

Delivery Instructions

For European 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 EUR-pallet.
- 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.
- Please ensure that each pallet only contains **one article number**.
- The maximum height for pallets is **135 cm** incl. pallet and a maximum weight of **500 kg**.
- The goods must be secured to the pallet, 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 pallet.
- **F&H only accept EU-pallets (1/1 and ½ pallets) at our terminals.** F&H only accepts pallets in perfect condition, so that they can be reused throughout the F&H supply chain.
F&H does not allow invoicing of pallets that are not in perfect condition.
- To ensure efficient communication a **complete shipping list** (See Delivery Instructions, page18) must be **mailed** to the purchaser no later than **on the day of shipment**.
- All suppliers must announce the date of delivery of goods via mail: ankomstadv@fh-as.dk, no later than 12AM, and at least 24 hours prior to arrival, at F&H's terminals.

1.1 Recommended box sizes

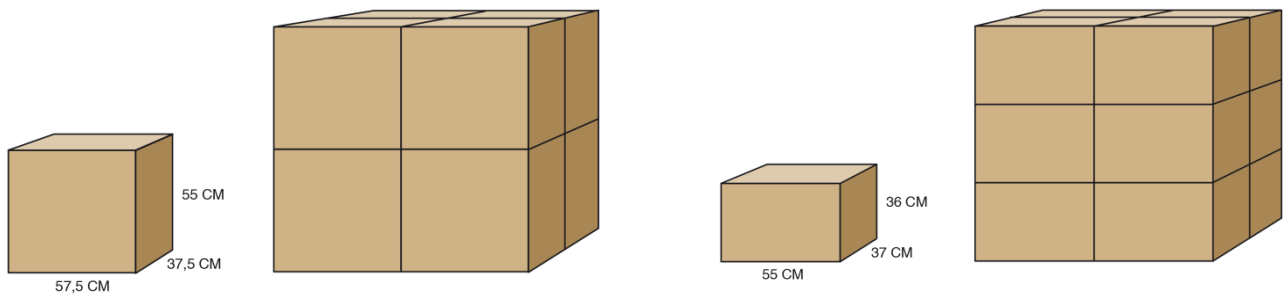


Figure 1: *Example-recommended box sizes

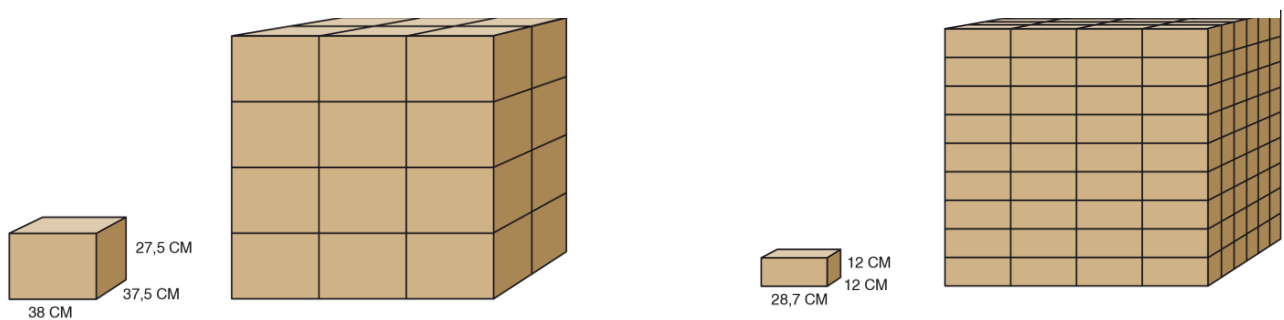


Figure 2: *Example-recommended box sizes

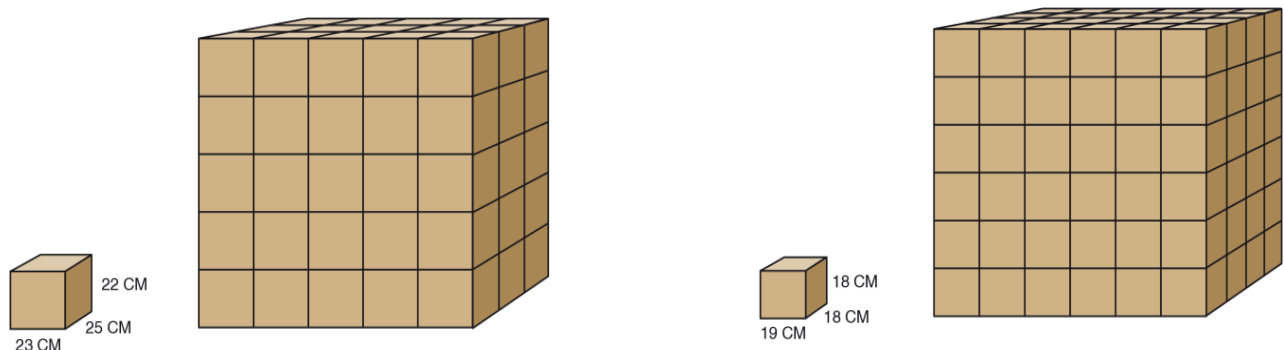
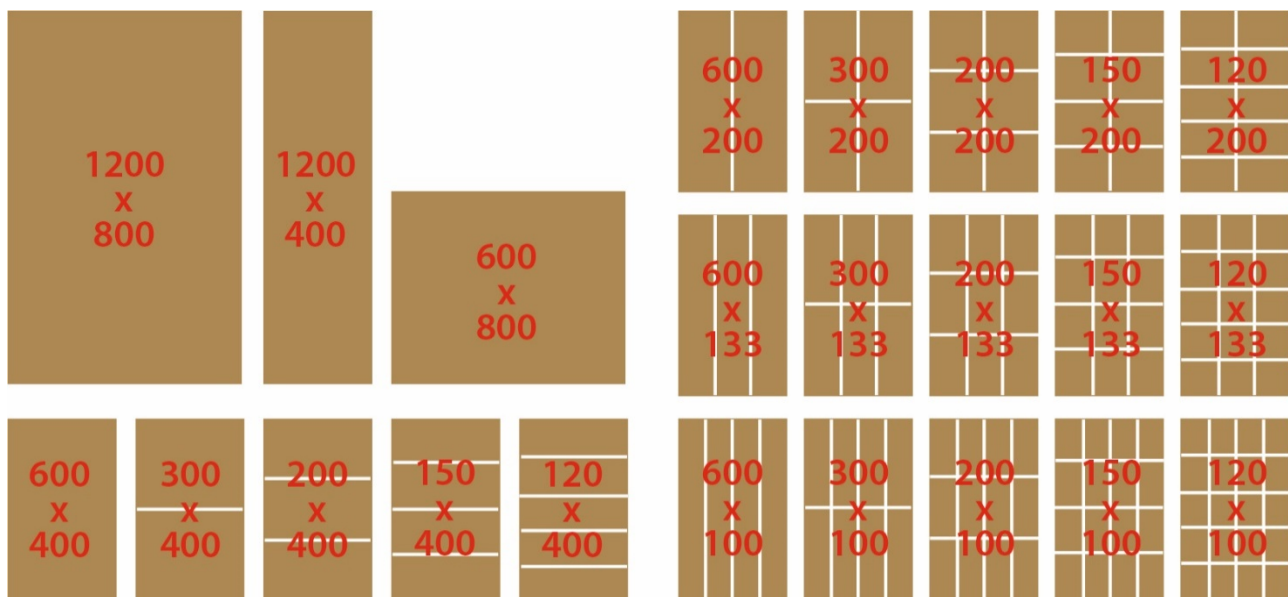


Figure 3: *Example-recommended box sizes

*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 EUR pallet – 800 mm x 1200 mm

1.2 Dimensions of the export carton

This section describes the preferred dimensions for all goods delivered via Truck on pallets.

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

Pallet: 1350 mm incl. pallet

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

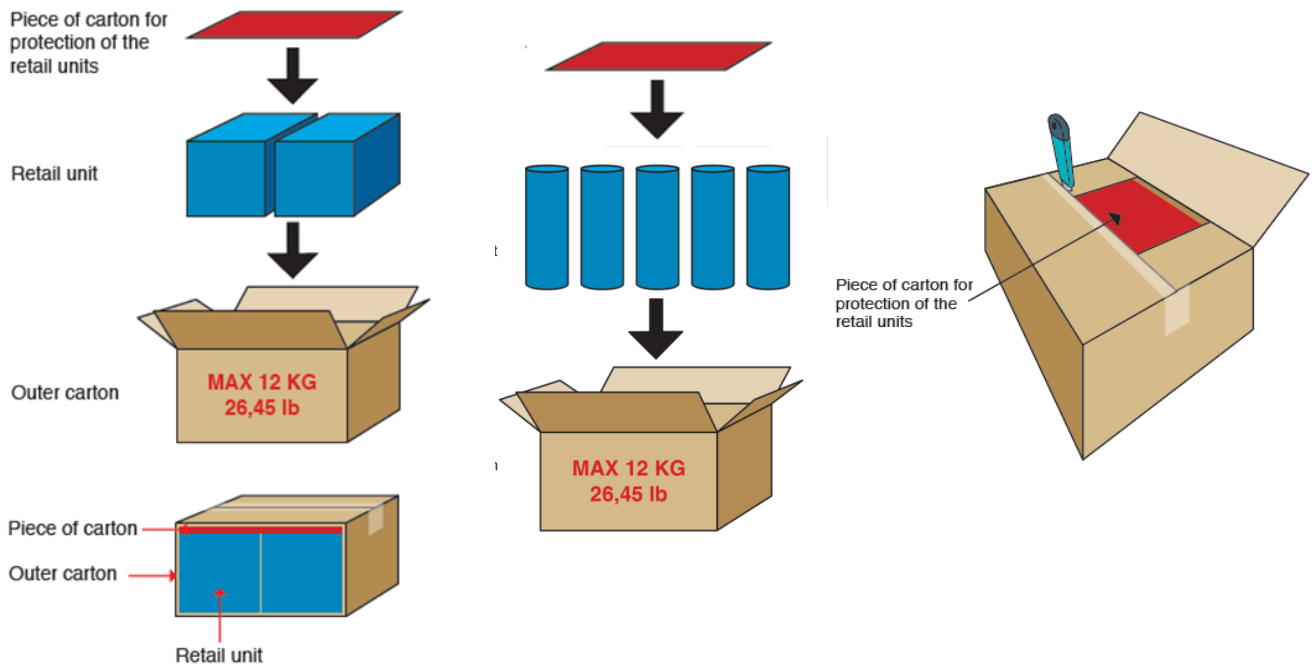


Figure 4: Outerpack Example – how protect goods for transportation and handling

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.

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

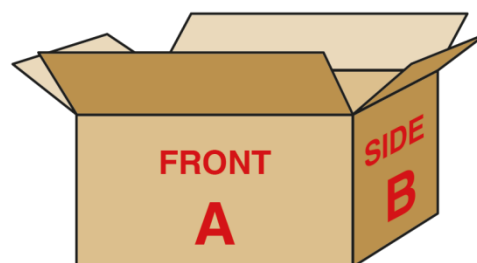


Figure 5: Where to mark the individual carton

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 | 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 | 5 KG |
| | 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

Labels should be at least 30 mm away from any edge as shown below and be labeled 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 label size as long as the text size is as stated above, however bigger is better.

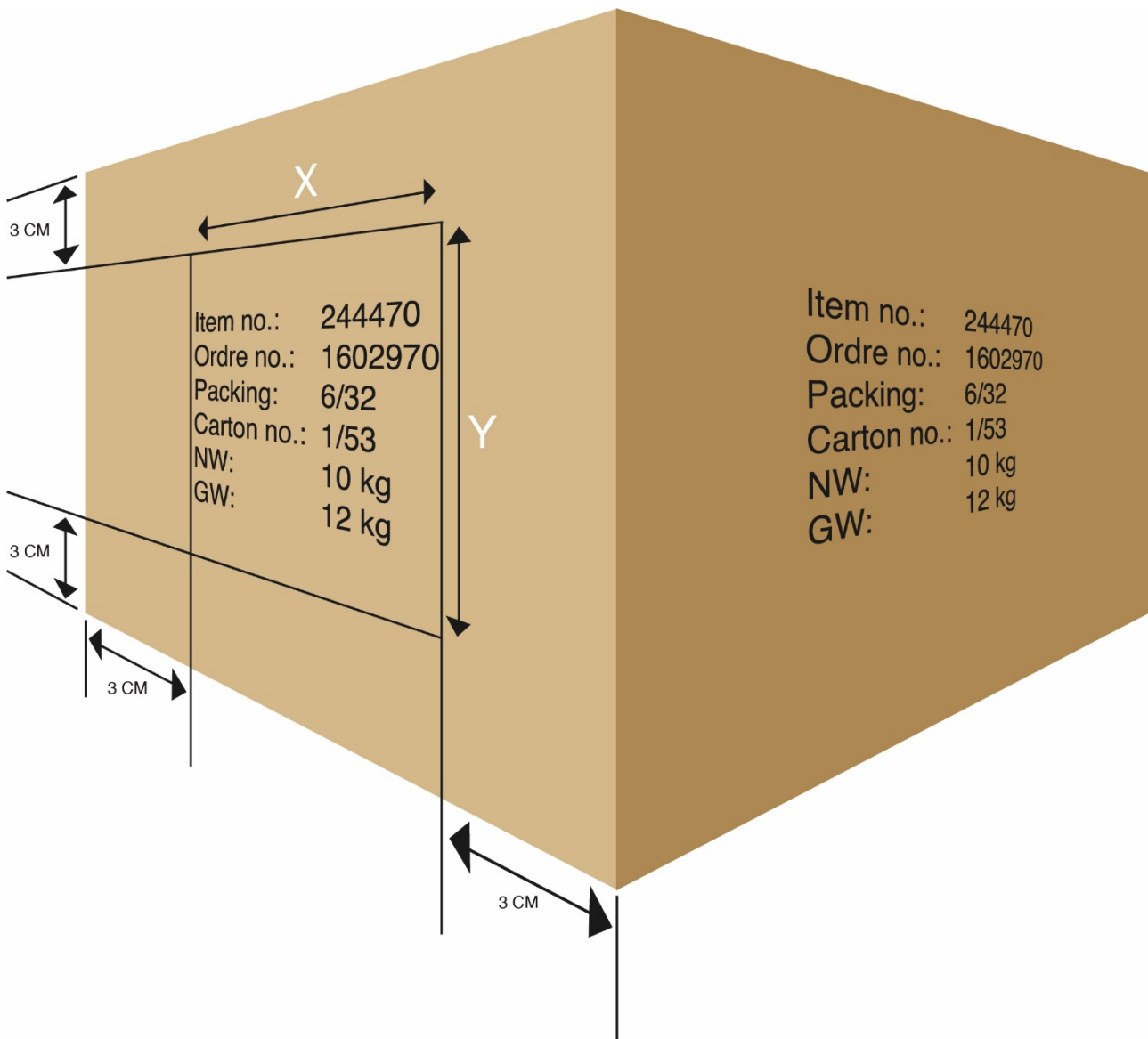


Figure 6: Where- and how to mark the export carton

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 pallet. | 10 |
| Quantity of product: | Total no. of retail units on the pallet. | 80 |
| Imported by: | F&H A/S | |
| Weight – netto | Pallet net weight Weight without the carton = the total weight of the retail units in the carton | 175 kg |
| Weight – gross | Pallet 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)

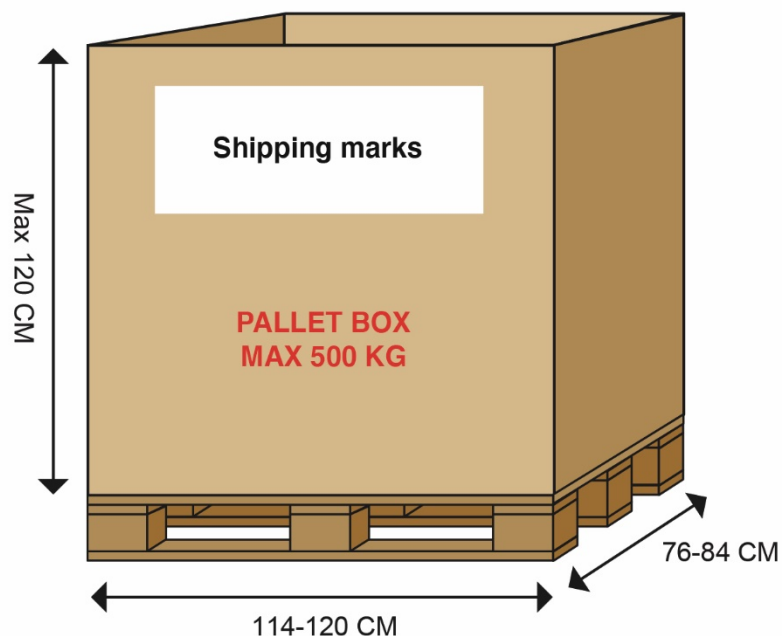


Figure 7: The maximum dimensions of the pallet box and the placement of shipping marks

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 on pallets

2.1 Pallets

In this section it is described which pallets to be used for transportation of goods, when you deliver by truck.

2.1.1 EUR pallets

When you deliver our goods by truck use either EUR pallets or ½ EUR pallets. Please see the figure below. Pallets must be in perfect condition and heat treated.

The pallet size would therefore either be 800 mm (width) x 1200 mm (depth) or 800 mm (width) x 600 mm (depth).

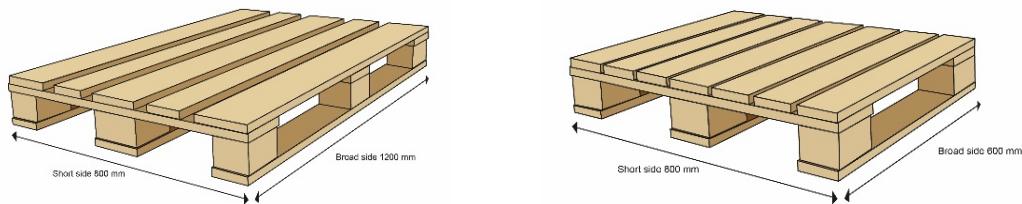
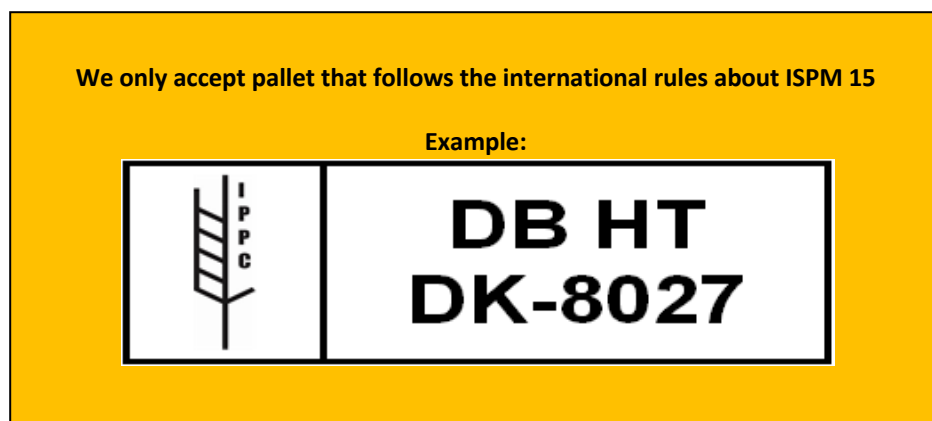


Figure 9: - EUR pallet and ½ EUR pallet



2.1.2 Packing on pallets

- When goods are packed, please ensure that each pallet contains **one F&H article number only** in order to avoid sorting of goods upon receipt.
- The export carton/outer carton on the pallet must be kept within the pallet dimensions, at bottom as well as at the top, so that no carton exceeds the size of pallet/hangs outside pallet.
- The pallet must be packed in such a way that weight is distributed evenly across pallet – horizontally and vertically.
- The pallet has to be packed so that one row or the entire pallet will not collapse when removing the foil. Example using a joint-break arrangement (the boxes are fixed by their own weight)
- There must be protection on top and on corners.
- The shipping mark labels of all the boxes can be seen without splitting up the pallet.
- If ordered in layers, there must only be one product type per layer.

***NOTE:** F&H does not allow invoicing of pallets that are not in perfect condition. The illustration shown below shows a rough case.

A pallet received at F&H terminals are expected to have ...

1. No missing skid blocks
2. No missing deck boards
3. No damage to any of the deck boards, no large splinters should be found either
4. No damage to any of the skid blocks
5. No damage to any of the stinger boards, no large splinters should be found either
6. No visible paint, spill damage or any sign of mold

***All branding showing clearly, without noticeable wear and tear.**

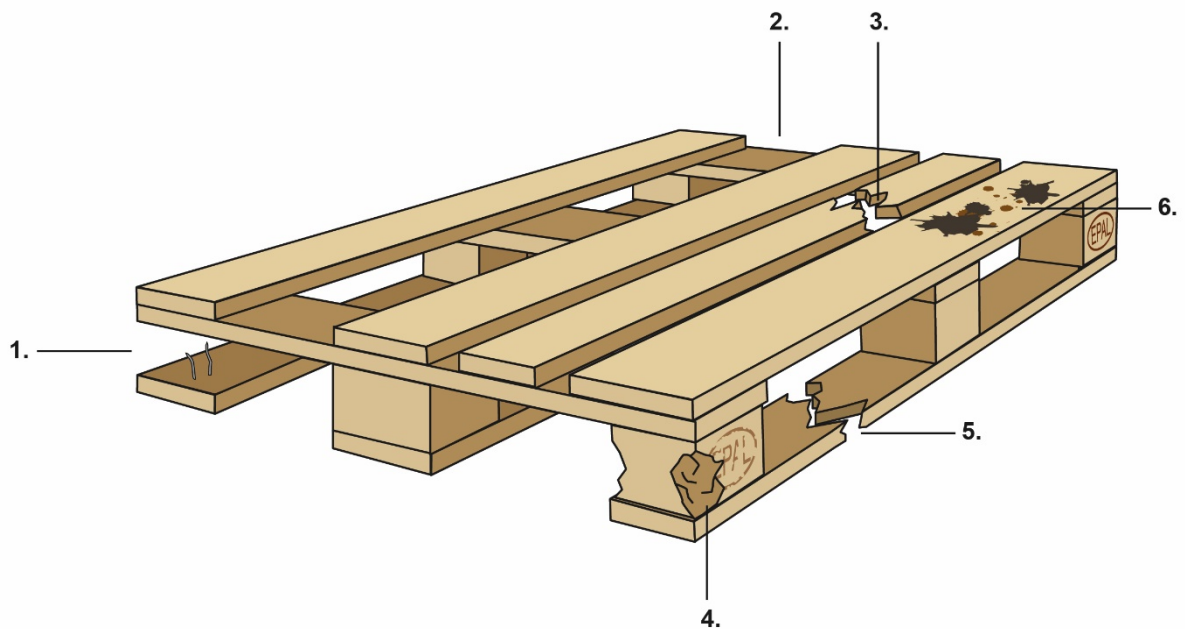


Figure 10: – Showing a visibly damaged EUR-pallet

MAX height for cartons stack on EUR pallet: 135 cm incl. pallet

Absolute MAX weight per. pallet 500 kg GW

Photos below showing optimal ways to pack a pallet:



Figure 11: - Examples of a perfect way to pack a pallet, with the boxes in joint-break arrangement, for stability when foil is removed

Photos below showing how NOT to pack the pallets:

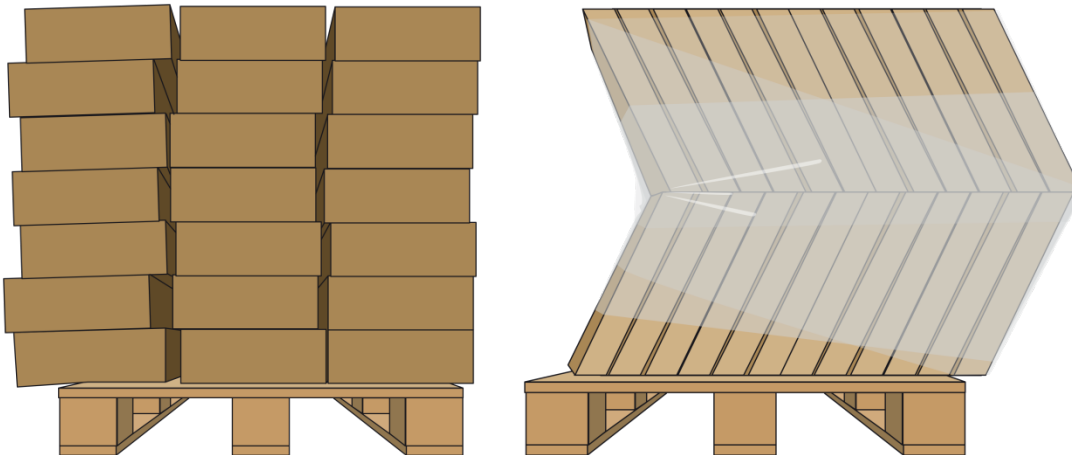


Figure 12: - Examples of poorly packed pallets

The pallets must also be packed to assure that no boxes weight more than 12 kg GW. If the weight is more than 12 kg GW, the Purchasers has to approve it.

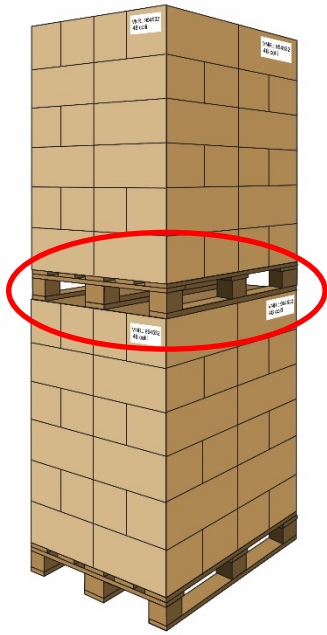


Figure 13: The individual pallet must never exceed 135cm in height, incl. the pallet. If goods are stackable stacking of pallets is allowed

2.1.3 Wrapping guidelines

- The pallet is to be wrapped in CLEAR foil, to ensure stability during transport, as well as dust protection. Pallets must be wrapped individually.
- No individual wrapping of single export/ outer carton must be employed.
- No foil on the bottom of the pallet.
- No loose foil is allowed, the plastic must be properly secured. Securing foil around the pallet struts/joists is not allowed.

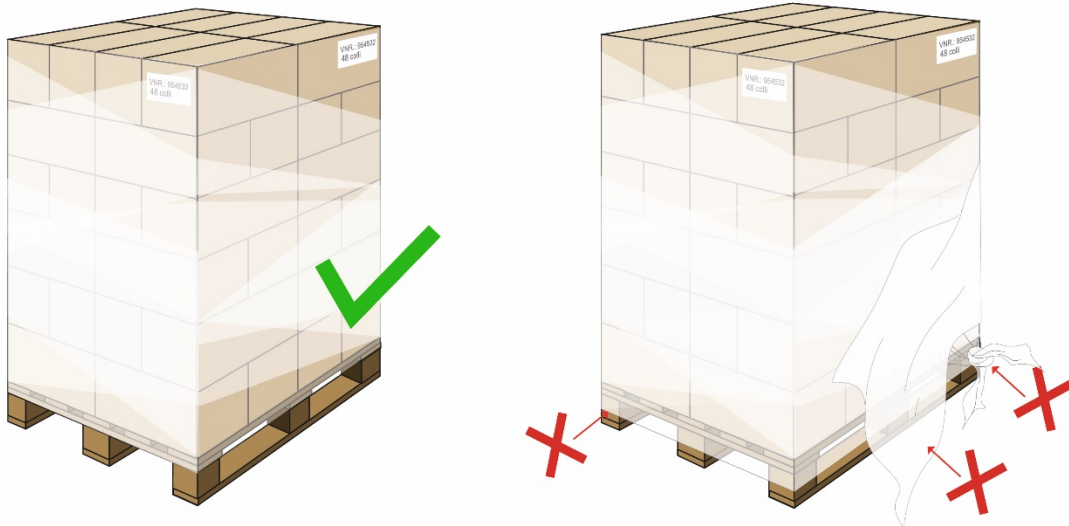


Figure 14: Individually wrapped pallet. The foil should NOT in any way hinder handling or storage capabilities of the pallet



Figure 15: The foil should **NOT** in any way hinder handling or storage capabilities of the pallet

2.1.4 Loading

If the pallets are delivered by truck, we only accept pallets loaded from the end of the truck:
The shipment will be rejected at F&H's terminals if this instruction is not followed.

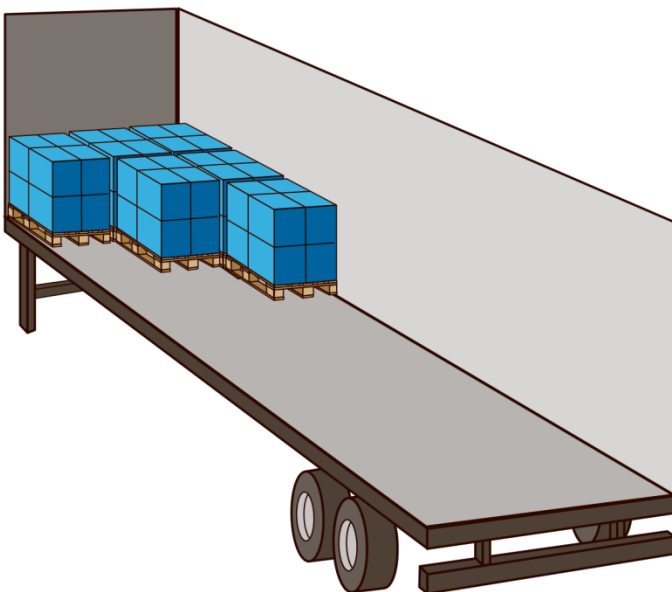


Figure 16: Pallet short side must face the ends of the truck to be accepted at F&H's terminals

4 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:

4.1 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 | |

4.2 Information about shipment

| | | |
|-----|--|--|
| 8. | Total volume of shipment | |
| 9. | Total weight of shipment | |
| 10. | Total number of export cartons in shipment | |
| 11. | Delivered on pallets (Yes/no)? If yes no. of pallets | |
| 13. | Information about hazardous goods | |

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

4.3 Notification (prior to delivery)

Info regarding (expected) time and date of delivery, at F&H's terminals, must be announced via: ankomstadv@fh-as.dk , no later than 12AM, and at least 24 hours prior to arrival, at F&H's terminals. If there are changes F&H must be notified immediately.

Any changes in date of delivery must be approved by F&H.

If our suppliers fail to notify F&H, F&H reserves the right to deny unloading the shipment until staff can be allocated to the task.

5 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

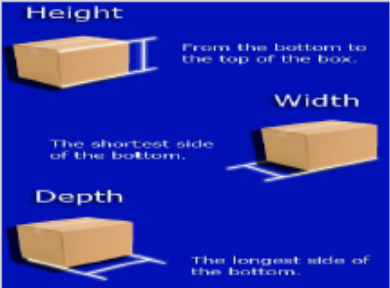
| | DATA | HELP: |
|-----------------------------|---------------|--|
| Supplier Name: | F&H | |
| F&H item number: | 100100 | The item number F&H uses to identify the article |
| F&H bar code: | 5722001001002 | 13 digits |
| Description of the product: | Brødskniv | |

Dimensions:

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

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


HELP:
What is the actually height,width and depth?



INNER BOX :
(Carton distributed from warehouse to store)

| | |
|---------------------|----|
| 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?



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

| Yes | No |
|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> |

If yes, number of inner boxes?

OUTER BOX :
(The carton the warehouse receives)

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

What is the actually Outer Box??

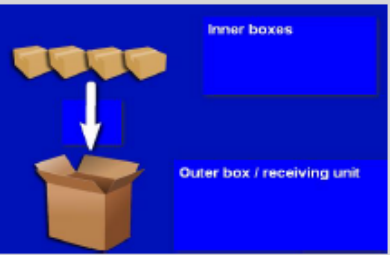


Figure 17: Master data document

6 F&H terminal information

F&H main terminal

Industrivej 12

8800 Viborg

DK

Opening hours:

MON-THURS

07.00-14.00

FRI

07.00-13.30)

*Use of terminal 2 and 3 is only relevant when agreed upon with F&H.

F&H terminal 2

Industrivej 29

8800 Viborg

DK

Opening hours:

MON-THURS

07.00-14.00

FRI

07.00-13.30)

F&H terminal 3

Farvervej 1

8800 Viborg

DK

Opening hours:

MON-THURS

07.00-14.00

FRI

07.00-13.30)