



PACKAGING INSTRUCTIONS



Revision 9.0

Made available online from 16th of December 2025

Valid from 1st of March 2026

Revision control

Revisions version 9.0, valid from 1st of March 2026:

- “New VAT practice” has been added (page 6)
- “Labeling of cartons” has been updated (page 8)
- “Packing of pallets” has been updated (page 11 - 12)
- “Loading of pallets on truck/container” has been updated (page 14)
- “Netto Warehouses” has been updated (page 21)
- Appendix B – General warehouse information has been updated (page 38)

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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: overview of requirements for all Netto 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 <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 logisticsfeenetto@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 have 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.

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 13.

General requirements	
1. Label must be white	6. Only machine-printed text
2. Must be as big as possible	7. All text at least 8 mm high, if possible
3. Text must be dark	8. Text must be aligned
4. Standard office fonts only	9. Characters must not touch each other
5. No underlined text	
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
 <p>(01) 15712345000042 (10) XH4567 (15) 261126</p>		 <p>5 760932 903439</p>
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	

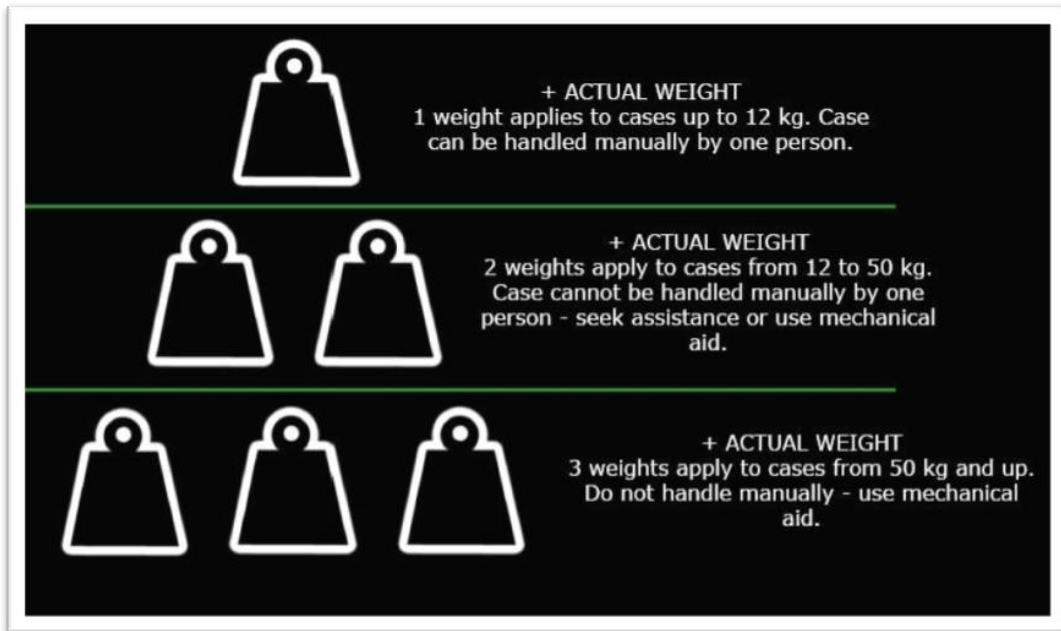
Besides the barcode, the following information could also be marked on the box:

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 warehouse 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.

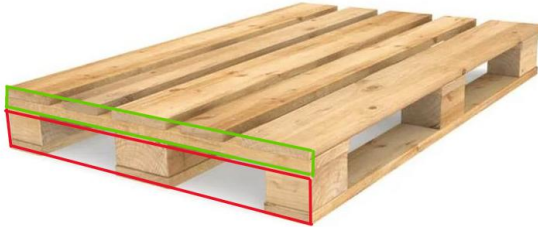


2. **¼ and ½ pallets are only accepted (without handling cost), if pallets are created in master data as ¼ or ½ pallets and registered as “ready for sale”.** Creation must be made in cooperation with Salling Group.
3. **Weight must be distributed evenly across the pallet** – horizontally and vertically. 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.** Please note that the use of any form or type of glue on slip sheets to secure boxes to the slip sheet is prohibited.
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 950 kg, and a ½ pallet must not exceed 500 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 ¼ and ½ display pallets** to help with their stability. If used, secure the display to the ¼ or ½ 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>

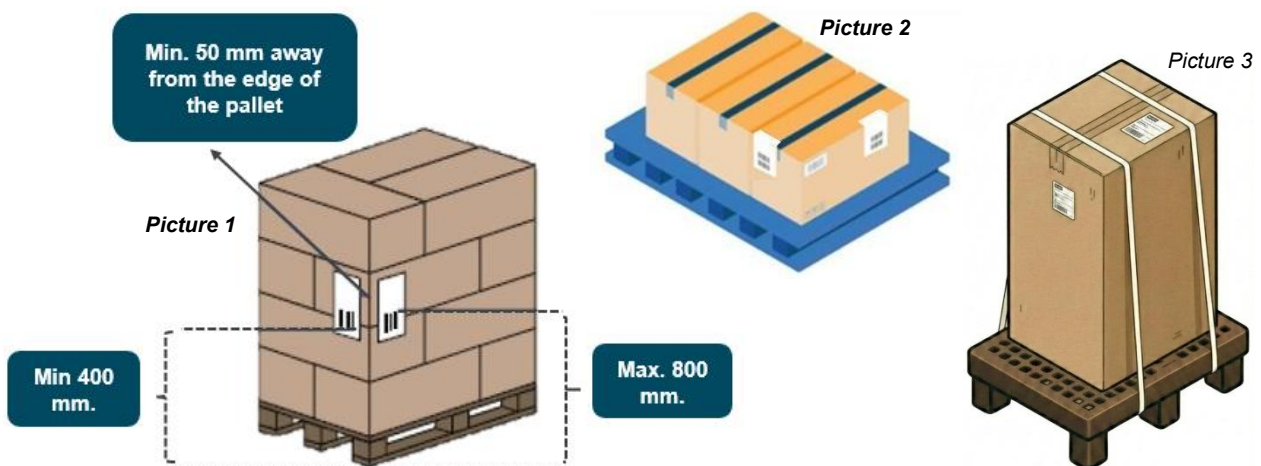
The labelling concept and further information can be obtained by contacting GS1 Denmark or downloaded from GS1 Denmark's website (<https://www.gs1.dk/>). GS1 Denmark also supports label testing, which we highly recommend.

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 the 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 the following 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/CMRs if they contain the following 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 note 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.

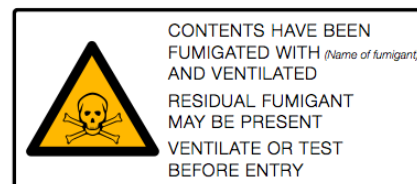
If it is agreed that Salling Group should destroy the goods due to damage or other errors, an invoice will be issued to the supplier for both handling and destruction costs in our warehouse. See [Appendix C](#) for details.

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 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).

Part 2 – Netto instructions

Delivery

Netto warehouses

Salling Group operates two warehouses that supply products to Netto stores. The warehouses are located in Aarslev and Køge and store different types of goods. In addition, we have two external freezer warehouses that also supply Netto stores: Lineage Avedøre (Eastern part of Denmark) and Agri-Norcold Kolding (Western part of Denmark).

Please note that, in general, all information in this manual applies to all warehouses supplying Netto stores unless otherwise is stated specifically per warehouse.

Further details about the Netto warehouses are provided below.



Netto Køge

The Netto warehouse in Køge is an automated warehouse that handles groceries, chilled/meat, fruit and vegetables, as well as non-food items.



Gate 10-19	Storage goods
Gate 20-26	1/1 and 1/4 pallet goods
Gate 28-33	1/2 pallets goods
Gate 34-44	Dry colonial goods
Gate 34-44	SPOT
Gate 49-61	Meat
Gate 62-69	Chilled
Gate 70-78	Fruit & veg.
Gate 201-213	Return



Netto Aarslev

The Netto warehouse in Aarslev is a manual warehouse that handles groceries, chilled/meat, fruit and vegetables.

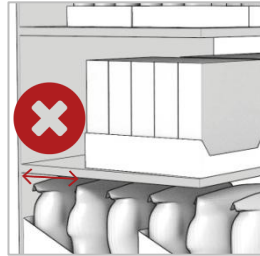
Gate 301-307	Return
Gate 308-313	Chilled
Gate 314-319	Meat
Gate 320-328	Fruit & veg.
Gate 329-338	Pallet spot
Gate 339-352	SPOT
Entrance 1	Return and Chilled
Entrance 2	Chilled, Meat and fruit & veg.
Entrance 3	Fruit & veg.
Entrance 5	Pallet spot and SPOT

Overview of general requirements for outer box

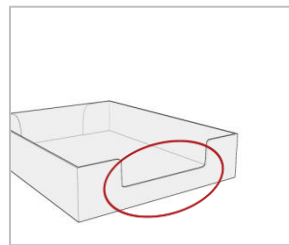
General requirements for outer box:



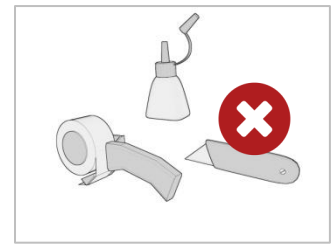
Shiny offset print on carton that reflects the brand and the carton must be white on the inside.



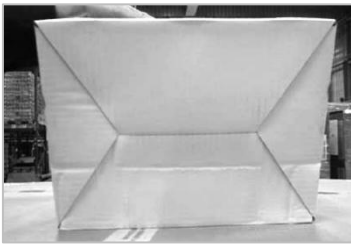
Depth of outer carton must fit the depth of the shelves. See page [no. 33 - 34](#) for further.



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



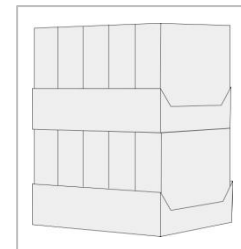
No use of tools for opening and in-store display. Clear instructions must be visible e.g. arrows and pictograms.



Automatic folding bottom.



Holes in lid and sides of carton for easy gripping.



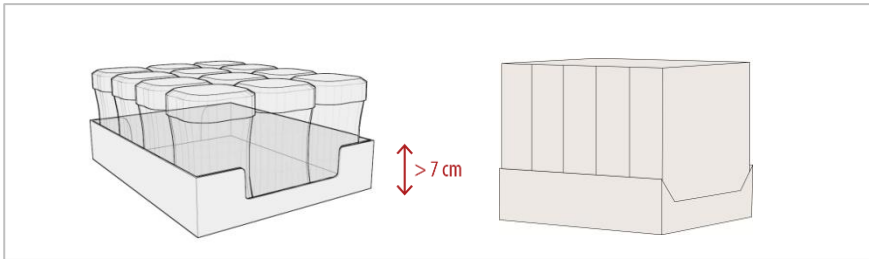
Cartons should be possible to stack.

1st priority – same carton for both manual and automatic warehouse

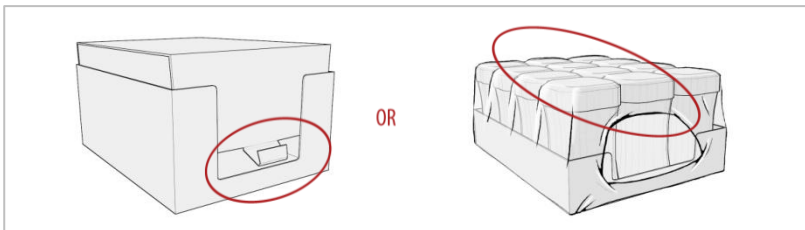
As a starting point all cartons for dry goods must comply with automatic Netto warehouse.

Overview of requirements for outer box for automatic warehouse

Outer box requirements:



Min. 7 cm sides and back when the products are transparent or when there is a risk of gaps between the products. Height of 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.



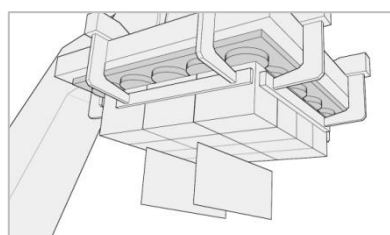
Fixed lid: Use cardboard hook attachment in both sides of the carton or shrink-wrap with perforation. Shrink wrap perforation is preferred at bottom of tray and needs to be located opposite lifting sides to avoid tearing when lifted.



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.



Min./max. weight for a box



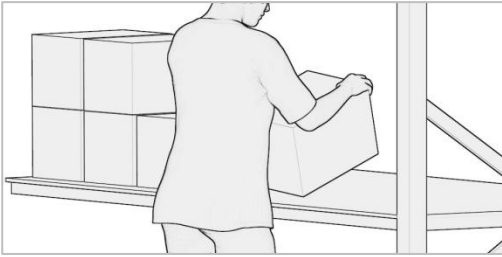
If shiny box exceeds 5,5 kg insert slip sheets. Top and bottom must not be slippery.



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 box for manual warehouse

Manual warehouse system:



Manual handling.

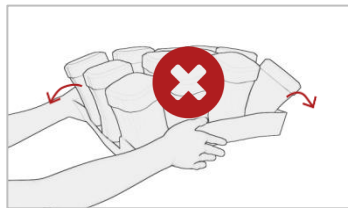
Outer carton requirements:



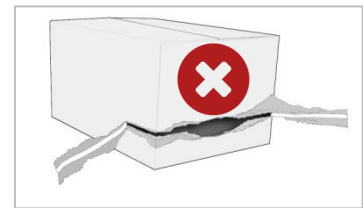
Removable cardboard lid, not attached to rest of the carton to ensure easy handling.



Max. weight for a box



Avoid unstable carton.
Height and weight must ensure stability.



Perforation and tear-off is not accepted.

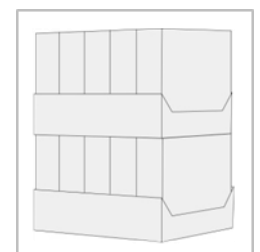
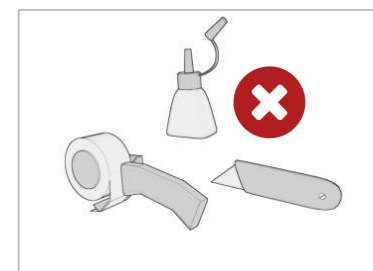
Requirements for Sales-Ready-Packaging

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
- Limited 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 adhesives 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 min. 500 g and max. 12 kg.
- Min. carton measures: 150 mm long, 100 mm wide and 70 mm high.
- Max. carton measures: 600 mm long, 400 mm wide and 400 mm high



- **Following information shall be printed on the carton/box (never on the front):**

- ✓ order EAN-code
- ✓ product description name



- If outer carton/box exceeds 5,5 kg, then use slip-sheets between cartons in order to avoid pallets sliding apart.
- The top and bottom of the outer cartons/box 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/box is lower, cover up any gaps between the products. Be aware of transparent products or packaging.

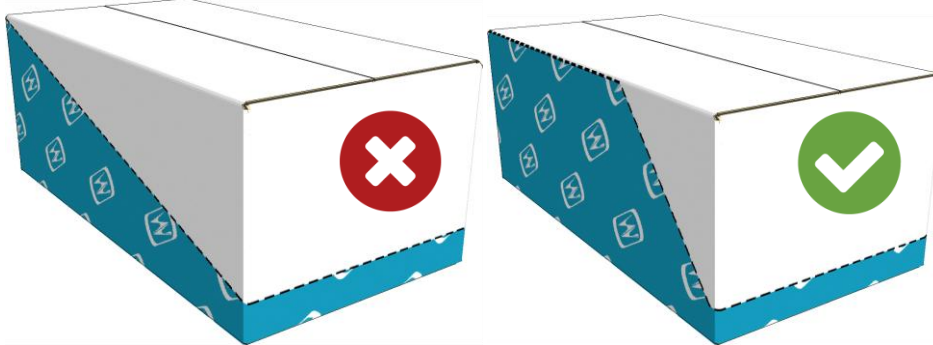
Exception - Cardboard perforation

- 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)



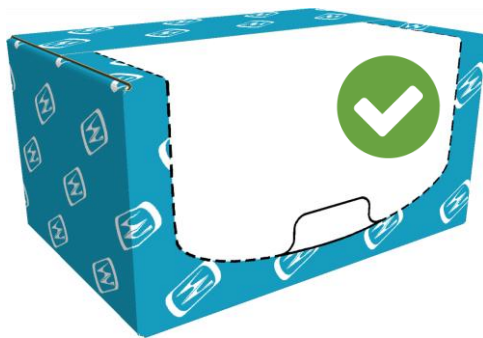
Curved perforation lines do not open prematurely and improve stacking strength

- 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.



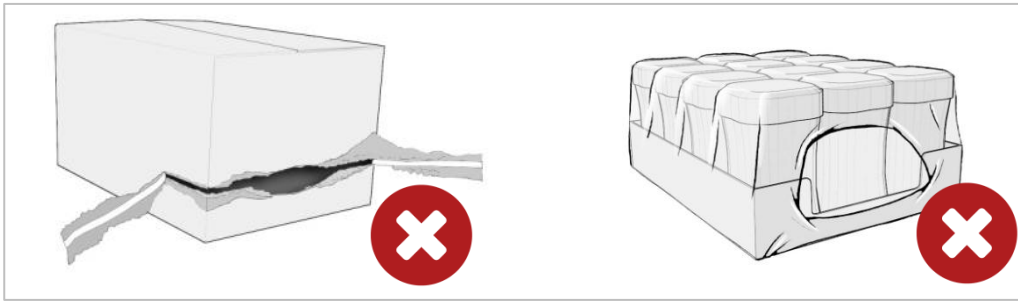
Carton only for manual warehouses

- 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.

Special requirements for chilled and frozen

- Outer box shall be able to withstand water and cooling.

Approval procedure

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

Outer carton/box examples

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/box 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



- 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.



- 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.



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.



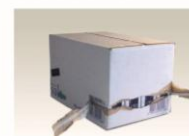
- Bad display of product as facing is not cut and no print on tray.
- No perforation – cannot be made sales ready without use of tools.



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



- No print
- Cardboard tear-off



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

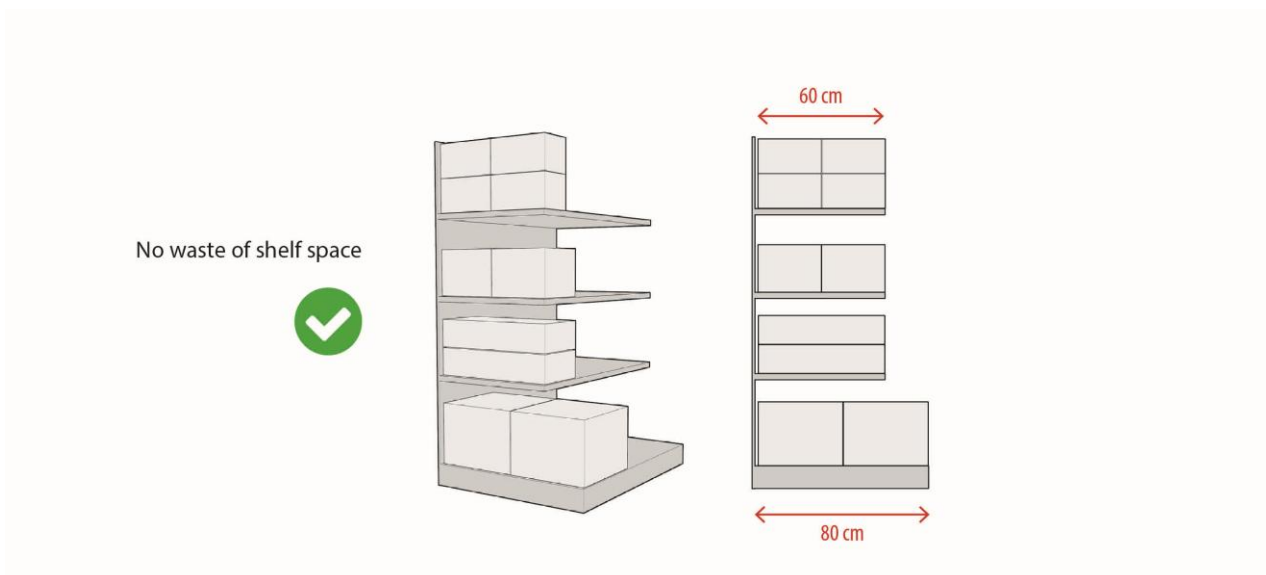
As seen, general shelf measures are 80 cm for the bottom shelves and 60 cm for remaining shelves. Top shelf depths vary between countries.

The optimal outer carton must therefore strive to be:

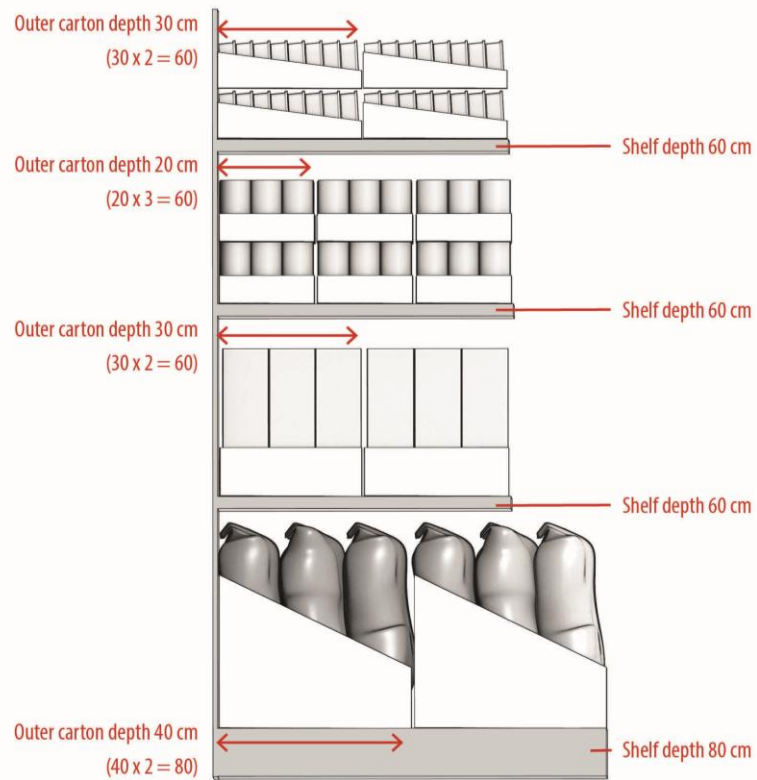
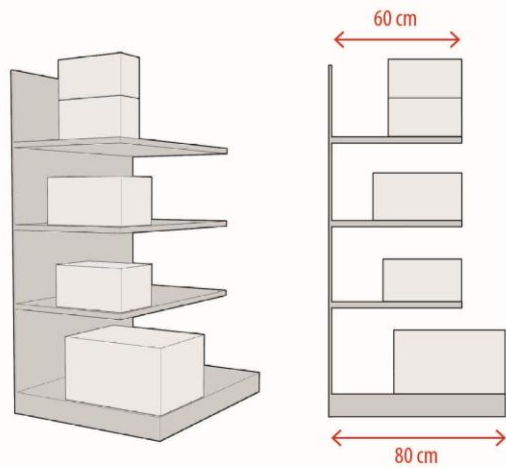
	Optimal outer depth measures
Bottom	20 or 40 cm
Mid	20, 30 or 60 cm

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



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.



CHEP pallets (blue pallets)

- **CHEP full pallets:** maximum height **180 cm**, including pallet, packaging, and foil
- **CHEP ¼ pallets:** maximum height **170 cm**, including pallet, packaging, and foil
- **CHEP ¼ pallets:** maximum height **180 cm**, including pallet, packaging, and foil

Only the following type of CHEP ¼ pallet is accepted:



Please refer to [Appendix A](#) for a detailed overview of warehouse-specific pallet requirements.

The indicated maximum pallet heights apply only to the approved pallet types listed above.

If possible, please double-stack pallets in the trucks.

Appendix A – Pallet overview per warehouse

Requirements per warehouse:

Type of pallets that can be handled	Warehouse	Køge	Aarslev	Lineage Avedøre	Agri-Norcold Kolding
	<i>Automatic or manual</i>	<i>Automatic</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
	1/2 pallets 80 x 60	170 cm	170 cm		
	1/4 pallets 40 x 60	180 cm	180 cm		
	UK 100 x 120				
CHEP (blue pallets)	1/1 pallets 80 x 120	180 cm	180 cm	180 cm	180 cm
	1/2 pallets 80 x 60		170 cm		
	1/4 pallets 40 x 60	180 cm			
	UK 100 x 120				
LPR (Red pallets)	1/1 pallets 80 x 120	180 cm		180 cm	180 cm
	1/2 pallets 80 x 60				
	1/4 pallets 40 x 60				
	UK 100 x 120				
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				
Special requirement for the use of 1/2 and 1/4 pallets	1/4 pallets must be stacked on top of a 1/1 EURO pallet.				
	Do not place 1/2 pallets on top of a 1/1 EURO pallet, and they must not be wrapped together.		Do not place 1/4 or 1/2 pallets on top of a 1/1 EURO pallet, and they must not be wrapped together.		
	Chilled inbound does not accept 1/4 or 1/2 pallet.			NB: Pallet quality must be either A or B standard	NB: Pallet quality must be either A or B standard

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

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 KøgeDenmark	F&V: 02:00 - 06:00, 7 days a week Grocery: 00:00 - 23:59 Monday - Thursday Grocery: 00:00 - 22:00 Friday Meat and SPOT meat: 05:00 - 08:00, 7 days a week Chilled and SPOT chilled: 00:00 - 14:00 Monday Chilled and SPOT chilled: 23:00-14:00 Monday - Friday SPOT: 00:00 - 23:59 Monday - Friday	N/A	03:00-06:00 07:00-17:00 07:00-17:00 N/A 06:00-11:00 06:00-11:00 N/A
Aarslev	Manual	Netto DC Årslev Rosbjergvej 37 8220 Brabrand Denmark	F&V: 23:00 - 05:30, 7 days a week Meat and SPOT meat: 23:00 - 07:00, 7 days a week Chilled and SPOT chilled: 23:00 - 06:00, 7 days a week SPOT: 06:00 - 16:00 Wednesday	N/A	05:00-06:00 06:00-07:00 04:00-06:00 06:00-09:00
Lineage Avedøre	Manual Frozen	Lineage Copenhagen APS (Netto) Office gate 14 Kanalholmen 25 DK-2650 Hvidovre Denmark	Booking of time is required on all deliveries before arrival Booking of time, at least 1 workday before delivery – Contact time: 08:00 – 13:00 Monday – Thursday 08:00 – 12:30 Friday Goods receipt: 05:00 - 12:00 Monday – Friday	Lineage Copenhagen Booking In/Out amea.dk.copenhagen.scabooking@lineagelogistics.com	N/A
Agri-Norcold Kolding	Manual Frozen	Agri-Norcold Kolding Birkedam 11 6000 Kolding Denmark	Booking of time is required on all deliveries before arrival. Deadline for booking is no later than 12:00 the day before delivery. Goods receipt: 05:00 - 12:00 Monday - Thursday 05:00 - 11:30 Friday	sckbooking@agri-norcold.dk	N/A

Public holidays /Bank days:

If delivery date on the PO is a local public holiday/bank day, kindly note our warehouse is open for deliveries. If any questions please contact your contact person in our Supply Chain.

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 for 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 various error types can be categorised into the following:



Foil	Pallet	EAN	Other
Foil covering the pallet	1/4 or 1/2 pallets placed on 1/1 EUR	EAN label placed behind foil	ASN
Foil loosely hanging from the pallet	Defective pallet	Errors on EAN label	Not described by other boxes
Missing foil on pallet	Item numbers mixed on pallet	Missing product information on boxes	
Non-transparent foil around pallet	Pallet too broad or unstable	Multiple EAN labels on same pallet	
Strips around boxes or pallet	Pallet too heavy	Missing EAN label	
Pallets foiled together	Pallet too tall	Wrinkled EAN label	
	Pallets loaded incorrectly in truck	Wrong placement of EAN label	
	Wrong pallet type		
CMR/DN	Wrapped Together	Wrong BBD	Breached Units
Missing CMR	1/4 or 1/2 pallets wrapped together	Wrong best before date	Breached units
Missing Delivery Note			
No order number On CMR			
Wrong/missing information on delivery note			