



LOGISTICS GUIDE

Version 2020-1
English Version

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1. Introduction

The purpose of this document is to present the requirements for product delivery to the DGFS A/S terminals.

It is essential that all the branches of the Supplier's company, who work directly with or can affect logistics, are familiar with this document.

The logistics guide is issued and signed during negotiations with the category department, and can be requested at any time by contacting the category department in Dagrofa FoodService A/S. The logistics guide is part of the overall Business Agreement and the Supplier is obliged to stay up-to-date at all times with the latest version.

Dagrofa FoodService will impose financial penalties on any Suppliers who do not follow the described logistics guidelines for correct packaging, palleting and labelling with barcodes. These penalties are as follows:

- Re-palleting of pallets will be charged at DKK 25 per parcel handled.
- For delivery outside the agreed time, which has not been approved by the dispatch department or logistics management, the Supplier will be charged DKK 5000 excl. VAT per order number.
- If the Supplier at the end of the month, has a delivery rate of less than 98% on quantity and quality delivered, the Supplier is charged with a compensation of 5% of the value of the dissatisfying goods. Any appeal against the fine must be sent to DGFS no later than 7 days following the sent invoice.
- The Supplier must immediately after receiving an order inform DGFS if there are any delivery challenges with the order. If DGFS is not informed in a timely manner, which results in DGFS using a more expensive product option, DGFS reserves the right to charge the differences between the Supplier's product and the alternative chosen.
- Should the Supplier's freight carrier cause damage to DGFS's property upon delivery, DGFS will hold the Supplier liable for repair of the damage.
- For any other logistical situations that impose unnecessary costs on DGFS, the Supplier will be charged for the actual costs.
- The Supplier must ensure that they are using carriers who either speak Danish, English or German, so that both parties easily can communicate.

For any questions about the requirements listed, please contact the category department or dispatch department in Dagrofa FoodService A/S (see contacts on www.cateringengros.dk).

Kind regards

Dagrofa FoodService A/S

2. Basic data

The Business Agreement between Dagrofa FoodService and our suppliers is increasingly based on structured information about the product and its logistical properties. This is done both at order placement and when receiving the goods at our terminals, and also later when distributing the goods to our customers.

2.1 Product dimensions

For logistical purposes, height, length and width measurements must **ALWAYS** be provided on each parcel.

(see definition of packaging levels in section 4)

Dimensions	Definitions
Height in cm	<p>The height is measured from the vertical side of the parcel, once placed on the pallet. This ALWAYS applies, even if the consumer units in the parcel are placed differently on the pallet than when unpacked.</p> <p>The height is included in the calculation of the pallet's total height and in the parcel's volume.</p>
Length in cm	<p>The length is measured from the longest horizontal side of the parcel, once placed on the pallet.</p> <p>The length is included in the calculation of the parcel's volume.</p>
Width in cm	<p>The width is measured from the shortest horizontal side of the parcel, once placed on the pallet.</p> <p>The width is also included in the calculation of the parcel's volume.</p>

If the parcel is on a ready to be sold quarter, half of whole pallet, then these are the measurements that must be given.

2.2 Weight

For logistical purposes, weight is **ALWAYS** reported for the opened item.

Weight	Definition
Gross weight	The gross weight is the parcel's weight including consumer and transport packaging. The actual EUR and/or quarter pallet is NEVER included in the weight calculation.
Net weight	The net weight is the product's weight excluding packaging.

2.3 Packing and palleting

Basic data about packing and palleting is important in a number of areas, partly to calculate the pallet's height and weight, and partly for the purposes of order placement.

Packing and palleting	Definition
Number of items per parcel	This means the number of items in a parcel
Number of items per pallet layer	This means the total number of parcels on a pallet layer
Number of items per EUR pallet	This means the total number of items per a 'full' EUR pallet.
Number of parcels per EUR pallet	This means the total number of items per a 'full' EUR pallet.

Dagrofa FoodService always strives to order complete pallet layers and/or in whole pallets.

2.4 Pallet type

Dagrofa FoodService needs to know when the product can be supplied as a ready to be sold pallet. If this is the case, it must be clearly indicated in the product set-up form.

3. Product condition

All products must be packaged and palleted in such a way that they tolerate transportation, storage, picking and distribution without damaging.

The following requirements for product conditions apply:

- The parcel must be secured to the pallet using outer packaging. This could be film, Strapex tape or similar. Quarter and half pallets supplied on whole pallets must be filmed or taped together.
- The parcel must never overhang the pallet's surface.
- The parcel's packaging must be of such good quality that it is possible to stack other goods on top.
- The parcel must be in sealed packaging.
- Consumer units where pallets are stacked on top, must have corrugated cardboard in between.

3.1 Maximum values for Parcels

- Gross weight per parcel must not exceed 15 kg without prior agreement from CE.
- If the parcel is over 75 litres, the gross weight must not exceed 7 kg.
- The volume per parcel must never exceed 100 litres (except for parcels supplied as ready to be sold quarter or half pallets).
- No individual dimension (either height, length or width) on the parcel must exceed 80 cm (except parcels supplied as ready to be sold quarter or half pallets).

No deviations from the above are permitted without prior agreement from CE.

3.2 Maximum values for pallets

The following height and weight limits must be followed:

	Maximum height	Maximum weight
Whole pallet	180 cm	1000 kg
Half pallet	140 cm	400 kg
Quarter pallet	140 cm	200 kg

Please note! Maximum weight and maximum height include the pallet.

No deviations from the above are permitted without prior agreement from CE.

4. Packaging levels

Below are the packaging levels for Dagrofa FoodService:

Packaging levels	Definition
Consumer units	<p>A consumer unit is the smallest unit that can be sold to the consumer.</p> <p><i>Example: A bottle of ketchup</i></p>
Parcel	<p>A parcel contains a number of consumer units and usually comprises the packaging level agreed in the Business Agreement between Dagrofa FoodService and the customer.</p> <p><i>Example: 12 bottles of ketchup or 18 bags of crisps</i></p> <p>Ready to be sold quarter and half pallets are also considered as parcels.</p> <p><i>Dagrofa FoodService A/S generally orders goods from suppliers on this level.</i></p>

5. Pallets

The pallet must be of a high quality to avoid damage to goods and to allow for automatic pallet handling.

5.1 Pallet quality

This means the following must be in order:

- All planks and blocks must be complete
- No protruding nails from the planks or blocks
- The blocks must be straight
- The pallets must be dry
- The tunnels must be clear

If the above points are not complied with, the pallet cannot be exchanged.

5.2 Pallet exchanging

When delivering to a Dagrofa FoodService warehouse, the following pallet types are exchanged:

- Approved EUR 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)

Ship pallets and other types of pallet are only acceptable following special agreement with the terminal manager at the terminal where the pallets are delivered. The ship pallets are considered as disposable, and cannot be exchanged.

Dagrofa FoodService will not have a pallet account with freight carriers or suppliers. Once delivery has been completed, pallets are switched as long as the pallets delivered meet exchange requirements.

6. Goods received

Ordered goods must be supplied to a Dagrofa FoodService terminal. Unloading is done with respect for food safety and always at the accessible sluices/doors.

Before unloading, the driver must contact the goods consignee and always unload the goods him/herself and place them according to the consignee's instructions.

Upon receipt, Dagrofa FoodService will provide a receipt for the goods received, and the quality, breakage, date labelling and number of parcels on the pallet will be taken into account.

A valid receipt consists of a stamp and the initials of the receiving Dagrofa FoodService employee.

For weight goods, the individual pallet must be labelled with a weight slip.

A delivery note containing order numbers must always accompany the goods or be attached to the consignment note.

A temperature check will always be performed upon receipt. If the temperature does not comply with the at all times applicable legislation for refrigeration and freezing, these goods will be rejected and sent by return with the freight carrier.

Back orders will not be accepted, and deliveries with the same order number must arrive on the same freight.

It is recommended that the pallets are transported such that they can be handled directly from the short side when unloading. This will ease unloading for the driver and means the pallets are kept in tact.

The following requirements must also be met:

- The individual bottom pallet must only contain one product number
- Pick pallets: If the quantity per item number is less than the content on a "full" whole pallet, the whole layer is usually ordered and delivered. **Note** that a whole pallet must be placed between the individual product numbers if several product numbers are stacked on a bottom pallet.
- Date labelled products with the same product number and different dates must not be mixed on the same pallet upon delivery. Goods will not be accepted if they do not comply with the terms of the Business Agreement signed with the category department in Dagrofa FoodService. Identical goods with an older date than the previous delivery will not be accepted.

6.1 Return of Goods

If it is agreed between Dagrofa FoodService and the supplier to return the goods, it is the supplier's responsibility to collect the goods in question within 14 days. If the goods are not collected within 14 days, Dagrofa FoodService will dispose of the goods at the supplier's expense.

7. Barcodes

Regardless of the packaging level that the product is wrapped in, the level must be clearly identifiable so that an EAN number can be assigned to it.

We request the following EAN numbers for product set-up:

Packaging levels	Scope	Number types
Consumer units	For scanning in the warehouse	EAN-13 or EAN-8
Parcel	For Dagrofa FoodService' goods received and for communication via EDI	EAN-128-AI(01) EAN-13 / ITF14

7.1 Parcel labelling

Each parcel must have a UCC/EAN-128 or EAN13/ITF14 barcode attached. This label must be placed either at the gable end or on the long side. The label must clearly display which products the relevant parcel contains, and any necessary information about shelf life, batch numbers etc. in clearly legible font.

The barcode symbol must contain:

- Parcel EAN-128 no. AI 01 **or** Parcel EAN 13 no. / ITF-14. All though EAN-128 is preferable.

Other information can be added as required:

- Best before (only if the product is date labelled) AI 15
- Parcel weight (net weight) (only for weight goods) AI 3102

8. Refrigeration, deep freeze, remaining shelf life and delivery rate

8.1 Refrigerated goods

It is the joint responsibility of the supplier and Dagrofa FoodService to ensure that food legislation is complied with at all times.

For refrigeration terminals, refrigerated goods must at all times follow the latest Food Hygiene regulation (ref. regulation no. 1702 of 15/12/2016 on food hygiene).

Rules about temperature must follow guideline no. 9025 of 17/01/2013 – section 26.1 – 26.2 – 26.3

Refrigerated goods that do not follow legal requirements will be rejected. These be removed immediately or have a request for immediate collection.

8.2 Deep freeze

Dagrofa FoodService sets the following temperature requirements for deep freeze deliveries (ref. regulation no. 1194 of 8 December 2005 on deep freeze products or the at all times most recent).

Deep freeze products must meet the Deep Freeze Act (Order no. 1194 of 8 December 2005 on deep freeze products or the at all times most recent).

Rules about temperature must follow guideline no. 1702 of 15/12/2016 – section 26.1 – 26.2 – 26.3

Refrigerated goods that do not follow legal requirements will be rejected. These must be removed immediately or have a request for immediate collection.

In the deep freeze warehouse, we will not accept double-stacked complete pallets without prior agreement from Dagrofa FoodService and the max. height of the pallets must be 180 cm.

8.3 Remaining shelf life

Upon delivery, the following rules for remaining shelf life apply to the products delivered to Dagrofa FoodService terminals.

The product must constitute 75% of the total shelf life (from production date to use by date). If the product's remaining shelf life is shorter upon delivery than agreed, then Dagrofa FoodService is entitled to reject the product.

If it is deemed commercially viable to accept the product, then Dagrofa FoodService is entitled to accept the product for a reduced purchase price according to the following rule:

- For goods whose shelf life upon delivery is shorter than agreed, 2% is deducted from the price for each %point the product's shelf life falls short of the agreed minimum remaining shelf life.

Example: A product with a guaranteed 30-day remaining shelf life for CE

- Remaining shelf life is 27 days, so 3 days short = $10\% \times 2\% = 20\%$ discount
- Remaining shelf life is 24 days, so 6 days short = $20\% \times 2\% = 40\%$ discount
- Remaining shelf life is 20 days, so 10 days short = $33\% \times 2\% = 66\%$ discount

9. Contact, opening hours and delayed delivery

The delivery time will generally fall between 06.00 and 11.00 on DGFS terminals, and between 07.00 and 14.00 in DGFS shops.

For **Prima Frugt** suppliers, the delivery time will be between 04.000 and 11.000 on weekdays, and between 06.00 and 11.00 on Saturdays.

In special circumstances and with prior agreement, deliveries can be made at a different time. These time frames are also valid for collection of returned goods.

Delayed deliveries must be agreed in advance with the buyer or the logistics manager.

If the delivery is delayed, the buyer or the logistics manager is at all times entitled to reject the goods and to request next-day delivery instead.

Address for deliveries:

Langelandsvej 17, 5500 Middelfart

Vejleåvej 13, 2635 Ishøj

Mail for contact:

DGFS Supply Chain Planning - scp@dgfs.dk