



# PACKAGING INSTRUCTIONS

**FOOD/NEARFOOD**



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**Revision 2.1, February 2019**

## Revision control

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)

Revisions version 2.1, February 2019:

- Appendix A – pallet overview per warehouse has been updated
- Appendix B - general information overview of Warehouses has been updated
- Appendix C - complete handling fee overview has been updated
- Appendix D added with special requirements for frozen deliveries to Coldstar – Frozen goods to føtex/Bilka
- Carton quality bullet point 3 has been updated (Pg. 7)
- Packing of pallets has been updated (Pg. 12)
- Loading of pallets on truck/container has been updated (Pg. 13)
- Labelling of pallets has been updated (Pg. 15+16)
- Goods reception control has been updated (Pg. 19)
- Gate numbers has been updated (Pg. 21)
- Opening hours has been updated (Pg. 22)
- Delivery of wine in containers to Ishøj has been updated (Pg. 24-26)
- Requirements to freshness has been updated (Pg. 27)

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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:

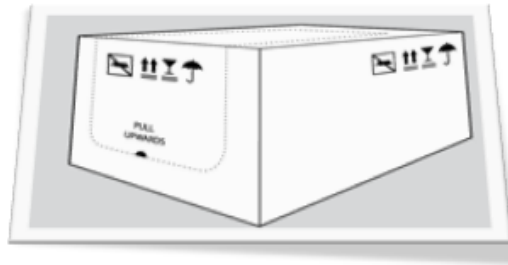
- Part 1 a general overview of requirements for all warehouses (Needs to be read by all suppliers)
- Part 2 an overview of requirements for Føtex / Bilka Food warehouses

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](http://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](mailto:logistics.dsn@sallinggroup.com)

**Our packaging struction will be reviewed once a year (ultimo February)**

# 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, 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

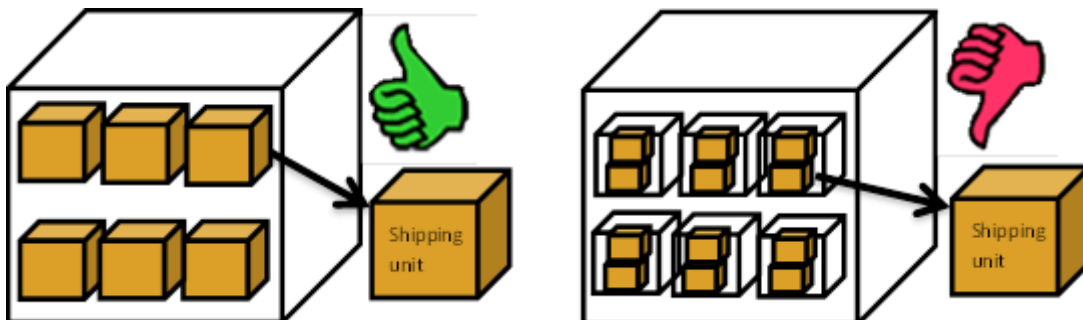
## Carton quality

### 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 2.5m 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"> <li>Label must be white</li> <li>Must be as big as possible</li> <li>Text must be dark</li> <li>Standard office fonts only</li> <li>No underlining text</li> </ul>	<ul style="list-style-type: none"> <li>Only machine written text</li> <li>All text at least 8 mm high if possible</li> <li>Text must be aligned</li> <li>Characters must not touch each other</li> </ul>
Placement	
Label must be placed in the center of the case; at least 30 mm away from the edge; on <b>two opposite sides</b>	

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 <b>(400)</b>	Must be the EAN of the ordering unit
Salling Group order number (10 digits)	Ex. <b>4001234567</b>	If the shipping unit contains 1 retail unit the Order EAN and the retail EAN are the same
Application identifier	Always <b>(97)</b>	If the shipping unit contains more than one retail unit the Order EAN will be different from the retail EAN
Salling Group article number (6-12 digits)	Ex. <b>123456789012</b>	

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



## Barcode and label test

In order to make sure our suppliers create good labeling and barcodes it is possible to verify the barcodes through the company Axicode. The supplier is of course not obligated to use this company to perform the check, it is also allowed to use any other company within the area.

If you want to use Axicode, you have to fill out this formula:

**axicode** DK | EN

### Verifikation af etiketter for leverandører til Dansk Supermarked A/S

Ved fejl og mangler på koli- og palle etiketter, eller blot en godkendelse heraf, fremsendes disse til Axicode.

Ved fremsendelsen af etiketten, skal felterne i formularen være udfyldt. Når formularen er udfyldt og gemt, genereres et referencenr., som skal påføres forsendelsen til Axicode.

Axicode foretager en ISO/IEC-verification af den modtagne etiket. Etiketten verificeres efter ISO 15415 og GS1 standard, for at dokumentere hvorvidt strejkoderne er korrekte, læsbare og af god kvalitet. Strejkoderne verificeres og testes på Axicon eller LVS verifikationsudstyr, som er ISO 15425-1 og GS1 certificeret.

Axicode genererer en elektronisk rapport, samt en professionel udredning af evt. problemer og årsagsforslag. Disse vil være på engelsk eller dansk sprog og afsendes via e-mail.

Etiketter der modtages inden kl. 10.00, verificeres samme dag som de er modtaget. Etiketter der modtages efter kl. 10.00, verificeres senest næste hverdag.

Verifikation af koli- eller palleetiket inkl. rapport og professionel udredning.

**Pris DKK. 595,-**

Verificering faktureres uanset resultat af verifikationen.

Drages etiketten re-verificeret eller fejtræthed/justering, tilbydes denne til 50% af den normale pris.

For at opnå rabatten skal re-verificeringen være foretaget inden for maks. 5 hverdage efter den sidste verificering af samme kode. Re-verificering fejlet skal krydres af og det tidligere referencenummer stå i kommentarfeltet.

Bemærk, såfremt der ønskes yderligere support eller professionel rådgivning, faktureres dette særskilt.

Prisene er ekskl. moms.  
Betalingsbetingelser er netto kontant 30 dage.  
Prisene reguleres 1/1 – første gang 1/1 2016

**Kontakt Axicode**

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Jernbanegade 6  
2300 København  
Danmark

Tlf. +45 7020 8810  
E-mail: [info@axicode.dk](mailto:info@axicode.dk)  
Web: [www.axicode.dk](http://www.axicode.dk)

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**CVR nummer \***  
Indtast CVR nummer

**Firmanavn \***  
Indtast firmanavn

**Kontaktperson \***  
Indtast kontaktperson

**E-mail \***  
Indtast e-mail

**Telefonnummer \***  
Indtast telefonnummer

**Fakturerings e-mail**  
Indtast fakturerings e-mail

**Dansk Supermarked reference**  
Indtast Dansk Supermarked reference

**Intern referencenummer**  
Indtast intern referencenummer

**Re-verificering?**

**Kommentar**  
Indtast kommentar

**Tilføj verifikation**

The formula can be found on Axicodes website (<http://verify.axicode.dk/>). After filling out the formula you will receive a reference number which you have to enclose when sending a label to Axicode. You should scan the document or send the original barcode.

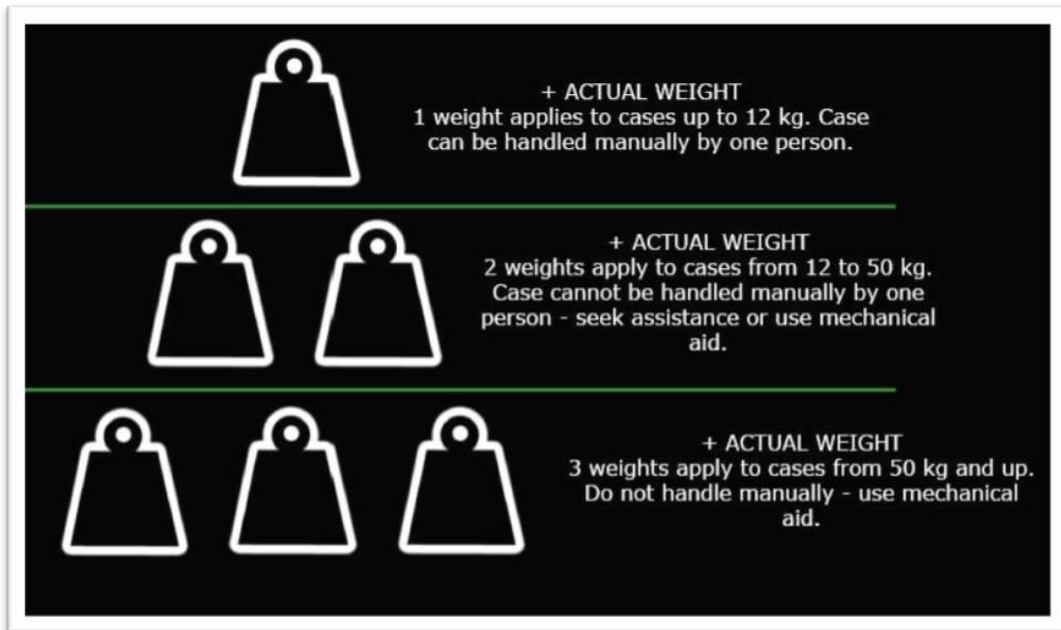
The price is 599 kr. for each label. If you make corrections in the label and wants to perform a new test, the price will be 50% of the original price, if you do it before 5 weekdays.

For further information contact Salling Group, [logistics.dsn@sallinggroup.com](mailto:logistics.dsn@sallinggroup.com).

## 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





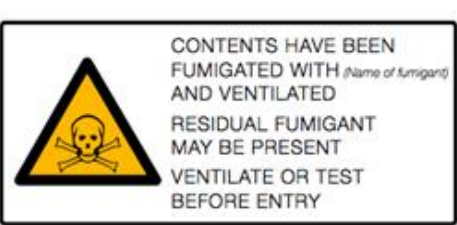
- If the product itself is heavier than 12 kg or bulky (larger than 1 m<sup>3</sup>) grip holes should be added either on both sides / opposite ends (suggested size 30 x 100 mm)
- If the product weight exceeds 20 kg the box has to be handled by two people and thus grip holes must be added to the box 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**

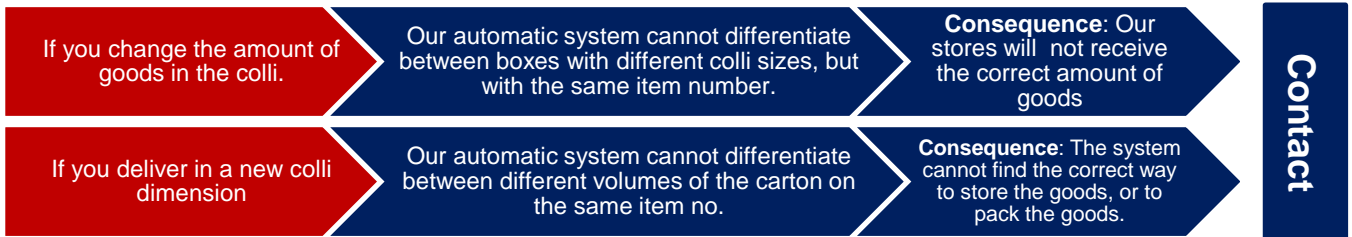
The following international handling symbols must be used if your products require special handling during transport, at the warehouse or in the stores. **Symbols may only be used when required.**

	<p><b>Maximum stack</b> (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><b>Fragile: handle with care</b></p> <p><b>Fragile: handle with care - glass</b></p>
	<p><b>This side up</b></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><b>Do not stack</b></p>
	<p><b>Chemicals</b></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, please contact your contact person at 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
- **Pallet height maximum 180 cm** (including the pallet)
- **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.
- **Pallet label must be placed outside the foil.**
- **"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 & 3.
- If the same article is delivered with **different durability**, the delivery must be separated by inserting an extra pallet or slip-sheet to avoid mixing of durability dates.
- **When Salling Group is ordering in full pallet quantities, you must only add one article per 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. If you are using slip-sheet, it should be at least 4 mm thick.
3. When you are delivering more than one article on a pallet, it is a requirement to put on a pallet label for each article on the pallet. The pallet label must be placed at the same level as the article, with identical labels placed on both sides of the pallet.
4. 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. (only for suppliers within EU – else only slip sheets allowed).
5. 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).
6. 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.
7. 1/4 pallets shall be in rows of three (600\* 1200).
8. 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 (consignment note 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.

## *General Instructions*

- 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 consignment note 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 consignment note. Further a clear indication of which products is being partly delivered and how many of each article is required.
- A consignment note indicating the precise part consignment delivered in EUR 1/4, 1/2 or full (1/1) pallets must be made out for each delivery.
- A delivery note that shows amounts per item send by supplier must be added to each CMR/consignment note

## Labelling of pallets

Upon arrival the pallets will be registered by the means of barcode scanning and therefore there must be a GS1-128 pallet label on each pallet. For the full list of application identifiers please see below link\*

<https://www.gs1.org/standards/barcodes/application-identifiers>

This part of the pallet label is typically used for your **company logo** and **product description**.

This part of the pallet label must present **all** the data encoded in the barcode in human readable text, e.g. GTIN (EAN-number), best before date, batch number and SSCC (the unique serial number of the pallet).

**AI (15)** The following 6 digits specify the best **before date** of the item.

- (15) must always be followed by **6 digits**, specifying the best before date as YYMMDD.

Alternatively, **\*AI (17)** can be used when the expiry date must be indicated.


**AI (00)** The following 18 digits specify the **Serial Shipping Container Code (SSCC)**: The pallet's unique serial number.

- A SSCC code **may only be used** for one specific pallet, even if the pallet repeatedly contains exactly the same products.
- If there are multiple barcodes, the SSCC code must be placed in the last barcode.


**Factory A/S**  
P. Rottvej 2, 2100 København Ø  
**Frozen peas**  
48 packages  
6 packings of 500 grams

---

SSCC 35704368000000011 Contained number 48 Batch/lotnumber 12345XF	GTIN 05704368000010 Best before(YYMMDD) 081231
---	---



(15)081231 (02)05704368000010 (37)48



(00)35704368000000011 (10)12345XF

**AI (02)** The following 14 digits represent the **GTIN** of the pallet's content, in other words typically the GTIN of the box (**the unit**).

- (02) must always be followed by a GTIN of **14 digits**. If the item number consists of 13 digits, a 0 is added as a prefix.
- (02) **may not be followed by the GTIN of the pallet or the retail unit**
- When (02) is used, the number of boxes on the pallet must always be specified after AI (37).

**AI (37) is succeeded by the number** of ordering units/GTINs. In most cases this is the **number of cases** on the pallet.

- (37) may be followed by **up to 8 digits**. If (37) is followed by an odd number of digits, such as 126, it is recommended to be prefixed by a zero.
- If the barcode is to contain more data after the number of units, a separator character (**FNC1**) must be inserted after the number of units.

**What is an AI?**  
An Application Identifier is a number consisting of 2-4 digits. It tells the software "behind" the barcode scanner the meaning and the format of the digits and/or letters placed after the AI.

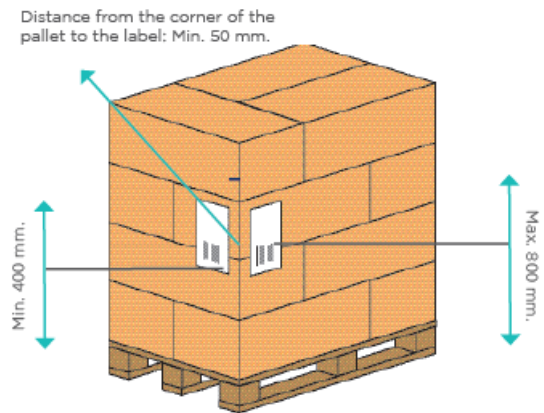
**Avoid errors on the pallet label, 13 does and don'ts:**

**Problems concerning the data content of the pallet label**

- (1) The barcode type must be GS1-128, previously known as EAN128 or UCC/EAN128. **Code 128 is a different type of barcode, and must not be used.**
- (2) If a data field of variable length is followed by additional data, a separator character (FNC1) must always be inserted here after.
- (3) **Parentheses** must not be encoded in the barcode, but must be visible in the text under the barcode.
- (4) **Calculate check digits** in GTIN (EAN-number) and SSCC codes correctly at [www.gs1.dk/kontrolciffr](http://www.gs1.dk/kontrolciffr).
- (5) **AI (37) can only be used together with AI (02).**
- (6) **If the pallet is a unit with its own GTIN, which is ordered, AI (01) is used in stead of AI (02) and AI (37).**
- (7) **Every pallet must be identified with a unique 18 digit SSCC code:** Read more about SSCC at [www.gs1.dk/SSCC](http://www.gs1.dk/SSCC).
- (8) The barcode may not contain internal company information in the form of AI (91)-(99). AI (90) may only be used by agreement with your customer.

**Problems concerning the pallet label's placement, appearance etc.**

- (9) There should be a certain **margin** to the left and right of the barcode (also known as "the quiet zone") in which no lines or characters are permitted.
- (10) The **dark bars** of the barcode must appear clearcut on a light background.
- (11) Place the pallet label on a smooth surface without creases.
- (12) The recommended size of the pallet label is **A5**.
- (13) The GS1-128 pallet label must be placed on the pallet as shown below. Identical labels must be placed on both sides of the pallet. One on each side.



Further, at a full pallet, a label must be placed on both sides of the pallet. At ½ and ¼ pallets the label must be placed on the top of the pallet and on the short side.



## 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 Trading Agreement for Salling Group to keep updated on requirements concerning chemicals and fumigates.

### Avoid unnecessary use of fumigates in the container

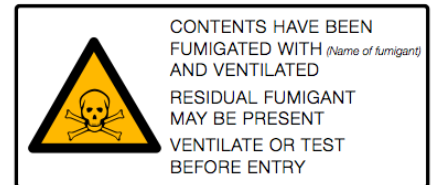
Fumigation of containers to avoid damp, mould and pests can be avoided by packing the goods in a dry environment and in a dry container. The goods must always be dry when packed in the container. If you follow this procedure you will in most cases be able to avoid the use of fumigates.

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](mailto: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](mailto: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 European chemical legislation REACH – Regulation (EC) No 1907/2006 with all applicable amendments – concerning the Registration, Evaluation, Authorisation and Restriction of Chemicals including restriction (Annex XVII) and substances of very high concern (SVHC substances on the candidate list). The candidate list of SVHC substances 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>

REACH concerns substances in both the articles and the packing material.

The candidate list of SVHC substances is updated twice per year. The suppliers of any articles containing 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 at all times keep informed of relevant Danish and European legislation and the products as well as the packaging must at all times comply with any and all applicable rules and regulation.

The following rules, regulations and requirements are not a complete list, but example of applicable requirement for packaging materials.

### **Packaging Directive**

Suppliers to Salling Group must meet the requirements of the Packaging Directive 94/62/EC with any amendments - on packaging and packaging waste (implemented in Danish law in BEK nr 1455 of 07/12/2015 with any amendments).

Harmonised relevant standards: EN 13427, EN 13428, EN 13429, EN 13430, EN 13431, EN13432.

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

How to find the Packing Directive for elaborating details:

Go to <https://eur-lex.europa.eu> and enter year (1994) and number (62).

### **REACH**

Suppliers to Salling Group must meet the requirements of Regulation (EC) No 1907/2006 with any amendments – concerning the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH).

Annex XVII contains restrictions on the manufacture, placing on the market and use of certain dangerous substances, mixtures and articles – including packaging.

How to find REACH for elaborating details:

Go to <https://eur-lex.europa.eu> and enter year (2006) and number (1907). For further guidance please see go to the website of the European Chemicals Agency (ECHA) on <https://echa.europa.eu>

### **Danish Cadmium Restriction**

Suppliers to Salling Group must meet the requirements stipulated in the Danish cadmium act (BEK 858 of 05/09/2009).

According to the cadmium act 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 products not included in the restriction for cadmium in Annex XVII of Regulation (EC) No 1907/2006 with any amendments – concerning the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH).

## 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
- Missing foil on pallet
- Pallet too tall
- One-way pallets from European suppliers
- Strips on boxes
- 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
- EAN label placed behind foil (on pallet)
- ¼ - ½ pallets placed on 1/1 EUR
- ¼ - ½ pallets wrapped together
- Multiple EAN labels on same pallet
- Wrong pallet type

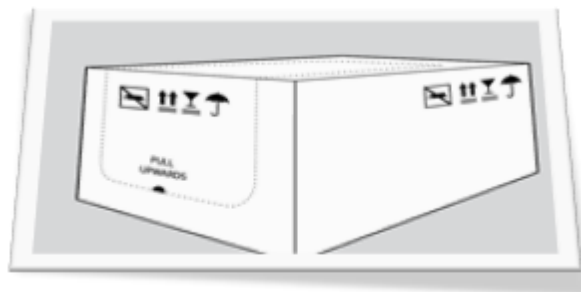


Note! Not all warehouses accept slave pallets or ¼ pallets - Please refer to appendix A for warehouse specific information on pallets.

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



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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, Holme and stores different types of goods. The food warehouse consists of:

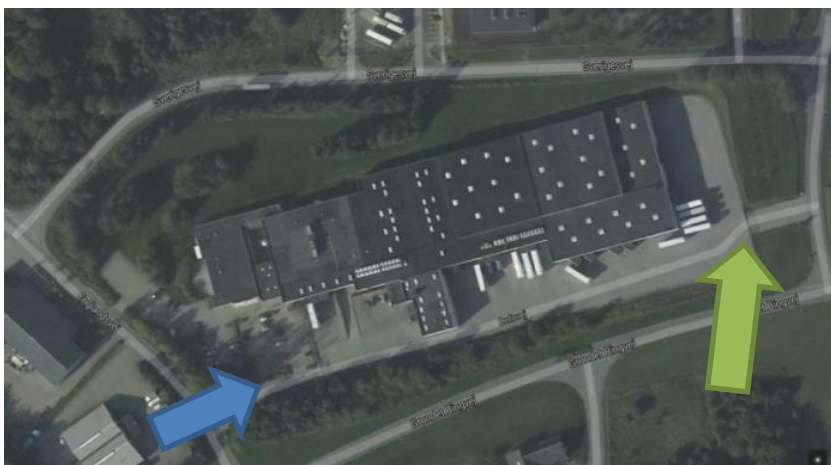
Gate  Entrance  Exit



#### Holme

The food warehouses in Holme 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 for sale	Gate 306-312 - Ready for sale
Grocery ¼ pl	Gate 332-335 – Cross-Dock
Paper	Gate 332-335



#### Vejle

The food warehouses in Vejle stores products in cool storage

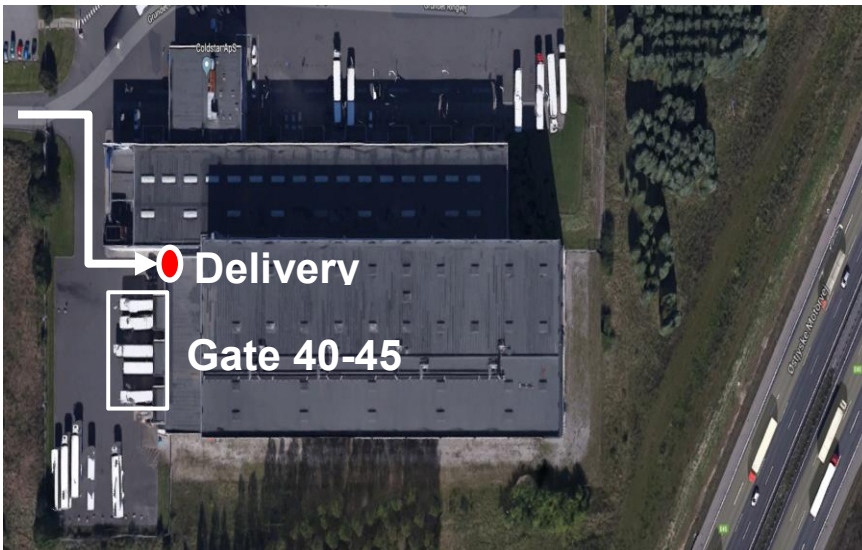
Inbound: gate: 1-3 / 6-11  
Return goods: gate: 4-5  
Outbound: gate: 12-21



#### Ishøj

The food warehouses in Ishøj stores fruit, vegetables and grocery

G1-9	Wine dispatch Jylland
G10-15	Grocery receiving Crossdock
G18-30	Dispatch Sjælland
G31-35	Dispatch Sjælland
G36-42	fruit & Weg. Receiving
G43-47	Return goods
G49-58	Wine receiving
G59-66	Wine receiving (Netto)
G67-69	Dispatch wine (Netto)



**Coldstar (External warehouse)\***

The food warehouse in Vejle stores frozen products for føtex/Bilka.

**Please read appendix D, if you deliver goods to this warehouse, as Coldstar has additional requirements.**

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
Holme - Grocery	Goods receipt: Sunday 23:00 to Thursday 24:00 Goods receipt: Friday 00:00 – 18:00 Bakery: 07:00 - 14:00 Monday - Thursday Bakery: Friday 07:00 - 13:00 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. Notice: For making sure that the incoming orders will be processed and controlled properly, they need to arrive at warehouse latest 30 min before closing.

**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.


## 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.

<b>All pallets</b>	
	<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

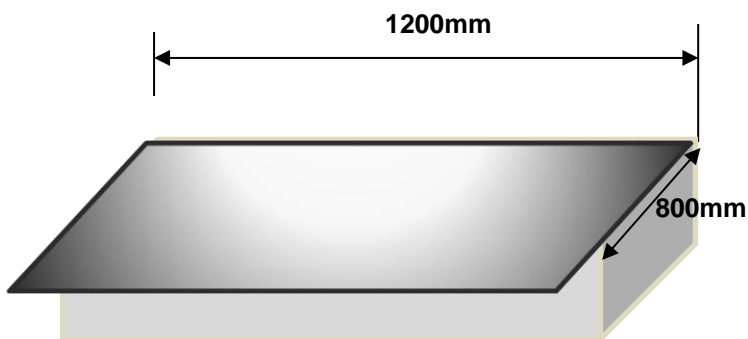
Delivery on slip sheets is the preferable way to deliver our goods when you deliver in a container.

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

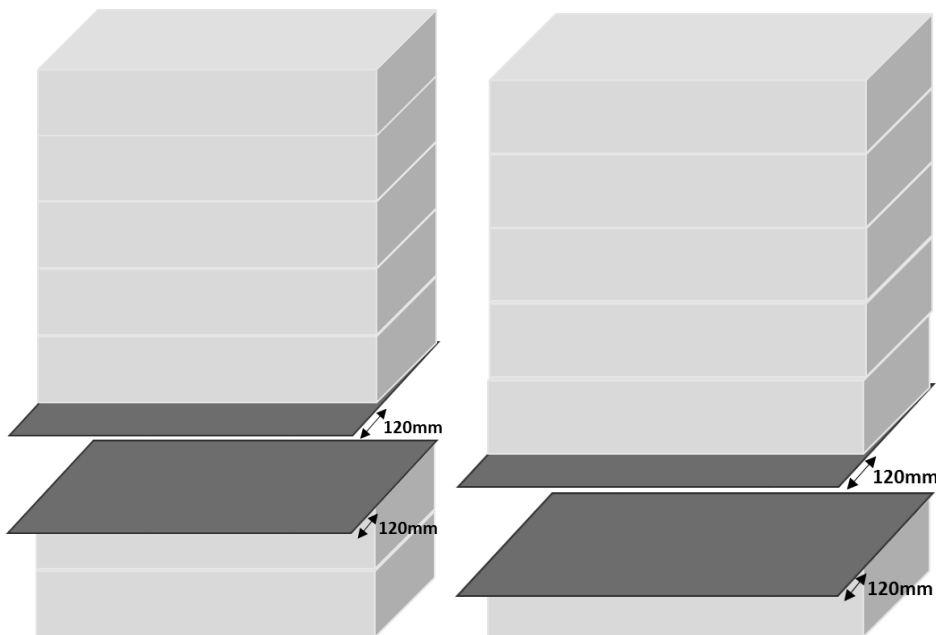
### Slip-sheet specifications

- 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.*



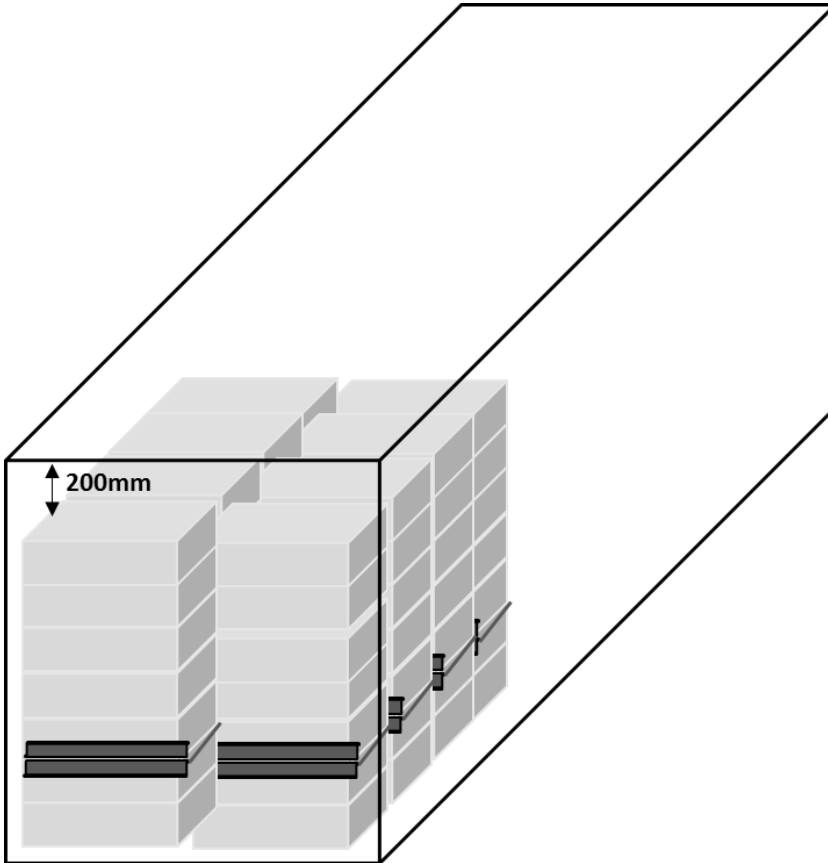
- Please stack wine boxes such that there are two layers below and five layers above, or one layer below and five layers above. The layers should be separated by slip-sheets.





### 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.

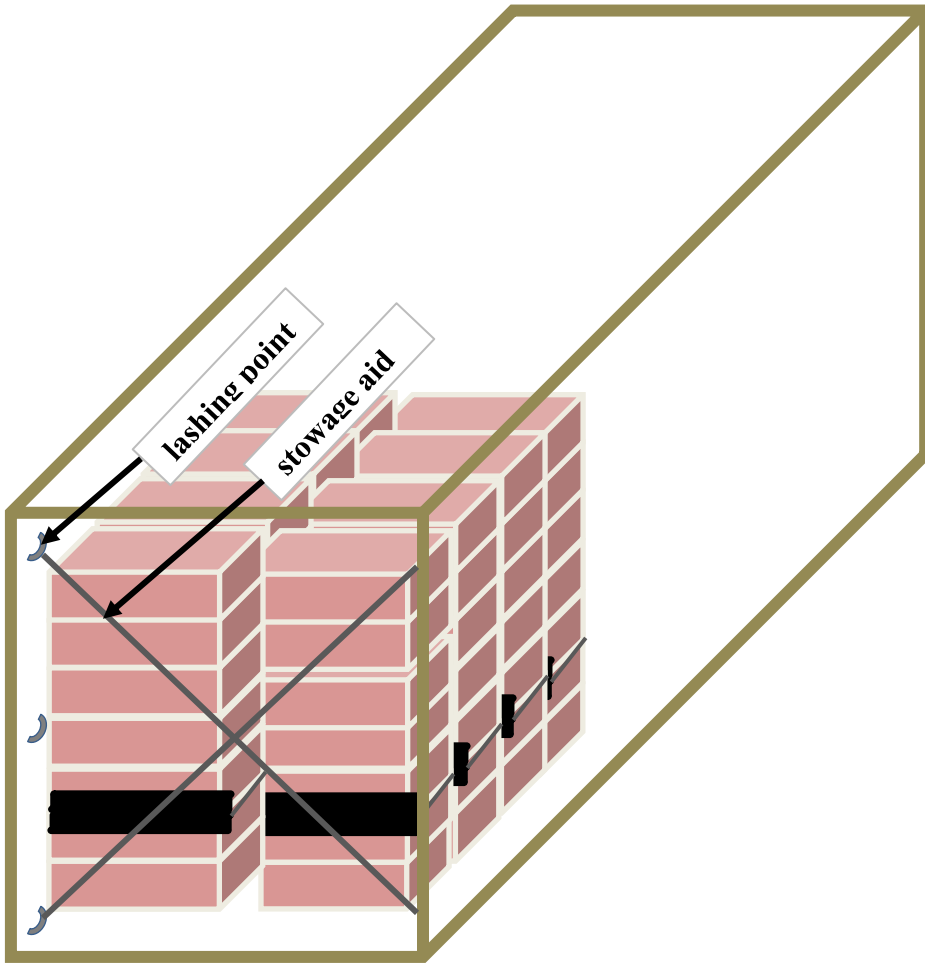


### Size of stacks loaded horizontally

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.

### Securing load to lashing points

Goods that are stacked in more than 5 levels should be secured to minimize falloff during driving to dock ramp. We recommend using ropes, wire, nylon tape, belts, tensioners or any other stowage aid. The stowage aid should be attached diagonally to the lashing ring of the container.



**Lashing points**



## **Requirements to freshness**

- With reference to the Trade Agreement, 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
- In case of delivery of goods with a date of freshness exceeding what is agreed upon, the goods will be refused and the goods must be collected by the Supplier within advised time. If the goods are not collected within notified time, Salling Group will return the goods on the Suppliers account based on the carrier's list prices as if the goods are returned as 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	UK pallets 100 x 120	1/1 pallets 80 x 120	1/2 pallets 80 x 60	1/4 pallets 40 x 60	UK pallets 100 x 120	1/1 pallets 80 x 120	1/2 pallets 80 x 60	1/4 pallets 40 x 60	UK pallets 100 x 120	
Blue	DK	Ishøj	Manual	180 cm	160 cm	140 cm	NA	180 cm	160 cm	140 cm	NA	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	NA	180 cm	160 cm	140 cm	NA	180 cm	160 cm	140 cm	NA	4 1/4 - 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	NA	180 cm	160 cm	140 cm	NA	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	NA	180 cm	160 cm	140 cm	NA	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	NA	NA	NA	180 cm	NA	NA	NA	180 cm	NA	NA	NA	NB: Pallet quality must be either A or B standard

All pallet heights are including the pallet

# Appendix B – General Warehouse information

Format	Country	Warehouse	Automatic or manual	Terminals addresses	Opening hours (deliveries)	Contact information
Blue	DK	Ishøj	Manual	<b>Terminal Ishøj -</b> Industrigrønnen 4-6, 2635 Ishøj, Denmark	F&V: Every day of the week 06:00 - 11:00 Wine/Grocery: 06:00 - 14:00 Monday - Friday Wuupti 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	<b>Terminal Vejle -</b> 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	<a href="mailto:dsiv@sallinggroup.com">dsiv@sallinggroup.com</a>
Blue	DK	Holme	Automatic/Manual	<b>Terminal Holme -</b> Axel Gruhnsvej 7, 8270 Højbjerg, Denmark	Goods receipt: Sunday 23:00 to Thursday 24:00 Goods receipt: Friday 00:00 - 18:00 Bakery: 07:00 - 14:00 Monday - Thursday Bakery: Friday 07:00 - 13:00 Terminal Goods: 00:00 - 14:00	N/A
Blue	DK	Coldstar	Manual	<b>Coldstar ApS -</b> 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
Missing foil on 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
EAN label placed behind foil (on pallets)	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

# **Appendix D – Special requirements for deliveries to Coldstar**

- **1 purchase order pr truck. Coldstar can not handle more than one truck per order.**
- **The total weight of the pallet may not exceed 850 kg.**
- **If orders are delayed, Coldstar must be advised as soon as possible.**
- **Unloading of pallets – Salling Group goods must be placed in the front of the trailer**
- **Requirements regarding colli dimensions (all numbers in cm.)**
  - Max: 60X40X40
  - Min 15X10X01
- **Carton quality**
  - No sharp edges
  - Cartons must be sufficiently closed
- **Consignment notes must contain below informations**
  - Supplier name and address
  - Supplier number
  - PO number
  - Article name pr article
  - EAN code for each article
  - Delivered number og pallets and colli for each article
  - Weight for each article