

Delivery Instructions

For container suppliers to F&H A/S

F&H
of Scandinavia

Version 10 – April 2020

<http://www.fh-as.com/Suppliers/Supplier-guideline.aspx>

Logistics cooperation between F&H and supplier

The purpose of this informative material is to establish transparent guidelines for delivery of goods to F&H's Warehouse and customers. Furthermore, to create a procedure to benefit all partners. F&H's customers have priority and therefore the handling of goods must be made as efficient as possible. The supplier guidelines will ensure the optimization of product handling and ensure delivery of the right product, right quantity, at the right time.

With these supplier instruction/guidelines, we will be able to reach our common goal. It is vital that all suppliers/personnel responsible for logistics are informed regarding the material. The guidelines will apply to all deliveries to F&H.

F&H is committed to maintaining sustainability of our supply chains. Ethical, social and environmental responsibility are integrated fundamentals of our long-term business strategy. We work closely with our suppliers and partners in attaining this goal. The above reflects the delivery guidelines.

If there are any questions regarding the guidelines described in the document, kindly contact the Logistics Department.

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1 General terms

Please make sure to comply with these requirements:

- It is very important that you choose a **box size that proportionally** fit the slip-sheet.
- The **maximum weight** of the cartons must not exceed **12 kg** GW.
- F&H only allows cardboard cartons, which fit the retail unit and allow **no further inner packages**.
- The international **handling symbols must be used if your products require special handling** during transport, at the warehouse or in the stores.
- When using slip-sheet, **use only new and unbroken sheets**, or boards made of coated carton. **Make sure** the slip-sheet **flaps are accessible** (Unsealed and unstrapped) from the container door.
- Please ensure that each slip-sheet only contains **one article number**.
- The maximum height for slip-sheets is **120 cm** and a maximum weight of **500 kg**.
- The goods must be secured for stability, during transport. Wrapping with CLEAR foil must be the method of securing the goods. Please make sure the **shipping mark label can be seen** without splitting up the sheet.
- To ensure efficient communication a **complete shipping list** (See Delivery Instructions, page 28) must be **mailed** to the purchaser no later than **on the day of shipment**.

1.1 Recommended box sizes

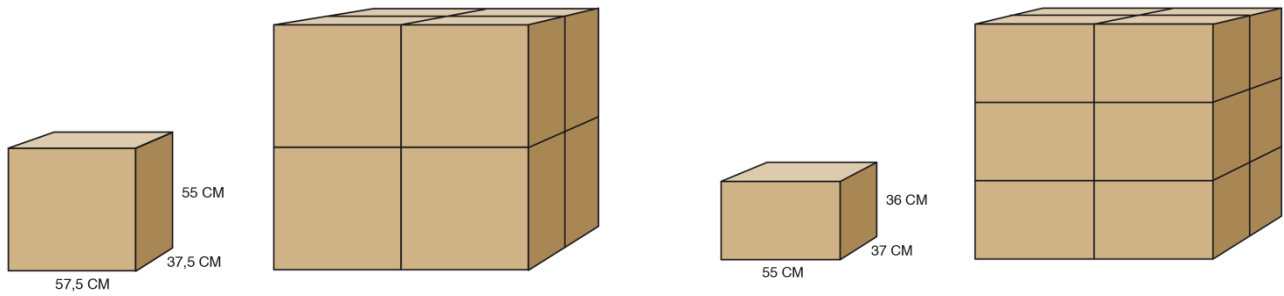


Figure 1: *Example-recommended box sizes

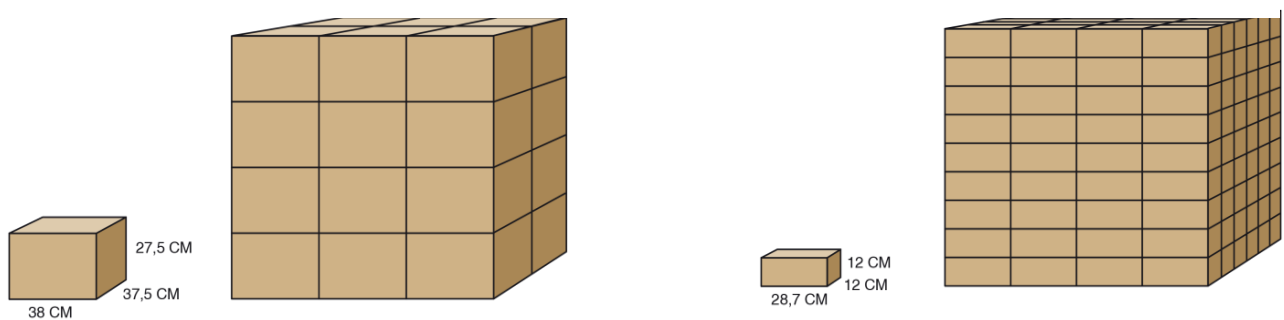


Figure 2: *Example-recommended box sizes

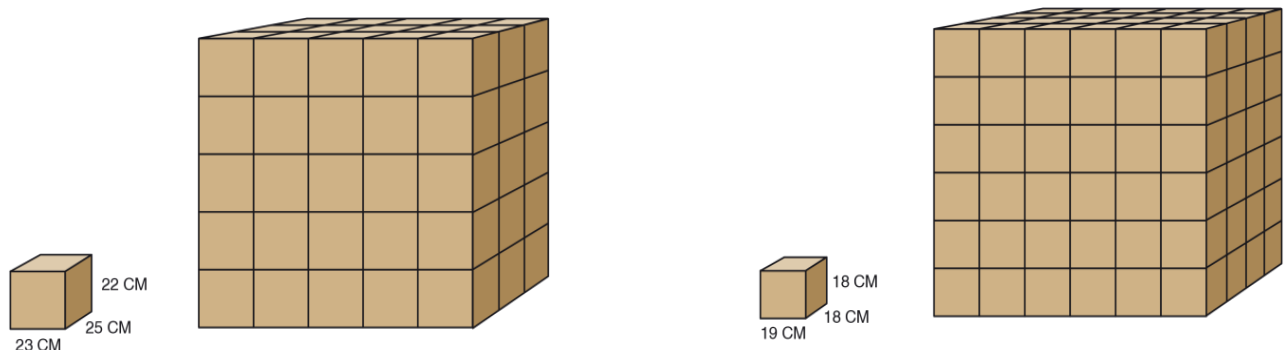
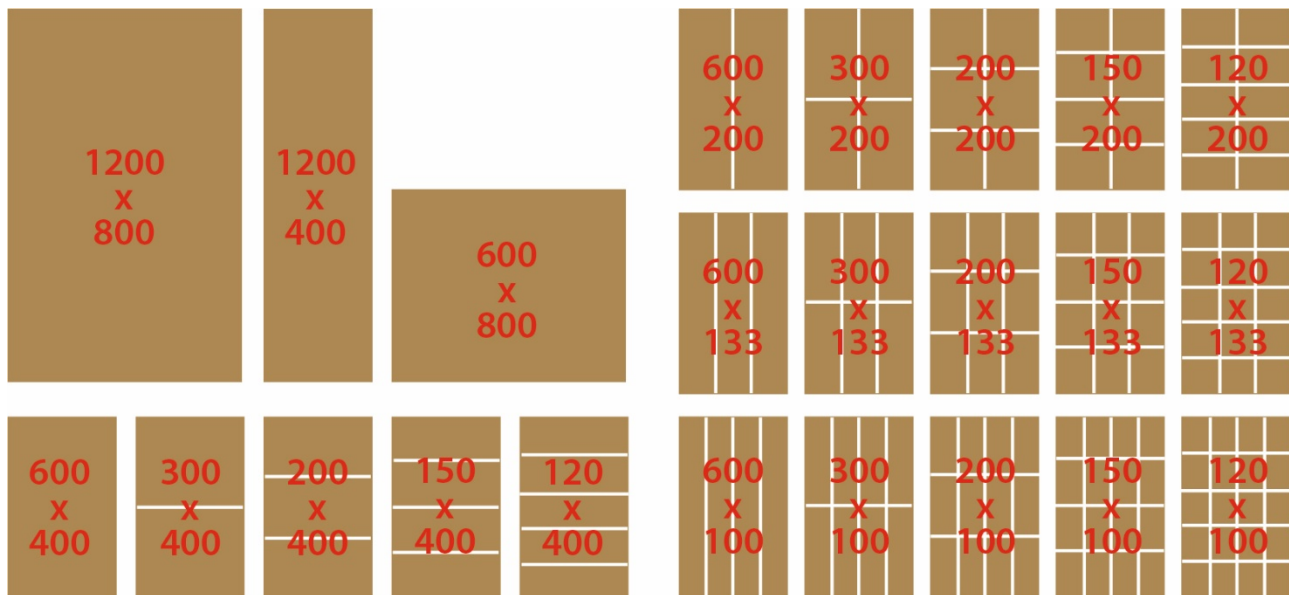


Figure 3: *Example-recommended box sizes

*Notice how all the boxes shown corresponds with EU-pallet measurements (120 x 80cm) when packed together in the quantities shown above.

Suggestions and info on other types of boxes accepted by F&H can be found at www.iso.org. (ISO 3394)



If none of the boxes match, it's very important that you choose a box size that proportionally fit to the slip-sheet (EUR pallet – 800 mm x 1200 mm)

1.2 Dimensions of the export carton

This section describes the preferred dimensions for all goods delivered in a Container.

Important criteria for the dimension are that it must fit the goods. If the export carton is larger than the goods, the export carton will cave in the container and it will collapse during transportation. Therefore always make sure that the export carton is filled completely.

MAX height for cartons stack on

Slip-sheet: 1200 mm

1.3 Outer carton

The outer pack is used to protect the export goods adequately. All goods must be packed in protective cartons.

F&H only allows cardboard cartons, which fit the retail unit and we allow no further cardboard cartons between. If there are any deviations from this rule, it has to be separately approved by the Purchaser.

If the contents are sensitive to knives and other sharp objects, it must be clearly stated on the outside of the export carton as described in the section regarding handling symbols. To avoid possible damage to the product there should be laid an anti-cutting board in the top of the export carton

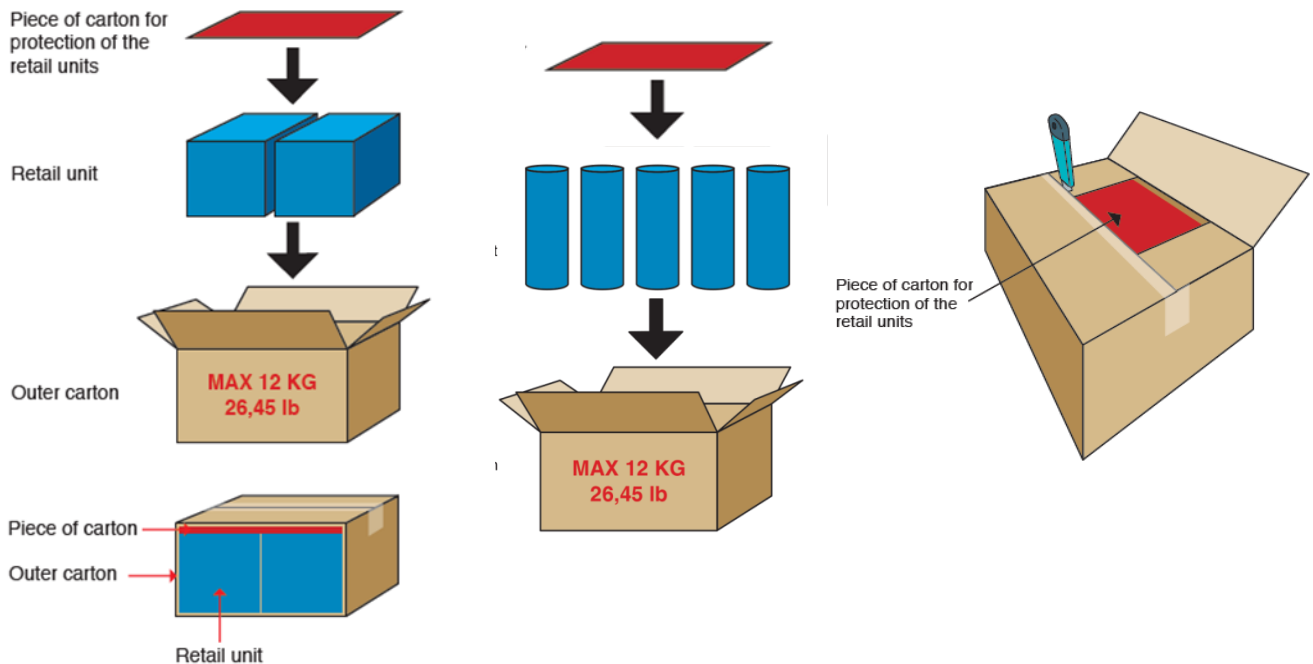


Figure 4: Outerpack Example – how protect goods for transportation and handling

1.4 Carton quality

The corrugated carton box is most commonly used. It must be new cartons of such high quality that it remains stable during transportation.

Packaging must be of sufficient quality to support the weight of stacking the cartons up to a height of 2350 mm. Generally, a slip sheet stack may never be so high that it cannot support itself. This includes ensuring that the edge stiffness is sufficiently high.

Cartons must not be wet or soggy as this will easily make the cartons break in transport.

Quality of export carton must be BC Flute 5 layer, or better.

1.5 Inner protection

Tissue paper is the preferred choice of inner protection and plastic bags are only allowed if there is no other alternative due to the environmental policy F&H lead

1.6 Plastic bags

If the sales item is packed in a plastic bag and the opening in the plastic bag is larger than 17 cm, it's important there are holes in the plastic bag, and the following text is written on the plastic bag:

Warning in English:

Plastic bags can be dangerous. Don't use in cots, prams, buggies, beds or playpens. The plastic bag may cling to the mouth and nose and prevent breathing. Keep children and babies away from plastic bag.

Warning in Danish:

Plastikposer kan være farlige. For at undgå fare for kvælning, hold børn og babyer væk fra plastikposer.

Warning in Swedish:

Plastpåsar kan vara farliga. För att undgå fara för kvälning, håll barn och bebisar borta från plastpåsar.

Warning in Norwegian:

Plastikkposer kan være farlige. For å unngå fare for kvelning, hold barn og babyer unna plastikposer.

Warning in German:

Plastiktüten können gefährlich sein. Halten Sie Kinder und Babys von Plastiktüten fern, um Erstickungsgefahr zu vermeiden.

1.7 Shipping marks

1.7.1 Shipping marks for cartons

When the consignment is delivered at F&H warehouse, it will be registered by means of barcode scanning. To ensure that the barcodes and labels can be registered it is very important that the below mentioned requirements for labels are followed.

The carton must be marked with the following text information and symbols. The text information can either be printed on the barcode label or directly on the carton.

A = Front and back of the box

B = Both sides of the box

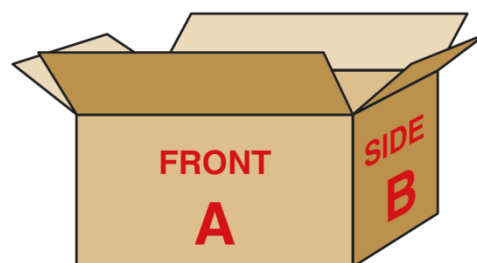


Figure 5: Where to mark the individual carton

INNER PACK
First carton after retail unit

Front & Back (2 sides)	Information	Description	Example
	Item no.:	F&H Item no.	244470
	Order no.:	F&H order no.	1602970
	Alternative 2 no.:	Alt. item no – only if state by the purchaser	“Nothing specific”
	Description of article/ item:	Description Cf. PO.	Margrethe Bowl 3,0l Warm white
	Quantity per carton	No. of sales units in the carton.	8
	Carton no.:	1 / Up	1 / 53 cartons, 2 / 53 cartons etc.
	Imported by	F&H A/S	
Sides (2 sides)	Size (L x B x H)	Carton Length x Width x Height Length = The longest horizontal measurement when carton is placed on pallet/ground Width = The shortest horizontal measurement when carton is placed on pallet/ground. Height= The vertical measurement when carton is placed on pallet/ground All measurements must be in CM	11 CM X 2 CM X 5 CM
	Weight – netto	Carton net weight Weight without the carton = the total weight of the retail units in the carton	5KG
	Weight – gross	Carton gross weight – MAX 12,00 kg	6 KG
	Made in	Country of origin	CHINA
	Item no.:	F&H Item no.	244470
	Quantity per carton	No. of sales units in the carton.	4 PCS/SETS

Outer pack (if allowed by purchasing department)
Second carton after retail unit (Contains inner pack)

Front & Back (2 sides)	Information	Description	Example
	Item no.:	F&H Item no.	244470
	Order no.:	F&H order no.	1602970
	Alternative 2 no.:	Alt. item no – only if state by the purchaser	“Nothing specific”
	Description of article/ item:	Description Cf. PO.	Margrethe Bowl 3,0l Warm white
	Quantity per inner-/outer carton	No. of sales units in inner carton/ No. of sales units in outer carton	6/32
	Carton no.:	1 / Up	1 / 53 cartons, 2 / 53 cartons etc.
	Imported by	F&H A/S	
Sides (2 sides)	Size (L x B x H)	Carton Length x Width x Height Length = The longest horizontal measurement when carton is placed on pallet/ground Width = The shortest horizontal measurement when carton is placed on pallet/ground. Height= The vertical measurement when carton is placed on pallet/ground	22 CM X 5 CM X 10 CM
	Weight – netto	Carton net weight Weight without the carton = the total weight of the retail units in the carton	10 KG
	Weight – gross	Carton gross weight – MAX 12,00 kg	12 KG
	Made in	Country of origin	CHINA
	Item no.:	F&H Item no.	244470
	Quantity per carton	No. of sales units in the carton.	8 PCS/SETS

1.7.3 Shipping mark location and size

The shipping marks should be at least 30 mm away from any edge as shown below and be labelled on **at least 2 opposite sides** of the carton. Text size has to be at least font 50 (at least 1 cm high). There is no recommendation on the size as long as the text size is as stated above, however bigger is better.

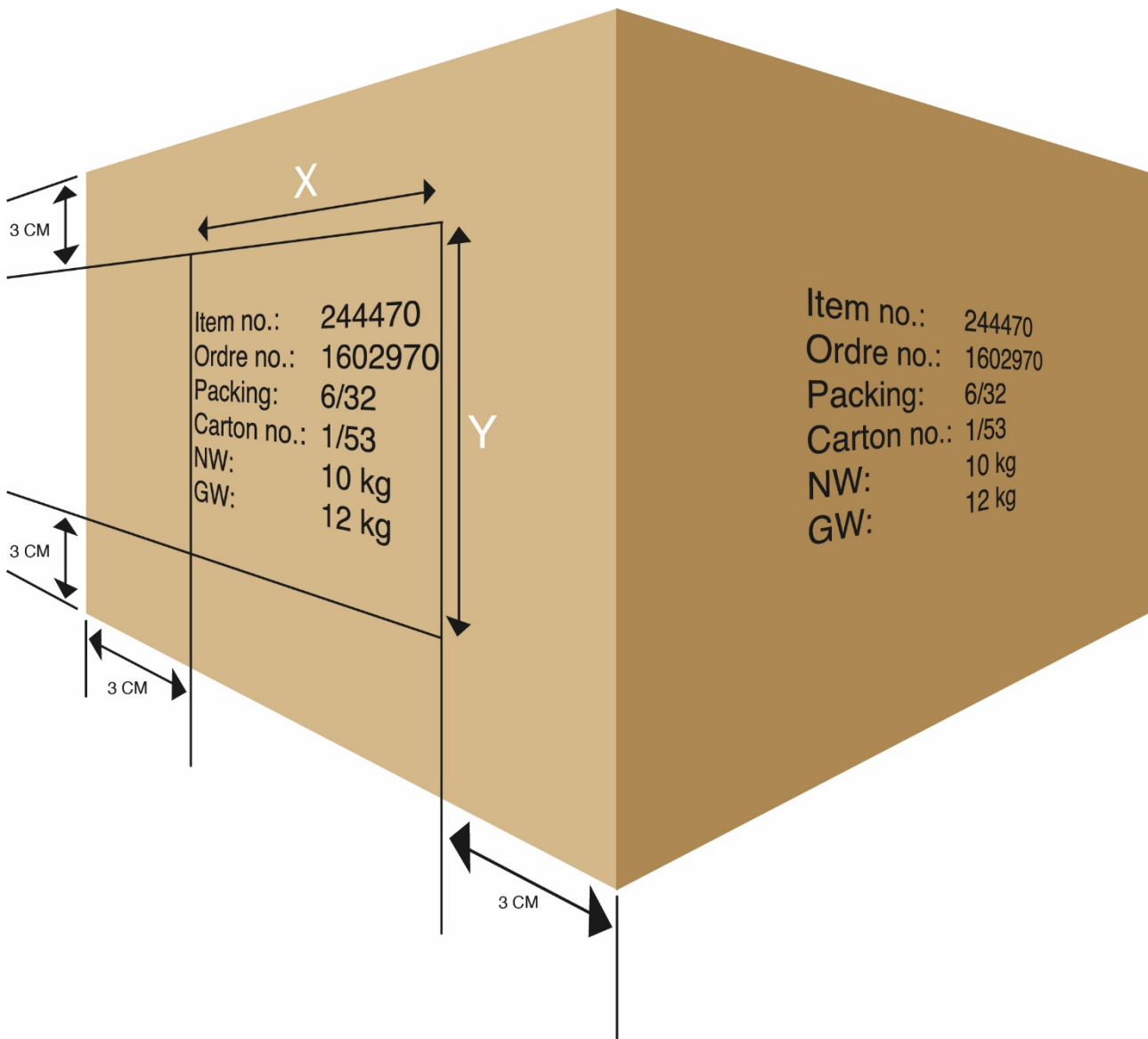


Figure 6: Where- and how to mark the export carton

1.7.4 Shipping marks for pallet box

Information	Description	Example
Item No.:	F&H Item no.	244470
Order no.:	F&H order no.	1602970
Description of article/ item:	Description Cf. PO.	Margrethe Bowl 3,0l Warm white
Quantity of cartons:	No. of cartons on the slip-sheet.	10
Quantity of product:	Total no. of retail units on the slip-sheet.	80
Imported by:	F&H A/S	
Weight – netto	Slip-sheet net weight Weight without the carton = the total weight of the retail units in the carton	175 kg
Weight – gross	Slip-sheet gross weight – MAX 500,00 kg	205 kg
Made in:	Country of origin	CN

The label is to be placed on each of the four sides of the pallet box and the minimum required size is A5 (210 x 148 mm)

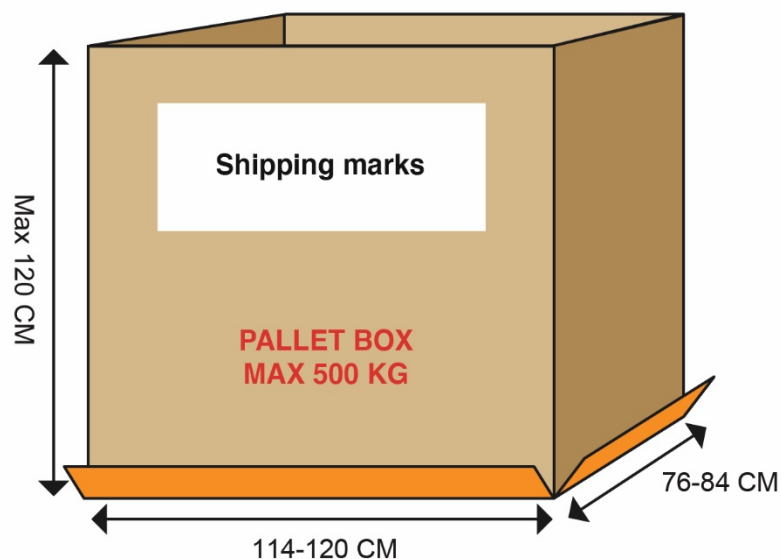


Figure 7: Where to place shipping marks on pallet box

1.8 Handling symbols

In this section different handling symbols are described. Some are international and should be general knowledge to you and furthermore we also introduce you to the special handling symbols that we use.

1.8.1 International handling symbols

These symbols are all international handling symbols and must be used if your products require special handling during transport, at the warehouses or in the stores. Make sure that the symbols are used only when required.







Handling symbol	Description
	Fragile – Handle with care
	Fragile – Handle with care - Glass
	This side up. Symbol only to be used if: <ul style="list-style-type: none">1. Important for transport stability<ul style="list-style-type: none">• Direction has implication for stability due to the cartons ability to support the necessary weight (directional reinforcement in cartons)2. Important for product stability<ul style="list-style-type: none">• If product can be damaged/broken if packed in wrong direction
	Do not stack
	Maximum stack (shown here is “8”)
	Do not open with sharp object.

Figure 8: Example of handling symbols on export carton

2 Delivery in Container

2.1 Slip-sheets

In this section it is described how you must use slip-sheets for transportation of goods delivered in containers. Slip – sheet is only needed for FCL shipments. If it is a LCL shipment, then there is no need for slip – sheets.

2.1.1 Slip-sheet – Description

A slip-sheet is a sheet or board made of coated carton. When loading and unloading containers, the slip-sheets are handled by a normal fork-lift truck, with a special slip-sheet device or roller forks mounted.

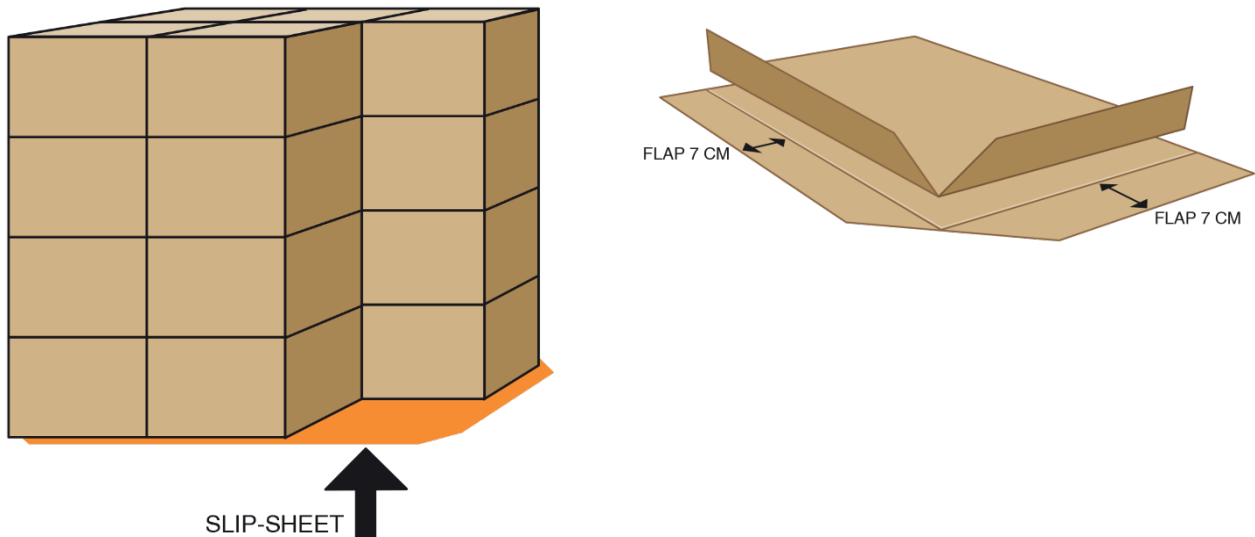


Figure 8: Slip-sheet

2.1.2 Slip-sheet workmanship

- Strictly no reused/recycled slip-sheets are allowed. Only new slip-sheets must be used.
- Slip-sheets must not be wet, soggy or torn.
- Slip-sheets must not be dirty or stained.
- Always store slip-sheets in dry places, but never on bare floors.
- All slip-sheets shall have NO printings, and strictly no writings allowed on slip-sheets.
- Do not exceed the manufacturer's maximum recommended load per slip-sheet. F&H allows max of ½ ton (500 kg.) load per slip-sheet.
- Creasing lines on the flaps must not be broken or torn; otherwise the flap will be torn apart when pulled.

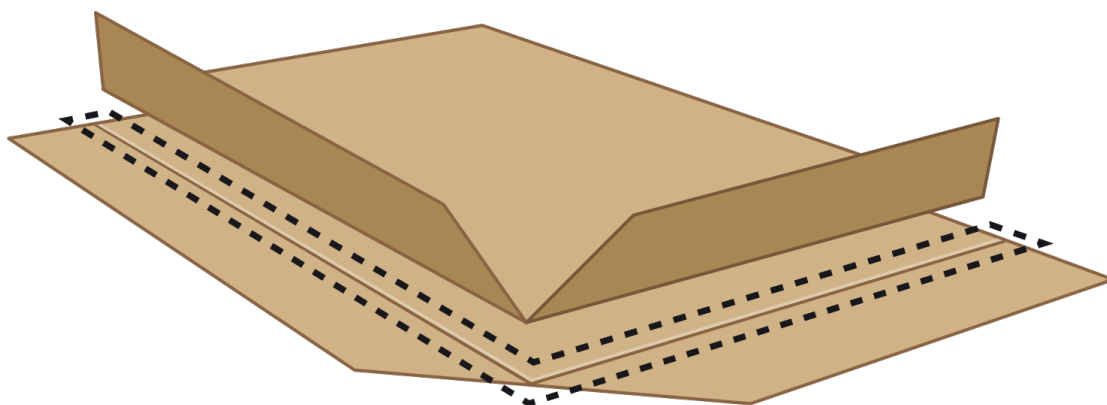


Figure 9: Creasing lines

2.1.3 General slip-sheet specifications

- The strength of the slip-sheet is very important. Make sure that the Slip-sheet is stable enough to carry the goods. For most products a slip-sheet made of coated carton can be used but for very heavy products a slip-sheet made of plastic must be used.
- The slip-sheet must be stable enough to endure the transportation, as well as being handled after the transportation.
- If you have any questions regarding slip-sheets, you are very welcome to contact our office in Guangzhou on phone +86-20-89048075

Or contact the manufacturer, ex.:

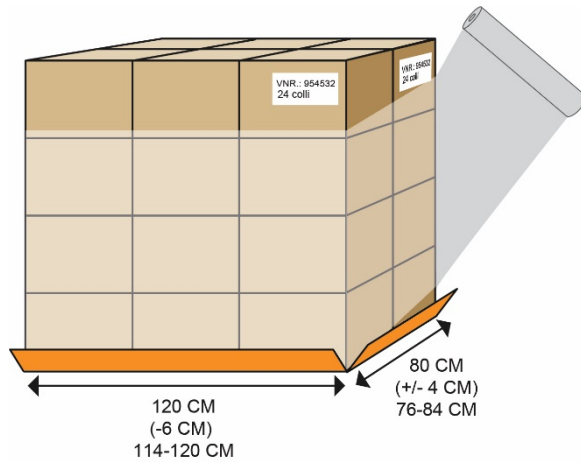
建议可选择的包材供方

Item Name	Quality Standard	Suggested supplier
Slip sheet	1) 国产玖龙 (牛皮纸) 2) 厚度 0.9mm 3) 相邻两边折边: 7cm	可通过网上下单 http://jytpzzhipin.1688.com/page/feedback.htm?spm=a2615.7691478.0.0.R89YpF 叶先生 13590396363 hjt1982@126.com
Plastic lock	白色塑料	Mary Tel: 13599688224 marycompany@163.com
Protect net	1) 白色涤纶 2) 绳粗 6mm, 网格 15cmX15cm 3) 尺寸要求: 20'GP/40'GP: 2.3M(W)x2.3M(L) : RMB30 40'HQ: 2.3M(W)x2.6M(L): RMB30 注: 以上价格不含运费	陈小姐 13380103784 77398266@qq.com
Color box/sleeve/hangtag		广州今人彩色印刷有限公司印前制版部 地址:广州市 海珠区 新港中路 456 号 纵横广场东塔 1133 电话:020-34048125 传真:020-34149113 手机:13826490138
Dry bag in container	Absorgel 1Kg/bag 6 bags/20'GP 10 bags/ 40'GP or 40'HQ	Cindy 阿索泰珂干燥剂 (上海) 有限公司 上海市闵行区七宝镇中春路 8923 号 608 室 Tel: 021-67681621*8002 Fax: 021-67681622 Email: dcs@absortech.com.cn
Slip sheet load calculation	http://www.onpallet.com/index.php	

2.1.4 Slip-sheet dimensions

EU pallet dimension – Top priority (120 x 80 cm)

Cardboard cartons must, as top priority, be stacked on slip-sheet to meet EU pallet dimension (surface area) of 120 x 80 cm with a maximum weight of 500 kg. At F&H, all goods are stored on EU pallets that fit the shelving systems.



It is highly recommended that cardboard cartons can be stacked to an EU pallet dimension of 120 (-6) cm x 80 (+/- 4) cm

Figure 10: The dimensions of a slip-sheet

2.1.5 Packing of slip-sheets

To fit the EU pallet dimension, cardboard cartons can be horizontally stacked in the middle as shown below.

Only one article number per slip-sheet.

It is important to use a sufficient amount of wrapping, to prevent boxes coming loose during transport.

DO NOT wrap the flaps. Slip-sheet flaps must remain loose/open at all time, otherwise it serves no purpose.

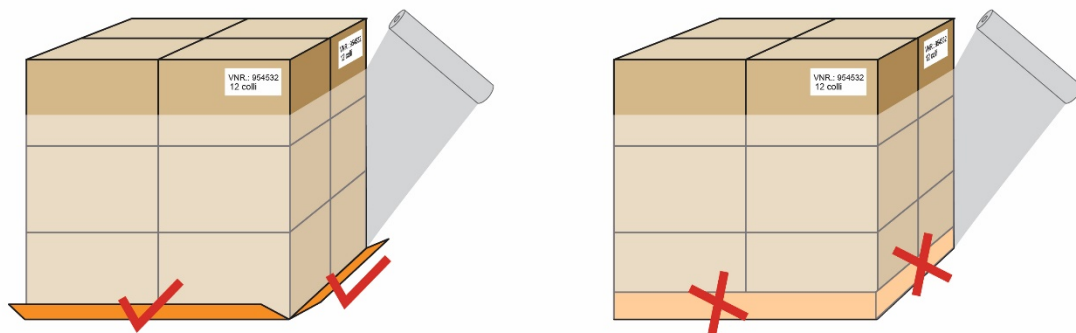


Figure 11: Slip-sheet – notice the freefloating flaps used for handling

2.1.6 Maximum height of slip-sheet

F&H requires the export cartons to be stacked on slip-sheet - **only one item number per slip-sheet**. This must be the top priority without compromise (See figure below).

The maximum height for cardboard cartons stacked in 1 slip-sheet is 120 cm high. The goods should be stacked as close to the max height as possible, without exceeding the limit.

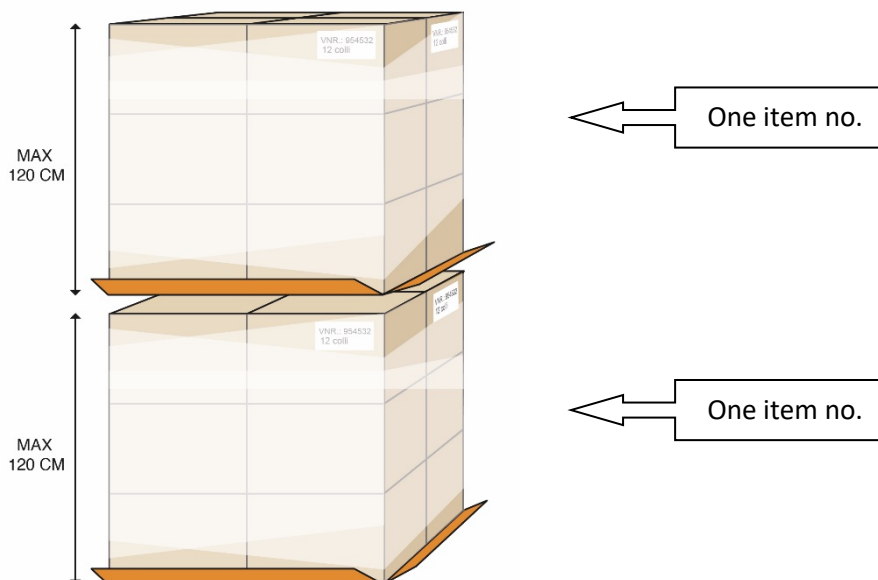


Figure 12: How to stack goods packed on slipsheets. Notice max height pr. Slip-sheet.

2.1.7 Marking of slip-sheets

Each slip-sheet must be marked with item No. and the number of cartons on the sheet.

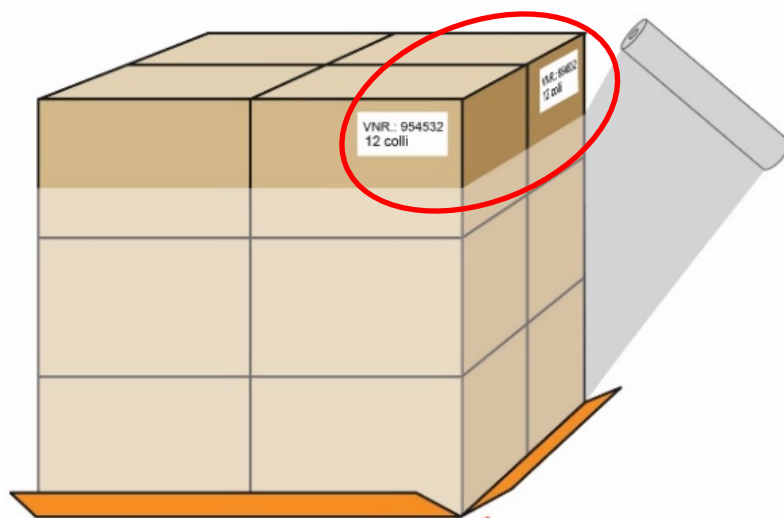


Figure 13: How to mark each slip-sheet.

2.2 Strapex/PP straps - edge protection

THE USE OF STRAPEX IS ALLOWED, IF THE OPTION TO USE CLEAR FOIL IS NOT AVAILABLE TO THE SUPPLIER

When using strapex or PP strap, always place a piece of cardboard carton or plastic edge protector at the edges of the cardboard cartons to prevent cardboard cartons being damaged by the straps.

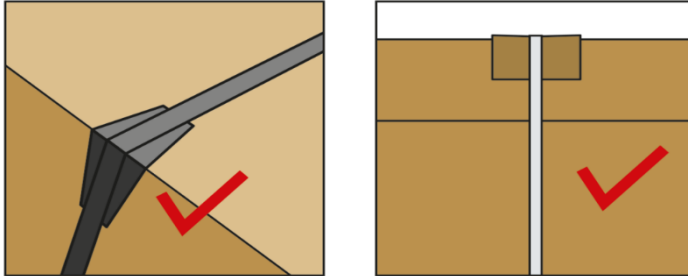


Figure 14: Edge protection done right

2.2.1 Strapex/PP straps - Sealing method

When using strapex or PP strap, the straps must only be sealed using either plastic buckle or heat sealing. No metal buckle is allowed.

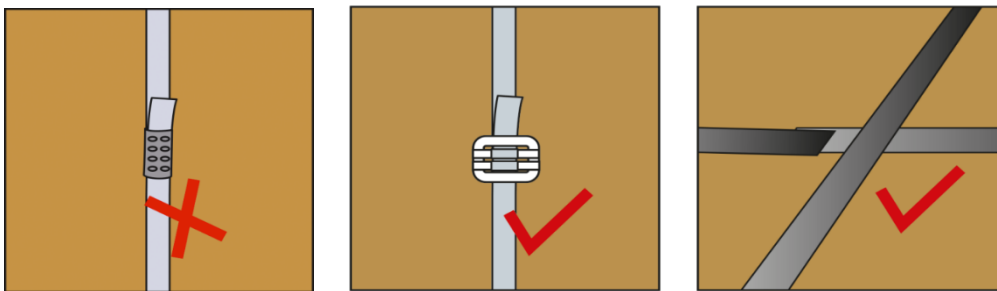


Figure 15: Use only plastic straps with plastic buckles, no metal buckles or metal straps allowed

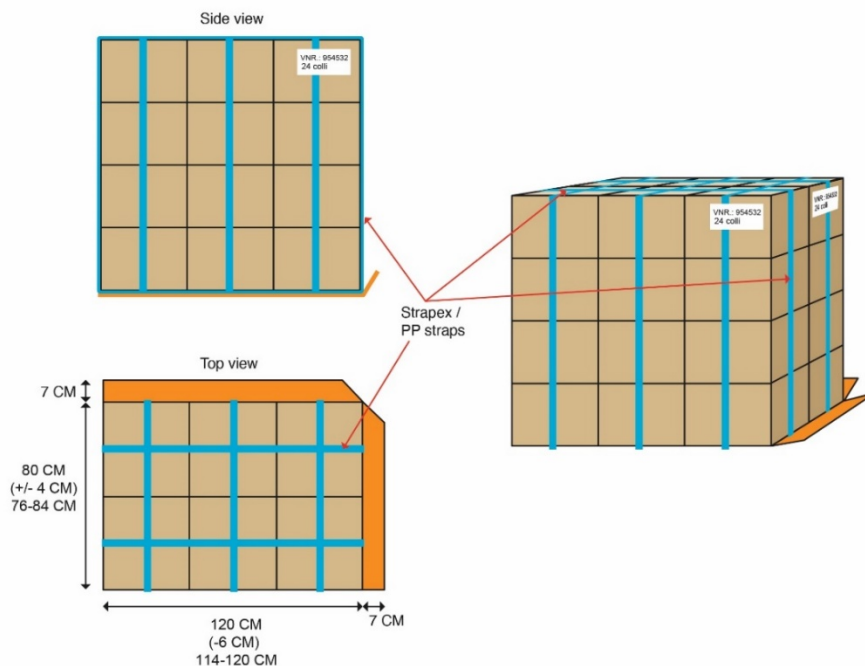


Figure 16: Goods secured on slip-sheet using strapex – notice the freefloating flaps used for handling

2.3 Containers

In this section F&H wants to describe how we want you to stow the goods into the containers.

2.3.1 Packing of a container

In order to prevent damaged cartons and to facilitate the handling during receipt at our warehouse, it is important to arrange the packing of the container as follows:

When slip-sheets are used in the container, it is important to have free space between top of the goods and the container ceiling so the goods can be unloaded by means of a fork-lift truck (see picture below)



Figure 17: How to pack a container with slip-sheets

When loading slip-sheets into containers, the flaps must always face the container door as shown below. Flaps must not be sealed or strapped.



Figure 18: How to pack a container with slip-sheets

2.3.2 Loading slip-sheets in container

When loading the container with slip-sheets, the correct loading pattern is 3-2-3, as shown below. This adds to the stability of the goods during transport.

MAKE SURE THAT HEAVIER ITEMS ARE ALWAYS PLACED ON THE FLOOR OF THE CONTAINER.

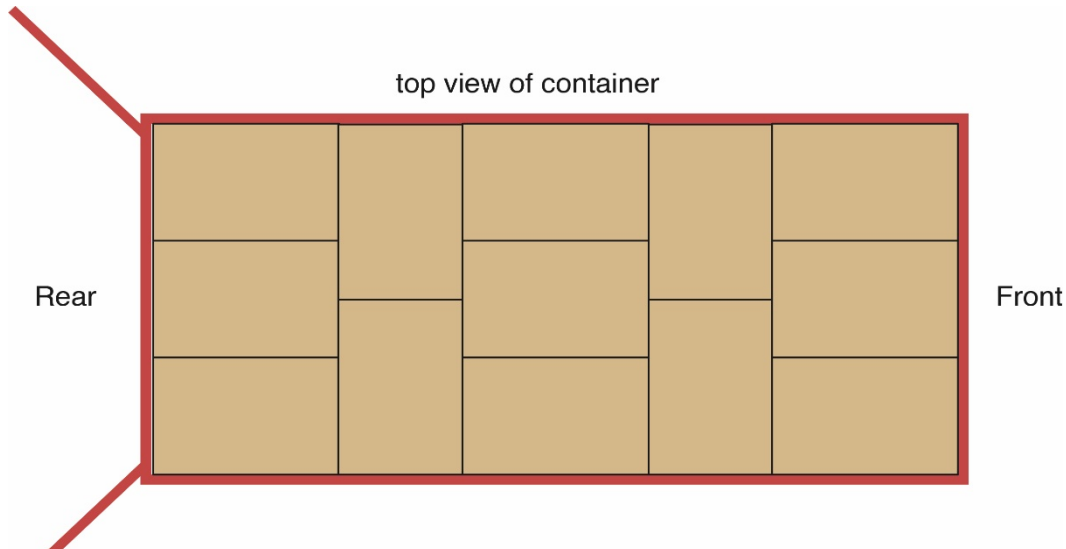


Figure 19: Top view of a container packed with slip-sheets. Notice the 3-2-3 pattern

2.3.3 Loading different products in the same container

If there is more than one F&H item number in the container, you may not mix the products in the container. The products have to be organized in the container, shown as below. F&H only allows one item number one each slip-sheet.

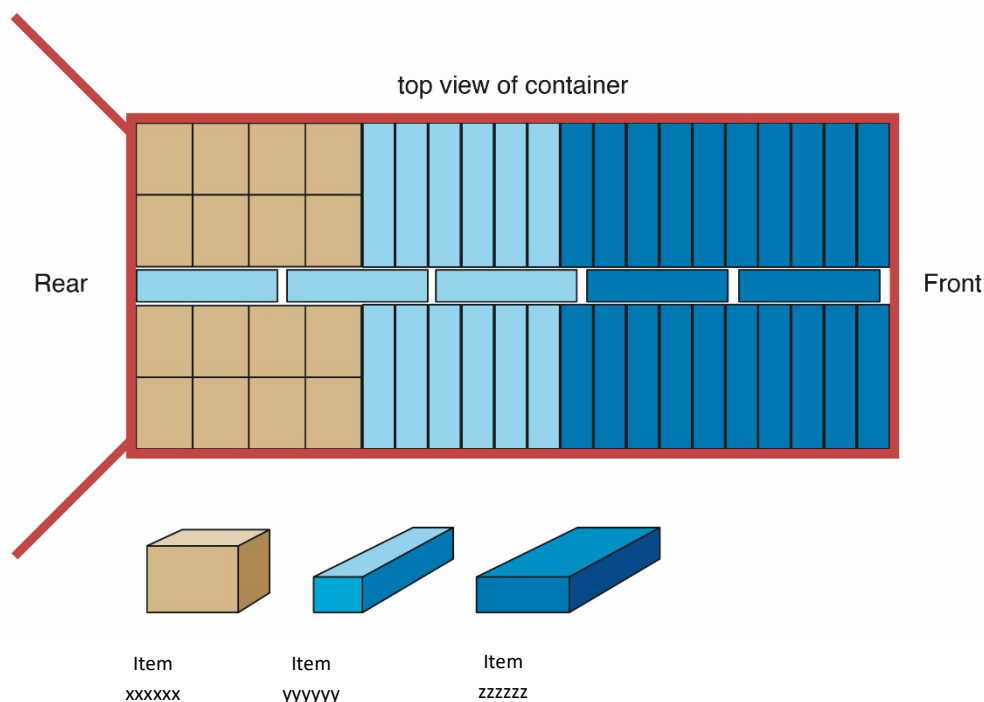


Figure 20: Top view of a container packed with 3 different items

2.3.4 Loading of loose cardboard cartons into container (correct method)

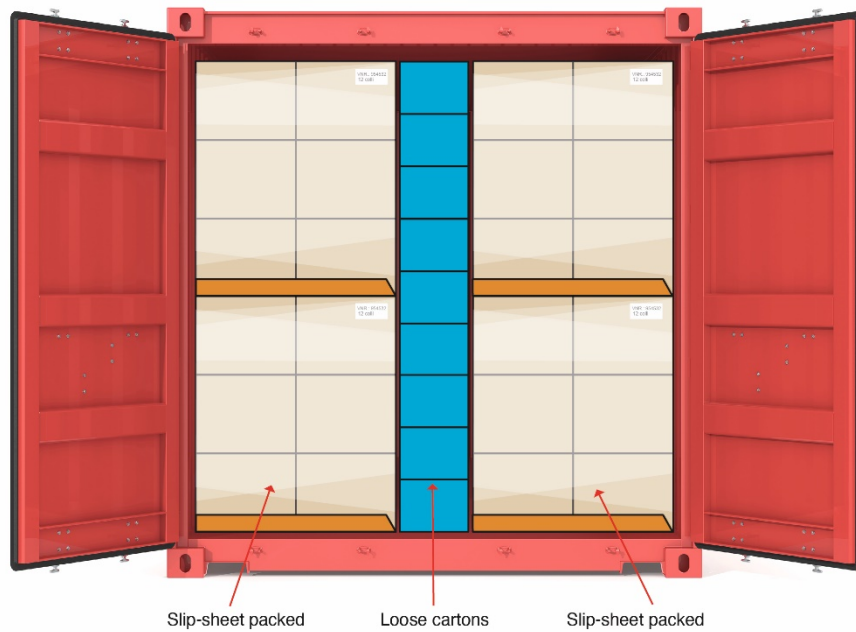


Figure 21: Example - how to load and stack loose cartons

When all export cartons on slip-sheets have been loaded into the containers, the remaining space should be stuffed with loose export cartons to maximize the container loading. F&H requires all loose cardboard cartons to be placed in the middle and on the top as shown below. All cartons placed on the top must also be packed and wrapped with foil on slip-sheets containing only one item No. per sheet

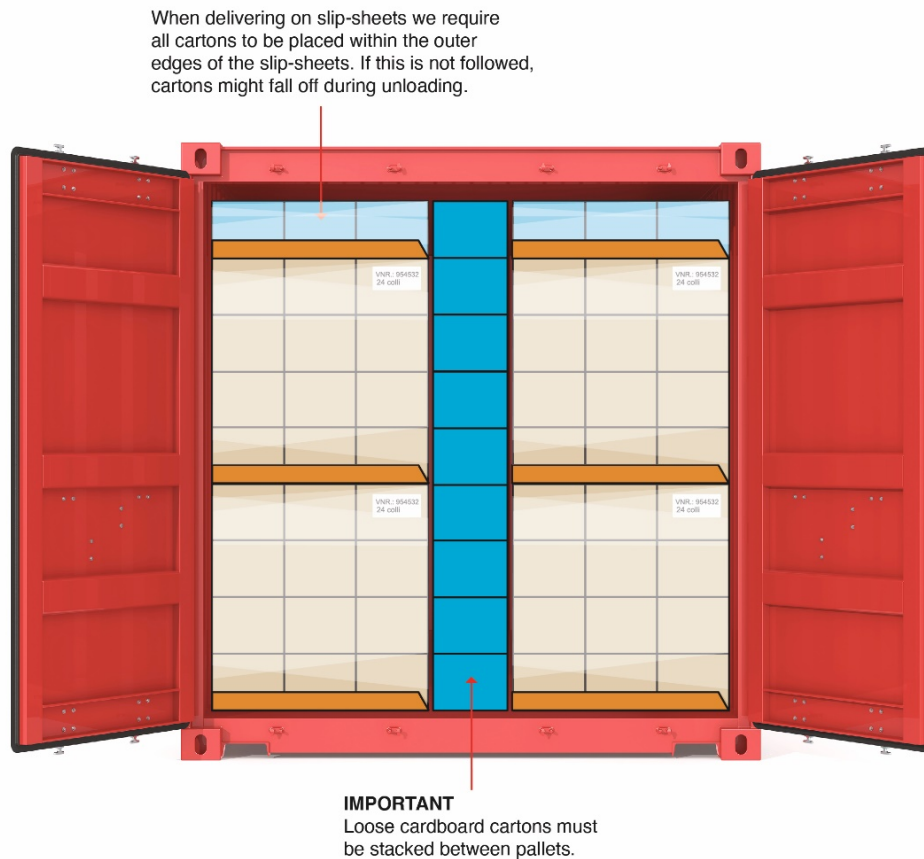


Figure 22: Example - how to load and stack loose cartons. Notice that the toplayer must be wrapped and placed on additional slip-sheets, containing only 1 itemnr.

2.3.5 F&H recommendation

In the matrix below, the indicative number of shipping units is specified.

OSS = On slip-sheets

BULK = Bulk in container

Export carton								
Weight / Volume m ³	Max 0,02	Max 0,04	Max 0,06	Max 0,08	Max 0,10	Max 0,15	Max 0,20	> 0,20
Max 3 kg	OSS	OSS	OSS	BULK	BULK	BULK	BULK	BULK
Max 5 kg	OSS	OSS	OSS	BULK	BULK	BULK	BULK	BULK
Max 7 kg	OSS	OSS	OSS	BULK	BULK	BULK	BULK	BULK
Max 10 kg	OSS	OSS	OSS	OSS	OSS	OSS	OSS	OSS
Max 12 kg	OSS	OSS	OSS	OSS	OSS	OSS	OSS	OSS
Number of shipping unit in 20' container - estimated	2800	1400	700	467	350	280	187	140

Slip-sheet dimensions

Max height 120 cm
Max width 84 cm
Max length 120 cm

OSS = On slip-sheet (Please see figure 20 on page 17)

OSS* = Pallet box (Please see figure 23-25 on page 23)

* Must be wrapped with foil or carton to secure small boxes / or put into a pallet box

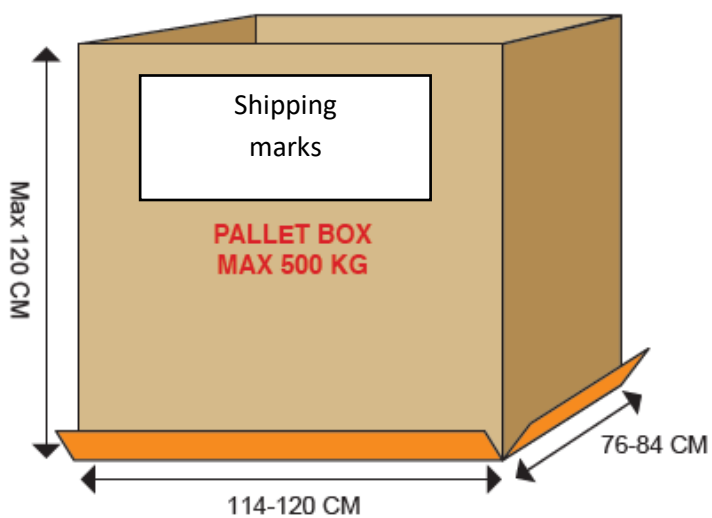


Figure 23: How to mark the palletbox

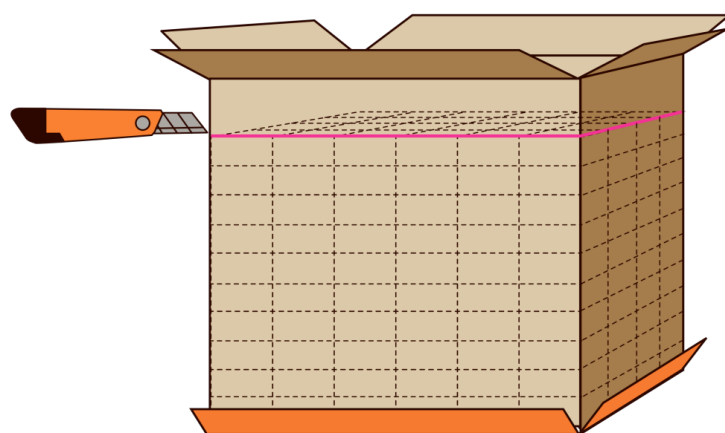


Figure 24: Cut pallet box down to fit the goods for better stability prior to stacking

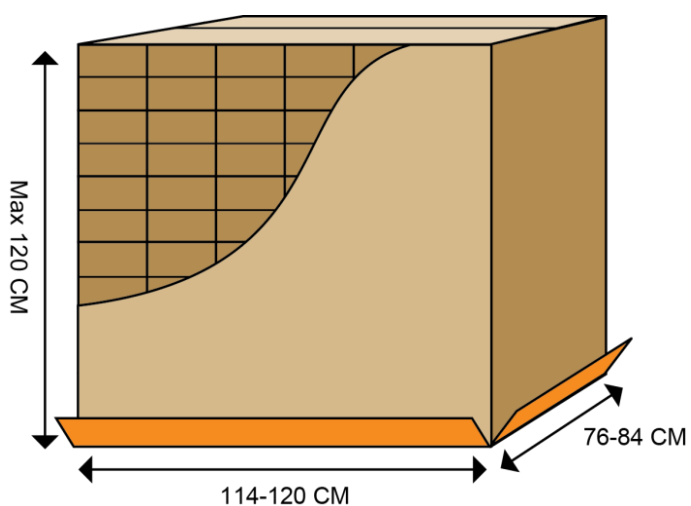


Figure 25: Sectional drawing showing the inside- and outside of a palletbox

If you have any questions regarding pallet-boxes, you are very welcome to contact our office in Guangzhou on phone +86-20-89048075.



2.3.6

Reduction of moisture

To ensure the best possible conditions for the goods during transport, our suppliers should comply with the following points:

- Please make sure before packaging that the container is inspected and in good condition.



- Please check that there are no leaks in the roof, bottom or sides of the container.



- Prior to packaging please make sure that potential water or moist has been cleaned.

Figure 26: Only containers in good condition are accepted at F&H's terminals

- Container, pallets and packaging materials must be dry before packaging begins, advantageous with humidity below 15%.
- All suppliers must upon request provide evidence for the moisture content of cartons used; therefore these should always be tested just prior to packing.



Figure 27: Do not load the container outside when conditions are wet/moist.

- During packing of the container, it should be ensured that this is done in a dry environment.

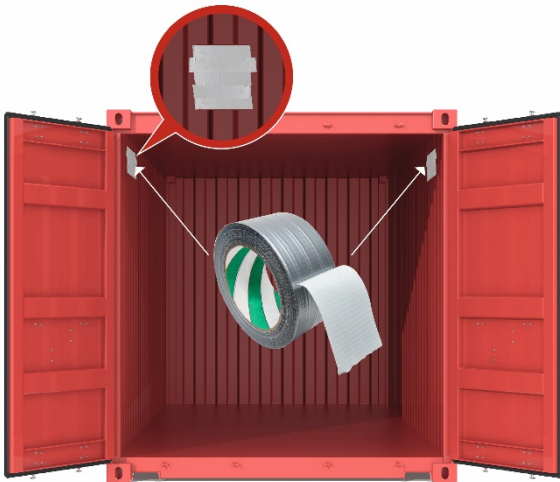


Figure 28: Sealing of container ventilation holes, applies only when using drybags.

- **ONLY WHEN USING DRYBAGS;** To prevent further ingress of moisture in the container, the ventilation holes in the container should be sealed with tape.



Figure 29: Example – where to place drybags

- To prevent mold growth on products and cartons, drybags must be hung inside the container in the wet season. F&H has a requirement that from March 15th to November 15th drybags are to be used. We recommend 10 drybags in 20" containers or 20 drybags in 40" containers, evenly spaced.

2.3.7 Types of drybags

There are various types of drybags available that can be used depending on your product types, packing methods and how full the container is. In all cases, F&H has a requirement that there should be a sufficient number of small drybags inside the carton to prevent mold and degradation of the product. These following products can be used for moisture reduction inside the containers:

Absortech Absorpole; requires 5 cm of space between the drybag and goods. It is easy to install and can be used if the product is stable and if the container is not completely filled.

Absorgel Hanging; requires 2.5 cm of space between the drybag and goods. It can be hung both vertically and horizontally, is easy to install and can be used in cases where the container is completely filled.

Absorgel Blanket; is placed on top of the product. It can therefore be used in the event that there are no hooks for hanging. It is easy to install and is particularly advantageous when space is tight, and the container is completely filled.

Drybags used must be by the manufacture "Absorgel". If this brand or product cannot be obtained, drybags with similar characteristics and function can be used.

2.3.8 Pictures

We ask that the pictures from the beginning of loading, at 50 % and in the end of loading are sent by mail to the contact person at F&H after loading is completed.

3 General information required upon shipment

To ensure efficient communication between the supplier and F&H A/S, a complete shipping list must be mail to the Purchaser no later than on the day of shipment. The list must embed the following information:

3.1 General information

1.	F&H order number	
2.	Container number	
3.	Bill of lading number	
4.	Name of vessel (ship)	
5.	Date of departure	
6.	Consignor/Shipper	
7.	Consignor's/shipper's contact person	

3.2 Information about shipment

8.	Total volume of shipment	
9.	Total weight of shipment	
10.	Total number of export cartons in shipment	
12.	Delivered on slip-sheets (Yes/no)? If yes no. of slip-sheets	
13.	Information about hazardous goods	

*The goods delivered pr. container load must correspond with the supplied packing list.

4 Detail information

Purchaser will send a Microsoft excel document (looks like the one below). The supplier is responsible to fill out the document and return it to the purchaser at least the day of shipment.

Layout1

Before filling out the below data, please place your mouse here

Data from Supplier	
--------------------	--

General Information

	DATA	HELP:
Supplier Name:	F&H	
F&H item number:	100100	The item number F&H uses to identify the article
F&H bar code:	5722001001002	13 digits
Description of the product:	Brødskniv	

Dimensions:

Retail/sales Unit/ gift box: DATA: (This is the item when displayed in store) **PER ONE UNIT**

	DATA
Height - mm	12
Width - mm	12
Depth - mm	12
Gross weight - kgs	10
Net weight - kgs	8

HEIGHT
From the bottom to the top of the box.

Width
The shortest side of the bottom.

Depth
The longest side of the bottom.

INNER BOX :
(Carton distributed from warehouse to store)

	DATA
Units pr. inner box	6
Height - mm	8
Width - mm	8
Depth - mm	8
Gross weight - kgs	16
Net weight - kgs	15
Cartons pr. layer	4
Cartons on a pallet	12

What is actually inner boxes?

Sales Unit Gift box (one unit)

Inner box / shipping unit

Is the receiving unit a master carton with a number of inner boxes? (mark with "X")

If yes, number of inner boxes?

OUTER BOX :
(The carton the warehouse receives)

	DATA
Height - mm	75
Width - mm	75
Depth - mm	75
Gross weight - kgs	80
Net weight - kgs	75

What is the actually Outer Box??

Inner boxes

Outer box / receiving unit

Yes	No

Figure 30: Master data document