



# **PACKAGING INSTRUCTIONS**

**SALLING ONLINE/SALLING STORES**



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**Revision 1.0**

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# Introduction

## How to use this manual

This manual outlines Salling Group's general logistical requirements and administrative procedures for suppliers' deliveries to warehouses and/or stores.

Use this manual as a guideline for choosing the correct 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 Salling.dk warehouse and stores.
- Part 2: an overview of category-specific requirements.

Both parts are essential reading for all suppliers.

There are many details to consider; please read this manual thoroughly. It serves as a tool for both our buyers and suppliers and forms the basis of all packaging discussions.

If deliveries do not live up to the requirements in this manual, handling costs may be issued.

This document is always available on [www.sallinggroup.com](http://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 [logisticsfeesalling@sallinggroup.com](mailto:logisticsfeesalling@sallinggroup.com)

**The packaging instructions will be reviewed once a year.**

# Part 1 – General instructions

## Carton specifications

### Carton/box quality

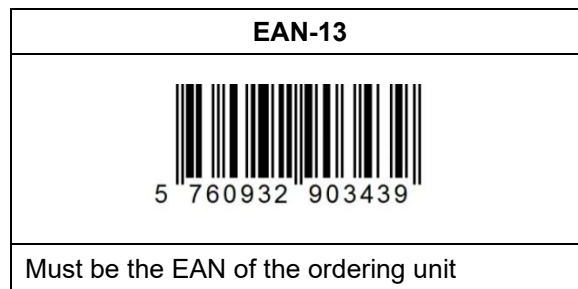
The carton quality must ensure that:

1. The carton remains stable during transportation.
2. The carton can support the weight of stacking the cartons up to a height of 2.5m during transport.
3. The carton fits the goods, with all sides and ends fully closed.
4. Cartons are not overfilled, preventing bulging and instability.
5. No stacking pins, glue or wax is necessary (or used) to create a stable pallet.

### Labeling of cartons/boxes

Each carton/box should have a label with the barcode of the GTIN/EAN in EAN-13 or EAN-14 format.

Example:



Besides the barcode, the following information must also be marked on the carton or carton label:

| <b>Information on the carton</b> |                                  |   |                                    |
|----------------------------------|----------------------------------|---|------------------------------------|
|                                  | <i>Information</i>               | <i>Description</i>  | <i>Example</i>                     |
| 1                                | Order number                     | Salling Group order number  | 4041234567                         |
| 2                                | Article number                   | Salling Group article number (6-12 digits)  | 123456789012                       |
| 3                                | Product                          | Description of product  | Jackets                            |
| 4                                | Quantity                         | Number of sales units in carton/box   | 12                                 |
| 5                                | Colour                           | Colour of product   | Green                              |
| 6                                | Product range                    | If the carton contains an assortment of different sizes or colours                                | S - M - L - Total<br>2 - 2 - 2 - 6 |
| 7                                | Best-before-date (if applicable) | Mandatory for products with a best-before date. Must be clearly visible on the carton (outer box) | 2030-09-30 (YYYY.MM.DD)            |

### Best-before-date (BBD)

For products with best-before dates, the BBD must be clearly stated on the carton label to ensure visibility during goods receipt. The best-before date must be at least 12 months from the delivery date.

Each carton must contain only one unique product (GTIN/EAN). Mixing multiple products or GTINs within the same carton is not permitted, as this may result in multiple best-before dates within one carton.

## **Product identification (system requirements)**

### **Product barcodes**

- Each individual product must have a clearly legible and scannable barcode. It must be a black barcode on a white background.
- The barcode must contain the GTIN/EAN of the product.
- The GTIN/EAN must be confirmed and approved by the Buying Department before delivery.

The product barcode is used at goods receipt to register products in our systems.

Barcodes that are missing, not scannable, or not matching the registered GTIN may lead to manual handling, delays, or rejection of the delivery.

### **Changes to the product barcodes**

Any change to the GTIN/EAN must be communicated in due time to the Buying Department. This is required so that master data can be updated before the goods are delivered.

### **Barcode visibility**

- The product barcode must be visible and scannable without opening any packaging.
- If the product is packed in a polybag or sealed packaging, and the barcode on the product or hangtag is not visible from the outside, an additional barcode with the same GTIN must be placed on the outer packaging.
- This applies in particular to fashion products, where barcodes are often placed on hangtags inside the polybag.

## **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 or non-food products. Master data registration is only done for new article numbers, and it is required because both our systems and warehouse are highly dependent on correct master data.

### **Changes to MasterData**

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.

## Handling

### Carton weight limits

- The maximum gross weight for a carton, as stipulated by Danish authorities, is **12 kg**.

### Heavy or bulky products





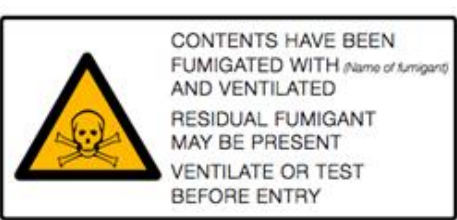

- If the carton/box itself weighs more than **12 kg** or is bulky (larger than **1 m<sup>3</sup>**), the packaging must be designed to allow safe manual handling. This includes the use of grip holes on both sides or on opposite ends of the carton (recommended size: 30 × 100 mm).
- For cartons/boxes weighing more than 12 kg, the gross weight must be clearly printed on the label or packaging to inform employees of the correct handling method.



- 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><b>Maximum stack</b> (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><b>Fragile: handle with care</b></p> <p><b>Fragile: handle with care - glass</b></p>  |
|   | <p><b>This side up</b></p> <p>Apply this symbol only when:</p> <ul style="list-style-type: none"> <li>• Transport stability depends on orientation (due to directional reinforcement in packaging).</li> <li>• Product stability is affected and the product can be damaged if packed incorrectly</li> </ul> |
|  | <p><b>Do not stack</b></p> <p>Use when stacking is prohibited.</p>   |
|  | <p><b>Chemicals</b></p> <p>Apply appropriate symbols if the container is fumigated or contains chemicals.</p>  |
|  | <p><b>Carton weight</b></p> <p>Use the weight-specific handling symbol introduced by Salling Group on each carton (or shipping mark).</p>  |

## Packing of pallets

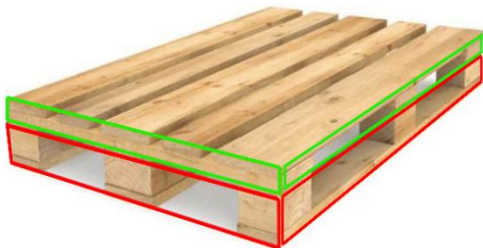
1. **Cartons must be kept within the pallet dimensions** – at the bottom as well as the top. No cartons must extend beyond the edges of the pallet.



2. **Weight must be distributed evenly across the pallet** – horizontally and vertically. No cartons must be placed on the side or vertically.



3. **Slip sheets can be used between each layer to stabilize pallets with heavy goods.**
4. **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.
5. **Pallet must not exceed maximum height, including pallet(s), packaging and foil.** See [Appendix A](#) for more information.
6. **The total weight of the pallet must not exceed 1200 kg.**
7. **The cartons 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. 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.



8. **No individual wrapping of single cartons** is allowed, and no part of the wrapping must touch the pallet.
9. **Wrapping pallets** together using strips, foil or tape upon arrival is not permitted.
10. **Removing the foil around the pallet should not cause a single row or the entire pallet to collapse.**

## *General Instructions*

11. Pallets or cartons containing different article numbers must use slipsheets or cardboard to clearly separate each article number from the others.
12. **All carton labels** must be visible from the sides of the pallet without splitting up the pallet.
13. **There must not be strips, tape or any other material** around individual cartons or around the products on an individual 1/1 pallet.
14. Deliveries with 6 or more cartons/boxes must be delivered on a pallet.
15. **Articles should always be delivered in the carton size ordered by Salling Group, and loose articles are not allowed.**

## Delivery

### Delivery deadlines

The orders must be delivered within the opening hours as specified in [Appendix B](#)

### Order number requirements

Deliveries are only accepted if a correct Salling Group order (PO) number is stated on the delivery note and the invoice.

Deliveries must not be sent before the supplier receives a PO number from Salling Group. If goods arrive before the PO number has been sent or the PO number is not stated correctly, Salling Group is entitled to reject a delivery and return it at the supplier's expense.

### Requirements upon arrival

When arriving at our warehouses or stores the below 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 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 PO number must always appear on all documents related to the delivery.
5. If the delivery note does not cover the entire order, it must be clearly marked as "Part delivery". Furthermore, the delivery note must clearly state which products are partly delivered and the delivered quantity for each article.
6. If a delivery consists of several cartons and is not delivered on a pallet, each carton must have its own delivery note, and each carton must be clearly marked with carton number/total number of cartons (e.g. 1/4, 2/4).
7. The delivery note must state the exact quantity of ordered units delivered.
8. Upon arrival, the truck driver must hand in the physical documents to a warehouse employee.

## **Delivery note information**

Delivery notes must contain the following information:

1. Header: "Følgeseddel" or "Delivery note"
2. Supplier name and address
3. Delivery address, including Salling Group department number and/or name
4. Delivery date
5. PO number
6. Article description or article name
7. Salling Group internal article number and/or EAN
8. Delivered quantity per article

A copy of the delivery note must be sent to the email addresses listed in *Appendix B*.

## **Swapping of pallets**

Please note that all the EURO pallets delivered to the Salling Online warehouse (9048) are subject to immediate pallet exchange upon delivery. Pallets are swapped directly as they arrive at the warehouse. No pallet vouchers are issued, and all exchanges must be completed on the spot before the driver leaves the warehouse.

## **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](#)

## **Returns due to delivery issues**

If problems are identified with delivered goods, such as wrong products, products not belonging to the order, or other delivery errors, the affected goods may need to be returned to the supplier.

The supplier will be contacted to confirm how the return should be handled.

If the warehouse is instructed to ship the goods back to the supplier, all transport and related costs will be charged to the supplier. In this case, the supplier must confirm the correct return address before shipment.

If the supplier chooses to arrange a pick-up, this must be completed within an agreed timeframe.

The pick-up must take place no later than 5 working days after the pick-up has been agreed.

## Chemicals & Fumigation

### Dangerous goods (ADR)

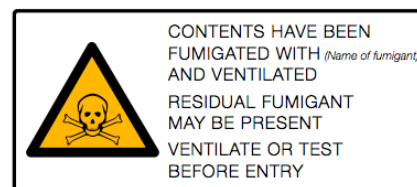
If goods classified as dangerous goods are delivered, the pallets must be labelled in accordance with the requirements of the ADR convention.

When registering new products classified as dangerous goods, the following four dangerous goods data fields must be completed in the product registration form: UN number, hazard class, flammability class and classification code.

### 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](mailto:nflvm@sallinggroup.com)
- You must send a certificate that the container has been ventilated and is now fumigant free to [nflvm@sallinggroup.com](mailto:nflvm@sallinggroup.com).
- Furthermore, you must label your container with warning symbols, so that we can take the necessary precautions at our warehouse. The containers should as a minimum be labeled with the following information: A warning symbol, Name of the fumigant; Date of fumigation; Information about ventilation (Yes/No); Date of ventilation.



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

If you use chemicals in your production:

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 fumigants, or to find alternatives to forbidden chemicals or fumigants, 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 – Category-specific instructions

### Fashion products

#### Polybags

All fashion products must be delivered with hangtags and price labels.

All fashion products delivered to the Salling Online warehouse (9048) must be individually packed in a sealed polybag. The barcode must be visible through the polybag or placed on the outside of the bag.

Please note that this is very different from the deliveries to the **stores (Aalborg, Aarhus and Copenhagen)**, where you need to deliver **without** polybags.



## Jewelry and watches

### General packaging requirements

The product, packaging, and all related components must be delivered as one complete unit.

- Jewelry and watches must be delivered in the final packaging intended for the end customer.
- The final packaging must have a visible and scannable product barcode containing the confirmed GTIN/EAN, in line with the *Product barcode requirements*.



Watches must be delivered assembled and packed together with:

- the watch
- the correct watch box
- manuals, warranty cards, and any accessories

If, due to an exceptional and justified reason, it is not possible to deliver the watch in its final customer packaging, this must be approved in advance by the Buying Department.

In such cases, the watch, manuals, accessories, and related components must at minimum be delivered together inside one sealed bag or unit, making it clear that they belong to the same product.

# Appendix A – Pallet Overview per site

| Requirements per warehouse/site:    |                            |                |                |                 |                   |                         |
|-------------------------------------|----------------------------|----------------|----------------|-----------------|-------------------|-------------------------|
| Type of pallets that can be handled | Warehouse/ site            | Salling Online | Salling Aarhus | Salling Aalborg | Salling Kultorvet | Salling Rødovre Centrum |
|                                     | <i>Automatic or manual</i> | <i>Manual</i>  | <i>Manual</i>  | <i>Manual</i>   | <i>Manual</i>     | <i>Manual</i>           |
| EURO type                           | 1/1 pallets<br>80 x 120    | 180 cm         | 180 cm         | 180 cm          | 180 cm            | 180 cm                  |
|                                     | 1/2 pallets<br>80 x 60     | 160 cm         | 160 cm         | 160 cm          | 160 cm            | 160 cm                  |
|                                     | 1/4 pallets<br>40 x 60     | 140 cm         | 140 cm         | 140 cm          | 140 cm            | 140 cm                  |
|                                     | UK<br>100 x 120            |                |                |                 |                   |                         |
| CHEP (blue pallets)                 | 1/1 pallets<br>80 x 120    | 180 cm         | 180 cm         | 180 cm          | 180 cm            | 180 cm                  |
|                                     | 1/2 pallets<br>80 x 60     | 160 cm         | 160 cm         | 160 cm          | 160 cm            | 160 cm                  |
|                                     | 1/4 pallets<br>40 x 60     | 140 cm         | 140 cm         | 140 cm          | 140 cm            | 140 cm                  |
|                                     | UK<br>100 x 120            |                |                |                 |                   |                         |
| LPR (Red pallets)                   | 1/1 pallets<br>80 x 120    | 180 cm         | 180 cm         | 180 cm          | 180 cm            | 180 cm                  |
|                                     | 1/2 pallets<br>80 x 60     | 160 cm         | 160 cm         | 160 cm          | 160 cm            | 160 cm                  |
|                                     | 1/4 pallets<br>40 x 60     | 140 cm         | 140 cm         | 140 cm          | 140 cm            | 140 cm                  |
|                                     | UK<br>100 x 120            |                |                |                 |                   |                         |
| One way pallets                     | 1/1 pallets<br>80 x 120    |                |                |                 |                   |                         |
|                                     | 1/2 pallets<br>80 x 60     |                |                |                 |                   |                         |
|                                     | 1/4 pallets<br>40 x 60     |                |                |                 |                   |                         |
|                                     | UK<br>100 x 120            |                |                |                 |                   |                         |

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

## Appendix B – General Warehouse information

| General Warehouse information: |         |                        |                     |  |  |  |  |
|--------------------------------|---------|------------------------|---------------------|--|--|--|--|
| Format                         | Country | Warehouse/ Site        | Automatic or manual | Terminals addresses  | Opening hours (deliveries)<br>Order must be fully unloaded before closing time | Contact information  | Peak hours<br>Expect waiting time in inbound |
| Salling                        | DK      | Salling Online 9048    | Manual              | <b>Salling.dk - Skejby</b><br>Gates 39-42<br>Jens Olsens Vej 4<br>8200 Aarhus<br>Denmark | 07:00 - 14:30 Monday - Friday  | <a href="mailto:deliverynote9048@salling.dk">deliverynote9048@salling.dk</a> | 07:00-10:00                                  |
| Salling                        | DK      | Salling Aarhus 1101    | Manual              | <b>Salling Aarhus</b><br>Fiskergade 60<br>8000 Aarhus C<br>Denmark                       | 06:30 - 14:00 Monday - Friday  | <a href="mailto:deliverynote1101@salling.dk">deliverynote1101@salling.dk</a> | 06:30-10:00                                  |
| Salling                        | DK      | Salling Kultorvet 1102 | Manual              | <b>Salling Kultorvet</b><br>Pustervig 3<br>1175 København K<br>Denmark                   | 07:00 - 11:00 Monday - Friday  | <a href="mailto:deliverynote1102@salling.dk">deliverynote1102@salling.dk</a> | N/A  |
| Salling                        | DK      | Salling Aalborg 1103   | Manual              | <b>Salling Aalborg</b><br>Braskensgade<br>9000 Aalborg<br>Denmark                        | 07:00 - 14:00 Monday - Friday  | <a href="mailto:deliverynote1103@salling.dk">deliverynote1103@salling.dk</a> | 07:00-10:00                                  |
| Salling                        | DK      | Salling Rødovre 1108   | Manual              | <b>Salling Rødovre</b><br>Rødovre Centrum 101<br>2610 Rødovre<br>Denmark                 | 06:30 - 14:00 Monday - Friday  | <a href="mailto:deliverynote1108@salling.dk">deliverynote1108@salling.dk</a> | N/A  |

### **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 closed for deliveries. If you have any questions, please contact your contact person in Supply chain.

## Appendix C – Handling cost overview

| <i>Valid from 1st September 2026</i>   |                          |   |                          |   |
|--|--------------------------|---|--------------------------|---|
| 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) |
| Breached units   | 2100                     | 105                                       | 280                      | 14  |
| Delivered to the wrong place*  | 5250                     | N/A                                       | 700                      | N/A                                       |
| Destruction and or return to supplier*   | 2100                     | N/A                                       | 280                      | N/A                                       |
| Missing delivery note*   | 2100                     | N/A                                       | 280                      | N/A                                       |
| Missing foil on pallet   | 2100                     | 105                                       | 280                      | 14  |
| Missing item separation on mixed cartons or pallet   | 2100                     | 105                                       | 280                      | 14  |
| Missing or incorrect barcode on products   | 2100                     | N/A                                       | 280                      | N/A                                       |
| Missing polybag or packaging on individual sales units for online orders   | 2100                     | N/A                                       | 280                      | N/A                                       |
| Missing product information on boxes   | 2100                     | N/A                                       | 280                      | N/A                                       |
| Non-transparent or colored foil around pallet  | 2100                     | 105                                       | 280                      | 14  |
| Order or boxes not delivered on a pallet   | 2100                     | N/A                                       | 280                      | N/A                                       |
| Pallet too broad or unstable   | 2100                     | 105                                       | 280                      | 14  |
| Pallet too tall  | 2100                     | 105                                       | 280                      | 14  |
| Strips around boxes or pallet  | 2100                     | 105                                       | 280                      | 14  |
| Wrong best before date**   | 2100                     | 1050                                      | 280                      | 140                                       |
| Wrong or missing information on delivery note*   | 2100                     | N/A                                       | 280                      | N/A                                       |
|  |                          |   |                          |   |
| <i>*Each "Types of errors", will be given as an extra handling cost, no matter any previous handling costs on same PO</i>  |                          |   |                          |   |
| <i>**Will be given as an extra handling cost, no matter any previous handling costs on same PO and whenever the BBD on the product is less than 12 months from the delivery date</i> |                          |   |                          |   |

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.