed in the center of the case; at least 30 mm away from the edge; on two opposite sides | |

Salling Group accepts two types of barcodes on cartons; the preferred EAN 128 / GS1 128 and EAN 13.

| EAN 128 / GS1 128 | | EAN 13 |
|---|-------------------------|---|
|  <p>(400) 4001234567 (97) 123456789012</p> | |  <p>5 760932 903439</p> |
| Application identifier | Always (400) | Must be the EAN of the ordering unit |
| DS order number (10 digits) | Ex. 4001234567 | If the shipping unit contains 1 retail unit the Order EAN and the retail EAN are the same |
| Application identifier | Always (97) | If the shipping unit contains more than one retail unit the Order EAN will be different from the retail EAN |
| DS article number (6-12 digits) | Ex. 123456789012 | |

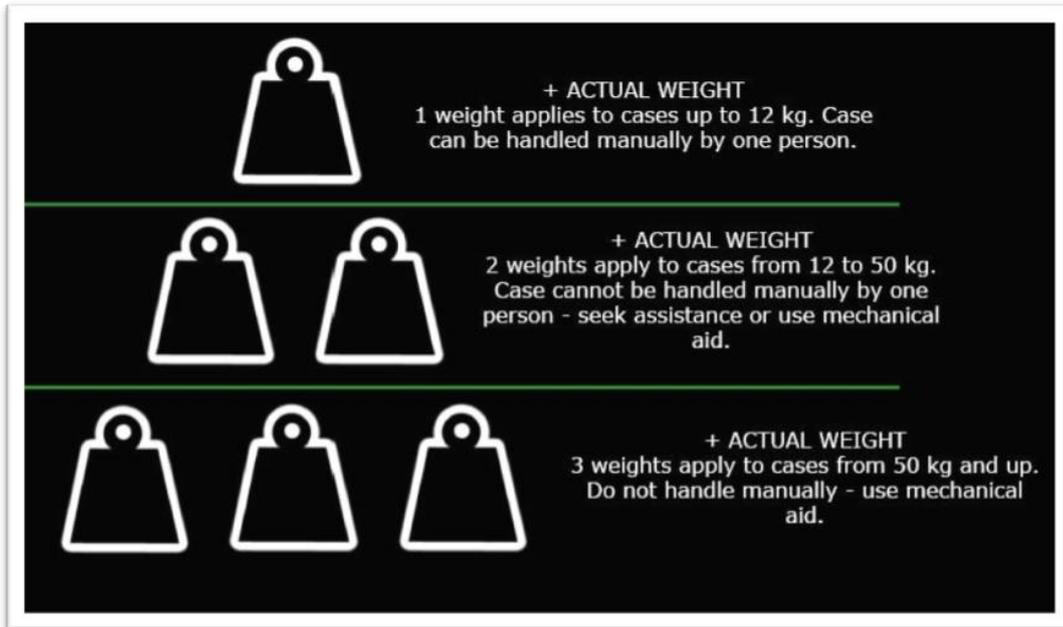
Besides the barcode the following information could also be marked on the case:

| Information on the carton | | | |
|---------------------------|----------------|---|------------------------------------|
| | Information | Description | Example |
| 1 | Order number | Salling Group order number (10 digits) (optional) | 4001234567 |
| 2 | Article number | Salling Group article number (6-12 digits) (optional) | 123456789012 |
| 3 | Product | Description of product (optional) | Jackets |
| 4 | Quantity | Number of sales units in case (optional) | 12 |
| 5 | Gross weight | Total weight of case + content (optional) | 13 kg |
| Nonfood | | | |
| 7 | Color | Color of product (optional) | Green |
| 8 | Product range | If the case contains an assortment of different sizes or colors (optional) | S - M - L - Total 2 - 2 - 2 - 6 |
| Food Products | | | |
| 9 | Prod. date | Production Date & Best before date (optional) | 2014-12-02 (YEAR.MM.DD) |
| 11 | EAN number | EAN number of the product (optional) | 5701050212850 |

Handling

Carton weight limits

- Weight limits for cartons stipulated by Danish authorities, is a **gross weight of max 12 kg**
- Gross weight must be printed on the label to inform employees of the correct way to handle the box
- Salling Group introduces a special handling symbol, which is weight specific, and must be placed on each box (or the shipping mark):



Heavy or bulky products

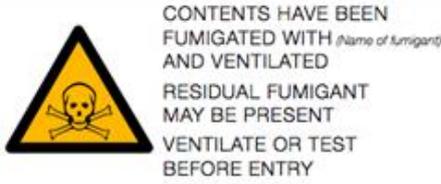
- If the product itself is heavier than 12 kg or bulky (larger than 1 m³) grip holes should be added either on both sides / opposite ends (suggested size 30 x 100 mm)
- If the product weight exceeds 20 kg the box has to be handled by two people and thus grip holes must be added to the box to facilitate this.



- If grip holes are not possible to make due to packaging (ex. No air / room around articles) external handles must be applied (plastic handles) or packaging altered to meet the requirements.

Handling symbols

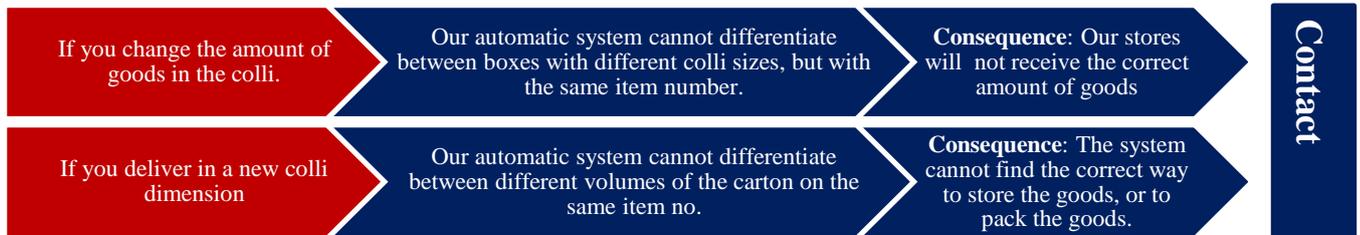
The following international handling symbols must be used if your products require special handling during transport, at the warehouse or in the stores. **Symbols may only be used when required.**

| | |
|---|---|
|  | <p>Maximum stack (here shown as “8”)</p> <p>Goods like video monitors and glassware have a stacking limit. If this limit is exceeded, the compression from excess weight of overlaying boxes may damage the goods underneath. Use this symbol if the product has a stacking limit.</p> |
|  | <p>Fragile: handle with care</p> <p>Fragile: handle with care - glass</p> |
|  | <p>This side up</p> <p>Symbol only to be used if: Important for transport stability. Direction has implication for stability due to directional reinforcement in cases. Important for product stability. If product can be damaged/broken when packed in wrong direction.</p> |
|  | <p>Do not stack</p> |
|  | <p>Chemicals</p> <p>Use symbols like this if the container is fumigated or contains chemicals.</p> |

Product registration

When shipping to Salling Group, you must make sure that the correct master data is available to Salling Group. The procedure depends on the type of product you are delivering; textile, food or other nonfood products. Master data registration is only done for new item numbers and it is done because both our systems and warehouse are highly dependent of correct master data.

Changes to master data



If you change the articles so that the master data are no longer correct, you have to contact SALLING GROUP and deliver the articles on a new item number. SALLING GROUP will supply you with the new item number

Packing of pallets

- **Products must be kept within the pallet dimensions** – at the bottom as well as the top, so no carton hang outside the pallet.
- **¼ and ½ pallets are only accepted (without a handling fee), if pallets are created as ¼ or ½ pallets and registered as “ready to sale”.** Creation must be made in cooperation with Salling Group.
- **Weight must be distributed evenly across the pallet** – horizontally and vertically
- **The total weight of the pallet may not exceed 1000 kg**
- **The items on the pallet must be wrapped in clear foil** to ensure stability during transport, as well as dust protection - **Foil cannot cover the pallet and cannot be colored**
- **No individual wrapping of single cartons** must be employed, and no part of the wrapping must get in touch with the pallet.
- **Pallets must not be foiled together with other pallets.**
- **Removing foil should not result in collapse** – of a single row or the entire pallet.
- **"slave pallets" are not accepted at all Warehouses** – Please refer to Appendix A for overview of warehouse specific pallet requirement.
- **One item number per pallet** - The pallets should be packed with only one item number if possible. We want to receive clean units to avoid mixing of the articles. Further info please see page 13 paragraph 2.
- **The labels of all the boxes must be visible without splitting up the pallet.**



Delivery

Loading of pallets on truck / container

In order to prevent damaged cases and to facilitate the handling during receipt at our warehouse, it is important to arrange the packing of the truck / container according to the following instructions:

1. When articles are stacked in the truck, **it is important to have at least 150 mm free space between top of the goods and the ceiling** so the goods can be unloaded by means of a fork-lift truck or other handling equipment. 
2. If your order comprises many different articles, you have to make multiple layers in order to avoid mixing of the articles, as we want to receive "clean" units. You can either do that by inserting an extra pallet or a slip-sheet.
3. Optimize the packing of the truck / container by stacking in multiple layers. If the articles are large and heavy or light (crushable) one layer is recommended, otherwise you can stack pallets or slip-sheets on top of each other to fill the truck. You are allowed to use a combination of EUR pallets and slip-sheets, as long as the bottom layer consists of a EUR pallet.
4. Pay careful attention to the fact that if you are using a one way pallet, the opening of the pallets must be facing the rear end/opening of the truck / container (Only Nonfood).
5. 1/1 pallets shall be placed 3 and 3 at the vehicle e.g. the short side of the pallet must always be turned towards the loading platform, and if you deliver on slip-sheets the grip handle must always be turned towards the loading platform.
6. 1/4 pallets shall be in rows of three (600* 1200).
7. All components must be adequately secured and protected to prevent movement inside the master carton as well as in the truck / container.

If you deliver our goods by truck you should not use the type 'High-cube'. High-cubes have a low unloading level which we are not able to handle.

Information required upon shipment

When arriving to our warehouses the below requirements must be fulfilled:

- The Salling Group 10-digit order number must always appear from the driver's papers (freight bill and delivery note.) The order information must be available to the driver and therefore must not solely be attached to the products/pallets in the form of delivery notes or the like.
- Only papers covering products actually delivered may accompany the products.
- The driver must state the order number whether the products are delivered via central warehouses, warehouse hotel or have been transhipped to another carrier in transit.
- If the driver carries products for several order numbers, all order numbers must be advised.
- In case of part delivery, it must appear clearly from the papers which order number the delivery concerns. The order number must appear at both freight bill and delivery note.
- If the delivery note does not cover the entire order, it must be stamped "Part delivery". A copy of the delivery note must be attached to each freight bill. Further a clear indication of which products is being partly delivered and how many of each article is required.
- A freight bill indicating the precise part consignment delivered in EUR 1/4, 1/2 or full (1/1) pallets must be made out for each delivery.

Labelling of pallets (applicable for Netto and Food)

Upon arrival the pallets will be registered by the means of barcode scanning and therefore there must be a GSI-128 pallet label on each pallet

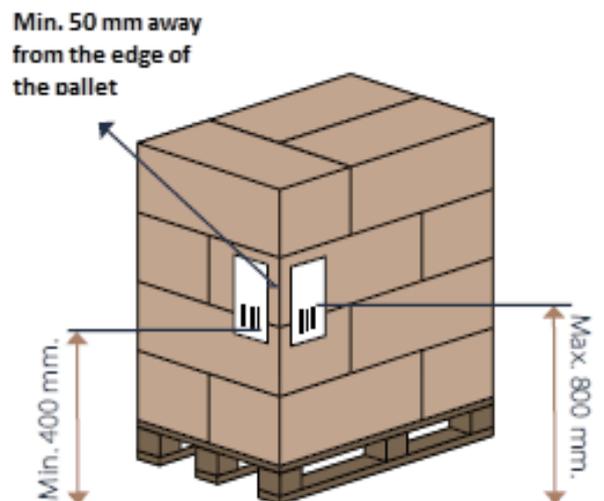
- A separator character (FNC1) must always be inserted after a data field of variable length, if this data field is followed by additional data.
- **Parentheses** must not be expressed in the barcode.
- The **control digits** in GTIN and SSCC codes must be correct. Calculate control digits online at www.gs1.dk/kontrolciffer.
- **AI (37) may not be used**, if (01) is used. ((01) indicates the unit's GTIN, e.g. the pallet's item number and not the GTIN of the pallet content.)
- The 18 digits of the **SSCC** code must be structured as follows.:

Digit 1 : Company controlled prefix
 Digits 2-8 : Your company's GS1 Company Prefix
 Digits 9-17 : Company controlled serial number
 Digits 18 : Control digit



- The barcode may not contain company internal information in the form of (91)-(99).
 - (90) may only be used if explicitly agreed upon by your customer.
- A dedicated margin (also known as "quiet zone") devoid of lines, characters etc. must be found to the right and left of the barcode.
- The **dark bars** of the barcode must appear clear-cut on a light background, preferable white.
- The pallet label must be **smooth**, not creased.
- The recommended size of the pallet label is **A5**
- The label must be placed min 50 mm away from the edge of the pallet as shown below:
- At a **full pallet**, a label must be placed on **both sides** of the pallet.
- At $\frac{1}{2}$ and $\frac{1}{4}$ **pallets** the label must be placed on the top of the pallet and on the short side

Full pallet



Chemicals & Fumigation

Chemicals

This section should be read by all suppliers who produce our goods outside of Europe.

For suppliers inside of Europe you must comply with current legislation.

The use of chemicals in production, packaging and fumigating of containers should be avoided when possible. Suppliers to Salling Group need to read this packaging instruction as well as the trade agreement for Salling Group to keep updated on the requirements concerning chemicals and fumigates.

Avoid unnecessary use of fumigates in the container

Fumigation of containers to avoid damp, mould and pests can be avoided by packing the goods in a dry environment and in a dry container. The goods must always be dry when packed in the container. If you follow this procedure you will in most cases be able to avoid the use of fumigates.

Prevent moisture in the container.

- The goods and container must be dry.
- Pack the container in a dry environment.
- If the humidity is high you can isolate the container inside with carton on the sides and on the top. The carton will absorb condensation.
- Use silica in the container to absorb humidity.

Fumigation of the containers must always be coordinated with your contact person at Salling Group.

If you use fumigates in the containers:

- You must send a certificate with the contents that have been used to fumigate the container to Salling Group at nflvm@sallinggroup.com
- You must send a certificate that the container has been ventilated and is now fumigant free to Salling Group at nflvm@sallinggroup.com.
- Furthermore you must label your container with warning symbols, so that we can take the necessary precautions at our warehouse.



The containers should as a minimum be labeled with the following information: A warning symbol, Name of the fumigant; Date of fumigation; Information about ventilation (Yes/No); Date of ventilation.

At Salling Group we will test container shipments according to current legislation if we suspect that a container is contaminated. Contact Salling Group if you need to know for which fumigates and chemicals we test.

If you use chemicals in your production:

Products containing chemicals will evaporate after production, and some contamination can be avoided by not packing the goods immediately after production.

To avoid or minimize contamination in the packing, certain products should be delivered in perforated packing. This is especially important for suppliers of shoes and other products containing many chemicals.

You must keep updated with the ECHA list of **substances of very high concern** (SVHC). The SVHC list is the first step in the procedure for restriction of use of a chemical. You can find the list by following this link: <http://echa.europa.eu/web/guest/candidate-list-table>

The SVHC list concerns substances in articles and substances in packing material.

Directly after a substance is included in the SVHC Candidate List, suppliers of articles which contain such a substance in a concentration above 0.1% (weight by weight) have to provide enough information to allow the safe use of the article to the recipients of the article.

If you need further help regarding how to avoid the use of chemicals and fumigates, or to find alternatives to forbidden chemicals or fumigates, Salling Group can support you in finding technical assistance.

Packaging & Cadmium Directive

All suppliers to Salling Group must meet the requirements of the Packaging Directive (A) as well as the requirements of the Cadmium Directive (B).

These Directives are important for you to follow as a supplier. If you do not follow these rules you are in reality breaking the Danish laws. For more information visit <http://europa.eu/>.

A) Packaging Directive

"Suppliers to Salling Group are requested to meet the requirements stipulated in the Packaging Directive, implemented in Danish law, from European Parliament and Council Directive 94/62/EC of 20 December 1994 on packaging and packaging waste and all international and national relevant standards (EN 13427, EN 13428, EN 13429, EN 13430, EN 13431, EN13432), as well as relevant underlying standards and other legislative requirements regarding packaging."

How to find the Packing Directive for elaborating details:

When entering the website go to 'official journal/ publication year and enter: 1994/official journal reference/ OJ Series: L/OJ Number 365/page number: 10/ on this side select 31994L0062.

An important requirement in the Packaging Directive is that packaging and packaging components may only be placed on the market in Denmark provided that the sum of concentration levels of lead, cadmium, mercury and hexavalent chromium does not exceed 100 ppm by weight.

B) The requirements of the Cadmium Directive

"Suppliers to Salling Group are requested to meet the requirements stipulated in the Cadmium Directive, implemented in Danish law, from Council Directive 91/338/EEC on the prohibition of sale, import and manufacture of cadmium-containing products, as well as relevant underlying standards and other legislative requirements regarding cadmium"

How to find the Cadmium Directive for elaborating details:

When entering the website go to ' official journal/ publication year and enter: 1991/official journal reference/ OJ Series: L/OJ Number 186/page number: 59/ on this side select 31991L0338.

An important requirement in the Cadmium Directive is that import, sale and manufacture of cadmium-containing products are prohibited. Cadmium-containing products mean products in which cadmium is used with more than 75 ppm in the homogeneous components of the product.

Goods reception control

In order to ensure the quality of the deliveries our “Goods In” department check every delivery and correct possible errors:

- Pallets foiled together
- Foil covering the pallet
- Foil loosely hanging from the pallet
- Pallet too tall
- One-way pallets from European suppliers
- Defective/ poor quality pallet
- Pallet too broad or unstable
- Pallet too heavy
- Item numbers mixed on pallet
- Colli errors
- Bad cardboard quality
- Breached units
- Missing product information on boxes
- No order number on consignment note
- Missing CMR/consignment note
- Wrong delivery date
- Too late delivery
- No EAN label
- Errors in EAN number
- Wrinkled EAN number
- Non-fulfillment of freshness
- Wrong best before date
- Wrong placement of EAN label
- ¼ - ½ pallets placed on 1/1 EUR
- ¼ - ½ pallets wrapped together
- Multiple EAN labels on same pallet
- Wrong pallet type

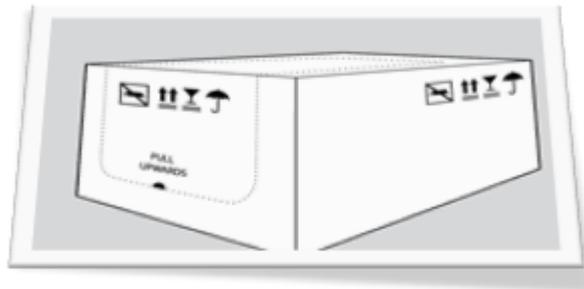


Note! Not all warehouses accept slave pallets or ¼ pallets - Please refer to appendix A for warehouse specific information on pallets.

Suppliers who do not comply with the delivery specifications stipulated in the packaging instruction will be charged a minimum handling fee per pallet of 100 DKK (per error) with a minimum handling fee of 2000 DKK no matter if one or ten errors has been made.

Please refer to appendix C for a complete handling fee overview.

Part 2 – Føtex / Bilka Food instructions



Bilka
føtex

| | |
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Delivery

Food warehouse's

Salling Group have 4 warehouse which provides Bilka and Føtex with food products. The warehouses are located in Vejle, Ishøj, Højbjerg and stores different types of goods. The food warehouse consists of:

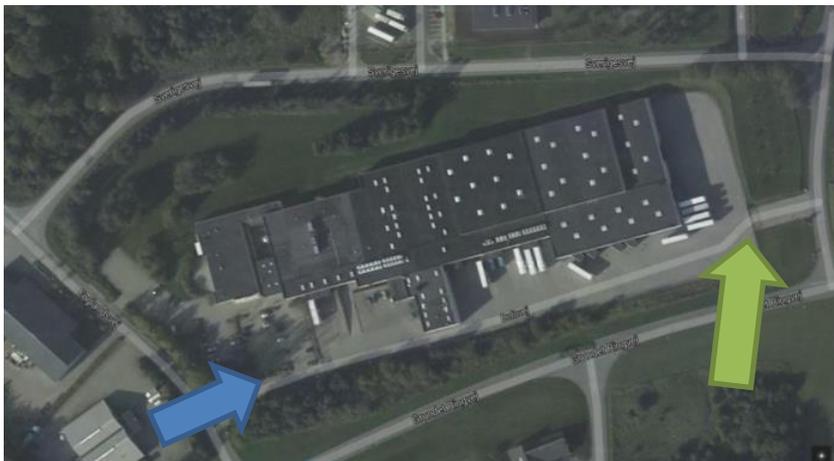
Gate  **Entrance**  **Exit**



Højbjerg

The food warehouses in Højbjerg consist of an automated warehouse which stores Groceries and a manual warehouse which stores fruit & vegetables

| | |
|--------------|------------------------|
| F&G | Gate 101-108 |
| Bakery | Gate 208-212 |
| Grocery | Gate 201-207 + 301-305 |
| Grocery ¼ pl | Gate 332-335 |
| Paper | Gate 332-335 |



Vejle

The food warehouses in Vejle stores products in cool storage

Inbound: gate: 1-3 / 6-11
Return goods: gate: 4-5
Outbound: gate: 12-21



Ishøj

The food warehouses in Ishøj stores fruit, vegetables and grocery

| | |
|--------|-----------------------------|
| G1-9 | Wine dispatch Jylland |
| G1-15 | Grocery receiving Crossdock |
| G18-30 | Dispatch Sjælland |
| G31-35 | Dispatch Sjælland |
| G36-42 | fruit & Weg. Receiving |
| G43-47 | Return goods |
| G48-58 | Wine receiving |
| G59-66 | Wine receiving (Netto) |
| G67-69 | Dispatch wine (Netto) |



Coldstar (External warehouse)

The food warehouses in Vejle stores frozen products for Føtex/Bilka

| Warehouse | Opening hours (deliveries) |
|--------------------|--|
| Ishøj | F&V: Every day of the week 06:00 - 11:00 Wine/Grocery: 06:00 - 14:00 Monday - Friday Wupti e-commerce: 07:00 - 13:00 Monday - Friday Return goods: Monday to Saturday 06:15 - 14:00 |
| Vejle | Terminal Goods: 06:00 - 17:00 Sunday to Friday Storage Goods Sunday 22:00 to Saturday 05:00 |
| Højbjerg - Grocery | Goods receipt: Sunday 23:00 to Friday 23:00 Bakery: 07:00 - 14:00 Monday - Friday Terminal Goods: 00:00 - 14:00 F&V: Every day of the week 06:00 - 11:00 |
| Coldstar | Booking of time, at least 48 hours before delivery - contact time: 07:00 - 15:00 Monday - Friday Goods receipt: Sunday 22:00 to Friday 14:00 |

Please refer to appendix B for a complete overview for opening hours at our warehouses.

Pallet specification

The pallet specifications for the food terminals is different from terminal to terminal. Underneath is an overview of which type of pallets is accepted by which terminal. Please refer to appendix A for further details. Please notice: ¼ and ½ pallets are only accepted (without a handling fee), if pallets are created as ¼ or ½ pallets and registered as “ready to sale”. Creation must be made in cooperation with Salling Group.

| Pallet type | |
|--------------------|---|
| F&V Højbjerg | Euro |
| Groceries Højbjerg | All pallets - except CHEP 1/4 and all one-way pallets |
| Vejle | All pallets - except CHEP 1/4 and all one-way pallets |
| Ishøj | All pallets - except CHEP 1/4 and all one-way pallets |

Stacking height

A pallet must never be so high that it cannot support itself, otherwise the products may be damaged. This includes ensuring that the edge stiffness is sufficiently high. You should only use corner protection and similar when it is absolutely necessary. Straps or foil around any single box is not allowed..

The pallets must also be packed ensuring that no articles weighing from 12 kg and up are being stacked higher than 1400 mm.

The total weight of the pallet may not exceed 1000 kg.

Salling Group aims to optimize processes and strives to create the best possible working conditions in both warehouses and stores. This is done in close collaboration with suppliers and buyers.

| All pallets | |
|--|---|
|  | <p>If you pack on EUR 1/1 the maximum allowed height of pallets is 1800 mm including the pallet.</p> |
| | <p>If you pack on 1/2 EUR pallets the maximum allowed height of pallets is 1600 mm including the pallet</p> |
| | <p>If you pack on 1/4 EUR pallets the maximum allowed height of pallets is 1400 mm including the pallet</p> |

Specifications for outer carton

- ✓ Outer carton shall protect the products throughout the entire supply chain
- ✓ Ensure a stable outer carton
- ✓ Outer carton shall be easy to open without the use of tools
- ✓ Ensure a presentable outer carton to increase sales (not necessary for frozen products and wine)
- ✓ Optimize the outer carton size to shelf space
- ✓ Outer carton shall be easily disposable

To sum up, the ideal outer carton is the one that passes through the warehouse and the store with the least possible handling.

Delivery of Wine in containers to Ishøj

Packaging instruction for wine

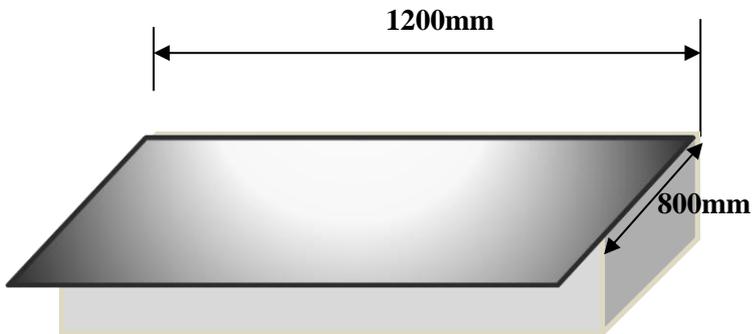
Delivery on slip sheets is the preferable way to deliver our goods when you deliver in a container.

When you deliver on slip-sheets we can easily place the goods on an EUR pallet in our warehouse.

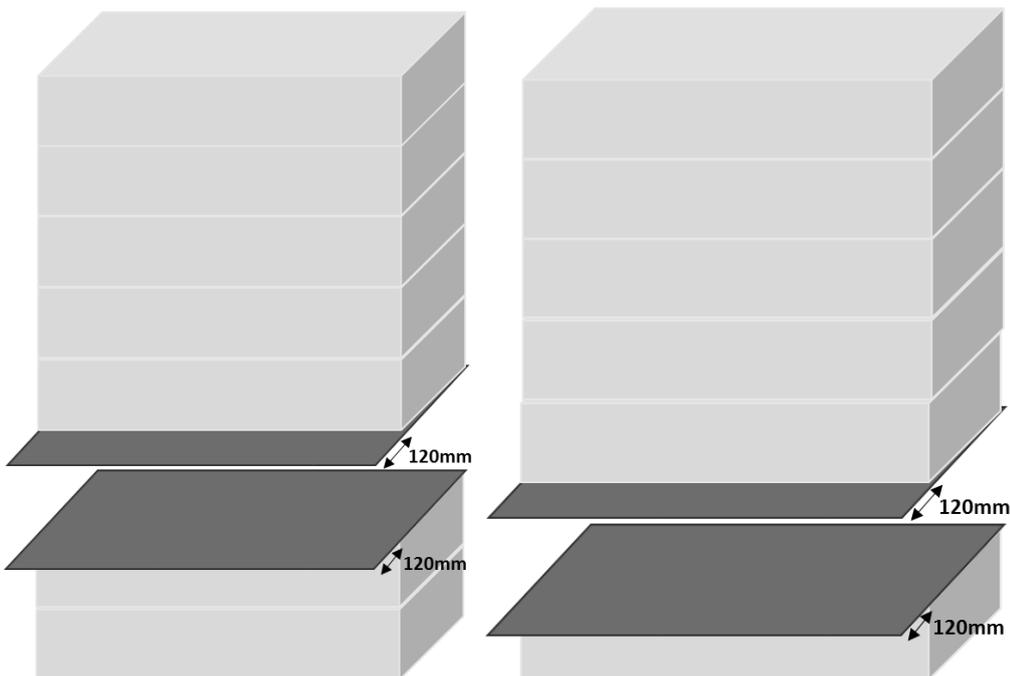
Slip-sheet specifications

- The slip-sheet should have dimensions of around 920 mm x 1200 mm.
- The additional grip-edge on the long side of the stacked wine should be 120 mm.

Note that the short side and the back of the long side do not have grip-edges.

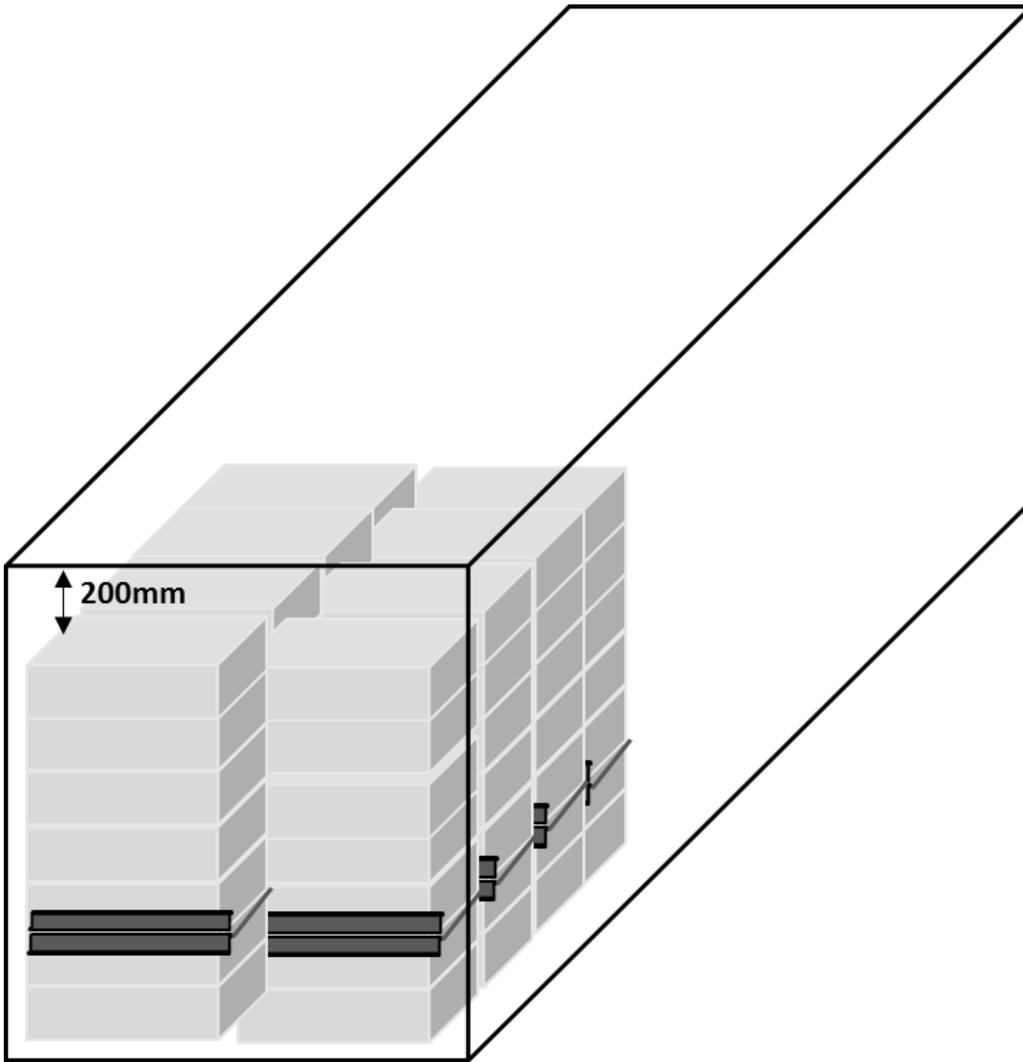


- Please stack wine boxes such that there are two layers below and five layers above, or one layer below and five layers above. The layers should be separated by slip-sheets.



Loading arrangement of wine into shipping containers

The height between the roof panel and the top of the stacked wines must be with a minimum of 200 mm. Please load the stacked wine with the long side outward. Note: Air pillows should be placed between the stacks.



Size of stacks loaded horizontally

Please also take into consideration, that there is only 233 cm. horizontally in a container, when 2 EUR pallets 240 cm. The boxes have to be packed in a square of 116/80 cm to both fit the EUR pallet and match the container.

Requirements to freshness

- The product shall be at Salling Group's disposal during at least 75 pct. of the total shelf life in days of the product, or as agreed upon with commercial, and the product may be at the Supplier's disposal during no more than 25 pct. of the total shelf life in days of the product or by other agreement.
- In case of delivery to the warehouse of goods with a date of freshness exceeding what is agreed upon, the acceptance of the goods will be refused and the goods will be returned at the Supplier's account. Salling Group will charge the carrier's list prices if the goods are delivered ex works.
- If mixed pallets are delivered for which an exceeded date of freshness can be established as regards to the goods of the top layer, the whole pallet will be rejected at once.
- Articles of the "lower layers" of the mixed pallets will also be rejected, if the date of freshness has been exceeded. This means that if an exceeding of the date of freshness is observed on products in, by way of example, the middle layer, these products and all the rest of the layers on the pallet will be rejected.
- Salling Group does not accept the receipt of products with a date of freshness older than that of earlier delivered products.
- The goods will be returned at the Supplier's account. Salling Group is not prepared to pay freight costs in connection with the delivery.
- Salling Group is entitled to either accept or refuse the delivered order.

Appendix A – Pallet Overview per warehouse

| Format | Country | Warehouse | Automatic or manual | Type of pallets that can be handled | | | | | | | | | | | | Special requirement for the use of 1/2 and 1/4 pallets | |
|--------|---------|-----------------|---------------------|-------------------------------------|------------------------|------------------------|-------------------------|------------------------|------------------------|-------------------------|------------------------|------------------------|-------------------------|------------------------|------------------------|--|---|
| | | | | EURO type | | | CHEP (blue pallets) | | | LPR (Red pallets) | | | One way pallets | | | | |
| | | | | 1/1 pallets 80 x 120 | 1/2 pallets 80 x 60 | 1/4 pallets 40 x 60 | 1/1 pallets 80 x 120 | 1/2 pallets 80 x 60 | 1/4 pallets 40 x 60 | 1/1 pallets 80 x 120 | 1/2 pallets 80 x 60 | 1/4 pallets 40 x 60 | 1/1 pallets 80 x 120 | 1/2 pallets 80 x 60 | 1/4 pallets 40 x 60 | | UK 100 x 120 |
| Blue | DK | Ishøj | Manual | 180 cm | 160 cm | 140 cm | 180 cm | 160 cm | 140 cm | 180 cm | 160 cm | 140 cm | 180 cm | 160 cm | 140 cm | NA | Do not place 1/4 or 1/2 pallet on top of 1 EURO pallet |
| Blue | DK | Vejle | Manual | 180 cm | 160 cm | 140 cm | 180 cm | 160 cm | 140 cm | 180 cm | 160 cm | 140 cm | 180 cm | 160 cm | 140 cm | NA | Do not place 1/4 or 1/2 pallets must be stacked on top of 1 EURO pallet. 2 1/2 pallets must be stacked on top of 1 EURO pallet. |
| Blue | DK | Holme - F&V | Manual | 180 cm | 160 cm | 140 cm | 180 cm | 160 cm | 140 cm | 180 cm | 160 cm | 140 cm | 180 cm | 160 cm | 140 cm | NA | Do not place 1/4 or 1/2 pallet on top of 1 EURO pallet |
| Blue | DK | Holme - Grocery | Automatic/Manual | 180 cm | 160 cm | 140 cm | 180 cm | 160 cm | 140 cm | 180 cm | 160 cm | 140 cm | 180 cm | 160 cm | 140 cm | NA | Do not place 1/4 or 1/2 pallet on top of 1 EURO pallet |
| Blue | DK | Coldstar | Manual | 180 cm | 160 cm | 140 cm | 180 cm | 160 cm | 140 cm | 180 cm | 160 cm | 140 cm | 180 cm | 160 cm | 140 cm | NA | NB: Pallet quality must be eighter A or B standard |

Appendix B – General Warehouse information

| Format | Country | Warehouse | Automatic or manual | Terminals addresses | Opening hours (delivers) | Contact information |
|--------|---------|-------------|---------------------|---|--|--|
| Blue | DK | Ishøj | Manual | Terminal Ishøj - Industrigrønen 4-6, 2635 Ishøj, Denmark | F&V: Every day of the week 06:00 - 11:00 Wine/Grocery: 06:00 - 14:00 Monday - Friday Wupli e-commerce: 07:00 - 13:00 Monday - Friday Return goods (Packaging department) Monday to Saturday 06:15 - 14:00 | N/A |
| Blue | DK | Vejle-Fresh | Manual | Terminal Vejle - Englandsvej 2, 7100 Vejle, Denmark | Terminal Goods: 06:00 - 17:00 Sunday to Friday Storage Goods Sunday 22:00 to Saturday 05:00 Goods receipt is within agreed delivery | dsiv@sallinggroup.com |
| Blue | DK | Holme | Automatic/Manual | Terminal Holme - Axel Gruhnsvej 7, 8270 Højbjerg, Denmark | Goods receipt: Sunday 23:00 to Friday 23:00 Bakery: 07:00 - 14:00 Monday - Friday Terminal Goods: 00:00 - 14:00 | N/A |
| Blue | DK | Coldstar | Manual | Coldstar ApS - Kristian Skous Vej 6, 7100 Vejle, Denmark | F&V: Every day of the week 06:00 - 11:00 Booking of time, at least 48 hours before delivery - contact time: 07:00 - 15:00 Monday - Friday Goods receipt: Sunday 22:00 to Friday 14:00 | 0045 76 40 80 60 Booking@coldstar.dk |

Appendix C – Handling fee overview

| Types of errors | Minimum handling fee | Handling fee per pallet, per error | Currency |
|---|----------------------|------------------------------------|----------|
| Pallets foiled together | 2.000 | 100 | DKK |
| Foil covering the pallet | 2.000 | 100 | DKK |
| Foil loosely hanging from the pallet | 2.000 | 100 | DKK |
| Pallet too tall | 2.000 | 100 | DKK |
| One-way pallets from European suppliers | 2.000 | 100 | DKK |
| Strips on boxes | 2.000 | 100 | DKK |
| Defective/ poor quality pallet | 2.000 | 100 | DKK |
| Pallet too broad or unstable | 2.000 | 100 | DKK |
| Pallet too heavy | 2.000 | 100 | DKK |
| Item numbers mixed on pallet | 2.000 | 100 | DKK |
| Colli errors | 2.000 | 100 | DKK |
| Bad cardboard quality | 2.000 | 100 | DKK |
| Breached units | 2.000 | 100 | DKK |
| Missing product information on boxes | 2.000 | 100 | DKK |
| No order number on consignment note | 2.000 | 100 | DKK |
| Missing CMR/consignment note | 2.000 | 100 | DKK |
| Too late delivery | 5.000 | 100 | DKK |
| Wrong delivery date | 5.000 | 100 | DKK |
| No EAN label | 2.000 | 100 | DKK |
| Errors in EAN number | 2.000 | 100 | DKK |
| Wrinkled EAN number | 2.000 | 100 | DKK |
| Non-fulfillment of freshness | 2.000 | 1000 | DKK |
| Wrong best before date | 2.000 | 1000 | DKK |
| Wrong placement of EAN label | 2.000 | 100 | DKK |
| ¼ - ½ pallets placed on 1/1 EUR | 2.000 | 100 | DKK |
| ¼ - ½ pallets wrapped together | 2.000 | 100 | DKK |
| Multiple EAN labels on same pallet | 2.000 | 100 | DKK |
| Wrong pallet type | 2.000 | 100 | DKK |