



PACKAGING INSTRUCTIONS

FOOD/NEARFOOD



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Revision control

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- “New VAT practice” has been added (page 6)
- “Labeling of cartons” has been updated (page 9)
- “Packing of pallets” has been updated (page 13)
- “Loading of pallets on truck/container” has been updated (page 14)
- “Pallet requirements” has been added (page 27)
- Appendix B – general warehouse information has been updated (page 30)

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Introduction

How to use this manual

This manual sets forth Salling Group's general logistical requirements and administrative procedures concerning suppliers' deliveries to its warehouses and/or stores.

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

- Part 1: a general overview of requirements for all warehouses.
- Part 2: an overview of requirements for Føtex / Bilka Food warehouses.

Both parts are important for all suppliers to read.

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

This document is always available on www.sallinggroup.com. If you have any questions regarding this manual, please get in touch with your contact person at Salling Group or send an e-mail to logisticsfeebf@sallinggroup.com

The packaging instructions will be reviewed once a year.

Important information



New VAT practice

There is a minor change in our VAT and invoicing practice for penalties, e.g., late delivery, wrong packaging, error in amount of goods, etc.

In Denmark, penalties for delayed or wrong deliveries - such as late delivery fees, contractual fines, or handling costs - typically do not include VAT, because they are generally considered compensation rather than payment for a supply of goods or services and therefore fall outside the scope of VAT.

There might be exceptions where VAT should still apply, e.g., if a penalty includes any compensatory element for additional services provided, or if it's disguised payment for a taxable service.

From January 1st, 2026, our primary invoicing in regard to penalties will not include VAT. Vendors outside Danish territory shall not treat these invoices under the rules of reverse charge, as they are considered outside the scope of VAT.

If you have any questions regarding the change, they should be directed to Salling Group via tax_dk@sallinggroup.com

Part 1 – General instructions

Carton specifications

Carton quality

The carton quality must ensure that:

1. The box remains stable during transportation.
2. The box can be stacked in stores, even after some products has been removed from the box.
3. The box can support the weight of stacking the cartons up to a height of 2.5m during transport.
4. Lids and perforations on large boxes can withstand vacuum suction multiple times.
5. The box fits the goods, with all sides and ends fully closed.
6. Boxes are not overfilled, preventing bulging and instability.
7. No stacking pins, glue or wax is necessary (or used) to create a stable pallet.

Outer packaging / Receiving unit

1. Outer packaging is only allowed if there is an agreement with the commercial department.
2. Should only be used for small export units to reduce handling time and shipping costs.
3. Should only be used when the number of export units / shipping units exceeds five.
4. Only one item number per outer box.
5. Only one level of outer packaging is acceptable:



Please indicate the number of cartons packed in each outer box

6. Volume of the outer packaging should not exceed 70 L (matching warehouse tote capacity).
7. Weight of the receiving unit must not exceed 12 kg.

Specifications for outer box

1. Outer box shall protect the products throughout the entire supply chain.
2. Ensure a stable outer box.
3. Outer box shall be easy to open without the use of tools.
4. Ensure a presentable outer box to increase sales (not necessary for frozen products and wine).
5. Optimize the outer box size to shelf space.
6. Outer box shall be easily disposable.

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

Approval procedure – *Only for the warehouses in Holme, Vejle, Taulov and Taastrup*

When a supplier starts the delivery of a new regular assortment article or makes a change in the packaging of a regular assortment product (carton quality, dimensions, weight), regardless of whether the sales unit changes or not, a test colli must be sent for approval before deliveries begin. All approvals are done in collaboration with the warehouses.

All test colli must be sent to below address:

Warehouse Holme – deadline latest 1 week before first delivery

Att: Pakkeri Holme
Terminal Holme
Axel Gruhnsvej 7
8270 Højbjerg

Warehouse Vejle – deadline latest 3 weeks before first delivery

Terminal Vejle
Englandsvej 2
7100 Vejle

Warehouse Taulov – deadline latest 1 week before first delivery

Terminal Taulov
Prinsessens Kvartér 1
7000 Fredericia



Warehouse Taastrup – deadline latest 1 week before first delivery

Terminal Taastrup
Litauen allé 4
2630 Taastrup

 **Labeling of cartons**

Salling Group accepts two types of colli labels: GS1-128 and EAN 13. All boxes must contain one of below barcodes. For rules regarding labels on pallets see page 14.

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 underlined text 	<ul style="list-style-type: none"> Only machine-printed 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 box, at least 30 mm away from the edge, on two opposite sides	

GS1-128		EAN 13
 (01) 15712345000042 (10) XH4567 (15) 261126		 5 760932 903439
Application identifier 01 or AI(01)	14-digit GTIN for the orderable unit of the colli	Must be the EAN of the ordering unit
Application identifier 15 or AI(15)	Best before date (YYMMDD), if the product has an expiration date	For food products, the Best Before Date (YY.MM.DD) must be shown on the colli label
Size of the colli label	A6 recommended	If the shipping unit contains 1 retail unit the Order EAN and the retail EAN are the same
Quiet zone	Margins on the sides of the barcodes	

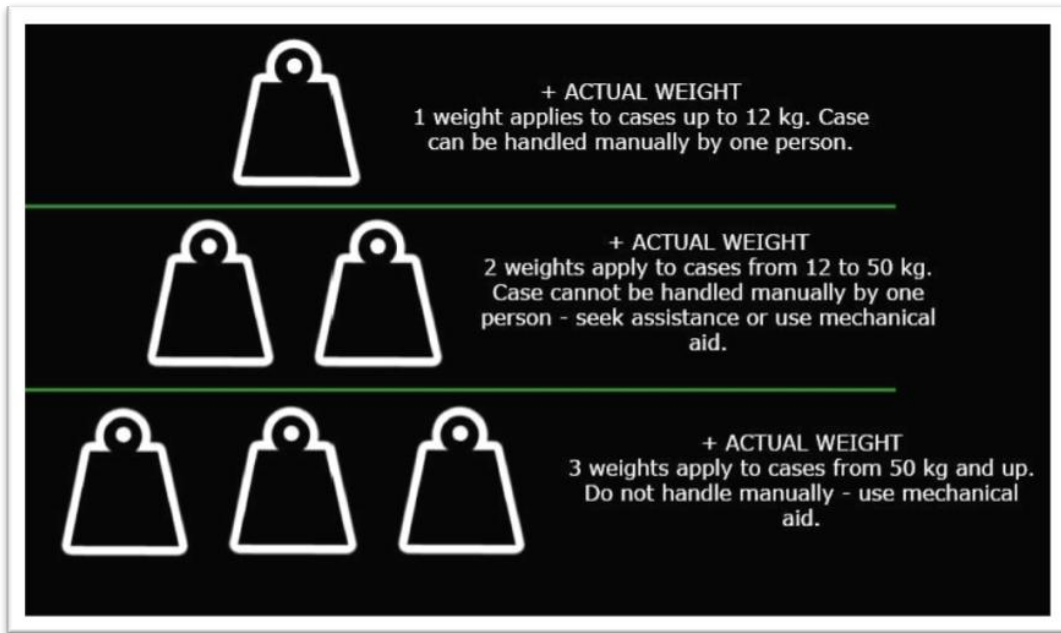
Besides the barcode, the following information could also be marked on the box:

Information on the box			
	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 box (optional)	12
5	Gross weight	Total weight of box + content (optional)	13 kg
Nonfood			
7	Colour	Colour of product (optional)	Green
8	Product range	If the box contains an assortment of different sizes or colours (optional)	S - M - L - Total 2 - 2 - 2 - 6
Food Products			
9	Prod. date	Production Date (optional)	2014-12-02 (YY.MM.DD)

Handling

Box weight limits

1. The maximum gross weight for a box, as stipulated by Danish authorities, is **12 kg**.
2. The gross weight must be printed on the label to inform employees of the correct handling method.
3. Salling Group uses a special weight-specific handling symbol, which must be placed on each box (or on the shipping mark).



Heavy or bulky products







- If the product itself weighs more than **12 kg** or is bulky (larger than **1 m³**), grip holes must be added on both sides or opposite ends (recommended size: **30 × 100 mm**).
- If the product weight exceeds 20 kg, the box must be handled by two people. Therefore, grip holes must be added to facilitate handling.



- If grip holes cannot be added due to packaging constraints (e.g., no space around articles), external plastic handles must be applied, or the packaging must be modified to meet these requirements.

Handling symbols

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

	<p>Maximum stack (example shown as “8”)</p> <p>Use this symbol if the product has a stacking limit. Exceeding this limit may cause compression damage to goods underneath (e.g., video monitors, glassware).</p>
	<p>Fragile: handle with care</p> <p>Fragile: handle with care - glass</p>
	<p>This side up</p> <p>Apply this symbol only when:</p> <ul style="list-style-type: none"> • Transport stability depends on orientation (due to directional reinforcement in packaging). • Product stability is affected and the product can be damaged if packed incorrectly
	<p>Do not stack</p> <p>Use when stacking is prohibited.</p>
	<p>Chemicals</p> <p>Apply appropriate symbols if the container is fumigated or contains chemicals.</p>
	<p>Box weight</p> <p>Apply appropriate symbols if the container is fumigated or contains chemicals.</p>

Product registration

When delivering 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, such as textile, food or non-food products.

Master data registration is only done for new item numbers, and it is required because both our systems and warehouses are highly dependent on correct master data.

Changes to Master data

If you change the articles and the master data is no longer correct, please contact your Salling Group representative. 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

1. **Products must be kept within the pallet dimensions** – at the bottom as well as the top. No boxes must extend beyond the edges of the pallet.

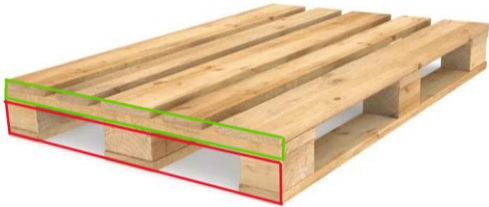


2. **¼ and ½ pallets are only accepted (without handling cost), if pallets are created in master data as ¼ or ½ pallets and registered as “ready for sale”.** Creation must be made in cooperation with Salling Group.
3. **Weight must be distributed evenly across the pallet** – horizontally and vertically. No boxes must be placed on the side or vertically.



4. **Slip sheets can be used between each layer to stabilize pallets with heavy goods.**
5. **Cardboard corners can be used to stabilize a pallet with heavy goods.** It is important that the cardboard does not cover the pallet in any way.
6. **Pallet must not exceed maximum height, including pallet(s), packaging and foil.** See [Appendix A](#) for more information.
7. **The total weight of a 1/1 pallet must not exceed 1000 kg.**

8. **The items on the pallet must be tightly wrapped in transparent (non-colored) foil** to ensure stability during transport and in our warehouse, as well as to provide dust protection. The foil should cover all sides of the pallet, and it must also cover the top. The foil is only allowed to cover the green-marked area on the pallet, as illustrated in the picture below. No material, such as foil, paper, or cardboard, should cover the red-marked area on the pallet, as illustrated in the picture below.



9. **No individual wrapping of single boxes** is allowed, and no part of the wrapping must get in touch with the pallet.
10. **Wrapping pallets together** using strips, foil or tape upon arrival is not permitted.
11. **Removing the foil around the pallet should not cause a single row or the entire pallet to collapse.**
12. **The pallet label must be placed outside the foil or any plastic, such as pockets, between 40-80 cm from the bottom of the pallet.** See section *Labelling of pallets*.
13. **Base pallets are not accepted at all warehouses.** Please see [Appendix A](#) for an overview of warehouse-specific pallet requirements.

14. **Strips can be used for 1/4 and 1/2 display pallets** to help with their stability. If used, secure the display to the 1/4 or 1/2 pallet with two strips along the long side, in one direction only. If a cardboard top cover is present, it should also be secured with the same strips. See [Appendix A](#) for warehouse-specific pallet requirements.
15. **One item number per pallet** - pallets should contain only one item number. We want to receive clean units to avoid mixing articles. See below examples of how to pack pallets.



Illustration – Pallets must be wrapped in foil as shown in the picture to the right.



16. **No mixing of PO numbers** on a pallet is permitted - we want to receive clean units to avoid mixing articles and orders.
17. **One best-before-date per pallet.** In case of a product recall, we need to identify which best-before dates are on which pallets. For mixed display pallets (RFS display) with more than one best-before date, **each article** must have **only one best-before date**. The **shortest best-before date** among the articles **must be shown** on the **pallet EAN label**.
18. **All box labels** must be visible from the sides of the pallet without splitting up the pallet.

19. **There must not be strips, tape or any other material** around individual boxes or around the products on an individual 1/1 pallet.
20. **Do not place any loose papers or packaging material inside or outside the foil.**
21. **Articles should always be delivered in the colli size created in Masterdata, and loose items are not allowed.**

Labeling of pallets

Upon arrival to the warehouse, pallets will be registered by barcode scanning; therefore, each pallet must have a GS1-128 pallet label. For the full list of application identifiers and quick guide, please see the links below:

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

<https://www.gs1.dk/vejledninger/quick-guide-to-the-gs1-128-pallet-label>

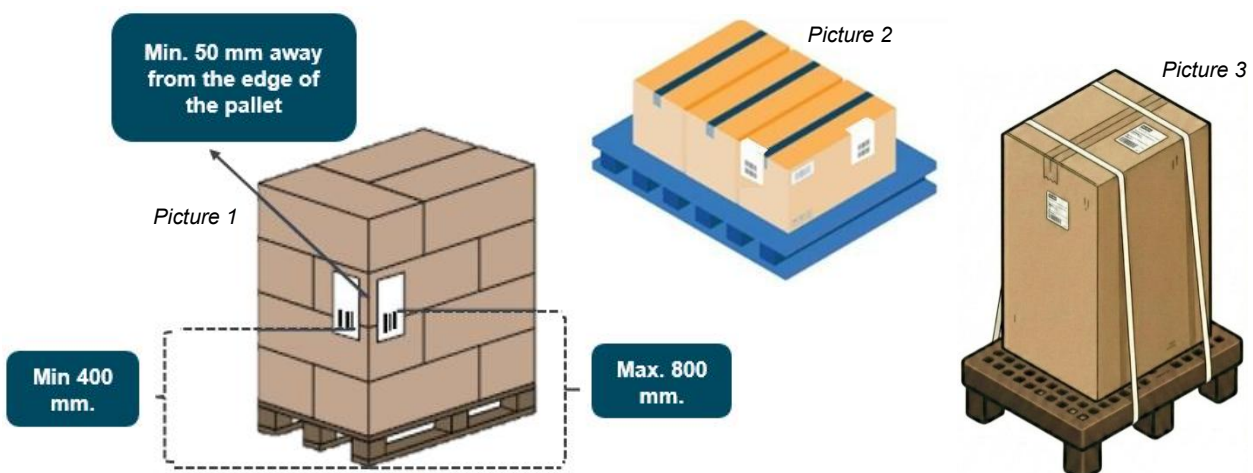
The labelling concept and further information can be obtained by contacting GS1 Denmark or downloaded from GS1 Denmark's website <https://www.gs1.dk/>. GS1 Denmark also supports label testing, which we highly recommend.

The GS1-128 pallet label must be placed on the pallet as illustrated in *picture 1* (GS1 requirement). Labels must always be placed vertically.

- On **1/1 pallets**, a label must be placed on both sides of the pallet: one label on the front and one on the long side (see *picture 1*).
- For **single-layer pallets less than 400 mm high**, place the label as high as possible with the barcode oriented vertically. If there is not enough space to place the entire label on the side, position the lower part of the label (where the barcodes are) on the side of the pallet, and allow the upper part of the label to extend onto the top surface of the pallet, as shown in *Picture 2*.
- On **¼ and ½ pallets**, one label must be placed on the top of the pallet. A label on one of the short sides of the pallet is optional (see *Picture 3*).

Please note: if a transport label is required on the pallet, it should be placed on one of the top corners of the short side of the pallet.

All labels should include the PO number and delivery address in the text field, and fresh meat should also have TARA added in text field.



Special requirements for EXW/FCA deliveries

All the information listed below must be added on a separate pallet label or in the free-text field of the GS1-128 pallet label. The pallet label should be in the form of a sticker to prevent interference with warehouse equipment.

1. Salling Group PO number.
2. Salling Group warehouse name.
3. Salling Group delivery address.
4. **No** barcode must be included in pallet label if use of an separate label beside the GS1-128 pallet label.

Delivery

Delivery deadlines

Our warehouse is staffed based on the planned deliveries each day, and the supply chain depends on orders being delivered on time as agreed. If an order cannot be delivered on the agreed date, you must notify us **no later than 12 PM on the working day before the delivery date**, and preferably earlier, so the date can be updated in our system before it is too late.

Please note that **Saturday and Sunday are not considered working days**.

Notification must be made as follows:

- For **Bilka/Føtex deliveries**: notify **Goodsflow**
- For **Netto deliveries**: notify **Supply Chain Netto**

Opening hours can be found under [Appendix B](#)

Loading of pallets on truck / container

General loading requirements

To prevent damaged boxes and to facilitate the handling during receipt at our warehouse, it is important to arrange the loading of the truck/container according to the following instructions:

1. **1/1 pallets** must be placed 3 and 3 in the truck/container, i.e., the short side of the pallet must always face the loading platform.
2. If you deliver in containers on slip sheets, the grip handle must always face the loading platform.

Please note: **we do not accept orders/boxes not delivered on a pallet.**

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. Goods from the trucks can only be unloaded at the loading platform and must be unloaded from the rear end of the truck.

Packing of a container

When loose export boxes are stacked in the container, it is important to do so carefully to prevent the goods from tumbling during transportation. If the container is loosely packed, **the use of a container safety net is required.**

Perfectly packed container



Example of how not to pack a container



Be sure not to place heavy articles (exceeding 12 kg) higher than 1400 mm. If you deliver heavy articles, you should instead deliver them on a slip sheet or on a pallet.

If you intend to deliver a mixed container comprising two or more articles, you should make sure to separate these articles from each other and include a clear divider indicating where one article ends and the next begins. This divider could, for instance, be a cardboard or something similar.

Requirements upon arrival

When arriving at our warehouses, the following requirements must be fulfilled:

1. The driver must at all times comply with the rules displayed on the warehouse entrance door and always follow all verbal or written instructions from warehouse employees.
2. The driver must unload the goods themselves at the instructed location indicated by the warehouse employee(s).
3. The driver must wear a high-visibility vest and safety shoes when entering the warehouse and while unloading. Safety clogs without a heel cap are not allowed.



4. The Salling Group 10-digit order number must always appear on all documents related to the delivery (including CMR/freight letter, consignment note, and delivery note). The order information must be available to the driver and must not solely be attached to the pallets in the form of delivery notes, etc. For EXW/FCA/FOB deliveries, the documents with the required information must be handed over to the driver upon pickup.

5. Only documents relevant to the products actually delivered must accompany the pallets.
6. The driver must state whether the order number is delivered via central warehouses, warehouse hotel, or has been transhipped to another carrier in transit.
7. If the driver delivers products for several order numbers, all order numbers must be advised.
8. In case of partial delivery of an order number, it must be clearly indicated on the documents which order number the specific delivery concerns. The order number must appear on both consignment note and delivery note.
9. 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. Furthermore, a clear indication of which products are being partly delivered and the quantity of each article is required.
10. The delivery note must state the exact quantity of ordered units delivered.
11. A consignment note indicating the precise part consignment delivered in EUR 1/4, 1/2 or full (1/1) pallets must be issued for each delivery.
12. Delivery notes and freight documents must **always** be included for every delivery. Upon arrival, the truck driver must hand in the physical documents to a warehouse employee. Please note that digital freight letters are not accepted as valid documents and therefore do not constitute proof of delivery.

Delivery note information

Delivery notes must contain below information:

1. Header: "Følgeseddel" or "Delivery note"
2. Supplier name and address
3. Delivery address
4. Delivery date
5. PO number
6. Article name per article
7. One line per item showing total delivered quantity in ordering unit
8. Weight for each article if the article is catchweight

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

1. Header: "CMR og følgeseddel" or "CMR/delivery note"
2. Supplier name and address
3. Delivery address and date
4. PO number
5. Field for signature and stamp
6. Document creation date
7. Article name per article
8. One line per item showing total delivered quantity in ordering unit
9. Delivered pallet quantity

Pallet vouchers & swapping of pallets

Please notice that all pallets will be handled directly as they arrive at the warehouse. If pallets are not purchased, the driver will either receive return pallets or a pallet voucher. Vouchers allow pallets to be picked up within 60 days, and the driver is responsible for obtaining the physical voucher before leaving the warehouse. Vouchers cannot be transferred to other suppliers or forwarded.

Goods reception control

In order to ensure compliance with deliveries requirements, our “Goods In” department will check every delivery.

Non-compliance by suppliers with the requirements in this manual may cause Salling Group to incur costs due to delays, additional work/handling, and/or administration.

Suppliers that do not comply with the requirements of this manual will be charged handling costs to the extent that Salling Group incurs expenses as a result. A complete list of handling costs can be found in [Appendix C](#)

Note: Not all warehouses accept base pallets or ¼ pallets. *Please refer to [Appendix A](#) for warehouse-specific information on pallet acceptance.*

Requirements to freshness

With reference to Salling Group's order, the products shall be at Salling Group's disposal as agreed with the Commercial department.

Salling Group does not accept delivery of products with an expiry date earlier than that of similar products previously delivered by the supplier.

Without prejudice to any other rights of Salling Group in connection with the order, Salling Group reserves the right, at its discretion, to accept or reject the delivered order if the above requirement concerning product expiry date is not met.

In case of rejection, the goods will be returned at the supplier's expense and risk.

Destruction and/or return to suppliers

Goods identified as damaged or otherwise not in compliance with the agreement – either during goods receipt processes or later in our warehouse - must be returned to the supplier. The supplier will be informed about the pick-up of the goods from our warehouse. If the supplier does not pick up the goods within the informed deadline, our warehouse will proceed with the destruction of the goods. Any additional handling costs incurred will be charged to the supplier, and an invoice will be issued.

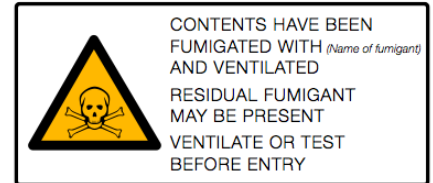
If it is agreed that Salling Group should destroy the goods due to damage or other errors, an invoice will be issued to the supplier for both handling and destruction costs in our warehouse. See [Appendix C](#) for details.

Chemicals & Fumigation

Chemicals

Fumigation of containers must always be coordinated with your contact person at Salling Group. If you use fumigants in the containers:

- You must send a certificate with the contents that have been used to fumigate the container to nflvm@sallinggroup.com
- You must send a certificate that the container has been ventilated and is now fumigant free to 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 a 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.

Shipping of wooden pallets from outside EU

If you are shipping goods on wooden pallets from outside the EU, all pallets must be fumigated or have a cleared certification mark on them.

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.

If desiccants (silica, calcium chloride, etc.) are used when wrapping and/or packing products for Salling Group, the supplier is obligated to ensure the desiccants have an adequate registration in accordance with Regulation (EC) No 1907/2006 with any amendments (REACH). Desiccants exempted from registration according to Regulation (EC) No 1907/2006 with any amendments (REACH) are accepted (e.g., bentonite (clay) based desiccants).

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 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).

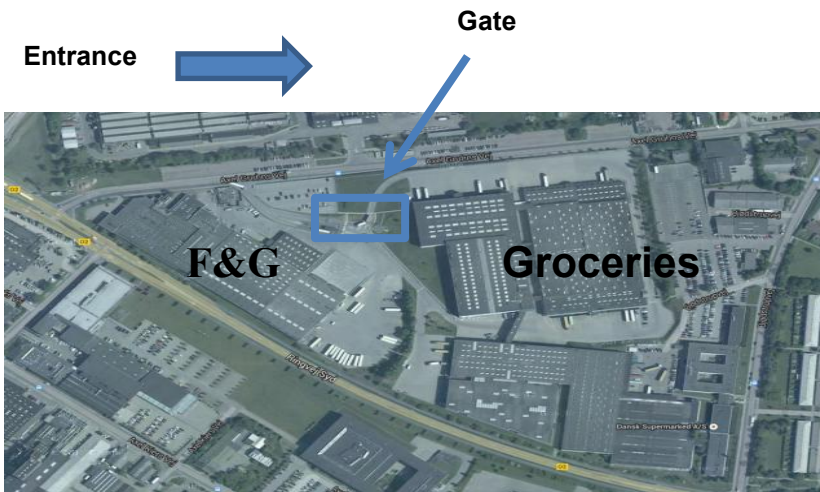
According to the cadmium act import, sale and manufacture of cadmium-containing products are prohibited. Cadmium-containing products mean products in which cadmium is used with more than 75 ppm in the homogeneous components of products not included in the restriction for cadmium in Annex XVII of Regulation (EC) No 1907/2006 with any amendments – concerning the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH).

Part 2 – føtex / Bilka Food instructions

Delivery

Food warehouses

Salling Group operates six warehouses that supply Bilka and Føtex with food products. The warehouses are located in Ishøj, Holme, Taastrup, Taulov, and Vejle, along one external warehouse: Lineage Vejle. Each warehouse stores different types of goods. Further details about our internal warehouses are provided below:



Holme

The food warehouse in Holme consists of both an automated section that handles groceries and a manual section for fruit and vegetables.

Gate 101-108	Fruit & vegetables
Gate 112	Inventory Department Gate
208-212	Bakery
Gate 201-206	Grocery
Gate 301-304	Grocery
Gate 306-312	Grocery ¼ pl RFS + cross dock
Gate 332-334	Return goods
Gate 401-403	Packaging department



Vejle

The food warehouse in Vejle handles products in cool storage.

Gate 1-3	Inbound – Closed until April 2023
Gate: 4-5	Return goods
Gate 6-11	Inbound
Gate 18-21	Inbound
Gate: 12-21	Outbound



Ishøj

The food warehouse in Ishøj handles fruit, vegetables and groceries.

Gate 1-9	Wine dispatch Jylland
Gate 10-15	Grocery receiving Cross-dock
Gate 18-30	Dispatch Sjælland
Gate 31-35	Dispatch Sjælland
Gate 36-42	Fruit & veg. Receiving
Gate 43-47	Return goods
Gate 49-58	Wine receiving



Taastrup

The food warehouse in Taastrup handles bread and groceries (ready-for-sales pallets incl. paper).

Gate 15-16	Driver entrance
Gate 25-27	Cross-dock inbound
Gate 32-34	Bread inbound
Gate 32-34	Loading/unloading of return goods / empty bread cases
Gate 35-39	Bulk (paper) and RFS pallets



Taulov

The food warehouse in Taulov handles bread and groceries (ready-for-sales pallets incl. paper)

Yellow Arrow: Main entrance

Gate 11-19	RFS pallets inbound
Gate 21-29	RFS pallets and bread inbound
Gate 31-39	RFS pallets and bread inbound
Gate 41-49	Bulk pallets inbound
Gate 53-59	Loading/unloading of return goods and empty breadboxes

Pallet specification

The pallet specifications for food terminals vary from one terminal to another. Please refer to [Appendix A](#) for further details and for an overview of which type of pallets are accepted by each terminal.

Please note: $\frac{1}{4}$ and $\frac{1}{2}$ pallets are only accepted if pallets are created as $\frac{1}{4}$ or $\frac{1}{2}$ pallets and registered as “ready to sale”. Creation must be made in cooperation with Salling Group.


Height of pallets and stacking height

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

A pallet must never be so high that it cannot support itself. 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 single boxes are not allowed.

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 a pallet must not exceed 1000 kg.

All pallets	
	<p>If you pack on EUR 1/1 pallets, the maximum allowed height is 1800 mm, including the pallet, packaging, and foil.</p> <p>If you pack on EUR 1/2 pallets, the maximum allowed height is 1600 mm, including the pallet, packaging, and foil.</p> <p>If you pack on EUR 1/4 pallets, the maximum allowed height is 1400 mm, including the pallet, packaging, and foil.</p>

Delivery of Wine in containers to Ishøj warehouse

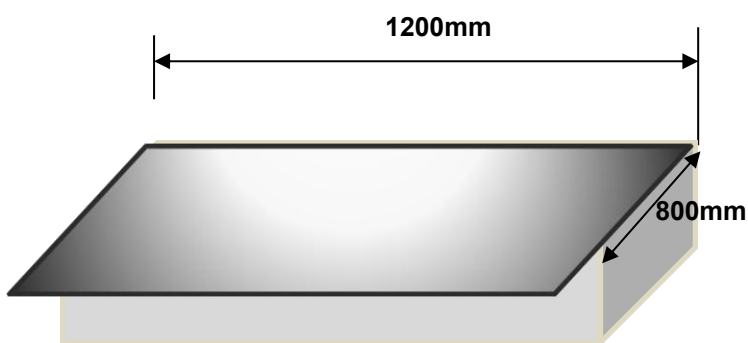
Packaging instructions for wine

Delivery on slip sheets is the preferred 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.

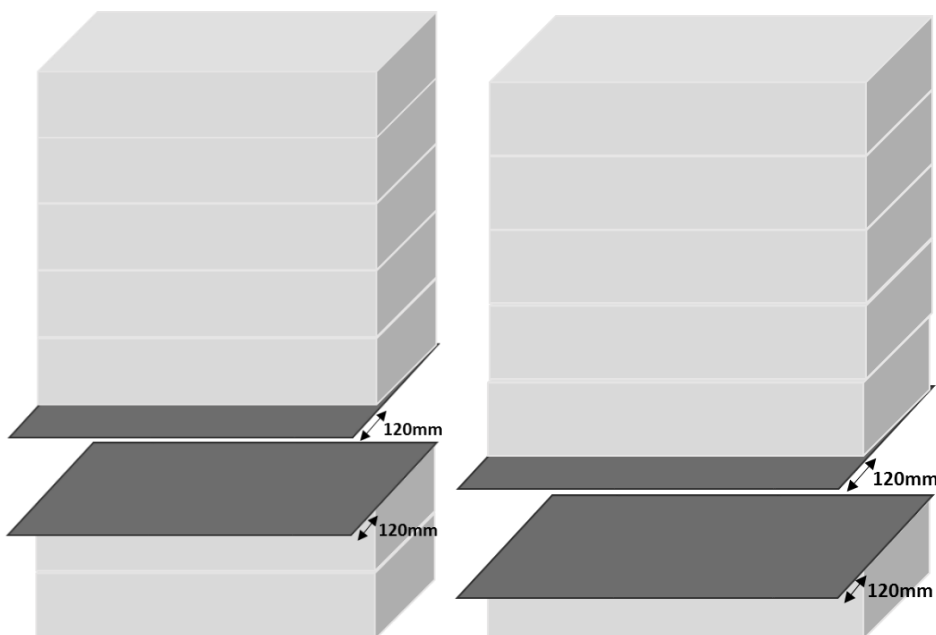
Slip sheet specifications

- 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.

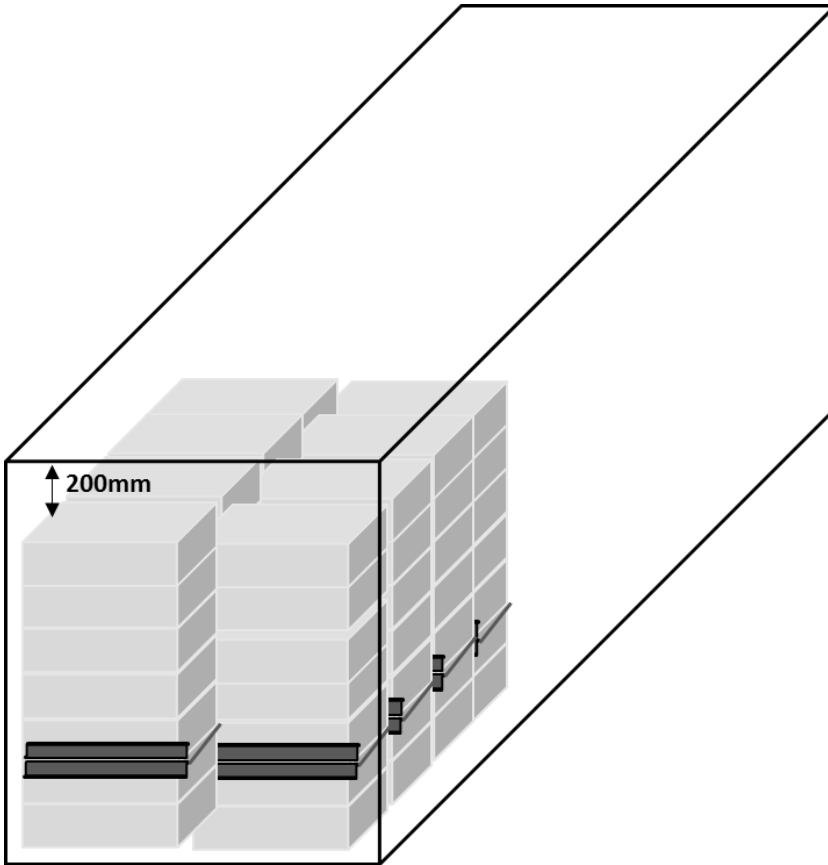


- Please stack wine boxes in such a way that there are two layers below and five layers above, or one layer below and five layers above. The layers should be separated by slip-sheets.



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 stacks.

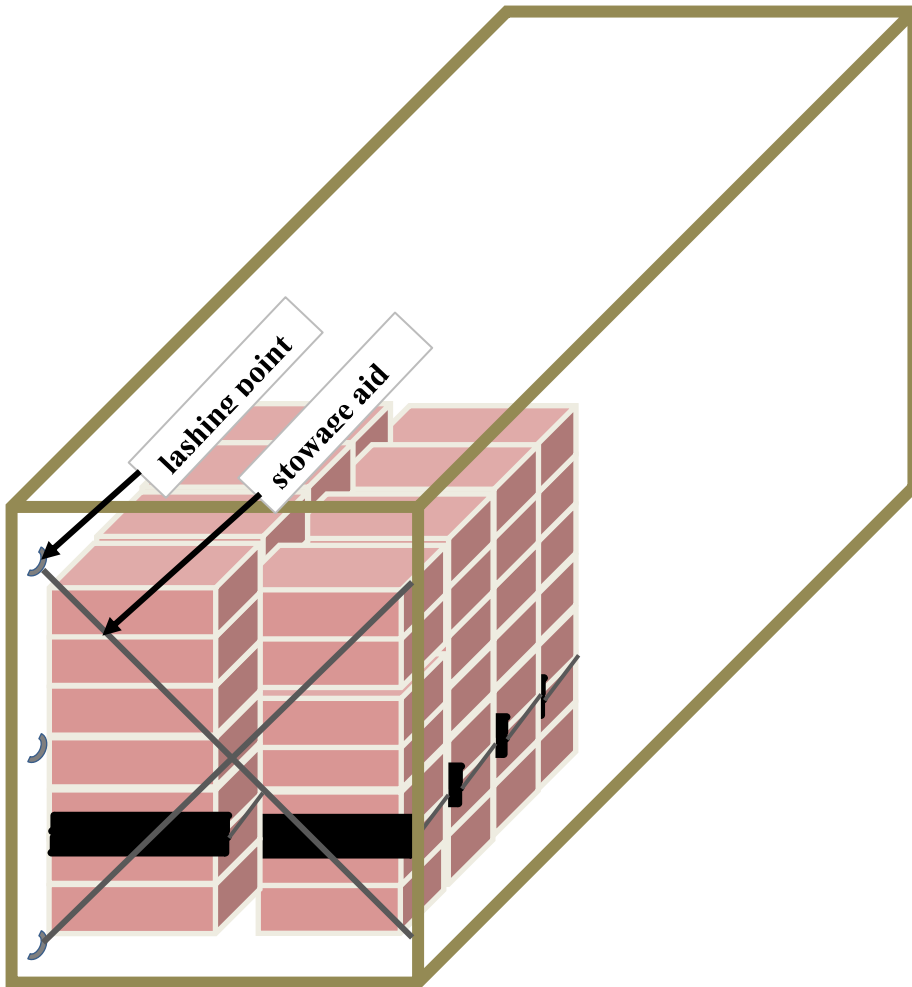


Size of stacks loaded horizontally

Please also take into consideration, that there are only 233 cm horizontally in a container, when two 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 five 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



Pallet requirements

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

EUR pallets

- **EUR full pallet:** maximum height **180 cm**, including pallet, packaging, and foil
- **EUR ½ pallet:** maximum height **170 cm**, including pallet, packaging, and foil
- **EUR ¼ pallet:** maximum height **180 cm**, including pallet, packaging, and foil. The accepted EURO ¼ pallets are **Brown DS quarter pallets from Schöller Plast (40 cm x 60 cm)**.

Please note that we only handle high-quality pallets in our automated warehouses. This is due to safety reasons and the highly automated processes in good receipt. See [Appendix B](#) for an overview of which warehouses are automated.



Appendix A – Pallet Overview per warehouse

Requirements per warehouse:								
Type of pallets that can be handled	Warehouse	Ishøj	Vejle	Holme - F&V	Holme - Grocery	Lineage Vejle	Taulov (Bread Netto)	Taastrup (Bread Netto)
	<i>Automatic or manual</i>	<i>Manual</i>	<i>Manual</i>	<i>Manual</i>	<i>Automatic/Manual</i>	<i>Manual</i>	<i>Manual</i>	<i>Manual</i>
EURO type	1/1 pallets 80 x 120	180 cm	180 cm	180 cm	180 cm	180 cm	180 cm	180 cm
	1/2 pallets 80 x 60	160 cm	160 cm	160 cm	160 cm**		160 cm	160 cm
	1/4 pallets 40 x 60	140 cm	140 cm	140 cm	140 cm**		160 cm	160 cm
	UK 100 x 120							
CHEP (blue pallets)	1/1 pallets 80 x 120	180 cm	180 cm	180 cm	180 cm	180 cm	180 cm	180 cm
	1/2 pallets 80 x 60	160 cm	160 cm	160 cm	160 cm**		160 cm	160 cm
	1/4 pallets 40 x 60			140 cm				
	UK 100 x 120							
LPR (Red pallets)	1/1 pallets 80 x 120	180 cm		180 cm	180 cm	180 cm	180 cm	180 cm
	1/2 pallets 80 x 60	160 cm		160 cm	160 cm**		160 cm	160 cm
	1/4 pallets 40 x 60			140 cm				
	UK 100 x 120							
One way pallets	1/1 pallets 80 x 120			180 cm				
	1/2 pallets 80 x 60			160 cm				
	1/4 pallets 40 x 60			140 cm				
	UK 100 x 120							
Special requirement for the use of 1/2 and 1/4 pallets	Do not place 1/4 or 1/2 pallets on top of a full 1/1 EURO pallet, and they must not be wrapped together.	1/4 pallets must be stacked on top of a 1/1 EURO pallet. 1/2 pallets must be stacked on top of a 1/1 EURO pallet.	Do not place 1/4 or 1/2 pallets on top of a full 1/1 EURO pallet, and they must not be wrapped together.	Do not place 1/4 or 1/2 pallets on top of a full 1/1 EURO pallet, and they must not be wrapped together.	NB: Pallet quality must be either A or B standard	Do not place 1/4 or 1/2 pallets on top of a full 1/1 EURO pallet, and they must not be wrapped together.	Do not place 1/4 or 1/2 pallets on top of a full 1/1 EURO pallet, and they must not be wrapped together.	

All pallet heights are including the pallet, packaging and foil.

****Holme only accepts ¼ and ½ pallets as ready-for-sale. For storage pallets, only 1/1 pallets are accepted.**

Please be aware that we only handle high-quality pallets in our automated warehouses. This is due to safety reasons and the highly automated processes in good receipt. See [Appendix B](#) for an overview of which warehouses are automatic.

Appendix B – General Warehouse information



General Warehouse information:

Format	Country	Warehouse	Automatic or manual	Terminals addresses	Opening hours (deliveries) Order must be fully unloaded before closing time	Contact information	Peak hours Expected waiting time in inbound
Blue	DK	Ishej	Manual	Terminal Ishøj Industrigrenen 4-6 2635 Ishøj Denmark	F&V: Every day of the week 06:00 - 11:00 Wine/Grocery: 06:30 - 14:00 Monday - Friday Return goods: Monday to Saturday 06:15 - 14:00	N/A	06.00-10.00 09.00-13.00 06.00-12.00
Blue	DK	Vejle-Fresh	Manual	Terminal Vejle Englandsvej 2 7100 Vejle Denmark	The goods receipt is within the agreed delivery window. Terminal Goods: 06:00 - 17:00 Sunday to Friday Storage Goods: Sunday 22:00 to Saturday 05:00	inbound_vejle@sallinggroup.com	N/A
Blue	DK	Holme	Automatic / Manual	Terminal Holme Axel Gruhnsvej 7 8270 Højbjerg Denmark	Goods receipt: Sunday 23:00 to Friday 18:00 Bakery: 07:00 - 14:00 Monday - Thursday Bakery: Friday 07:00 - 13:00 F&V: Every day of the week 06:00 - 11:00	N/A	07.00 - 13.00
Blue	DK	Lineage Vejle	Manual	Lineage Vejle Kristian Skous Vej 6 7100 Vejle Denmark	Booking of time, at least 48 hours before delivery by mail Booking contact time: 07:00 - 15:00 Monday - Friday Goods receipt: Sunday 22:00 to Friday 14:00	After opening hours: 0045 40 88 73 70 Booking by mail: dk.vejle.booking@lineagelogistics.com	N/A
Blue (bread incl. yellow)	DK	Taulov	Manual	Terminal Taulov Prinsessens kvarter 1 7000 Fredericia Denmark	Bread: 16:00 - 22:00 Monday - Sunday Terminal Goods: 07:00 - 15:00 Monday - Friday	9041leaders@sallinggroup.com	N/A
Blue (bread incl. yellow)	DK	Taastrup	Manual	Terminal Taastrup Litauen Allé 4 2630 Taastrup Denmark	Bread: 16:00 - 22:00 Monday - Sunday Terminal Goods: 07:00 - 15:00 Monday - Friday Return goods/empty bread cases: 02:00 - 17:00 Monday - Sunday	9042vm@sallinggroup.com	N/A 14.00 - 15.00

Public holidays /Bank closing days:

If the delivery date on the PO falls on a Danish public holiday or bank holiday, please note that our warehouse will be open for deliveries. If you have any question, please contact Goodsflow department.

Appendix C – Handling cost overview

Valid from 1st March 2026

Types of errors	Min. handling cost (DKK)	Handling cost per pallet, per error (DKK)	Min. handling cost (EUR)	Handling cost per pallet, per error (EUR)
ASN error	2100	105	280	14
Breached units	2100	105	280	14
Defective pallet	2100	105	280	14
EAN label placed behind foil	2100	105	280	14
Errors on EAN label	2100	105	280	14
Foil covering the pallet	2100	105	280	14
Foil loosely hanging from the pallet	2100	105	280	14
Item numbers mixed on pallet	2100	105	280	14
Missing CMR*	2100	N/A	280	N/A
Missing delivery note*	2100	N/A	280	N/A
Missing foil on pallet	2100	105	280	14
Missing product information on boxes	2100	105	280	14
Multiple EAN labels on same pallet	2100	105	280	14
Missing EAN label	2100	105	280	14
No order number on CMR*	2100	N/A	280	N/A
No order number on delivery note*	2100	N/A	280	N/A
Non-transparent or colored foil around pallet	2100	105	280	14
Pallet too broad or unstable	2100	105	280	14
Pallet too heavy	2100	105	280	14
Pallet too tall	2100	105	280	14
Pallets foiled together	2100	105	280	14
Pallets loaded incorrectly in truck*	2100	105	280	14
Quarter or half pallets placed on EUR pallet	2100	105	280	14
Quarter or half pallets wrapped together	2100	105	280	14
SPOT - Wrong delivery date or time**	25000	N/A	3334	N/A
Strips around boxes or pallet	2100	105	280	14
Wrinkled EAN label	2100	105	280	14
Wrong best before date***	2100	1050	280	140
Wrong delivery date or time*	5250	N/A	700	N/A
Wrong or missing information on delivery note*	2100	N/A	280	N/A
Wrong pallet type	2100	105	280	14
Wrong placement of EAN label	2100	105	280	14
Bilka, fõtex and BR orders mixed on pallets (Only Cross-dock Aarslev)	2100	105	280	14
One store delivery day (Only Cross-dock Aarslev)	2100	105	280	14

Types of errors	Min. handling cost (DKK)	Handling cost per KG (DKK)	Min. handling cost (EUR)	Handling cost per KG (EUR)
Destruction and or return to supplier	2100	10	280	1.33

*Each "Types of errors", will be given as an extra handling cost, no matter any previous handling costs on same PO

**Handling cost is per article number on PO and will be given, no matter any other previous handling costs on same PO

***Will be given as an extra handling cost, no matter any previous handling costs on same PO

The aforementioned examples of handling costs are exclusive of VAT and constitute genuine pre-estimates of the costs that Salling Group is likely to incur as a result of the stated non-compliance.

The above is not an exhaustive list and Salling Group reserves its right to claim additional damages in accordance with the provisions of Danish law.

Appendix D – Received with reservations overview

A visual view of the “Received with reservations” stamp from Salling Group warehouses.
The type of error box is marked with “X”

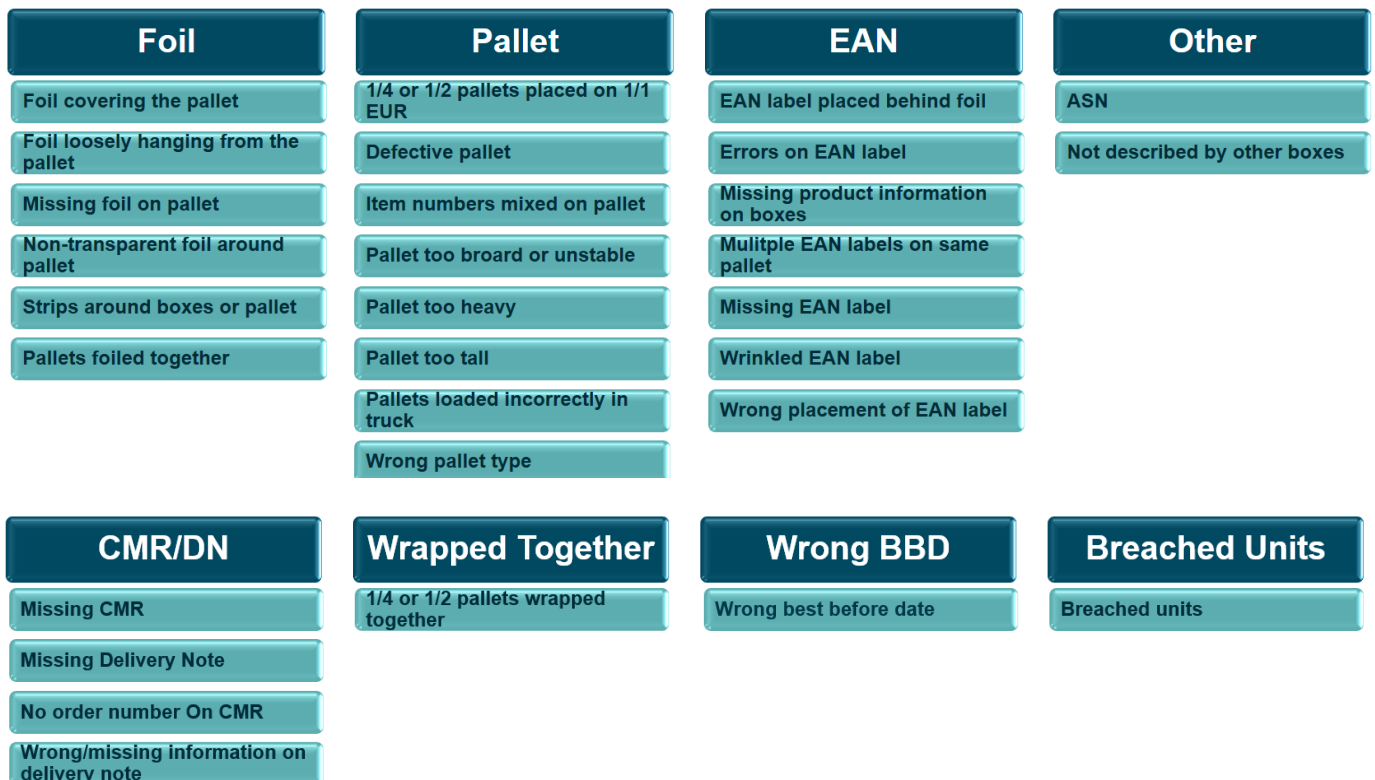


salling group

Received With Reservations

Foil	<input type="checkbox"/>	CMR / Delivery Note	<input type="checkbox"/>
Pallet	<input type="checkbox"/>	Wrapped Together	<input type="checkbox"/>
EAN	<input type="checkbox"/>	Wrong BBD	<input type="checkbox"/>
Other	<input type="checkbox"/>	Breached Units	<input type="checkbox"/>

The different error types can be categorised into the following:



Appendix E – Special requirements for deliveries to Lineage Vejle (Coldstar Vejle)

Lineage Vejle is our external freezer warehouse, which handles all frozen articles to fØtex and Bilka stores. On top of the requirements described in previous paragraphs, the following applies for Lineage in Vejle:

1. One purchase order per truck. Lineage cannot handle more than one truck per order.
2. The total weight of the pallet may not exceed 850 kg.
3. If orders are delayed, Lineage must be advised as soon as possible.
4. Unloading of pallets – Salling Group goods must be placed in the front of the trailer
5. Requirements regarding box dimensions (all numbers in cm.)
 - a. Max: 60X40X40
 - b. Min 15X10X01

- 6. Carton quality**
 - a. No sharp edges
 - b. Boxes must be sufficiently closed

- 7. Consignment notes must contain below information**
 - a. Supplier name and address
 - b. Supplier number
 - c. PO number
 - d. Article name pr article
 - e. EAN code for each article
 - f. Delivered number of pallets and total quantity of ordered unit for each article
 - g. Weight for each article