



PACKAGING INSTRUCTIONS



Revision 4.0, February 2021

Revision control

Revisions version 3.0, February 2020:

- Appendix A – pallet overview per warehouse has been updated
- Appendix B – general warehouse information has been updated (including new opening hours)
- Appendix C - complete handling fee overview has been updated
- Specific informations related to Netto Sweden have been removed
- “Information required upon shipment” has been changed to “Requirements upon arrival”
- Section “Requirements upon arrival” has been updated (pg)
- Maximum carton measures for sales ready packaging have been added
- Section “Delivery note information” under “Delivery” has been added

Revisions version 4.0, February 2021:

- Appendix A – pallet overview per warehouse has been updated
- Appendix B – general warehouse information has been updated, and peak hours have been added
- Appendix C - complete handling fee overview has been updated
- “Product registration” has been updated (page 9)
- “Packing of pallets” has been updated (page 9)
- “Requirements upon arrival” has been updated (page 10)
- “Delivery note information” has been updated, and requirements for combined documents have been added (page 11)
- “Labelling of pallets” has been updated (page 12)

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Introduction

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 overview of requirements for all Netto 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 once a year (ultimo February)

Part 1 – General instructions

Carton specifications

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

Labeling of cartons

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

| 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 | |

| EAN 128 / GS1 128 | | EAN 13 |
|---|-------------------------|---|
|  (400) 4001234567 (97) 123456789012 | |  5 760932 903439 |
| Application identifier | Always (400) | Must be the EAN of the ordering unit |
| Salling Group 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 |
| Salling Group article number (6-12 digits) | Ex. 123456789012 | |

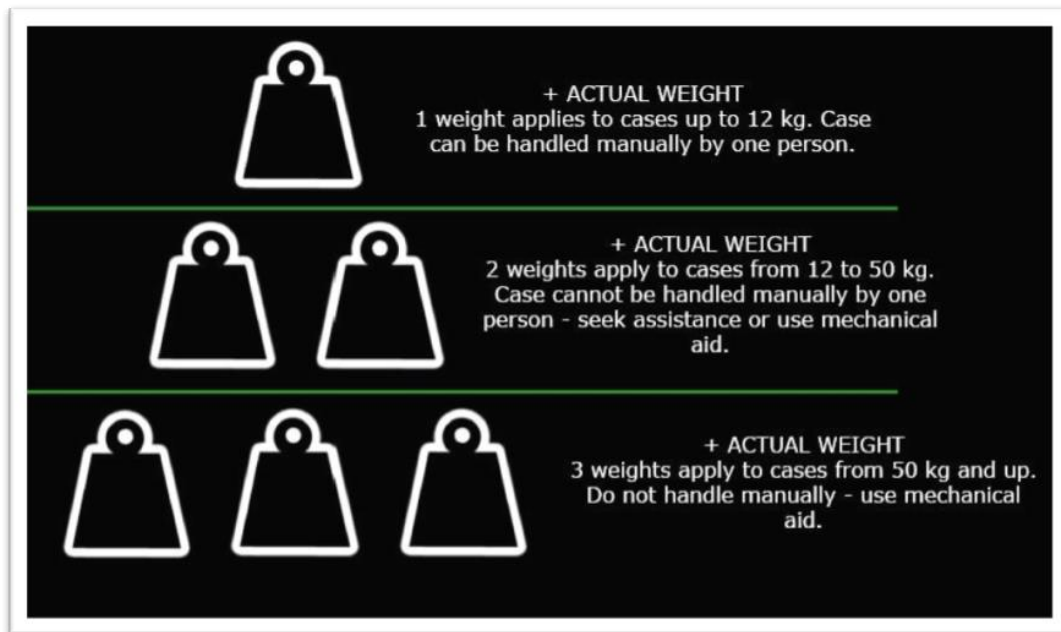
Besides the barcode the following information could also be marked on the case:

| 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, please contact your contact person at Salling Group. Changes in GS1 (including updates to durability/shelf life of perishables) should be confirmed by Salling Group as they are not updated automatically.

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.
- **Weight must be distributed evenly across the pallet** – horizontally and vertically
- **Pallet must not exceed maximum height including pallet** - see appendix A for more information
- **The total weight of the pallet may not exceed 950 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.**
- **Base 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. We want to receive clean units to avoid mixing of the articles.
- **One best before date per pallet** – In case of a product recall, we need to be able to identify which best before dates are on which pallets (perishables only)
- **The labels of all the boxes must be visible without splitting up the pallet.**
- **There must not be strips of any material around the boxes or pallets**



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. 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.
2. If you deliver in containers on slip-sheets the grip handle must always be turned towards the loading platform.
3. 1/4 pallets shall be in rows of three (600* 1200).

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

Requirements upon arrival

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

- The driver must unload the goods at the directed space himself.
- The driver must wear high visibility vest and safety shoes when entering the inbound area.
- If the pallets are double stacked on load bars in the truck, the driver must bring lifting equipment himself to unload the pallets from the bars. Salling Group can not provide lifting equipment for unloading pallets from bars.
- The Salling Group 10-digit order number must always appear on all documents related to the delivery (including 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. For EXW/FCA/FOB deliveries, the documents with the required information must be handed to the driver upon pickup.
- 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 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 are being partly delivered and how many of each article is required.

- The delivery note must state the exact amount of collis delivered.
- 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.
- Delivery notes and freight documents must **always** be included for each delivery. Upon arrival the truck driver must hand in the physical documents to an employee.

Delivery note information

Delivery notes should contain below informations:

- Header: "Følgeseddel" or "Delivery note"
- Supplier name and address
- Delivery address
- Delivery date
- PO number
- Article name pr article
- Delivered colli quantity for each article
- Weight for each article if the article is catchweight

We accept combined delivery notes/CMR's if they contain below information:

- Header: "Fragtbrev og følgeseddel" or "CMR/delivery note"
- Supplier name and address
- Delivery address and date
- PO number
- Field for signature and stamp
- Document creation date
- Article name pr article
- Delivered colli quantitiy for each article
- Delivered pallet quantity

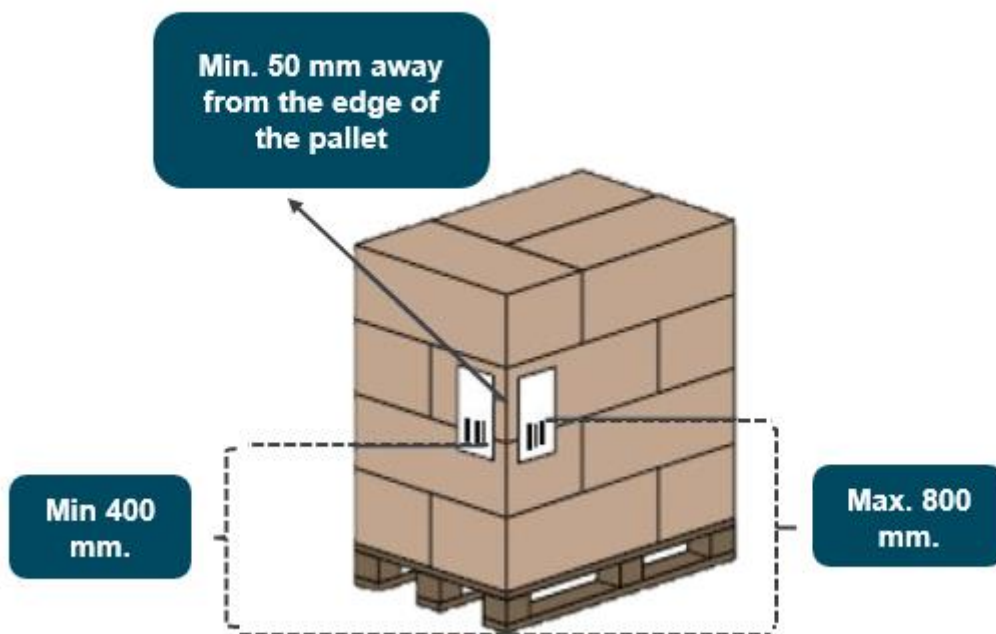
Labelling of pallets

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>

The GS1-128 pallet label must be placed on the pallet as shown below. Labels must always be placed vertically. Further, 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.

All labels should have PO number and delivery address in the text.



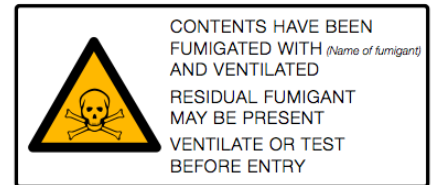
Chemicals & Fumigation

Chemicals

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 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 if errors.

Suppliers who do not comply with the delivery specifications in the packaging instruction will be charged a handling fee. In Appendix C a complete list over handlings charges can be found.

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

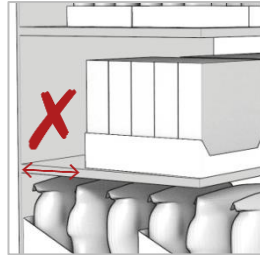
Part 2 – Netto instructions

Overview of general requirements for outer carton

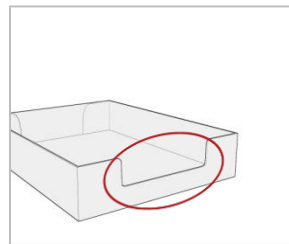
General requirements for outer carton:



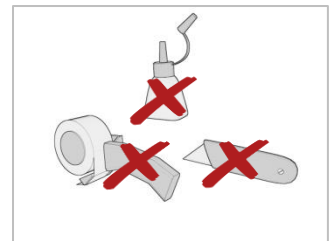
Shiny offset print on carton that reflect the brand and the carton must be white on the inside.



Depth of outer carton must fit the depth of the shelves. See page no. 36 for further instructions.



Low-cut facing to have a good display of the product.



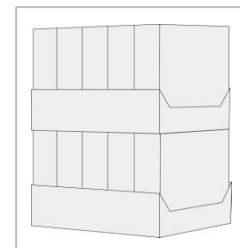
No use of tools for opening and in-store display. Clear instructions must be visible e.g. arrows and pictograms.



Automatic folding bottom.



Holes in lid and sides of carton for easy gripping.



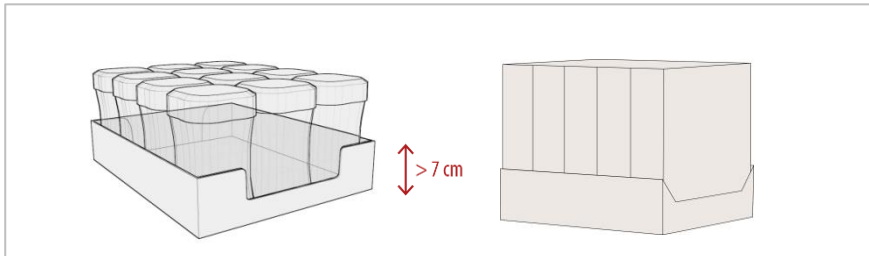
Cartons should be possible to stack.

1st priority – same carton for both manual and automatic warehouses.

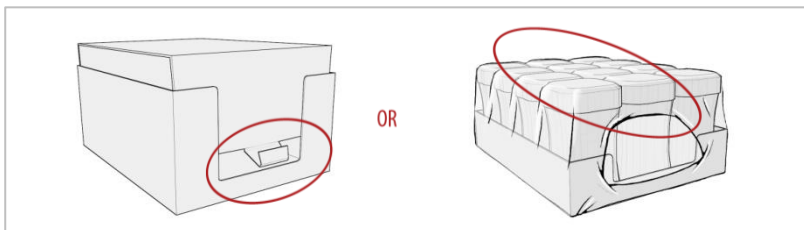
From a starting point all cartons for dry goods must comply with automatic Netto' s warehouse.

Overview of requirements for outer carton for automatic warehouse

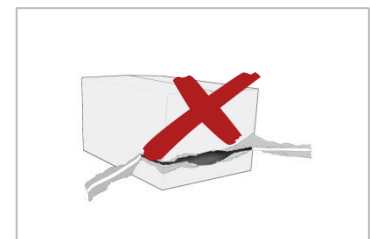
Outer carton requirements:



Minimum 7 cm sides and back when the products are transparent or when there is a risk of gaps between the products. Height on sides and back of carton can vary, when the products are not transparent and stand close in the carton. Ensure a steady carton that protects the products.



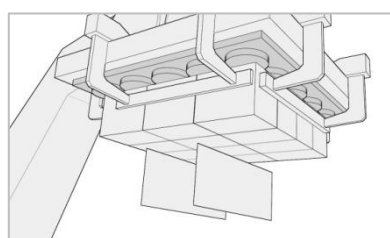
Fixed lid: Use cardboard hook attachment in both sides of the carton or shrink-wrap with perforation. Shrink wrap perforation is preferred at bottom of tray and needs to be located opposite lifting sides to avoid tearing when lifted.



Tear-off is not accepted. Avoid cardboard perforation. In case cardboard with perforation is the only option, ensure that the quality of the cardboard minimizes rough edges.



Minimum/maximum weight for a carton.



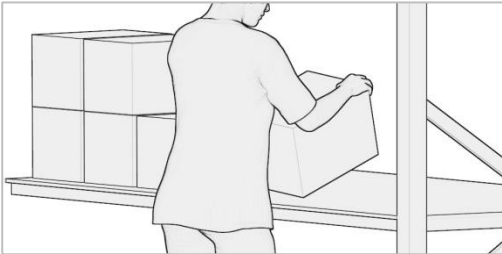
If shiny carton exceeds 5,5 kg insert slip sheets. Top and bottom must not be slippery.



Loose lid can be accepted at automatic warehouse dependent on weight and size. A case by case assessment is needed.

Overview of requirements for outer carton for manual warehouse

Manual warehouse system:



Manual handling.

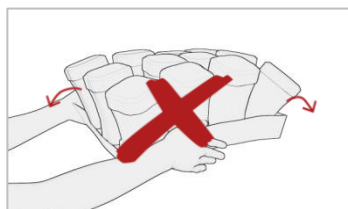
Outer carton requirements:



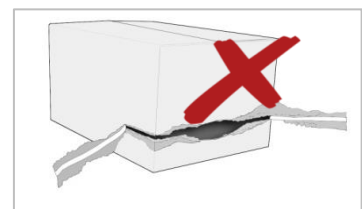
Removable cardboard lid, not attached to rest of the carton to ensure easy handling.



Maximum weight for a carton.



Avoid unstable carton. Height and weight must ensure stability.

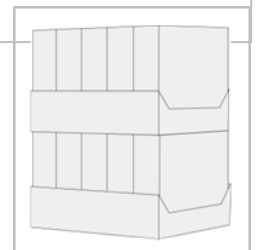
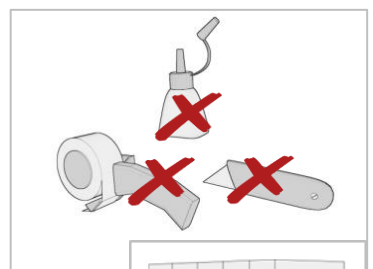
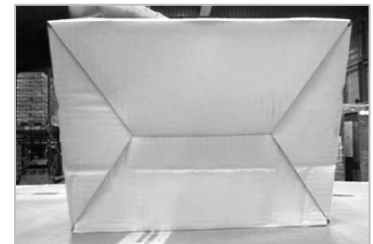


Perforation and tear-off is not accepted.

3. Requirements for Sales Ready Packaging

3.1 General requirements to outer carton

- Presentable outer carton, even in half-empty state
- Low cut facing for easy to see, identify and remove products
- Offset Print on carton according to the brand design manual
- The carton must be white on the inside. This also apply to pallet displays
- The carton should have shiny offset print on the outside.
- No cardboard perforation or tear-off
- For easy handling in stores please ensure that:
 - The carton should have automatic folding bottom and lid
 - Removable lid has holes for easy grip
 - The carton should contain holes in sides for easy handling
 - Limit use of pins, wax, tape or glue can be accepted (never on the front)
 - No use of knives or tools should be necessary in stores
 - Handling instructions (arrows and symbols) for staff on how to make the carton 'ready for sale'. None of the handling instructions must be visible on the facing of the carton
 - Depth of the carton must be 20, 30 or 60 cm to fit the shelves. Depth must be 20 or 40 cm for bottom shelves. The buyer will inform you witch apply. Please see chapter 5 for further information
 - Cartons should be possible to stack
 - Products with shrink-wrap need to be placed in a tray, for whole cartons to be placed easily on shelves. The shrink wrap perforation is preferred at bottom of tray and needs to be located opposite lifting sides to avoid tearing when lifted.
- For the automatic warehouse cartons with fixed lid, shrink-wrap with perforation or in some cases a loose lid placed inside outer carton can be used.
- Lid must not fall off at any point in the supply chain, and can be attached to the carton by hooks of cardboard (a limited use of tape, glue or other adhesive as possible can be accepted)
- Outer carton should be aligned with the weight and height of the product.
- Test whether the carton is stable by lifting and pressing the carton, with content, from a diagonal angle.
- Carton weight must be minimum 500 g and maximum 12 kg.
- Minimum carton measures: 150mm long, 100mm wide and 70mm high
- Maximum carton measures: 600mm long, 400mm wide and 400mm high
- Following information shall be printed on the carton (never on the front):



- ✓ order EAN-code
- ✓ product description name

- If outer carton exceeds 5,5 kilograms then use slip-sheets between cartons in order to avoid pallets sliding apart.
- The top and bottom of the outer cartons must not be shiny/slippery. Use slip-sheets if needed.
- Light must NOT be able to pass through the bottom 7 cm of the carton. If sides of the carton is lower, cover up any gaps between the products. Be aware of transparent products or packaging.



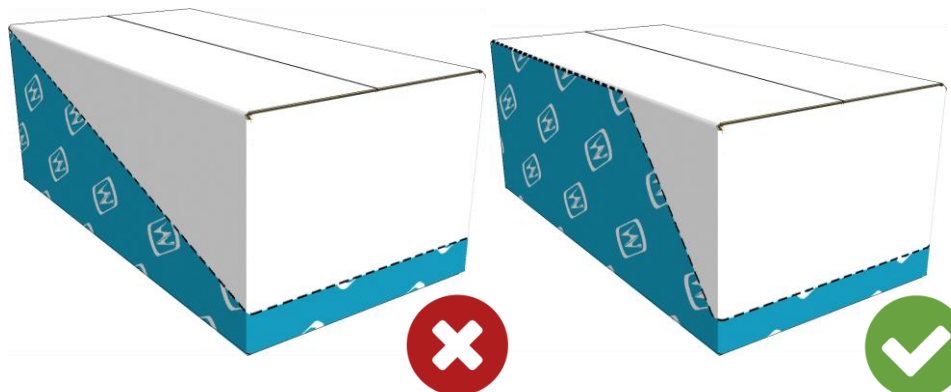
3.2 Exception - Cardboard perforation

- ✓ Cardboard tear-off is NOT accepted
- ✓ Perforation should be avoided. However, if use of cardboard perforation is the only option for automatic warehouses only, please be aware that the perforation meets the following requirements:
 - No tape or glue cover the perforation
 - Perforation should leave nice clean edges when tearing off
 - There should be clear symbols that indicate how perforation should be handled
 - Perforation should have round edges (see example below)



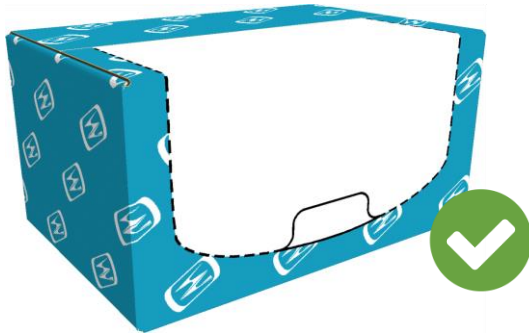
Curved perforation lines do not open prematurely and improve stacking strength

- Perforation should be placed so that the load-bearing sides are as intact as possible while still maintaining high product facing (see example below).



Minimizing the cutting of load bearing flutes will strongly improve the stacking strength of a box

- To ease the perforation opening for the store staff a cut should be made to make a starting point for the tearing. Further, a large and visible hand hole will make it easier for the store staff to get a firm grip.



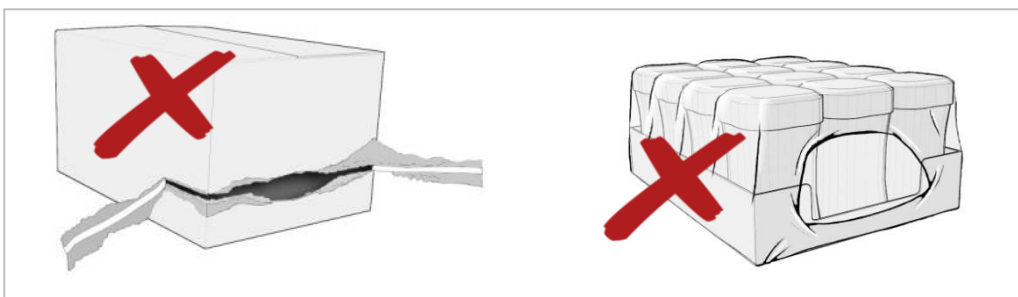
3.3 Carton only for manual warehouses

- The outer carton should be provided with a lid to protect the product throughout the supply chain.

Avoid using tape, glue or other adhesive, so that the lid is easily removable. See example below.



- Cardboard tear-off, perforation or shrink-wrap with perforation are not an option when only manual warehouses are to handle the carton.



- The carton can be lighter than 500 g

3.4 Special requirements for chilled and frozen

- ✓ Outer carton shall be able to withstand water and cooling.

3.5 Approval procedure

- ✓ All cartons must be sent for approval before production. All approvals are done in collaboration with the warehouses.

4. Outer carton examples

4.1 Good examples



- Nice off-set print on outer carton
- +7 cm. at the bottom
- Fixed lid – easily opened without tools



- Good alternative to tear-off on outer carton
- Outer carton fixed with hooks (at bottom)
- Good display of products
- Nice off-set print on tray
- Nice print on outer carton to easily identify product





- +7 cm. tray
- Fixed lid (glued inside of tray – easy to open without tools)
- Good display of products and nice off-set print on tray



- Outer carton fixed with hooks – easy to open without tools
- Outer carton in brown liner
- Outer carton has automatic folding bottom



- Could be even further improved with holes in sides for easier handling in stores
- **IMPORTANT:** The brown outer carton needs to clearly communicate the contents of the colli



- 7 cm. tray
- Good display of product and nice off-set print
- Perforation clearly marked and easy to open without any use of tools



- Further improvement: Shrink wrap perforation being located on bottom of colli for easier handling in store



Good examples of exceptions



FOR
AUTOMATIC
WAREHOUSES
ONLY

- Stackable
- Easy to make sales-ready without any use of tools
- Fixed lid (perforation)



- Perforation must leave nice edges at facing
- Ensure easy breaking of perforation (i.e. clearly marked, no tape etc.)
- Better alternative: Lid with hooks



Good examples for manual warehouses



- Non-fixed lid with holes for easy removal of lid
- Off-set print on tray (and white inside)
- Nicely cut facing - no perforation



- In some cases these cartons can be used for the automatic warehouse. This is a case by case assessment

FOR MANUAL
WAREHOUSES
ONLY



- Non-fixed lid with holes for easy removal of lid
 - Off-set print on outside and white inside of carton
 - Nicely cut facing - no perforation
- Automatic folding bottom



- In some cases these cartons can be used for the automatic warehouse. This is a case by case assessment





- Non-fixed lid
- Off-set print on outside and white inside of carton
- Nicely cut facing - no perforation
Automatic folding bottom



- In some cases these cartons can be used for the automatic warehouse. This is a case by case assessment



4.2 Not acceptable examples



- No tray and not possible to put directly on shelves
- No perforation – cannot be made sales ready without the use of tools



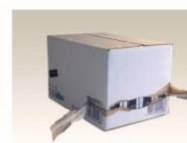
- Bad display of product as facing is not cut and no print on tray
- No perforation – cannot be made sales ready without use of tools



- Less than 7 cm. height of tray
- No perforation – cannot be made sales ready without the use of tools



- No print
- Cardboard tear-off



5. Shelf depth requirements for outer carton

The depth for outer carton must strive to fit the shelf depth to avoid space waste. The table below illustrates shelf depth across countries:

| | DK | SE | DE | PL |
|---------------|----|----|----|----|
| Bottom | 80 | 80 | 80 | 80 |
| Mid | 60 | 60 | 60 | 60 |
| Top | 60 | 40 | 40 | 60 |

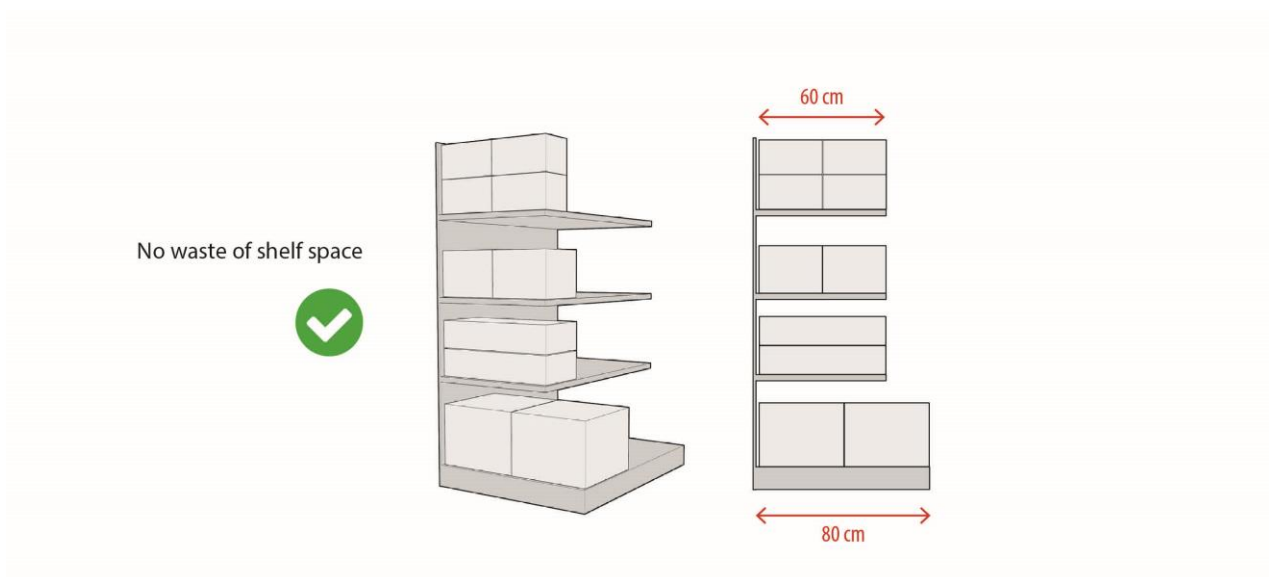
As seen, general shelf measures are 80 cm for the bottom shelves and 60 cm for remaining shelves. Top shelf depths vary between countries.

The optimal outer carton must therefore strive to be:

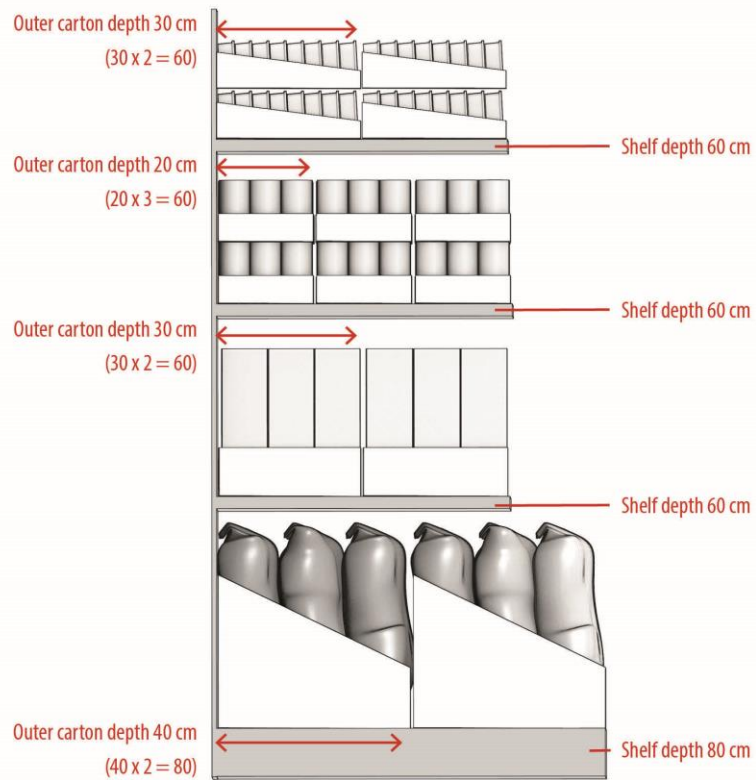
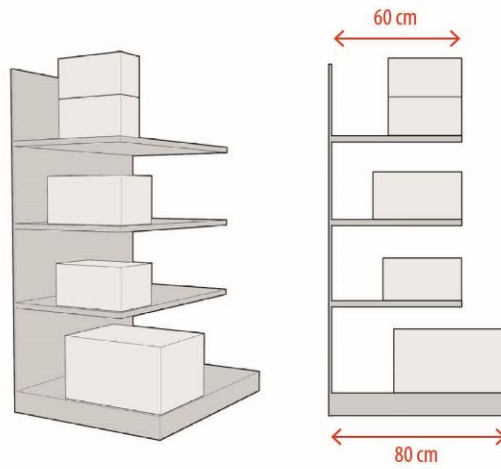
| | Optimal outer depth measures |
|---------------|------------------------------|
| Bottom | 20 or 40 cm |
| Mid | 20, 30 or 60 cm |

Depth shall also be aligned with the size and weight of the product to ensure the handling of the outer carton.

There will be exceptions within some categories where depth of outer carton needs to be considered from case to case.



Waste of shelf space



6. Pallet requirements

The following pallets are accepted at both automatic and manual warehouses:

EURO pallets:

- EURO full pallet max height 180 cm including the pallet
- EURO ½ pallets max height 170 cm including the pallet
- EURO ¼ pallets max height 180 cm – only the following type is accepted



CHEP pallets (blue pallets):

- CHEP full pallets max height 180 cm
- CHEP ½ pallets max height 170 cm
- CHEP ¼ pallets max height 180 cm (Is **NOT** accepted in Netto Aarslev)
- Only the following two types of CHEP ½ and ¼ pallets are accepted:



Please refer to Appendix A for detailed overview of warehouse specific pallet requirements.

The indicated max. pallet heights are only applicable for the above approved pallet types.

If possible please double stack pallet in the trucks.

Appendix A – Pallet Overview per warehouse

| Requirements per warehouse: | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---------------------|---|---------------------------|---------------------------|--------------------|----------------------------|---------------------------|---------------------------|--------------------|----------------------------|---------------------------|---------------------------|--------------------|----------------------------|---------------------------|---------------------------|--------------------|----|----|-----------------|--|--|--|--|--|
| Warehouse | Automatic or manual | Type of pallets that can be handled | | | | | | | | | | | | | | | | | | | | | | | |
| | | 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 100 x 120 | 1/1 pallets 80 x 120 | 1/2 pallets 80 x 60 | 1/4 pallets 40 x 60 | UK 100 x 120 | 1/1 pallets 80 x 120 | 1/2 pallets 80 x 60 | 1/4 pallets 40 x 60 | UK 100 x 120 | 1/1 pallets 80 x 120 | 1/2 pallets 80 x 60 | 1/4 pallets 40 x 60 | UK 100 x 120 | | | | | | | | |
| Køge | Automatic | 180 cm | 170 cm | 180 cm | NA | 180 cm | 170 cm | 180 cm | NA | 180 cm | 170 cm | 180 cm | NA | 180 cm | 170 cm | 180 cm | NA | NA | NA | | | | | | |
| | Automatic | 180 cm | 170 cm | 180 cm | NA | 180 cm | 170 cm | 180 cm | NA | 180 cm | 170 cm | 180 cm | NA | 180 cm | 170 cm | 180 cm | NA | NA | NA | | | | | | |
| Aarslev | Manual | 180 cm | 170 cm | 180 cm | NA | 180 cm | 170 cm | 180 cm | NA | 180 cm | 170 cm | 180 cm | NA | 180 cm | 170 cm | 180 cm | NA | NA | NA | | | | | | |
| Agri-Norcold Avedøre | Manual | 180 cm | NA | NA | NA | 180 cm | NA | NA | NA | 180 cm | NA | NA | NA | 180 cm | NA | NA | NA | NA | NA | | | | | | |
| Agri-Norcold Kolding | Manual | 180 cm | NA | NA | NA | 180 cm | NA | NA | NA | 180 cm | NA | NA | NA | 180 cm | NA | NA | NA | NA | NA | | | | | | |
| Molaniec | Manual | 180 cm | 170 cm | 180 cm | NA | 180 cm | 170 cm | 180 cm | NA | 180 cm | 170 cm | 180 cm | NA | 180 cm | 170 cm | 180 cm | NA | NA | NA | | | | | | |
| Domaslaw | Manual | 180 cm | 170 cm | 180 cm | NA | 180 cm | 170 cm | 180 cm | NA | 180 cm | 170 cm | 180 cm | NA | 180 cm | 170 cm | 180 cm | NA | NA | NA | | | | | | |
| Kopyrkowo | Manual | 180 cm | 170 cm | 180 cm | NA | 180 cm | 170 cm | 180 cm | NA | 180 cm | 170 cm | 180 cm | NA | 180 cm | 170 cm | 180 cm | NA | NA | NA | | | | | | |
| Wustermark | Automatic | 180 cm | 170 cm | 180 cm | NA | 180 cm | 170 cm | 180 cm | NA | 180 cm | 170 cm | 180 cm | NA | 180 cm | 170 cm | 180 cm | NA | NA | NA | | | | | | |
| Slavenhagen | Manual | 180 cm | 170 cm | 180 cm | NA | 180 cm | 170 cm | 180 cm | NA | 180 cm | 170 cm | 180 cm | NA | 180 cm | 170 cm | 180 cm | NA | NA | NA | | | | | | |
| | | Special requirement for the use of 1/2 and 1/4 pallets | | | | | | | | | | | | | | | | | | | | | | | |
| | | 4 1/4 - pallets must be stacked on top of 1 EURO pallet. Do not place 1/2 pallet on top of 1 EURO pallet | | | | | | | | | | | | | | | | | | | | | | | |
| | | Do not place 1/4 or 1/2 pallet on top of 1 EURO pallet | | | | | | | | | | | | | | | | | | | | | | | |
| | | NB: Pallet quality must be either A or B standard | | | | | | | | | | | | | | | | | | | | | | | |
| | | NB: Pallet quality must be either A or B standard | | | | | | | | | | | | | | | | | | | | | | | |
| | | Do not place 1/4 or 1/2 pallet on top of 1 EURO pallet | | | | | | | | | | | | | | | | | | | | | | | |
| | | Do not place 1/4 or 1/2 pallet on top of 1 EURO pallet | | | | | | | | | | | | | | | | | | | | | | | |
| | | Do not place 1/4 or 1/2 pallet on top of 1 EURO pallet | | | | | | | | | | | | | | | | | | | | | | | |
| | | Do not place 1/4 or 1/2 pallet on top of 1 EURO pallet | | | | | | | | | | | | | | | | | | | | | | | |
| | | 1/4- and 1/2- pallets can be stacked on top of 1 EURO-sized pallet, but single 1/4 and 1/2- pallets also accepted | | | | | | | | | | | | | | | | | | | | | | | |
| All pallet heights are including the pallet | | | | | | | | | | | | | | | | | | | | | | | | | |

Appendix B – General Warehouse information

General Warehouse information:

| Warehouse | Automatic or manual | Terminals addresses | Opening hours (deliveries) Order must be fully unloaded before closing time | Contact information | Peak hours Expect waiting time in inbound |
|-------------|---------------------|---|--|--------------------------------|---|
| Køge | Automatic | Netto DC Køge - Mimersvej 1, 4600 Køge, Denmark | F&V: 02:00 - 06:00, 7 days a week Grocery: 23:00 Sunday - 22:00 Friday Meat: 05:00 - 08:00, 7 days a week Chilled: 00:00 - 14:00 - Monday, 23.00-14.00 Mon-Fri SPOT: 00:00 - 17:00 Monday - Friday | N/A | 03.00-06.00 07.00-17.00 N/A 06.00-11.00 N/A |
| Aarslev | Manual | Netto DC Årslev - Rosbjergvej 35-37, 8220 Brabrand, Denmark | F&V: 04:00 - 06:30, 7 days a week Meat: 04:00 - 07:00, 7 days a week Chilled: 23:00 - 06:00 - Sunday - Thursday SPOT: 06:00 - 17:00 Wednesday SPOT Ready for sale: 07:00 - 15:00 Wednesday | N/A | 05.00-06.00 06.00-07.00 04.00-06.00 06.00-09.00 06.00-09.00 |
| Avedøre | Manual Frozen | Agri-Norcold Avedøre Kanalholmen 25, 2650 Hvidovre, Denmark | Frozen: 23:00 - 03:00 - Sunday - Thursday Booking of time is required on all deliveries before arrival. Deadline for booking is no later than 12:00 the day where inbound deliveries can begin at 23:00 same day | vognmand@agri- norcold.dk | N/A |
| Kolding | Manual Frozen | Agri-Norcold Kolding Birkedam 11, 6000 Kolding, Denmark | Frozen: 05.00 - 12.00 Monday - Thursday (Friday 11.30) Booking of time is required on all deliveries before arrival. Deadline for booking is no later than 12:00 the day before delivery. | sckbooking@agri- norcold.dk | N/A |
| Motaniec | Manual | Warehouse 9005 - Netto Sp. Z O.O. Centrum Logistyczne Szczecin Motaniec 30, 73-108 Kobylanka | | N/A | N/A |
| Domasław | Manual | Warehouse 9007 - Netto Sp. Z O.O. Centrum Logistyczne Wrocław Domasław ul. Południowa 2, 55-040 Kobierzyce | | N/A | N/A |
| Kopytkowo | Manual | Warehouse 9009 - Netto Sp. Z O.O. Centrum Logistyczne Kopytkowo Kopytkowo 46, 83-230 Smetowo Graniczne | | N/A | N/A |
| Wustermarke | Automatic Manual | Netto ApS & Co. KG - Magdeburger Str. 2, 14641 Stavenhagen, Germany | | N/A | N/A |
| Stavenhagen | Manual | Netto ApS & Co. KG - Preetzer Str. 22, 17153 Stavenhagen, Germany | | N/A | N/A |

Appendix C – Handling fee overview

Appendix C - Handling fee overview

| Types of errors | Minimum handling fee (DKK) | Handling fee per pallet, per error (DKK) | Minimum handling fee (EUR) | Handling fee per pallet, per error (EUR) |
|---|----------------------------|--|----------------------------|--|
| 1/4 or 1/2 pallets placed on 1/1 EUR | 2000 | 100 | 267 | 13.35 |
| 1/4 or 1/2 pallets wrapped together | 2000 | 100 | 267 | 13.35 |
| ASN error | 2000 | 100 | 267 | 13.35 |
| Breached units | 2000 | 100 | 267 | 13.35 |
| Defective pallet | 2000 | 100 | 267 | 13.35 |
| EAN label placed behind foil | 2000 | 100 | 267 | 13.35 |
| Errors on EAN label | 2000 | 100 | 267 | 13.35 |
| Foil covering the pallet | 2000 | 100 | 267 | 13.35 |
| Foil loosely hanging from the pallet | 2000 | 100 | 267 | 13.35 |
| Item numbers mixed on pallet | 2000 | 100 | 267 | 13.35 |
| Missing CMR* | 2000 | N/A | 267 | N/A |
| Missing delivery note* | 2000 | N/A | 267 | N/A |
| Missing foil on pallet | 2000 | 100 | 267 | 13.35 |
| Missing product information on boxes | 2000 | 100 | 267 | 13.35 |
| Multitple EAN labels on same pallet | 2000 | 100 | 267 | 13.35 |
| Missing EAN label | 2000 | 100 | 267 | 13.35 |
| No order number on CMR* | 2000 | N/A | 267 | N/A |
| No order number on delivery note* | 2000 | N/A | 267 | N/A |
| Non-transparent foil around pallet | 2000 | 100 | 267 | 13.35 |
| Pallet too broad or unstable | 2000 | 100 | 267 | 13.35 |
| Pallet too heavy | 2000 | 100 | 267 | 13.35 |
| Pallet too tall | 2000 | 100 | 267 | 13.35 |
| Pallets foiled together | 2000 | 100 | 267 | 13.35 |
| Pallets loaded incorrectly in truck* | 2000 | 100 | 267 | 13.35 |
| SPOT - Wrong delivery date or time** | 25000 | N/A | 3334 | N/A |
| Strips around boxes or pallet | 2000 | 100 | 267 | 13.35 |
| Wrinkled EAN label | 2000 | 100 | 267 | 13.35 |
| Wrong best before date*** | 2000 | 1000 | 267 | 134 |
| Wrong delivery date or time* | 5000 | N/A | 667 | N/A |
| Wrong/missing information on delivery note* | 2000 | N/A | 267 | N/A |
| Wrong pallet type | 2000 | 100 | 267 | 13.35 |
| Wrong placement of EAN label | 2000 | 100 | 267 | 13.35 |

*Per order line

**Per article number on PO, and will be given as an extra handling no matter any other previous handling fees on same PO

***Will be given as an extra handling fee no matter any previous handling fees on same PO