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## LOGISTICS GUIDE

Version 2024-v.2

English version

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## Introduction

Dear supplier,

This logistics guide from Dagrofa Logistik has been devised with the aim of promoting a professional collaboration and an easier working day for all parties. The logistics guide should be seen as a manual for suppliers and transport operators collaborating with Dagrofa Logistik.

In the guide, you will find guidelines and procedures for the delivery of goods to Dagrofa Logistik's warehouses in Ringsted and Vejle. You can find information on everything from weight, packaging and palletisation to barcodes, goods intake and master data.

You will also find contact information and our opening hours. For further information or clarification, please feel free to contact the Category Department at Dagrofa.

We hope that you find the guide useful and clear.

We look forward working with you.

Best wishes,  
Dagrofa Logistik

Dan Kolding  
Managing Director

## 2 Master data

Trade between Dagrofa Logistik and our suppliers is largely based on the use of structured information about the product and its logistic properties. This takes place at product ordering, goods intake at our terminals, and later in connection with product distribution to the customers.

It is therefore very important that the information provided by the supplier to our Category Department is correct and complete in the necessary areas.

It may seem trivial to describe how master data are defined, but it is unfortunately our experience that the master data provided by suppliers to Dagrofa Logistik contain many errors. In the worst case, this can result in wrong orders and incorrect deliveries, and ultimately in losses for our customers. It can also result in unnecessary costs for all sides.

### 2.1 Dimensions of the goods

In terms of logistics, information on height, length and width always applies to the retail packages (see the definition of packaging levels in Section 4).

Dimensions	Definitions
Height in cm	<p>The height is measured on the vertical side of the retail package when this is placed on the pallet. This <b>always</b> applies, even if the consumer units in the retail package are turned a different way on the pallet than in their unpacked condition.</p> <p>The height is included in the calculation of the pallet's total height and in the volume of the retail package.</p>
Length in cm	<p>The length is measured on the longest horizontal side of the retail package when this is placed on the pallet.</p> <p>The length is included in the calculation of the volume of the retail package.</p>
Width in cm	<p>The width is measured on the shortest horizontal side of the retail package when this is placed on the pallet.</p> <p>The width is also included in the calculation of the volume of the retail package.</p>

If the retail package is a retail-ready quarter pallet, half pallet or full pallet, this is the dimension that should be given.

**Please note!** If the retail package is a retail-ready quarter pallet, half pallet or full pallet, then the pallet itself must be included in the height.

## 2.2 Weight

In terms of logistics, information on height, length and width always applies to the retail package.

Weight	Definition
Gross weight	The gross weight is the weight of the retail package including both the consumer packaging and the transport packaging. The pallet/quarter pallet itself is <b>never</b> included in the weight calculation.
Net weight	The net weight is the weight of the product excluding all packaging.

## 2.3 Packaging and palletisation

Master data for packing and palletisation are important in several areas, including when calculating the pallet's height and weight and when ordering. In general, packing should take into account ease of stacking, handling and identification. At the same time, excess packaging should be easy to fold and not contain a mix of products. In this way, waste management can be undertaken without further sorting. The shrink-wrap around pallets should not be black.

Packaging and palletisation	Definition
Number of retail packages per pallet layer	The number of retail packages constituting one pallet layer on the pallet.
Number of pallet layers per Euro pallet	The total number of pallet layers on the pallet.
Number of sales units per Euro pallet	The total number of retail packages on a "full" Euro pallet.
Number of retail packages per wholesale package	If wholesale packages are included in the packing of the goods, the number of retail packages in one wholesale package should be stated.

Dagrofa Logistik always endeavours to order in whole pallet layers and/or whole pallets. If it is not possible to order in whole layers, the supplier should pack the package so that all four corners of the pallet are filled.

Discontinued articles will be returned from Dagrofa Logistik in layers separated by EUR pallets. If articles do not take up 1 full layer on the pallet, these can be mixed layers.

## ***2.4 Type of pallet***

Dagrofa Logistik needs to know whether the goods are delivered as a retail-ready pallet. If so, this should be stated clearly on the product set-up form.

### 3 Properties of the goods

***All goods must be packaged and palletised in such a way that they can withstand being transported, stored, picked and distributed without being damaged.***

The following requirements for the properties of the goods should be followed:

- The retail packages should be secured on the pallets using external packaging, which may be shrink-wrap, Strapex straps or similar. Quarter and half pallets delivered on whole pallets should be bound together with shrink-wrap or straps.
- The retail package must never extend beyond the pallet base.
- The packaging of the retail package must be of such good quality that it is possible to stack other goods on top.
- The retail package must be in sealed packaging.
- Quarter pallets/Displays must not be fitted with a “false” bottom.
- Quarter pallets delivered on EUR pallets must be delivered on warehouse floor free from wrap as per Dagrofa orders.
- The shrink-wrap should fit tightly to the pallet and there must be no loose ends outside the pallet’s base dimensions.
- Displays/Retail pallets must be built as “ready to sell” when delivered to the stores. Retail packages cannot be left unsecured on pallets and described as retail pallet. Minimum height 100 cm taking weight limits into consideration.

#### **3.1 Maximum values for retail packages**

The gross weight per retail package must never exceed 15 kg.

If the retail package is more than 75 litres, the gross weight must not exceed 7 kg.

The volume per retail package must never exceed 100 litres (except for retail packages that are delivered as retail-ready quarter or half pallets).

No single dimension (height, length or width) of a retail package may exceed 80 cm (except for retail packages that are supplied as retail-ready quarter or half pallets).

### 3.2 Maximum values for pallets

The following height and weight limits are to be followed:

	Max. height stackable pallet	Max. weight stackable pallet	Max. height non-stackable pallet	Max. weight non-stackable pallet
Full pallet	120 cm	500 kg	155 cm	1000 kg
Half pallet	120 cm	200 kg	140 cm	400 kg
Quarter pallet	120 cm	100 kg	140 cm	200 kg
Whole pallet Refrigerated/Frozen/FG *	Must not be stacked	N/A	180 cm	750 kg

**Please note!** The maximum weight and maximum height include the pallet. In connection with goods reporting, there must be a dialogue between the supplier, the Category Department and the warehouse for calculating the best palletisation method, taking into account the lowest possible TCO (Total Cost of Ownership) for Dagrofa Logistik.


When delivering double stacked pallets please ensure pallets are wrapped singular.

- See Section 8 for deliveries of fruit/vegetables and refrigerated or frozen products.



## 4 Packaging levels

Below are Dagrofa Logistik's definitions of packaging levels

Packaging level	Definition
Consumer unit (retail unit)	<p>A consumer unit is the unit that is scanned and sold to the consumer at the till.</p> <p><b>Example: one bottle of ketchup</b></p>
Retail package (trading unit)	<p>A retail package contains a number of consumer units and is usually the packaging level for deliveries between Dagrofa Logistik and the customer.</p> <p><b>Example: 12 bottles of shampoo or 18 bags of crisps</b></p> <p>Retail-ready quarter and half-pallets are also considered retail packages.</p> <p><i>As a general rule, Dagrofa Logistik orders goods from suppliers at this level.</i></p>
Wholesale package (W package)	<p>A wholesale package is usually used to "hold together" a number of retail packages because their size, picking or fragility means that they cannot be stacked as they are. The W package must be marked with "REMEMBER TO UNPACK".</p> 

## 5 Pallets

To avoid damage to the goods and to ensure the option of automatic pallet handling, the pallets must be of high quality.

### 5.1 Pallet type

Dagrofa Logistik accepts goods on the following pallets:

- Euro pallets (80 cm x 120 cm)
- DS (Danish Standard) half pallets (60 cm x 80 cm)
- Brown DS quarter pallets from Schöller Plast (40 cm x 60 cm)
- CHEP 80 x 120 pallets and 60 x 80 by agreement, see Section 5.4
- Shipping/Industrial Pallets by agreement, see Section 5.3

All pallet types other than those above will be considered disposable pallets and will either be rejected or the supplier will be invoiced an extra handling charge; see Section 1.

### 5.2 Pallet quality

In relation to pallet quality, the following must apply:

- All boards and blocks should be complete
- Boards and blocks must not protrude
- The blocks must sit equally without any overhang outside the bottom boards
- The pallets must be dry
- The tunnels must be clear
- The pallet must be odourless and clean (no risk of cross contamination)
- Annex 4 – definition of a faulty pallet

### 5.3 Pallet exchange

Upon delivery to Dagrofa Logistik's warehouses, the following pallet types are exchanged:

- Approved Euro pallets (80 cm x 120 cm)
- Approved DS half pallets (60 cm x 80 cm)
- Approved brown DS quarter pallets from Schöller Plast (40 cm x 60 cm)

Shipping/Industrial Pallets are accepted only by special agreement with the warehouse manager at the terminal where the pallets are delivered. Shipping pallets are considered disposable pallets and therefore pallet exchange will not take place.

Dagrofa Logistik does not keep pallet accounts with transport operators or suppliers. After delivery, pallets are exchanged if the delivered pallets meet the exchange requirements.



### 5.4 CHEP/LPR agreements

Dagrofa Logistik accepts CHEP full- and half-pallets but prefers pallet exchange; see Section 5.3. The supplier must always be able to document for Dagrofa Logistik that it has a valid contract with CHEP (Commonwealth Handling Equipment Pool).

**Please note!** Delivered CHEP full pallets are not exchanged.

Dagrofa Logistik does not have a handling agreement for LPR (La Palette Rouge) full pallets, so deliveries on this type of pallet are treated as deliveries on disposable pallets. Dagrofa Logistik assumes no responsibility for the further flow of this type of pallet within Dagrofa Logistik.

## 6 Goods intake

- Dagrofa Logistik operates a delivery slot system for unloading – GECKO. For details on access, password and manual please refer to separate note on [www.dagrofa-logistik.dk](http://www.dagrofa-logistik.dk)
- The driver shall at all times comply with the rules displayed on the entrance door of a Dagrofa Logistik warehouse. The driver must always wear safety footwear and safety vest and in addition, must always follow oral and written instructions from Dagrofa Logistik employees. Dagrofa Logistik reserves the right to refuse unloading if the driver does not follow the regulations.
- Ordered items should be delivered carriage paid at Dagrofa Logistik's terminal, where the ramp height is 125 cm. Goods are only accepted on pallets and only from vehicles that can unload at the above-mentioned ramp height.
- Drivers should always unload the goods themselves and place them in accordance with the instructions of the goods receiver.
- At the normal pallet warehouse (Kærup Parkvej 5) and high-bay (Kærup Parkvej 7) warehouse (dry goods) in Ringsted, drivers must scan each pallet themselves and place the pallet on the designated roller conveyor or area advised by Dagrofa staff.
- At goods intake, Dagrofa Logistik provides a receipt for the quantity received subject to the quality, date marking and number of retail packages on the pallets.
- A valid receipt consists of a stamp **and** the initials of the Dagrofa Logistik employee who receives the goods.
- For weighed goods, each pallet should be tagged with a readable weighing slip, and the weight must also appear on the GS1-128 barcode on the pallet label.
- A delivery note containing the order number must always accompany the goods themselves or be attached to the waybill – Annex 3.
- Part orders are not accepted, and deliveries with the same order number must arrive on the same vehicle.
- Unloading must be completed within the booked timeslot in Gecko.

In addition, the following requirements must be met:

- As a rule, the individual base pallet must contain only one item number (see the picture examples at the end of this section)
- Mixed pallets: If the quantity per item number is less than the contents of a “full” whole pallet, then normally a whole layer is ordered and delivered. **Note** that a whole pallet should be inserted between the individual item numbers if multiple item numbers are stacked on one base pallet.
- For deliveries to Dagrofa Logistik’s high-bay warehouse (dry goods) in Ringsted, quarter and half pallets must be delivered on whole pallets. For deliveries of quarter pallets to Dagrofa Logistik’s other warehouse, delivery of quarter and half pallets must be made without whole pallets underneath – no slave pallets.
- Date-marked products with the same item number and different dates may not be mixed on the same pallet being delivered. We do not accept goods that do not comply with the terms of the co-operation agreement signed with the Category Department at Dagrofa. Identical products that have an earlier date than the last delivery will not be received.
- If slip sheets are used for container deliveries, these must be made of plastic or sturdy cardboard and must be at least 3 mm thick. In addition, the slip sheets must have overlap of 14 cm on the short side where the truck takes the pallet.



## 7 Barcodes

For every packaging level, it must be possible to clearly identify the goods. For this purpose, there is an EAN (European Article Number) for each packaging level. All relevant EANs are supplied to Dagrofa at the set-up of the product.

For product set-up, we need the following EANs:

Packaging level	Use	Barcode standard
Consumer unit (retail unit)	For scanning in the store	EAN-8 or EAN-13
Retail package (trading unit)	For Dagrofa Logistik's goods intake and for communication via EDI	GS1-128/EAN 13/ITF14
Wholesale package (if the goods occur at another packaging level containing a number of retail packages)	For Dagrofa Logistik's goods intake and for communication via EDI	GS1-128/EAN 13/ITF14
Pallet (logistic unit)	For Dagrofa Logistik's goods intake	GS1-128

### 7.1 Labelling of the retail package/wholesale package

A GS1-128 or EAN 13/ITF14 barcode must be affixed to the retail package depending on whether the product includes an expiry date, batch number and weight. This barcode must be placed on all 4 sides of the pallet. The label must clearly state in plain text which product the retail package contains, as well as necessary information about best before date, batch number, etc.

If the goods do not have a best before date or batch number, the following barcode standards can be used:

- GS1-128, AI01, ITF14 or EAN 13

Example:



If the goods have a best before date and/or batch number and/or weight, the barcode standard GS1-128 must be used with the information given in the corresponding AIs (Application Identifier). For items with variable weight, the weight must be included in the barcode. Please note that special rules apply for beef, where labelling is agreed with the purchaser.

Example:



Other relevant AIs for specifying the date are:

- AI11: Production Date
- AI13: Packing date
- AI15: Best before
- AI17: Expiry date

Please note that dates in GS1-128 are always given in the format YYMMDD. If the product is packaged as both a retail package and a wholesale package then both packaging levels should be labelled with barcodes as shown above.

## 7.2 Labelling of pallets

Dagrofa Logistik's requirements for the labelling of pallets follow GS1's labelling standard for the Danish grocery trade. The labelling standard can be downloaded from GS1's website ([www.gs1.dk](http://www.gs1.dk)). There is also a GS1-128 quick guide in the same place. The quick guide is also available on Dagrofa Logistik's portal (Supplier Network) and Dagrofa Logistik's website.

As a minimum, the GS1-128 label for the pallet should include the following:

- |   |      |
|---|------|
| ▪ The retail package EAN no.              | AI02 |
| ▪ Number of retail packages on the pallet | AI37 |
| ▪ Serial Shipping Container Code – SSCC   | AI00 |

The following information can/must be added in accordance with labelling rules for retail packages:

- |  |                     |
|--|---------------------|
| ▪ Best before<br><i>(only if the goods are date-marked)</i>                  | AI15                |
| ▪ Batch no.  | AI10                |
| ▪ The shipping unit's total weight<br><i>(only for weighted goods)</i>       | AI3102 (net weight) |
| ▪ Packaging or production date   | AI13 or AI11        |
| ▪ Expiry date<br><i>(only if the goods are date-marked with such a date)</i> | AI17                |

On mixed pallets, two identical GS1-128 labels are also attached to each pallet of one item number. The label should be placed outside of any shrink-wrap.

Quarter and half pallets are labelled with either one label on top or as whole pallets.



**Please note** that for deliveries to Dagrofa Logistik's high-bay warehouse (dry goods) in Ringsted, whole pallets with either four quarter pallets or two half pallets must also be labelled with a master GS1-128 label valid for the whole pallet with the number four or two, respectively.

## 8 Refrigerated and frozen goods

It is a joint concern of both the supplier and Dagrofa Logistik to ensure that food legislation is observed. Dagrofa's Quality Department has overall responsibility for in-house monitoring at Dagrofa Logistik. Any questions can be addressed to Dagrofa's Quality Department: [kvalitet@dagrofa.dk](mailto:kvalitet@dagrofa.dk)

Refrigerated goods that do not meet the legal requirements will be rejected; see Dagrofa Logistik's in-house inspection procedures at the terminals. In addition, the transport material used must have the current FRC (EU refrigerated appendix) labelling.

Double-stacked pallets are not accepted by the deep-freeze warehouse and the maximum height of pallets is 180 cm.

## 9 Pharmaceutical products

Pharmaceutical products are handled in accordance with the principles in the Dagrofa Quality Manual prepared by Dagrofa's Quality Department. Pharmaceutical products are delivered to Dagrofa Logistik's terminals in Herning and Ringsted by specified pre-registered suppliers at a temperature requirement of 15–25°C.

## 10 Ecology

Special transport documentation requirements apply when bringing organic products from third countries with direct arrival at Dagrofa's terminals. For more information, contact Dagrofa's Quality Department: [kvalitet@dagrofa.dk](mailto:kvalitet@dagrofa.dk)

## 11 Contacts and opening hours

Please refer to opening hours on [www.dagrofa-logistik.dk](http://www.dagrofa-logistik.dk)

## 12 Legal framework and regulations

Dagrofa demands that suppliers have familiarised themselves with and at all times comply with applicable legal requirements and regulations concerning the goods traded:

- Foodstuff legislation
- Import regulations
- Dangerous Goods provisions
- Ecological provisions
- The Working Environment Act
- Dagrofa Terminal provisions – see annex 2.
- 

Any breach of above could result in re-evaluation of supplier cooperation – Please see Dagrofa Code of conduct.

## **Annex 1 Charges for non-compliance with logistics regulations ref. our frame agreement**

### Missing/ Incorrect labelling:

- Missing or incorrect labelling of pallets with GS1-128 labels is charged at DKK 280.33 per pallet for manual labelling, though with a minimum of DKK 5,606.64 excl. VAT per order.

### Re-palletisation of pallets:

- Re-palletisation of e.g. mix pallets is charged at DKK 28.03 per package handled, though with a minimum of DKK 5,606.64 excl. VAT per pallet.
- For re-palletisation of pallets which do not apply to our safety standards at our terminals according to chapter 5.2 in the DL logistic guide - a penalty of DKK 750 ,00 Excl. Vat pr. started hour or min. DKK 1200,00 will be issued.

### Shop – recalls:

- For shop recalls order of supplier: The supplier shall pay the actual costs associated with return from the store to Dagrofa Logistik's warehouse. The cost is DKK 439.26 excl. VAT per return, though with a minimum of DKK 56,066.35 excl. VAT.

### Late pick-up from the supplier:

- In the case of late pick-up from the supplier (especially non-advised non-availability of the product), Dagrofa Logistik reserves the right to change the mode of transport and provider, and charges the supplier the difference for "normal" transport (Road→Air, Sea/Rail→Road)
- If the supplier for a delivery has a delivery rate of less than 98% on the day, a penalty of 5% of the value of the missing quantity will be charged, though with a minimum of DKK 1,681.99 excl. VAT per delivery.
- For other logistical conditions that cause Dagrofa Logistik unnecessary costs, the supplier will be charged for the actual costs, though with a minimum of DKK 5,606.64 excl. VAT.

### Goods intake:

- DL have focus on a safety workplace at our terminals. Therefore, we ask all visitors at our terminals to follow our safety regulations in appendix 2.
- Warnings will be given if our safety regulations are not followed. After the 4th warning a penalty of DKK 5.606,64. excl. VAT will be issued - Annex 2

- In the case of delivery outside the specified time window, a warning will be given to the supplier. After the 4th warning a penalty of DKK 5.606,64. excl. VAT will be issued.
- Missing delivery notes. A warning will be given to the supplier. After the 4th warning a penalty of DKK 5.606,64 excl. VAT will be issued – Annex 3.
- Handling of defective pallets at goods intake, a warning will be given to the supplier. After the 4<sup>th</sup> warning a penalty of DKK 58,00 excl. VAT per pallet, though with a minimum of DKK 1200,00 per order excl. VAT will be issued.

Defective goods:

- By disposal of defective goods, a fee of DKK 3,13 per kilo + a handling fee of DKK 750,00 excl. VAT per started hour - minimum DKK 750,00 excl. VAT will be charged.
- If the volume exceeds 10 m3 the amount will be settled according to invoice.
- Documentation - destruction certificate will be against invoice.

### **Charges for non-compliance with Gecko / Dagrofa Slot booking**

- No show
  - DKK 112,13 excl. VAT per pallet
  - Minimum DKK 1.681,99 excl. VAT per shipment
  - Maximum DKK 5.606,64 excl. VAT per shipment (Max liability NSAB2015)

## Annex 2 - Safety and code of conduct

Applies for all external partners who has semi- or permanent work place at Dagrofa Logistik's warehouses

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### Shoes & vests

- Safety shoes and hi-vis vest or class 2 approved work wear are always mandatory – inside as well as outside – while present at Dagrofa Logistik's warehouses.

### Driving within warehouse

- Always look in the direction you are travelling
- Never pass another truck without consent
- One way streets and unconditional way of rights are to be obeyed
- All driving within warehouse is to be done in a way so forks will be pointing backwards.
- Use the mirrors to check for co-workers
- Only use the horn for minimizing hazards
- Always stop minimum 6 metres from operating forklift drivers

### Driving within the dispatch area

- Driving direction needs to follow marked dispatch lines where possible
- Always look in the direction you are travelling
- If a co-worker is within the lines – that person has the right of way. You need to wait until line is available
- If you need to travel across the dispatch lines/area you need stop for co-workers travelling within the lines. Unconditional way of rights. You can continue once travelling patch is cleared
- Once travelling across the dispatch lines/area you need a safety distance of 2,5 metres which equals the breaking distance of a loaded truck
- Passing pallets within the dispatch area is only allowed if you have full 180° vision – minimum 2,5 metres to the stored goods and at the lowest speed
- When unloading pallets it is not allowed to push the stacked pallets along the floor – move one stack every time
- Once loading and unloading – only one person is allowed within the trailer

### Mobile phones

- Use of mobile phones including sms is strickly prohibited while operating mashinery
- If mobile phone is to be used while walking within warehouse – use the waliking paths. Is this not possible move of the mail passages and stand still in the meanwhile

### Injuries/damages

- All injuries or damages to Dagrofa's property including rackings, gates etc are to be reported asap to nearest manager or member of the warehouse management

Noise – to be reduced as much as possible

- Loud music
- Unnecessary use of horn on machinery
- Private speakers, ear pods etc are not allowed within the warehouse

#### Beverages

If you need beverages on your machinery – it needs to be in sealed container. Cups/mugs without lids are not allowed

#### Children are not allowed within the warehouse

- Only by pre-agreement and accompanied by an adult

#### Escape routes

- Are to be clear at all times
- It is not allowed to place objects outside the marked areas

#### Marked walking paths

- Are to be used to the widest possible extent

#### Parking and areas outside

- All cars, vans etc are to be reversed into the parking spots
- Speed limit is max 20 km/h
- Low/parking beam is to be used during standard hours where light is needed
- All movement within areas where heavy traffic appears – you need to wear hi-vis vest or class 1 approved work wear

#### Smoking – also e-cigarettes

- Only allowed outside and within the designated areas
- Smoking within the trailer is not allowed

### **Annex 3 – Delivery note**

The delivery note must contain below information:

- Supplier name
- Delivery address
- Purchase order number
- Delivery date
- Article number
- Number of colli
- Total number of pallets
- Eco certificate number e.g. PL- EKO-01

For all future deliveries, our goods intake will check the delivery notes to make sure they comply with above requirements.

According to our logistic guide, Cf. annex 1 the delivery note must always accompany the goods.

# Definition of a faulty pallet

