# Logistics requirements, related procedures, and cost surcharges

September 2025

# Latest changes 2025

| | |
|---|---|
| Section 1.1: | Updates to the section about legal requirements for EUDR and EPR |
| Section 1.2: | Updates to the section about product registration and change |
| Section 3.5: | Update of contact details to Coop Transport |
| Section 4.2: | Labelling requirements updated. |
| Section 4.2: | New requirement for Commercial unit when delivering to Coop frozen goods warehouse, Lineage |
| Section 4.3: | Labelling requirements updated. |
| Section 4.4: | LPR full and half size pallets added. |
| Section 4.7: | Section about E-commerce has been deleted. |
| Section 7.1: | Clarification according to the overview of cost surcharges |

**The most significant changes are listed above, but the list is not exhaustive. Therefore, we recommend that our suppliers read the entire document.**

# Introduction

Dear Supplier,

Coop Danmark A/S (hereafter Coop) Appendix 3 on *Logistics requirements, related procedures and cost surcharges* has been developed with the aim of maintaining a professional cooperation and making daily operations easier and more efficient for all parties. Appendix 3 is the suppliers' manual for trading with Coop.

The appendix contains guidelines and procedures for the delivery of products to Coop's stores and terminals in Denmark. It contains information on everything from weight, packaging and palletising to barcodes, goods reception, and master data.

Appendix 3 also contains contact details and opening hours. If you need further or more detailed information, please contact Coop Logistics.

We hope you find the material useful and easy to follow.
We are looking forward to work with you.

Best regards

Coop

*If the supplier fails to follow the described procedures, this can often cause delays and, in some cases, Coop will find it necessary to charge the supplier for the additional work and costs Coop incurs. Failure to follow the procedures can also mean in some cases that Coop will reject the products completely. It is certainly not Coop's intention to gain financially by imposing cost surcharges on suppliers. The cost surcharges are based on fixed rates, which are set out in this appendix.*

*The supplier is kindly requested to ensure that all relevant personnel in the supplier's company, including sub-contractors and any hauliers used by the supplier, are familiar with the relevant information that ensures that products, deliveries, and documents comply with the requirements set out in Appendix 3.*

# 1 MASTER DATA, SUPPLIER AND PRODUCT REGISTRATION

## 1.1 Supplier registration

When a supplier is registered as a supplier to Coop, the supplier is assigned a supplier number from Coop’s SAP system, which contains certain key data about the supplier. At all times this data must be correct and kept up to date.

Upon first registration as a supplier to Coop, the supplier will receive a supplier registration form, which must be completed and returned for the supplier to be created.

If changes are made to the information provided by the supplier, the supplier must contact Coop Category without delay and immediately complete and return a new supplier registration form so that the information can be updated in Coop’s systems, which must always be updated with the following information:

1) The company’s full name and legal designation (for example A/S, ApS, I/S, Ltd., GmbH, etc.)
2) The company’s full address
3) Pickup address(es) (for EXW and FCA Incoterms)
4) CVR number, VAT no or other relevant company registration number
5) Bank details (registration number, account number and IBAN number and S.W.I.F.T. address)
6) Telephone number
7) GLN number
8) Various supplier e-mail addresses

### Supplier of organic products

Suppliers who supply organic products to Coop must ensure that Coop has received copies of valid organic certificates at any given time.

### Supplier of products subject to excise goods charge

If a supplier delivers products subject to excise duty, it is the supplier's responsibility to apply the correct tax to the product and to inform Coop of the tax at the time of purchase. The price on the invoice must include this tax.

### Suppliers of goods subject to EUDR regulation (EU Regulation against global deforestation and forest degration)

Suppliers who deal with any EUDR-relevant products containing any EUDR-relevant commodities (palm oil, cattle, soy, coffee, cocoa, timber, rubber) must adhere to the EUDR to do trade with Coop. Suppliers must:

a) Provide Coop with either geolocations on the commodities or DDS reference numbers on all EUDR-relevant products, depending on the supplier’s EUDR role.
b) Provide Coop with all other information needed to ensure compliance with EUDR that Coop may inquire such as company size, EUDR policies and procedures, legality of the commodities and products, relevant certificates, supply chain processes etc.

Coop has acquired the online software system Osapiens to manage EUDR compliance for Coop and its products. Suppliers of goods subject to the EUDR regulation is obliged to deliver all above information to Coop via the Osapiens system, as Coop may reasonably require for Coop to be able to comply with EUDR legislation in force at any time. The duty of notification applies in respect of both new goods created in the systems as well existing goods already created in the systems.

Coop will prepare separate guidelines for reporting in relation to EUDR goods. The supplier is obliged to comply with Coop's guidelines and reporting requirements, and the supplier shall indemnify Coop for any losses, costs and fines caused by the supplier's failing or incorrect reporting.

Suppliers who are unable to provide and document the requested information cannot receive orders from Coop.

### Suppliers of goods and packaging subject to EPR regulation (EU directive on extended producer responsibility)

Suppliers of packaging or goods with packaging for which Coop shall have the extended supplier responsibility under the EPR directive shall deliver all such information relating to the packaging as Coop may reasonably require in order for Coop to be able to comply with EPR legislation in force at any time. The duty of notification applies in respect of both new goods created in the systems as well existing goods already created in the systems.

Coop will prepare separate guidelines for reporting on composition of packaging, including guideline on data requirements, deadlines and reporting tools. The supplier is obliged to comply with Coop's guidelines and reporting requirement, and the supplier shall indemnify Coop for any losses, costs and fines caused by the supplier's failing or incorrect reporting.

## 1.2 Product registration and change

### Deadline for registration and changes

Regularly, Coop informs the supplier of deadlines for registration of goods and changes to reported information. The supplier is obliged to follow the deadlines set by Coop.

### Registration/change of products under the supplier's brand using the GS1Trade Sync product database

All suppliers for whom it is technically possible must register in Coop's product database in a timely manner using the GS1Trade Sync product database, so that Coop can transfer relevant data electronically.

For foreign suppliers who are not members of GS1 Denmark, reference is made to the use of a data pool from which data can be transferred to GS1Trade Sync as well as the current solution for images.

Coop recommends that the supplier is a member of GS1Trade Sync, as it is preferable for all in terms of process efficiency.

Suppliers who do not wish to use GS1Trade Sync must register goods through the full goods registration form. For these suppliers, Coop reserves the right to charge a cost surcharge.

If the supplier uses the GS1Trade Sync database, the supplier must also make use of the following services from GS1 Denmark:

- → GS1Trade Exact, which quality assures logistical information and label information on both consumer and shop unit before data is released by GS1 to Coop
- → GS1Trade Image, which ensures that images are taken in approved quality and angle for use in Coop's planograms and marketing

The supplier must also ensure to send one shop unit to Coop Category, of the item registered.

The supplier is responsible for always keeping Coop informed of changes in the reported data for each product. In the event of changes, the supplier must correct the information in the GS1Trade Sync product database in a timely manner, ensure revalidation of logistical and label information as well as updated images. If you need new validation and/or images are ordered (GS1Trade Exact and/or GS1Trade Image), it will involve sending one shop unit of the item to GS1. The supplier must always ensure that one shop unit is sent to Coop Category if samples are sent to GS1, unless otherwise agreed.

In addition, the supplier must inform both Coop Category and Coop Masterdata about the change by email (the supplier's Category contact and Masterdata_artikler@coop.dk respectively).

When registering items, it is the supplier's responsibility to consider the transit time from the pick-up point when calculating the number of sales days. The transit time is obtained in Coop's Goods Registration Form. The number of sales days is calculated from the next day after the delivery date at Coop's warehouse stated in the Purchase Order.

## Registration/change of products under the supplier’s brand using the product registration form

For suppliers for whom it is NOT technically possible to use the GS1Trade Sync product database, the supplier must instead fill out Coop's product registration form, after which the product will be registered by entering it in Coop's product database. In the case of manual product registration, the supplier must simultaneously submit two shop units to Coop together with the completed product registration form, after which Coop will carry out the product registration and validation of logistical information and label information in Coop's system.

If the completion of the product registration form is deficient, it delays the product registration, and the supplier risks that the product will either not be registered, or that the registration takes place so late that the introduction is postponed to a later introduction period.

Incorrect product registration forms, which must be sent back for correction by the supplier, will result in a cost surcharge.

At all times, the supplier is responsible for keeping Coop informed of changes in the reported data by filling out a new product registration form and sending it to Coop Category. If the change requires new images for use in Coop's planograms, the supplier must submit one shop unit of the changed item. Failure to provide information about changes in the reported product data will result in a cost surcharge.

When registering items, it is the supplier’s responsibility to consider the transit time from the pick-up point when calculating the number of sales days. The transit time is obtained in Coop’s Goods Registration Form. The number of sales days is calculated from the next day after the delivery date at Coop's warehouse stated in the Purchase Order.

## Reporting and changing a product under Coop's private label

Registration and changes to a product under Coop’s private label can either be carried out directly to Coop or via Coop’s sourcing company Coop Trading A/S. The supplier’s contact at Coop Category or Coop Trading can advise which of these options applies to the product concerned.

If registration and change to a product under Coop’s private label is to be carried out directly to Coop, a Coop-owned barcode must be used.

All suppliers for whom it is technically possible must register in Coop's product database in a timely manner using the GS1Trade Sync product database, so that Coop can transfer relevant data electronically. In the event of failure to register on time, Coop will be entitled to charge a surcharge for the additional work caused by the failure to use GS1Trade Sync.

The supplier must also send two shop units to Coop Kampagnedrift, which will ensure GS1Trade

Exact and GS1Trade Image.

Address:

Coop Danmark A/S
Att: Coop Kampagnedrift
Roskildevej 65
DK-2620 Albertslund, Denmark

The supplier is responsible for keeping Coop informed of changes in the reported data on each product. In the event of changes, the supplier must correct the information in the GS1Trade Sync product database in time to ensure revalidation of logistical information and label information. If the change requires the submission of a new product sample to GS1 for GS1Trade Exact and GS1Trade Image, two shop units must be sent to Coop Kampagnedrift who will secure GS1Trade Exact and GS1Trade Image.

In addition, the supplier must inform both Coop Category and Coop Masterdata about the change by email (the supplier's Category contact and Masterdata_artikler@coop.dk respectively).

Failure to use the GS1Trade Sync product database will result in a cost surcharge.

After the product has been registered, it must be quality assured by Coop's quality department or by a third party (Lolex). Upon approval via Coop, the supplier will be granted access to a specification system through the Extranet. The supplier must complete the mandatory information in this system and fill out any documents received. Coop will then decide whether the product can be approved.

If registration and change of a product in Coop's own brand is to be done via Coop Trading the supplier will be given access to a specification system via the Extranet by Coop Trading Quality Assurance. The supplier must fill in this system and fill in any documents sent, after which Coop Trading will decide whether the product can be approved.

When registering items, it is the supplier's responsibility to consider the transit time from the pick-up point when calculating the number of sales days. The transit time is obtained in Coop's Goods Registration Form. The number of sales days is calculated from the next day after the order's delivery day at Coop's warehouse.

## Failure to comply with Coop's requirements for product registration and change

Where the supplier's failure to use the GS1Trade Sync product database or non-compliance with Coop's procedures for product registration and change of registered goods means that Coop must carry out manual processing, Coop will be entitled to charge the supplier a surcharge.

Manual processing will be required in the following cases, among others:

- → In the event of the supplier's failure to use GS1Trade Sync, GS1Trade Exact or GS1Trade Image for a product.
- → In the event of the supplier's failure to provide information about changes or incorrect information to the reported product data in due time.
- → In the event of the supplier's failure to provide product samples to Coop.
- → In the event of the supplier's indication of an incorrect barcode, including the supplier's indication of a barcode that does not meet GS1 standards.

## Charge of cost surcharges

The cost surcharge is calculated per case carried out by Coop, and thus several cost surcharges can be issued for a single product. The following non-exhaustive list indicates conditions that would necessitate manual processing and issuing of a cost surcharge:

- → Registration of a new product without using GS1.

→ Introducing an existing product in a new Coop chain (space change) without the use of GS1.
→ Changing the design/packaging of an existing product without the use of GS1.

If the supplier fails to meet Coop's request for information in relation to product registration and change, this failure could require that Coop must initiate a reminder procedure. A potential reminder procedure will also be considered an additional processing that gives Coop the right to charge a supplemental cost to the supplier per individual product. Coop can impose additional charges for reminder procedures once per started quarter where compliance has not been met.

# 2 DIRECT DELIVERY TO STORE

This section describes the procedures for placing orders, order processing and delivery when delivering directly to Coop's stores. The procedures apply to all types of stocks and products, unless otherwise stated in an individually agreement with the store, and apply to products approved and registered with Coop.

Products that have not been registered in the relevant store chain's product range may not be delivered to stores owned by Coop. If the supplier delivers products that are not part of the approved chain range to a store which is not owned by Coop but by a co-operative or a company served by Coop, the invoice for the deliveries must be sent directly to the relevant co-operative or company. Coop assumes no responsibility for processing, forwarding or payment of invoices that wholly or partly concern products that are not part of the approved chain range.

## 2.1 Submitting orders for direct delivery to store

Orders for direct delivery to store can be submitted to the supplier via EDI or e-mail.

## 2.2 Processing orders for direct delivery to store

When the supplier receives an order for direct deliveries to store, the supplier must immediately check whether the supplier is able to deliver the products ordered in the quantities ordered, and whether the products will be received by the store on the delivery date stated on the order. If Coop doesn't hear from the supplier as stated below, the order is considered as confirmed.

If the supplier is unexpectedly unable to fulfil the order in terms of quantity, package size or delivery date, the supplier must always and as quickly as possible contact the relevant store manager where the order has come from and inform them of the problem. It must be agreed with the area manager in the store whether the store accepts changes to the purchase order and when delivery can take place in terms of corrected quantities and/or corrected time.
If the supplier foresees problems or any problems arise with the delivery, the supplier must immediately inform the supplier's contact person in Coop Category to discuss possible solutions.

## 2.3 Delivery time for direct delivery to store

Products must be delivered on the delivery date and to the store indicated on the order within the store's opening hours for receiving goods. The supplier can obtain information about the store's opening hours by contacting the relevant store directly.

## 2.4 Delivery notes for direct delivery to store

It is the supplier's responsibility to ensure that all products supplied directly to the store have a delivery note. The individual delivery note must only cover one order. If the supplier delivers several orders at once, the supplier must provide a separate delivery note for each of the orders delivered.

For direct delivery to store, the supplier's delivery note must contain the following as a minimum:

**General information**

1) The supplier's name and address

2) The supplier’s Coop supplier number or EDI location number

**Details for each product**

- Product name
- Coop’s material number or package EAN number
- The sales unit’s EAN number
- If the product is organic, the text “ECO” must appear on all documentation
- The number of delivered number of packages (or the number of kg delivered if the product is a weight product)
- The number of sales units per package

For direct delivery to store, it is essential that the supplier always receives a receipt from the store for the delivered amount.
In the case of direct delivery to stores in Greenland, the Faroe Islands and Iceland via Coop's warehouse in Aalborg, the products must be clearly marked with the store's name.

# 3 WAREHOUSE DELIVERY

This section describes the procedures for order submission, order processing, delivery, invoicing, and any correction when delivering to one of Coop's warehouses. The procedures apply to all types of warehouses and goods and apply to products approved and registered at Coop.

Unless otherwise specifically stated in the points below, the provisions in this section apply to deliveries where Coop assumes the risk for the products in Coop’s warehouse (for example DDP orders) or at the supplier’s warehouse or shipment location (for example FCA, EXW and FOB orders).

Products that have not been registered in the product range may not be delivered to Coop's warehouse, and any invoice for such deliveries will be rejected and will not be paid.

## 3.1 Submission of orders

Orders for warehouse delivery will be sent to the supplier via e-mail or EDI.

Coop's purchase order number is unique and secure identification of each individual order given to the supplier for the purpose of delivery to one of our warehouses. Coop’s purchase order number and material number must be stated in all enquiries concerning such purchase orders. Coop’s purchase order number consists of 10 digits starting with 45xxxxxxxx – and material number starting with 10xxxxxxxx.

## 3.2 Processing of orders – Coop Supply Chain

When the supplier receives an order for warehouse delivery, the order is considered confirmed according to its content.

The supplier is asked immediately, but no later than on the same day that the order is received - to check whether the supplier can deliver the ordered goods in the ordered quantities, and for goods with a limited shelf life, with the correct number of sales days for Coop, which is calculated from the day after the delivery date, and whether the order will be delivered to the warehouse cf. the delivery date specified in the order.

If, contrary to expectations, the supplier deviates from the original purchase order, the supplier’s contact person in Coop Logistics, Supply Chain Planner, must be contacted immediately, but no later than on the same day the order is sent from Coop.
Any deviations from Coop’s original purchase order can result in a cost surcharge, cf. section 7.3 below.

**Especially for non-food suppliers**

When the supplier receives an order for warehouse delivery, the supplier must within 3 working days after the order has been received - however no later than 3 days before the delivery date - check whether the supplier can deliver the ordered goods in the ordered quantities and whether the delivery will take place on the delivery date specified in the order.

If, contrary to expectations, the supplier deviates from the original purchase order, the supplier's contact person in Coop Logistik, Supply Chain Planner, must be contacted no later than 3 working days after the order has been dispatched from Coop - but no later than 3 days before delivery.

Any deviations from Coop's original purchase order can result in a cost surcharge, cf. section 7.3 below.

## 3.3 Delivery at Coop's warehouse (for example DDP) – Booking of slot times

**Deliveries to Coop's fresh food centre**

Delivery to Coop's fresh food centres can take place:

- Between 06.00 CET – 13.00 CET

In emergency, delivery outside this period can be made by prior written notice and acceptance from the fresh food centre before 12:00 CET on the day of delivery. The agreement can only apply when the supplier has received written acceptance from the fresh food centre.

| Warehouse | SAP number | Area | Telephone | E-mail |
|---|---|---|---|---|
| **Brøndby Distribution Center** | 4001 | Fresh food | +45 4386 3391 | MAIL_DL_Logistik_VM-Drift_Brondby@coop.dk |
| **Hasselager Distribution Center** | 4002 | Fruit and vegetables | +45 8738 5262 | mail_dl_Hasselager_VM_drift@coop.dk |
| **Hasselager Distribution Center** | 4002 | Dairy products | +45 8738 5263 | mail_dl_Hasselager_VM_drift@coop.dk |
| **Hasselager Distribution Center** | 4002 | Fresh food | +45 8738 5256 | mail_dl_Hasselager_VM_drift@coop.dk |

Delayed arrival or arrival after the above stated opening hours will result in a cost surcharge.

Proof of on-time delivery/arrival at the warehouse requires a stamped delivery note or consignment note from the relevant warehouse with a timestamp.
A printout from the supplier's or haulier's GPS system on its own is not considered valid documentation of on-time delivery/arrival at the warehouse.

If the supplier and the fresh food centre have agreed on a separate arrival time, this arrival time must be observed. Late arrival (1 hour or more after the agreed arrival time) will result in a cost surcharge.

**Deliveries to the frozen goods warehouse**

For all deliveries to the frozen goods warehouse, Lineage, the supplier must agree a time of arrival by e-mail to dk.vejle.booking@lineagelogistics.com no later than 48 hours before the delivery date specified in the purchase order.

**Deliveries to other distribution centres – Booking of slot times in Gecko**

All deliveries to Coop's dry goods centres require prior booking of slot time in Coop's online administration system Gecko, where the following links apply to the various Coop warehouses.

| Warehouse | Link to Gecko for delivery to relevant warehouse |
|---|---|
| **Aalborg Distribution Center Warehouse 4017** | http://booking-aalborg.coop.dk |
| **Albertslund Distribution Center Warehouse 4021** | http://booking-albertslund.coop.dk |
| **Odense Distribution Center Warehouse 4086** | http://booking-odense.coop.dk |
| **PostNord TPL Warehouse Warehouse 4078** | http://booking-tpl.coop.dk |

→ **Access to Gecko** can be obtained by contacting the relevant dry goods centre.
Rønne Distribution Center is exempt from slot time bookings in Gecko.

→ **Failure to advise a delay or not advising a delay in time** will result in a cost surcharge.

→ **Changes to booked slot times** in Gecko must be made no later than 8 hours before scheduled arrival.

→ In case of changes to an already booked slot time later than 8 hours before planned arrival, please contact the individual distribution centre directly. In such cases, the individual distribution centre decides whether a cost surcharge must be issued.

→ It is the **responsibility of the supplier and its haulier** to create correct slot bookings (including the correct interval according to the number of pallets) and to delete slot bookings no longer current. Failure to comply with the above will result in a cost surcharge.

→ **Late arrival** (counted from arrival more than 20 minutes after the agreed/booked start time in Gecko) will result in a cost surcharge.

## Contact information for Coop's distribution centres (internal/external)

### Internal

| Warehouse | Number | GNL number | Area | Address | Postal code | Town | Telephone | E-mail |
|---|---|---|---|---|---|---|---|---|
| **Brøndby Distribution Center** | 4001 | 5790000 072835 | Fresh food | Vallensbæk, Torvevej 9 | DK-2605 | Brøndby | +45 4386 3391 | MAIL_DL_Logistik_VM-Drift_Brondby@coop.dk |
| **Hasselager Distribution Center** | 4002 | 5790000 072842 | Fruit and vegetables | Beringvej 2 | DK-8361 | Hasselager | +45 8738 5262 | mail_dl_Hasselager_VM_drift@coop.dk |
| **Hasselager Distribution Center** | 4002 | 5790000 072842 | Dairy products | Beringvej 2 | DK-8361 | Hasselager | +45 8738 5263 | mail_dl_Hasselager_VM_drift@coop.dk |
| **Hasselager Distribution Center** | 4002 | 5790000 072842 | Fresh food | Beringvej 2 | DK-8361 | Hasselager | +45 8738 5256 | mail_dl_Hasselager_VM_drift@coop.dk |
| **Rønne Distribution Center** | 4008 | 5790000 072897 | Fresh food | Lillevangsvej 21 | DK-3700 | Rønne | +45 5695 3535 | Call the warehouse |
| **Rønne Distribution Center** | 4018 | 5790000 072897 | Dry goods | Lillevangsvej 21 | DK-3700 | Rønne | +45 5695 3535 | Call the warehouse |
| **Aalborg Distribution Center** | 4017 | 5790000 072927 | Dry goods | Hobrovej 461 | DK-9200 | Aalborg SV | +45 9634 5321 | Call the warehouse |
| **Albertslund Distribution Center** | 4021 | 5790000 072958 | Dry goods | Læhegnet 35 Sydporten | DK-2620 | Albertslund | +45 4386 3375 | Call the warehouse |
| **Odense Distribution Center** | 4086 | 5790000 073238 | Dry goods | Hestehaven 51K | DK-5260 | Odense S | +45 6311 2825 | Call the warehouse |

## External

| Warehouse | Num ber | GLN number | Area | Address | Postal code | Town | Telephone | E-mail |
|---|---|---|---|---|---|---|---|---|
| **Jetpak Danmark A/S** | 4011 | 5790000 102716 | Over-the-counter medicine | Venusvej 13 | DK-6000 | Kolding | +45 7696 7070 | Call the warehouse |
| **Hilton Foods Denmark A/S** | 4051 | 57900000 67855 | Meat | Brunagervej 2 | DK-8361 | Hasselager | +45 7021 2100 | Call the warehouse |
| **Lineage Vejle (Coop) ApS** | 4067 | 57900000 51328 | Frozen goods | Kristian Skousvej 6, Denmark | DK-7100 | Vejle | +45 7640 8060 | Call the warehouse |
| **Postnord Logistics A/S** | 4078 | 57900000 73207 | Non-Food | Sleipnersvej 4, Denmark | DK-4600 | Køge | +45 4395 0123 | Call the warehouse |

## 3.4 Delivery to a location other than Coop’s warehouse (for example FCA, EXW, FOB)

If the trade between Coop and the supplier is concluded on Incoterm, which means that the purchase order is delivered to a location other than Coop’s warehouse, special rules apply to warehouse deliveries. The transfer of goods from the supplier to Coop takes place at the supplier’s warehouse (FCA or EXW) or at the relevant port of loading (FOB) on the collection date, as indicated in the example below (see handover date):

**Send invoice to:**
Coop Danmark A/S
CVR no: DK26259495
GLN no: 5790000050017

Purchase Order

Order nr./PO Nr: 4504484427
PO Date: 24.10.2023
Delivery Date: 03.11.2023
Handover Date: 01.11.2023 → This date is the Supplier's delivery date

Contact person:

Buyer: BODS_PE1100
Email:
Telephone: +45 43864898
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**Goods Ready confirmation to Goods Ready for FCA and EXW orders**

To ensure Coop's collection of the goods on time, in case of FCA and EXW orders, the supplier must complete and return a Goods Ready confirmation (questionnaire/survey), which is sent out per e-mail prior to the handover over date specified on the order. If the supplier has not received any questionnaire/survey, you must contact Goods Ready within the deadline.
The questionnaire/survey must be completed and returned with at least the following data: collection date, collection address, pallet quantity, pallet spaces and weight.

**Specifically for national shipments (collection in Denmark):**

The Goods Ready confirmation must be completed and returned via our survey to Coop Transport (Goods Ready) no later than 12:00 CET 1 (one) working day before the handover date stated in the purchase order.

**Specifically for international shipments (collection outside Denmark):**

The Goods Ready confirmation must be completed and returned via our survey to Coop Transport (Goods Ready) no later than 14:00 CET 2 (two) working days before the handover stated in the purchase order.

Changes to purchase orders after the above stated deadline will not be accepted and may result in a cost surcharge.

Coop’s purchase order number must always be stated when enquiring about when Goods Ready confirmations. Coop’s purchase order number must also be stated when the Supplier is contacted by Coop’s hauliers.

**Due to the following public holidays in the calendar years 2026, and 2027 the deadline for the Goods Ready confirmation will be shortened, cf. the example below:**

| 2026 | Day | Public holidays |
|---|---|---|
| **1st of January** | Thursday | New Year's Day |
| **2nd of April** | Thursday | Maundy Thursday |
| **3rd of April** | Friday | Good Friday |
| **6th of April** | Monday | Easter Monday (2nd day of Easter) |
| **1st of May** | Friday | International Labour Day (May Day) |
| **14th of May** | Thursday | Ascension Day |
| **25th of May** | Monday | Pentecost |
| **5th of June** | Friday | Constitution Day |
| **25th of December** | Friday | Christmas Day |

| 2027 | Dag | Helligdag |
|---|---|---|
| **1st of January** | Friday | New Year's Day |
| **25th of March** | Thursday | Maundy Thursday |
| **26th of March** | Friday | Good Friday |
| **29th of March** | Monday | Easter Monday (2nd day of Easter) |
| **6th of May** | Thursday | Ascension Day |
| **17th of May** | Monday | Pentecost |
| **24th of December** | Friday | Christmas Eve |
| **31st of December** | Friday | New Year's Eve |

Example of a shortened deadline for Goods Ready confirmations due to the above Danish public holidays:

Handover date for an international shipment is 15th of May 2026. The Goods Ready confirmation (survey) must be returned 2 (two) working days prior to this date. As 15th of May is a public holiday, the deadline for returning the survey to Goods Ready has been moved to 14:00 CET on 12th of May.

## 3.5 Contact details for Coop Transport

| Department | E-mail address | Enquiries regarding |
|---|---|---|
| **Coop Transport, Goods Ready** | order_ready@coop.dk | Order ready confirmation |
| **Coop Transport, Deviations** | deviations@coop.dk | Cost surcharge for missing order ready confirmation |
| **Coop Transport, national and international road shipments** | transport@coop.dk | All road shipments except Fruit & Vegetable |
| **Coop Transport, international ocean and air shipments** | ocean@coop.dk | All container and/or air shipments |
| **Coop Transport, Fruit & Vegetables shipments** | fgbooking@coop.dk | All Fruit & Vegetable shipments |
| **Coop Transport, Customs** | customs@coop.dk | Customs clearance of imported products |

## 3.6 Procedures and requirements for deliveries to a warehouse

All products included in one order for warehouse delivery must be delivered together. A warehouse delivery may not be split into part-deliveries. If the products cannot be loaded on a single lorry, the supplier must immediately contact the Supply Chain Planner at Coop Logistics to agree on how to split the products.

On arrival at the warehouse, the products must be packaged, packed, palletised, and labelled in exact accordance with the requirements in this guide and in conjunction with the specific order. If there are any deviations, the supplier must be prepared, as per Coop's choice, to either correct the deviation themselves (such as manual repacking of an incorrectly packed pallet in situ) or pay Coop for the cost of correcting the deviation (such as manual labelling of every package missing an EAN number).

Upon arrival at the warehouse, the supplier must state Coop’s purchase order number. The CMR/consignment note must be submitted to the goods receiving area at the warehouse, after which the supplier will be assigned a specific place to unload at the terminal.

**Coop reserves the rights concerning quantities, weight, temperature, quality, etc.**

Once unloading has been completed (which will increasingly be in the form of self-unloading) a Coop employee from the warehouse will issue a receipt on the CMR/consignment note for the number of logistic units received.

Coop reserves the right to change the number of packages received, the weight, temperature, and the quality of the products. To ensure rapid and efficient reception of goods, the number of packages, weight, temperature, and quality of the products will not be verified until the products have been received.

**Self-unloading**

At some of Coop's warehouses, unloading must be self-unloading in accordance with the following procedure:
An unloading bay with the required unloading equipment will be allocated on the basis of Coop's purchase order number. The supplier will carry out self-unloading at the specified unloading bay. Unloading must take place in the marked lanes and there must be a space of approximately 300 mm between the pallets. The barcode labels GS1-128 on the pallets must face in towards the hall.

At some warehouses, unloading may also take place in a fully automated goods receiving station,

where the driver must unload directly into a receiving station where the delivery is checked. The supplier is expected to ensure that the products are delivered in vehicles that allow for unloading from the rear on to a ramp without the use of a forklift truck.
The self-unloading requirements can be waived by prior agreement in special cases. In such instances, unloading will be performed by Coop's employees.
It is the supplier's responsibility to inform the supplier's haulier about Coop's unloading procedure.

**Delivery notes**

Coop's purchase order number is not sufficient identification from the supplier, and a specific delivery note will always be required for warehouse deliveries.

The supplier must ensure that delivery notes are sent via e-amil to deliverynote@coop.dk. The physical delivery note is not a requirement but can be required at Coop's request.
When delivering to Coop's Fresh Food Center and external warehouses, a physical delivery note must be provided.

The subject field of the e-mail must contain Coop's order number. The e-mail must only contain 1 order.

In cases where Coop handles the transport to the warehouse (FCA/EXW), the delivery note must be sent to deliverynote@coop.dk at the latest on the same day as the collection is made.

Missing a timely delivery note and/or order number on the delivery note will result in a cost surcharge.

The delivery notes for the shipment must be written in Danish or English and contain at least the following:

**General information on the delivery note**

1) The supplier’s name and address
2) The supplier’s number allocated by Coop or EDI location number
3) Coop's purchase order number
4) eAD/ARC number if required according to EMCS, see point 3.8

**Information for each product on the delivery note**

1) Product name (name of the product which describes the item/product sufficient)
2) Coop article number or the EAN number of the sales unit
3) Total number of pallets and packages per article number

The individual delivery notes must only cover one purchase order number. If the supplier delivers several purchase orders at once, the supplier must ensure that a separate delivery note is created for each purchase order.

**Consignment notes/CMR**

Every consignment that is delivered to Coop's warehouses by an external haulier, either at Coop's expense or the supplier’s expense, must be accompanied by a consignment note issued by the haulier. A copy of this consignment note must be submitted to the receiving warehouse immediately prior to unloading. The consignment note must contain Coop’s purchase order number and the total number of pallets per pallet type.

**Shipping documents for sea transport**

Unless local laws and regulations dictate otherwise, Coop requires that a BL (Bill of Lading), SWB (Sea Waybill) or FCR (Forwarder’s Cargo Receipt) is issued. In case of payment by letter of credit (L/C, Letter of Credit) or D/P (Documents against Payment), the requirements for a consignment note will appear on the letter of credit. The consignment note must be issued in Danish or English.

**Consignment notes for road transport**

Unless local laws and regulations dictate otherwise, Coop requires that a CMR consignment note, or a consignment note complying with NSAB 2015 must be issued. The consignment note must be issued in Danish or English.

**Licences and certificates**

Each purchase order/delivery must always be accompanied by the certificates and documents that are relevant in terms of EU legislation and any local national legislation in the country of consignment.

If the product's rules of origin make it possible for authority approved GSP (Generalized System of Preferences) certificates or similar to be issued, these must be submitted together with the other documentation. At all times it is the responsibility of the supplier to ensure the presence of all documents, including GSP certificates.

**Submission of original documents**

For deliveries originating from outside the EU, it is extremely important that documents are at Coop in due time, to allow for punctual customs clearance. For shipments originating in Asia, documents are sent via Coop's haulier or via a portal made available by the haulier.

In other instances, it is the supplier's responsibility to submit the documents to Coop.

The documents must be sent all together to:

Coop Danmark A/S
Att.: Customs Clearance
Roskildevej 65
DK-2620 Albertslund

**Use of couriers when sending original documents**

Documents must always be submitted to Coop on "freight prepaid" terms. Freight collect shipments will be rejected unless the written approval of Coop has been obtained.

The consignment must always be shipped by an internationally recognised courier (for example DHL, UPS, FedEx, TNT or equivalent). The consignment must be trackable, and a proof of delivery must be requested. Upon request, the consignor must be able to provide the consignment number in Track & Trace.

**Consignment via carrier (shipments from Asia)**

Original documents must be submitted to Coops Carrier.
Supplier must send documents to the carrier according to deadline before vessel departure, so carrier can issue Bill of Lading accordingly.

A copy of documents must always be sent on e-mail to: dokumenter@coop.dk latest 10 days after vessel departure.
Documents must consist of:

- Bill of Lading
- Invoice (Including the total sum of the amount)
- Packinglist (Including the total sum of gross & net weight)
- Preference documents (if the country of export has a cooperation agreement with EU)

If the supplier is subject to definitive anti-dumping duties, a supplementary code for definitive anti-dumping duty must be stated on the documents.

As the sender, you must be able to provide documentation upon request to prove that the documents have been submitted/delivered to the carrier.
For container shipments, Coop does not require GS1 pallet labels on the goods.

Freight bookings with Incoterms FCA, EXW, or FOB must be made via the carrier's portal.
**Documents sent too late**

If documents are not received by Coop on time for the necessary customs clearance to take place cf. above deadline it will result in a cost surcharge. Moreover, storage costs may occur, as well as penalties and fees to the tax authorities. If such costs occur because the documents have not been sent securely and on time by the supplier, Coop will invoice the supplier for the costs.
If products cannot be cleared by customs in sufficient time, it may cause that the products cannot be used as planned by Coop. This is the same as late delivery and therefore can result in a cost surcharge equal to late delivery.

## 3.7 Delivery of organic products

When delivering organic products, Coop's general delivery requirements, general legislation on organic products and the following additional requirements apply:

**Delivery of organic products from EU countries incl. Denmark**

**Organic certificates:**

If a supplier delivers organic products to Coop, it is the supplier's responsibility to continuously ensure that Coop has copies of valid organic certificates. If the production and dispatch of organic products takes place at locations other than at the supplier's premises, the supplier must ensure that Coop has copies of valid organic certificates for the production/dispatch location in question.
Warehouses that supply organic products to Coop must also be covered by valid organic certificates, either in the form of own organic certificate from the supplier, production site or warehouse.

Suppliers within the EU must be registered in the Traces NT Database from 1 January 2023. If one or more organic certificates are not available on the Danish Veterinary and Food Administration's website or in the Traces NT Database, the supplier must send copies of the organic certificate to Coop by e-mail to masterdata_artikler@coop.dk.

It is the supplier's responsibility to ensure that organic certificates are regularly renewed and available to Coop if organic products are delivered to Coop.

**Delivery notes for delivery of organic products**

Coop's purchase order number is not sufficient identification from the supplier and a separate delivery note is always required for warehouse deliveries.

The delivery note for the delivery must be written in Danish or English and contain at least the following:

**General information on the delivery notes for organic products**

- The supplier's name and address
- Sender name and address (if different from supplier)
- The supplier's Coop supplier number or EDI location number
- Coop's purchase order number
- Delivery address (warehouse)

**Information for each product on the delivery note with organic products**

- Product name

- Coop article number of the product or the EAN number of the sales unit
- The text “organic” must appear on all documentation
- Total number of pallets and packages per article number

The individual delivery note may only cover one order. If the supplier delivers several purchase orders at the same time, the supplier must ensure that a separate delivery note is created for each purchase order.

The supplier must ensure that delivery notes are sent via e-mail to deliverynote@coop.dk. The physical delivery note is not a requirement but can be required at Coop's request.
When delivering to Coop's Fresh Food Center and external warehouses, a physical delivery note must be provided.

The subject field of the e-mail must contain Coop's order number. The e-mail must only contain 1 order.

In cases where Coop handles the transport to the warehouse (FCA/EXW), the delivery note must be sent to deliverynote@coop.dk at the latest on the same day as the collection is made.

Missing a timely delivery note and/or order number on the delivery note will result in a cost surcharge.

**Delivery of organic products from non-EU countries (3rd country)**

**Organic certificates**

If a supplier delivers organic products to Coop, it is the supplier’s responsibility to continuously ensure that Coop has copies of valid organic certificates.
If the production and dispatch of organic products takes place at locations other than at the supplier’s premises, the supplier must ensure that Coop has copies of valid organic certificates for the production/dispatch location in question.
Warehouses that supply organic products to Coop must also be covered by valid organic certificates, either in the form of own organic certificate from the supplier, production site or warehouse.

Suppliers outside the EU must send copies of the organic certificate to Coop by e-mail to masterdata_artikler@coop.dk. It is the supplier’s responsibility to ensure that organic certificates are continuously renewed and available to Coop if organic products are delivered to Coop.

**Advance notice**

The supplier must notify Coop’s Customs Department of dispatch by e-mail to customs@coop.dk at least one working day before dispatch of the products. An approved inspection certificate must be available in Traces NT before dispatch of the products. If the documents are not sent to Coop in time to be able to carry out the necessary customs clearance cf. this deadline it will result in a cost surcharge.

The supplier must ensure that the following is stated on the COI (certificate of inspection) if the products are not to be rejected on goods reception:

- correct seller and recipient
- which warehouse is the 1st recipient (first recipient warehouse)

**Delivery note:**

Coop's purchase order number is not sufficient identification from the supplier, and a separate delivery note is always required for warehouse deliveries.
The individual delivery note may only cover one order. If the supplier delivers several purchase orders at the same time, the supplier must ensure that a separate delivery note is created for each purchase order.

The supplier must ensure that delivery notes are sent via e-mail to deliverynote@coop.dk. The

physical delivery note is not a requirement but can be required at Coop's request.
When delivering to Coop's Fresh Food Center and external warehouses, a physical delivery note must be provided.

The subject field of the e-mail must contain Coop's order number. The e-mail must only contain 1 order.

In cases where Coop handles the transport to the warehouse (FCA/EXW), the delivery note must be sent to deliverynote@coop.dk at the latest on the same day as the collection is made.

Missing a timely delivery note and/or order number on the delivery note will result in a cost surcharge.

If the purchase order is delivered in containers (container deliveries), the supplier is exempt from delivering a physical delivery note, as this is not possible.

## 3.8 Excise Movement and Control System (EMCS)

Under EU legislation excise duties are paid on alcohol, tobacco, and energy products at the final point of consumption. While in transit to their final destination, these goods are in duty-suspension i.e. no excise duty has yet been paid on them.

The EMCS provides Member States with an electronic system to monitor the movement of these goods in real-time, to ensure that the duties are properly levied at the final destination.

The EMCS in practice

- → Under EMCS, a movement of excise goods is documented at every stage through an electronic Administrative Document (eAD).
- → The eAD is issued by the original consignor, containing information on the consignment and the planned movement within the EU.
- → The eAD is validated in the Member State of dispatch. A European register of operators (SEED) is used to check the excise numbers of the consignor and consignee.
- → The eAD is electronically transmitted by the Member State of dispatch to the Member State of destination.
- → The Member State of destination forwards the eAD to the consignee
- → The consignee submits a "report of receipt" once he/she has received the excise goods. This report should mention any anomalies, such as shortages or excesses in the consignment.
- → The report of receipt is sent to the consignor who can then discharge the movement and recover the financial guarantees they had to make for the excise products.

All eAD/ARC numbers must be written on the delivery note see 3.6 Procedures and requirements for deliveries to a warehouse.

## 3.9 Procedures in the event of damaged goods

For products which, upon goods reception or later, are found to be damaged as a result of packaging etc. not being of the quality required for the form of transport in question, or which otherwise do not live up to what has been agreed, Coop will determine the extent to which:

- The products are returned to the supplier for their account
- Coop retains the products with a reduction in price
- Coop discards the products at the supplier’s expense, as agreed with the supplier

If transport damage has occurred that cannot be attributed to inadequate packaging or the quality thereof, the assignment of liability will follow the rules outlined in the Incoterm chosen for the order.

Orders containing damaged goods delivered on Incoterms DAP, DDU and DDP will be rejected on receipt of the products if the damage is considerable.

Purchase orders with damaged goods delivered on Incoterm FCA, EXW and FOB will generally not be rejected at goods reception, as Coop will arrange the transport itself in these cases. In the event of errors on the part of the supplier during warehouse delivery, Coop will re-invoice the cost to the supplier.

## 3.10 Weight control for warehouse delivery

Random weight checks on goods reception are performed at Coop's warehouses.

**Prepacked products**

Unless legislation prescribes other methods or tolerances, Coop’s weight checks of prepacked products will take place as a non-destructive check in accordance with the following principles:

1) The supplier is obliged to provide a correct tare for the sales units in every shipment delivered to Coop. The tare weight must be stated either on the exterior packaging or on the documents
2) From each of the shipments inspected, irrespective of the size of the shipment, Coop's inspector will take out at least 20 and at most 100 sales units to be checked for weight.
3) It will be checked that the following requirements have all been fulfilled:

→ The net weight (gross weight minus tared weight) of the sales units selected must, on average, not be less than the declared net weight.
→ A maximum of one of the sales units selected may show a negative deviation which exceeds the negative tolerance stated in the table below.
→ None of the sales units selected may show a negative deviation which exceeds double the negative tolerance stated in the table below.

| Nominal weight X g | | | Negative tolerance | |
|---|---|---|---|---|
| | | | as a % of X | in grams |
| 5 | to | 50 | 9 | - |
| 50 | to | 100 | - | 4.5 |
| 100 | to | 200 | 4.5 | - |
| 200 | to | 300 | - | 9 |
| 300 | to | 500 | 3 | - |
| 500 | to | 1000 | - | 15 |
| 1000 | to | 10000 | 1.5 | - |

If the above requirements are not met, the product batch will be rejected as being underweight. Any prepacked products from a shipment that have been rejected by Coop on the grounds of being underweight may be freely used by the supplier to fulfil new orders from Coop on the condition that the products’ weight, shelf life and quality etc. are as agreed when the products are re-delivered.

**Non-prepacked products**

Non-prepacked products will also be subject to random weight checks. However, non-prepacked products will not normally be rejected on the grounds of being underweight. Instead, the settlement amount for the shipment in question will be adjusted.

## 3.11 Temperature control of warehouse delivery

Coop’s warehouses perform random temperature checks of frozen and chilled goods upon receipt. Coop’s temperature control is carried out as a non-destructive control in the hottest and coldest place in the goods batch, respectively.

**Frozen food - Temperature control**

A shipment of frozen goods will be rejected if Coop's temperature check finds that the temperature is higher than -18°C.

**Refrigerated goods - Temperature control**

On receipt of refrigerated goods, random samples are taken or in the event of suspected deviations in temperature for non-destructive temperature control.

A shipment of chilled goods will be rejected if Coop's temperature control finds that the temperature is:

1) higher than the statutory requirement for the chilled goods in question; or
2) higher than the storage temperature stated on the chilled goods; or
3) Lower than -2° C.

If the temperature exceeds Coop's rejection limits, the batch is rejected, and the supplier is instructed to collect the batch from Coop's warehouse. Products that are rejected may not be returned to Coop at any point.

| **Rejection limit** | |
|---|---|
| 2-degree product | > 2 degrees C |
| 5-degree product | > 5 degrees C |
| 10-degree product | > 10 degrees C |
| Lower temperature limit: < -2 degrees C (see exceptions under temperature control) | |

Unless otherwise agreed, Coop requires that refrigerated goods must not be frozen on delivery. However, lower temperatures are accepted for products where, for quality reasons, it is necessary to freeze the product before cutting.

Frozen refrigerated products may not be delivered to Coop at any time, with the exception of the following products, which are processed abroad, frozen and thawed during transport to Coop and can therefore still be frozen on arrival at Coop Warehouse.

The exceptions from the -2-degree limit are:

| **Product** | **Rejection temperature** |
|---|---|
| Sliced graved or smoked fillet<br>Sliced cuts of whole meat<br>Sliced bacon<br>Processed meat, chops, etc.<br>Finished meat products, regardless of meat type marked "frozen" or similar | < -5.5 degrees C |
| Other sliced cold cuts | < -3.5 degrees C |
| Long-lasting meat | < -4.0 degrees C |
| 1000030772 SMOKED SALMON 200 G MSC<br>1000030773 Gravad salmon | Is being thawed in the distribution chain (is frozen from the supplier and reaches the store with max. 2 degrees C) |

## 3.12 Claims for products delivered to warehouse

Products that have been found to be damaged, either at the time of delivery or at a later date, or which otherwise do not fulfil the agreed requirements, must be returned to the supplier at their expense, unless it has been agreed in relation to the claim that Coop will discard the products or retain them at a discounted price. The decision is made by the supplier's contact person in Coop Logistics.

**Incorrect deliveries where Coop is not the right recipient**

In the event of incorrect deliveries to Coop's warehouse, it is the supplier's responsibility to arrange return transport. If this is not done within the time limits below, the products will be destroyed without further notice:

| Warehouse type | Deadline for return shipment |
|---|---|
| **Dry goods warehouse** | Within 3 weeks of delivery |
| **Fresh food and frozen warehouses** | Within 1 week of delivery |

Incorrect deliveries will result in cost surcharges and an invoice for destruction.

## 3.13 Delivery of campaign products

In the event that a supplier delivers a campaign product later than the delivery date stated in the order, Coop reserves the right to impose a surcharge on the supplier corresponding to the additional costs incurred by Coop in connection with express delivery of the product to Coop's stores.
The surcharge consists of a one-off amount of DKK 5,000 and DKK 500 per affected store.

# 4 PACKAGING, LABELLING AND PACKING

This section describes the requirements stipulated by Coop with regards to packaging, marking, packing, etc. These requirements must ensure that Coop can handle the products efficiently during receipt, storage, etc. The supplier is always responsible for compliance of any safety and environmental requirements and regulations.

**Packaging**

The products must be securely packaged, taking account of the product’s characteristics and subsequent transport from the factory through to the consumer.

To reduce both the environmental burden and the related costs, packaging must take place with due consideration of subsequent disposal – including the use of environmentally responsible materials – and that unnecessary materials are not used.

**Choice of material**

The guiding principle for the following is that boxes made from corrugated cardboard and/or bags composed of PVC-free plastic are used for packaging and that they are of an adequate quality to safeguard the contents. In certain cases, it may be necessary or appropriate to use packaging composed of other materials.

**Use of plastic straps**

When using Strapex or similar strapping, only products manufactured from PVC-free plastic may be used. Metal products may not be used, either for strapping or for closing/sealing. Closing/sealing must be carried out using a plastic fastener or by welding.

**Labelling**

Coop Logistics handles both consumer products and non-food products for all Coop stores. The guiding principle for labelling in Coop is therefore the Labelling Concept for Danish Everyday Commodities Trading, made by GS1 Denmark (see section 4.5).

Information about the labelling concept can be downloaded from GS1 Denmark’s website www.gs1.dk.

In certain cases, Coop may accept labelling which deviates from this concept. These cases are described in further details in the following section.

**Packing – 5 levels of packing**

Coop works with up to 5 different levels of packing.

| | | |
|---|---|---|
| **Consumer unit**<br>Consumer unit (also called sales unit) | The consumer unit is the unit sold to the customer in the store. This level of packing will always be present. |  |
| **Commercial unit**<br>(also called Coop Colli) | Delivery to stores will take place at this level.<br>Orders for warehouses will also be made at this level. |  |
| **Shipper pack**<br>(also called outer carton or wholesale package or “master package”) | When necessary, several commercial units can be gathered in one shipper pack (if the commercial unit is a plastic bag or similar).<br>Deliveries from warehouse to store take place at commercial unit level, which is why supplier packing should be avoided so that Coop avoids delays in unpacking shipments. |  |
| **Logistics units**<br>(also called pallets or Slip Sheets) | Truck deliveries are delivered at this level – for example pallets.<br>Container deliveries are made on either pallets or Slip Sheets. |  |

Requirements for the above levels will be reviewed below. If several of the levels stated above are represented by the same packing unit – for example a packing unit that consists of both a consumer unit and a commercial unit at the same time – the requirements of both levels must be fulfilled.

## 4.1 Consumer unit

Requirements of the consumer unit, including specific packaging requirements, may be stated on the order and in any addenda to the supplier's purchasing agreement with Coop. Below is a list of the general requirements that are particularly important to the logistics flow.

**Packaging – Consumer unit**

The consumer unit's packaging must always take into account the nature of the product and the conditions the consumer unit is expected to be subjected to during exposure in a shop. The packaging must also be adapted to the outer packaging.

If there is no further packaging during transport than the product's own packaging (such as for larger products like bikes), the consumer unit's packaging must also comply with the requirements for the commercial unit.

For products that use one or more levels of extra packaging, it is important that the consumer unit's packaging only provides the protection required, as excess packaging can have a negative impact on the environment and can lead to increased disposal costs.

For textiles that are to be displayed in stores without sales packaging, the individual consumer unit should not be packaged. Only the entire commercial unit must be packaged.

**Labelling - Consumer unit**

In Coop, the identification of a consumer unit is defined by the unit's GTIN barcode value. All units that may potentially have to be scanned at checkout desks must be labelled with the EAN-13 (or EAN-8) barcode, cf. GS1 Denmark's standards (see section 4.5)

## 4.2 Commercial unit

In the communication between Coop and the supplier, the commercial unit must be the unit that Coop uses for quantities and the unit Coop is referring to.

The identification of a commercial unit is defined by a Coop article number and any associated barcode value. We usually use the supplier's chosen barcode value, but Coop can allocate their own value. Typically, these barcodes will be defined as GTIN-14 (EAN-14, DUN-14 or ITF-14), but they can also be defined as a GTIN-13 (EAN-13).

Packing and distribution at Coop's warehouses is carried out at commercial unit level. Therefore, the individual commercial unit must be designed in such a way that it can, without difficulty and without risk of damaging the contents, be packed, shipped, and distributed to the store.

Please note that commercial units for Lineage Vejle ApS (Coop's frozen storage) must be delivered as closed cartons.

**Type of packaging - Commercial unit**

The commercial unit should, in principle, be packed in packaging made of corrugated cardboard strong enough to be stacked without collapsing. It must be possible to stack up to the selected pallet height, and it must be able to remain stacked on the pallet without being wrapped in wrap/foil.

The packaging must be of such a quality that it can withstand moisture and cold. The foil is removed by Coop when picking for Coop's stores in the warehouse begins.

The packaging must be designed in such a way that space during transport is utilised as effectively as possible.
To ensure the appropriate combined packaging of commercial units in shipments to stores, every effort must be made to ensure that the individual commercial unit has basic dimensions that ensure good use of the logistics unit's surface.

**Surface measurements** in accordance with ISO 3394 are recommended. The current version can be downloaded from the ISO website, The International Organisation for Standardisation, The International Organization for Standardization, https://www.iso.org/home.html.

**Box filling** is to be avoided unless the nature of the product requires it. Instead, it is recommended that the packaging of the commercial unit is formed in a such a way that the corrugated cardboard packaging provides adequate protection. The packaging must be designed with a fixed base so that the individual commercial units can be lifted without the contents falling through.

Boxes must not be closed by means of gluing the top - only on the bottom and on the sides. For safety reasons, staples must not be used for closing boxes.

If there is a risk of rub-off or of the packaging affecting the product in any other way, the necessary steps must be taken to avoid this. This applies to textiles, where the box (when this is the commercial unit) must be lined with a plastic bag or similar.

For packaging in plastic bags/foiling, it must be ensured that this is of such a quality that holes cannot be made in it during normal handling, and that this packaging is closed securely so that it does not open.

**Moisture**

For products that are receptive to moist impact/or are in danger of being exposed to the effects of external moist impact, the necessary measures must be taken to counteract this – such as use of moist-absorbing materials (Moist absorbers).

**Labelling – Commercial unit**

As a minimum, all commercial units must be marked on one of the sides. Labelling must never be handwritten.

For the sake of readability, it is required that labelling is performed by means of attached labels. The label adhesive and printing must be moisture and heat/cold-resistant.

**Content of labelling – Commercial unit**

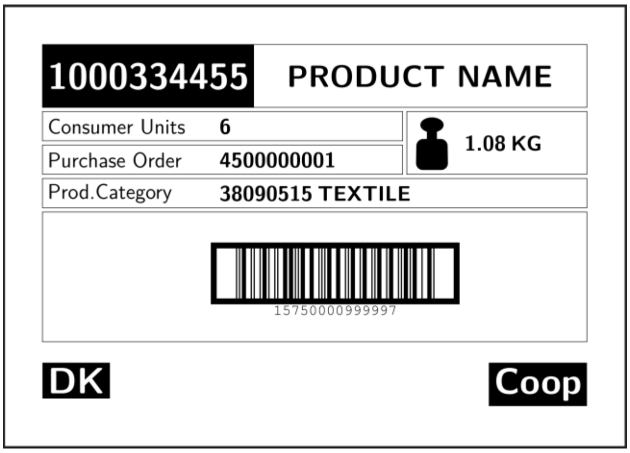
As a rule, labelling must be carried out in accordance with GS1 standards. Furthermore, labelling must be clear and concise, and adhere to relevant regulations, legal requirements and industry standards.

Coop can also request an alternative label according to Coop's guidelines for labelling commercial units, as shown below. If alternative labelling is required, Coop will instruct the supplier in advance.

Alternative labelling must include the following elements:

- The text “Coop” and either “Denmark” or “DK”
- Coop article number
- An item description (written in Danish as stated on Coop's order)
- The number of consumer units per commercial unit
- Coop purchase order number
- Gross weight, indicated in kilograms
- The commercial unit’s GTIN as a barcode
- Other information relevant for the product in question

It is recommended that the labelling is carried out in accordance with the following example. In some cases, technical production conditions will mean that this is not possible. In such cases, it is a requirement that the above elements are clearly stated.




The size of the label should be no smaller than DIN A6, 10 x 14 cm or 4" x 6"

**Consignment and handling labelling - Trade unit**

Shipping and handling labelling such as "fragile", "keep dry", "max stacking", etc. must comply with the pictograms in ISO 780 "Packaging – Distribution packaging – Graphical pictograms for handling and storage of packages". The current version can be purchased from the ISO website, The International Organisation for Standardisation, https://www.iso.org/home.html.

Pictograms should be placed on all four sides. They can either be printed directly on the packaging, be carried out by means of attached pictograms, or be an integrated part of the contents labelling. In all cases, labelling must comply with the safety regulations. It must be performed in such a way that it is moisture- and heat-resistant and of a size and colour that is easily identifiable.

**Disposal/recycling labelling - Commercial unit**

The disposal/recycling of labels must be performed in accordance with applicable Danish and pan-European legislation. Unless otherwise specified under the relevant legislation, labelling must be on the underside (base flap) of the carton. Labelling should be printed directly on the carton.

**Weight limits – heavy and unwieldy products - Commercial unit**

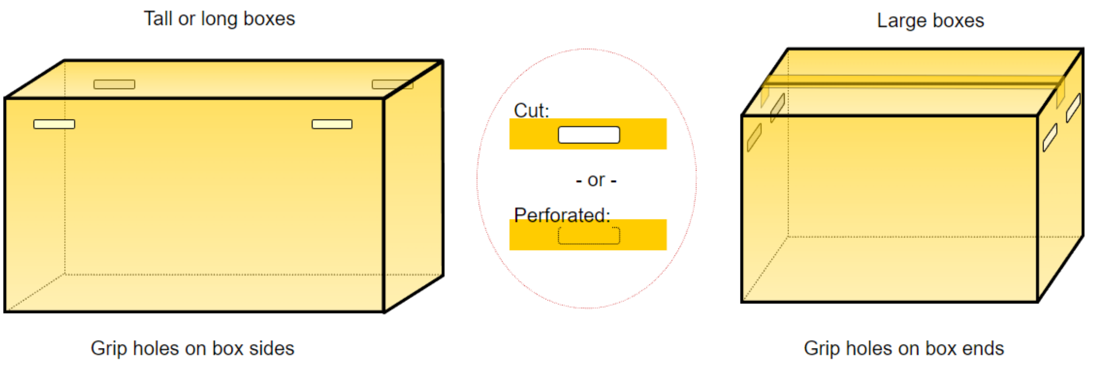
As a rule, the gross weight per commercial unit may not exceed 12 kg. If the individual consumer unit weighs more than 12 kg gross, there may only be 1 consumer unit per commercial unit, and this must be placed on a suitable and approved load carrier.

**Warning and weight labelling – Commercial unit**

All commercial units weighing more than 12 kg must be marked with a warning and the weight on all four sides of the package. The stated weight must be the gross weight of the commercial unit and must be stated in kilograms.
Labelling must be carried out so that it is easily identifiable and so that it is resistant to the effects of moisture and heat.


**Grip holes – Commercial unit**

For commercial units that weigh more than 12 kg, or which are bigger than 600 x 400 mm, the packaging must be designed with grip holes. Grip holes are designed to allow the commercial unit to be handled manually by two people. They are located at both ends and two holes are located at each end. In the case of long or tall boxes (containing I.e., bicycles) the grip holes are located on the sides, close to the ends of the box. However, Coop's Dry Goods Centres do not allow two-man serviced commercial units.
The grip holes must be designed in such a way that they are not damaged during normal handling, and so that handling the products manually is ergonomically safe.




**Load carrier (pallet or slipsheet) for commercial units**

For heavy commercial units with a surface measurement of 600 x 400 mm or greater, or a weight of more than 12 kg, each unit is placed on a pallet. Either on a disposable pallet adapted to the product, or on a unit suitable for a recyclable pallet. Pallets are not permitted for delivery in a container. Here the product should be placed on a Slip Sheet (see section 4.4).

**Special circumstances for commercial units/ commercial unit packaging**

A commercial unit is a package that consolidates several uniform consumer units into a commercial unit. However, there are commercial units with only one consumer unit, or commercial units with various consumer units packed as one commercial unit (assortment).

**Commercial units with one consumer unit per commercial unit**

In certain cases, there will only be one consumer unit per commercial unit. In such cases, the following guidelines for both commercial units and consumer units must be followed and the consumer unit's GTIN must be applied as a barcode. If the products are under Coop's private label, Coop's article number must also be displayed.

In principle, consumer units should not be packed in commercial unit packaging if there is only one consumer unit per commercial unit. In such cases, it is recommended that the consumer unit's packaging is made in a quality that allows the consumer unit to be transported, stored, packed and distributed to stores.

However, the specific nature of the product may mean that extra packaging is required to safeguard the product on-route to the store. In such cases, the supplier must advise the contact person in Coop Category.

**Delivery to Coop's frozen warehouse**
Special requirements apply to the commercial unit when delivering to Coop's frozen warehouse Lineage. All commercial units must be closed boxes, or at a minimum have some form of lid, so that the consumer units cannot fall out of the boxes.

**Coop plastic crates - Commercial unit**

If a purchase order is delivered in a Coop plastic crate (D9, C11, C15, C19, C26), the crate must not be damaged, broken or otherwise defective. The barcode must be intact.

It is the responsibility of the supplier to check the condition of the crate upon receipt and to notify Coop of any damage.

The contents of the crate must not protrude over edges or be packed so that the product is higher than the bale arms of the crate. If the largest crate (C19) is already used, the supplier must contact Coop to change the number of items per crate.

The bale arms of the crate must be in the highest position of the crate. No other positions are allowed. The correct position is shown below:

**Content labelling on Coop plastic crates – Commercial unit**

Contents labelling must be printed and inserted into the appropriate pocket on the crate for easy removal. Stickers are not allowed.


## 4.3 Shipper packs

As all dispatching at Coop's warehouses takes place at commercial unit level, shipper packs must be avoided as far as possible.

If shipper packs cannot be avoided as a means of safeguarding the products during transport to

Coop’s warehouse, shipper packs must be designed to require as little handling as possible on goods reception.

Any use of shipper packs where the commercial unit is a corrugated box must be approved by Coop. If the commercial unit is a plastic bag, this does not require approval in advance, but it must, in every instance, be registered with Coop.

Identification of shipper packs is not defined In Coop’s master data (registration of any GTIN or similar identification). Coop Only registers weather a commercial unit is delivered in a shipper pack, and in that case, how many number of commercial units are in each shipper pack.

**Packaging - Shipper packs**

The size must be determined by weighing up the following factors:

1) The packaging must contain as many commercial units as practically possible, in order to reduce the number of units to be handled on the unloading, re-palletizing and preparation for dispatch stages
2) The packaging must not be bigger than possible to manually handle
3) The packaging must not exceed 12 kg.

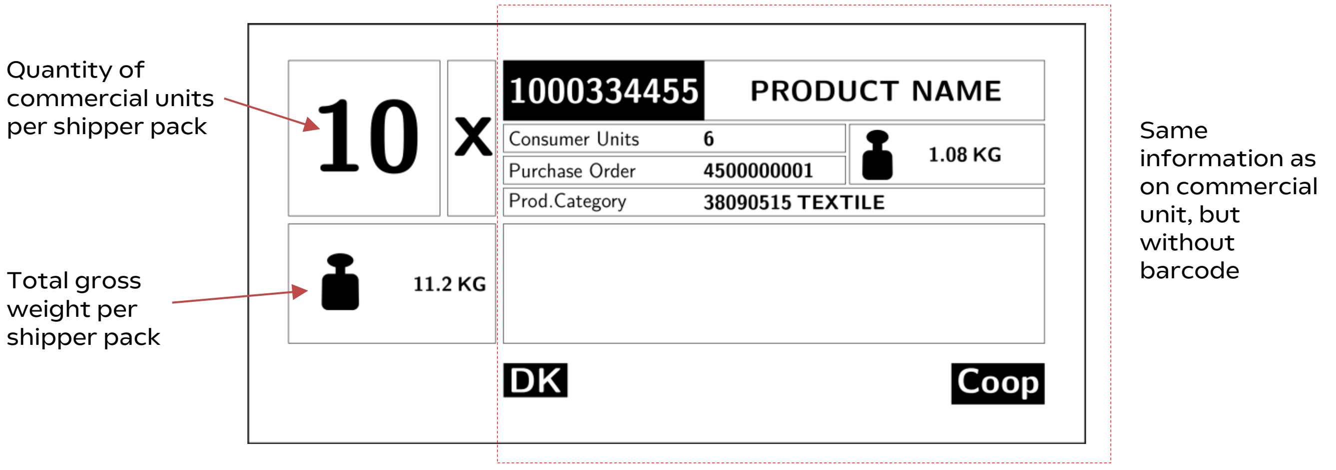
If possible, the product's nature and the prior transport taking into account, then cardboard boxes with loose lids must be used, where the lid is fastened with either a piece of plastic/strap or with self-adhesive tape.

**Labelling - Shipper packs**

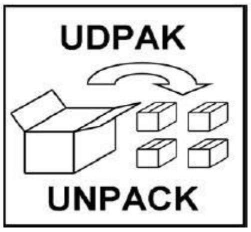
As shipper packs will be the unit handled in connection with goods reception at Coop's warehouses, it is important that labelling is done in a way that it is clear and easily identifiable. The number of commercial units per shipper pack must be stated on the pallet label.

A shipper pack is labelled as described in section 4.2.
However, with the following additions/changes:

- Number of commercial units is added
- The weight of the entire shipper pack is added
- No barcode must be indicated on the label
- Label height should be no less than 10 cm / 4”
- A pictogram for unpacking to be added




Pictogram for unpacking:




**Other markings**

Other requirements for markings on Shipper packs are the same as for Commercial units.

## 4.4 Logistics units

**Approved pallet types – Logistics units**

The guiding principle for delivery to Coop's warehouses is on EUR pallets or equivalent CHEP or LPR pallets.

- EUR pallets can be either EPAL EUR-1 pallets or UIC EUR pallets of 800 x 1200 mm
- Pallets must be manufactured in accordance with EN 13698-1 (EPAL EUR-1) or UIC 435 (UIC EUR pallets), including marked with either EPAL or EUR labelling on both sides
- If the pallet has been repaired, this must be done by an EPAL or UIC licensed repair company and in compliance with the relevant rules
- CHEP pallets must be of type B1208A (800 x 1200 mm)
- LPR pallets must be of type PRO80 (800 x 1200 mm)

**The following can be used for products registered with Coop as half-pallets (1/2 pallets):**

- 800 x 600 mm half-pallet type DS 364.1
- CHEP Wood and metal pallet 800 x 600 mm (08)
- LPR half-pallet DU608 800 x 600 mm

In these cases, 2 half-pallets must be placed on an EUR pallet or equivalent CHEP pallet

**The following can be used for products registered with Coop as 1/4 pallets:**

- Schoeller DK91 Plastic Pallet

For deliveries on 1/4-pallets in multiples of 3 or 4, the pallets must always be placed on top of a EUR full pallet or equivalent CHEP pallet. For deliveries of 1/4-pallets in multiples of 1 or 2, these must always be delivered on the vehicle floor.

**In addition to the above, the following may also be used for delivery of fruit, vegetables and flowers:**

- CHEP Wooden pallets with dimensions 1000 x 1200 mm
- CC Flower container (including ½ CC flower container) – from Container Centralen A/S with a valid RFID-tag.

Other pallet types may only be used in exceptional cases and only after prior agreement with Coop Logistics.

**For all pallet types, the following applies:**

→ The outside dimensions of the pallet must adhere to the specifications of any relevant standards for the pallet type in question, this including the tunnels of the pallets must be kept clear in entirety of the relevant dimensions.

→ All components of the pallet must be present, and of a quality, thickness, and width for which the load capacity of the pallet is kept intact.
→ Pallet boards and blocks may not be split crossways nor broken – only insignificant splinters are allowed, and all blocks must be in correct position. Cracked splinters or chips may not reveal nail shanks.
→ Visible lengthways splinters, may not exceed more than a single nail shaft, and may not split the entire length.
→ All nails must be fastened, and secure the components of the pallets, ensuring the load bearing capacity are not reduced.
→ No visible nails tips are allowed, and nail heads may not be raised above board surface. All joints must be unimpaired.
→ The pallet may not be soiled nor contaminated by oil spill or such, and no dirt, mould or similar that may contaminate the load. The pallet may however have visible signs of prior use.

A non-approved pallet is treated by Coop as a disposable pallet. It is solely the assessment of Coop which determines the quality of the pallet, and Coop does not provide any documentation for any rejections. Coop does not return nor handout disposable pallets, including rejected pallets, to the supplier.

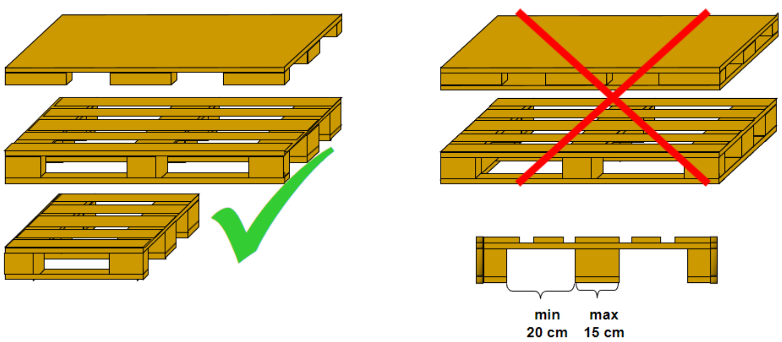
If any other pallet types are used, Coop Danmark may request the load to be re-palletized before receipt, or Coop Danmark may re-palletize the load at the supplier's expense.

### Disposable pallets/other pallet types and Slip Sheets – Logistics units

If, by written agreement with the receiving Coop warehouse, the products are delivered on specially manufactured disposable pallets or on pallet types other than those mentioned above, Coop will carry out (re-)palletization when the products are received at the warehouse.

Slip Sheets can be used if a container shipment has been agreed in advance. Coop recommends dimensions adapted to EUR pallets with lip on the wide side (min. 7 cm). facing the container opening.

Disposable pallets must be prepared for handling by both forklift and pallet transfer trucks with access possible from all four sides. Thus, either block pallets without stringers, or pallets equipped with runners equivalent to those on EPAL EUR pallets, must be used. A ground clearance of 100 mm is essential for access to lifting equipment.




### Weight and volume limits for disposable pallets - Logistics units

The maximum height of the products including the pallet may be 150 cm unless the individual sales unit itself is higher.
The surface measurements should be adapted to the EUR pallet measurements (120 x 80 cm, 80 x 60 cm or 60 x 40 cm). The surface measurements of 120 x 80 cm may not be exceeded unless the surface measurements of the individual sales unit are greater. The weight of the products must not

exceed the weight that the pallet has been designed to withstand. Please see below.

**Maximum product height and weight per pallet EUR full pallet or CHEP/LPR pallet**

- The height of the product, including the EUR pallet, must not exceed 165 cm.
- Product weight including EUR pallet may not exceed 750 kg, except DK, SE, NO, FI & IT: 975 kg.
- For deliveries of fresh fruit and vegetables, the maximum height of the pallet must not exceed 230 cm.
- For deliveries to Lineage, the maximum height of the pallet must not exceed 180 cm.

**1/2 pallet DS364.1 or CHEP/LPR**

- The height of the product, including the pallet, must not exceed 150 cm.
- The height of the product, including the EUR pallet, must not exceed 165 cm.
- The weight of the product, including the pallet, must not exceed 370 kg.

**1/4-pallet** (Schoeller Plast Enterprise)

- The height of the product, excluding the pallet, must not exceed 150 cm.
- The height of the product, including the EUR pallet, must not exceed 165 cm.
- The weight of the product, including the pallet, must not exceed 160 kg.

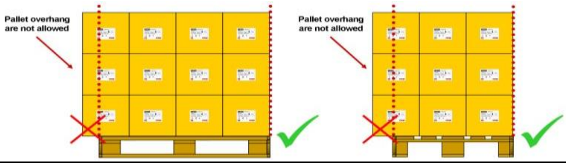
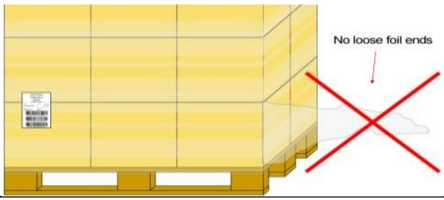
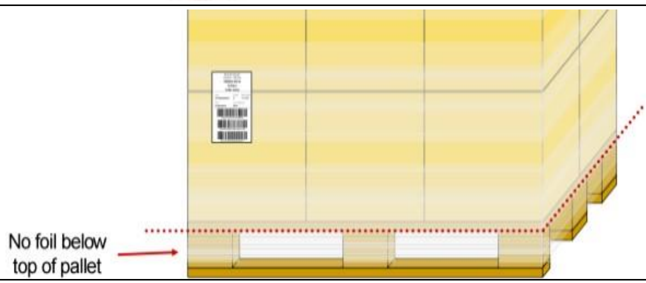
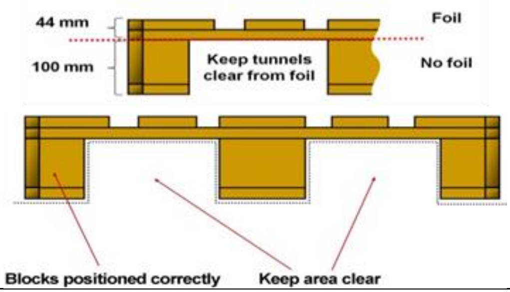
The supplier must as a maximum deliver the number of packages per pallet that was agreed with Coop when the product was registered in the assortment.

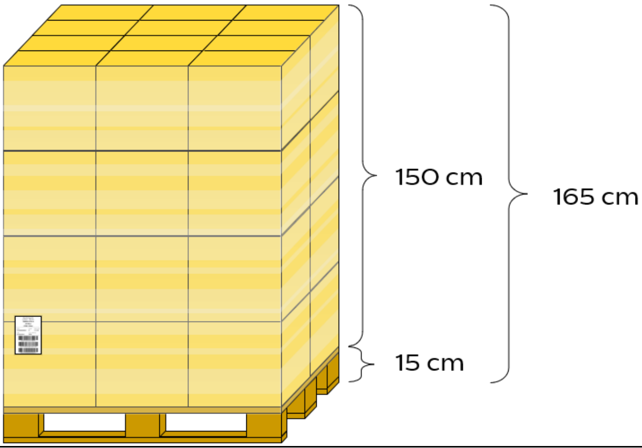
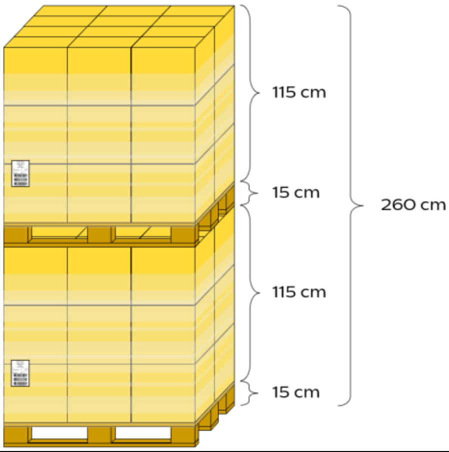
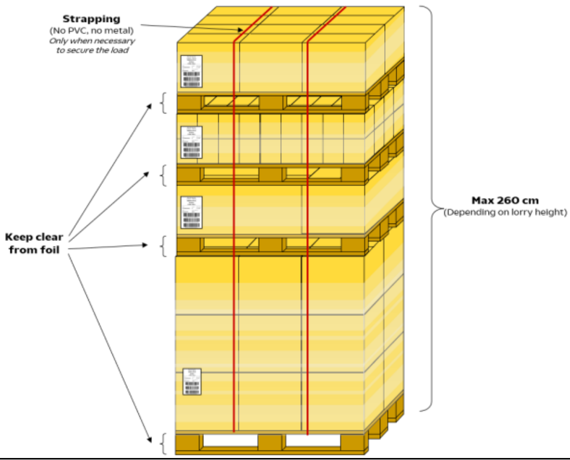
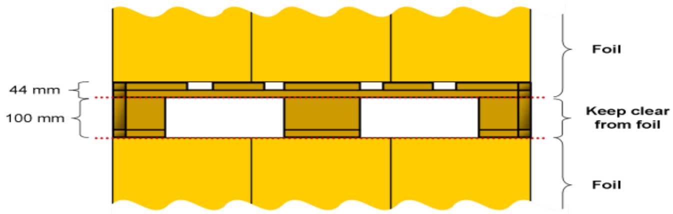
**Palletising - Logistics units**

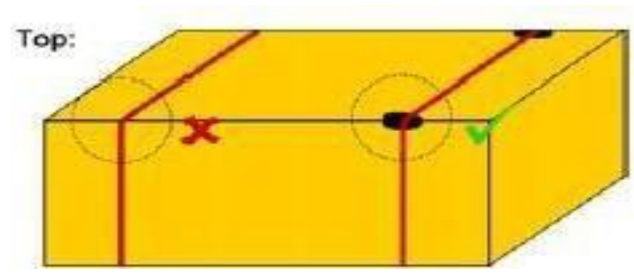
- Each pallet must only contain one Coop article number/EAN number. Stacking pallets on top of one another is permitted if this does not result in damage to the products. The maximum height of pallets stacked on top of one another may not exceed the maximum height specified in this section.
- Date-marked products with the same Coop article number/EAN number, but with a different expiry date, must not be packed and delivered on the same pallet unless these are separated by a pallet with an SSCC label.
- Under no circumstances may the products on the pallet exceed the surface area of the chosen pallet.
- The products must be secured to the pallet by means of transport packaging, such as foil, that keeps the products together and offers effective protection during transport, storage, and handling, so that there is no slippage. All pallets holding frozen goods must, without exception, be delivered packed in wrap, to ensure the pallet's stability.
- The top layer on the pallet must always be secured, wrapped round, if necessary, with film or similar. In the case of light and "soft" packages, the entire pallet must be shrink-wrapped. In cases where shrink wrap is used and the EUR pallet is also wrapped in film, it must always be delivered on top of another EUR pallet.
- All products must be packaged responsibly and in such a way that the products are not damaged during handling and subsequent dispatch to the stores.
- To ensure appropriate packing of the products on dispatch to the stores, every effort must be made to ensure that the individual packages have basic measurements according to a modular surface of 60 x 40 cm.

In certain circumstances, the supplier can receive specific agreement about deviating from some of the above requirements, where the nature of the delivery justifies it, such as when splitting a package on separate pallets would be financially unviable. Such a special arrangement must be agreed with the supplier's contact person in Coop Category, who will coordinate with Coop Logistics, and there will be an ongoing requirement for the supplier to ensure a clear division of the individual article numbers as well as a GS1 label on each article number.

**Visual guide to palletising goods for Coop's Distribution Centres**

| | |
|---|---|
| Cartons must be stacked on the pallet. |  |
| There must be no "overhang". All cartons must thus be kept within the confines of the pallet's surface. |   |
| All pallets must be sealed with foil, film or shrink wrap.<br>The end of the foil, film or shrink wrap must be attached. There must be no loose "tails" of foil, film or shrink wrap. |   |
| Foil, film or shrink wrap may not be attached to the pallet's blocks. |   |
| There must be no foil, film or shrink wrap around the pallet's blocks or runners. |   |
| The pallet's runners/base boards and blocks must be whole and undamaged. Blocks may not be turned or similar, so that the cavity under the pallet is reduced. |   |
| Stacked commercial units |  |

<table>
<tr>
<td>The individual pallets may not be stacked higher than 150 cm, excl. the height of the pallet.</td>
<td>
</td>
</tr>
<tr>
<td>For deliveries with double stacked pallet up to a maximum of 260 cm may be delivered.<br><br>The individual pallets may not be stacked higher than 115 cm, including the height of the pallet.<br><br>If it is necessary to secure the top pallets in the stack to the lowest pallet, Strapex or similar strapping can be used.</td>
<td>
</td>
</tr>
<tr>
<td>For deliveries with sandwich pallets (2 or more pallets with different heights stacked on top of each other) up to a maximum of 260 cm may be delivered.<br><br>The individual pallets may not be stacked higher than 150 cm, including the height of the pallet.<br><br>If it is necessary to secure the top pallets in the stack to the lowest pallet, Strapex or similar strapping can be used.</td>
<td>
</td>
</tr>
<tr>
<td>The pallets must be wrapped in plastic foil individually before they are stacked.<br><br>The tunnels and blocks on the individual pallets in the stack must be kept clear of foil, film or shrink wrap.</td>
<td>
</td>
</tr>
</table>

| | |
|---|---|
| When using foil, film or shrink wrap on soft packages, it is recommended that cardboard edge protectors along the pallet's corners are used. |  |

**Registration and settlement of balances concerning transport equipment**

Settlement of balances concerning transport equipment may be happen in one of the following ways:

By exchange: Settlement takes place by issuing the same type and quantity of transport equipment units as are delivered. Deviations from this can only be accepted in exceptional cases

By invoicing: Settlement takes place as the ongoing invoicing of delivery and are issued on a separate invoice which solely concerns the transport equipment delivered or issued. The invoice must be issued no later than the first day of the month, for the previous month's deliveries. Deviations from this can only be accepted in exceptional cases.

By invoicing as a separate line: Settlement takes place as the ongoing invoicing of delivery and issue on the goods invoice, but as a separate line that solely concerns the transport equipment delivered or issued. Deviations from this can only be accepted in exceptional cases.

By inclusion in the price of the goods: Transport equipment is included in the price of the goods and there will thus be no ongoing exchange nor invoicing of transport equipment.

The above-mentioned settlement method must have been agreed upon with Coop when trade agreement is signed.

Coop retains a limit for the maximum transport equipment balance which Coop accepts, regardless of whether it is a balance in the favour of Coop or in the favour of the supplier.

The supplier must at all time keep the balance within the set limits.

If the limit for the transport equipment balance in the favour of Coop are exceeded, the supplier must return the transport equipment within 30 days of receipt of notice from Coop to the extent that the transport equipment balance is brought under the maximum limit. If this doesn't happen, the supplier must pay Coop compensation for the difference.

If the limit for transport equipment balance in the favour of the supplier is exceeded, the supplier must within 30 days of Coop's notification, collect the transport equipment to the extent that it is brought under the maximum limit. If this doesn't happen, the supplier must pay Coop a storage cost of DKK 10 per unit of transport equipment per month started, in difference, until the transport equipment debt is brought under the maximum limit.

Coop may at any time offset any storage costs in a suppliers balance.

**Coop's Packaging Portal**

The supplier always has access to their current transport equipment balance and limits for the maximum transport equipment balance in Coop's Packaging Portal.

https://embextranet.net.coop.dk

The supplier is obliged to register in Coop's Packaging Portal and to continuously maintain his contact details in Coop's packaging system. All communication from Coop regarding transport equipment will be done using the registered contact details.

Registration of supplier information must take place before the first delivery, using the supplier number assigned by Coop.

**Registering of receipt and pickup of transport equipment**

Besides its own warehouses, Coop also uses external partners for warehousing and distribution.

When a delivery is made to one of Coop's own warehouses, Coop carries out ongoing registration of the transport equipment that it either receives from or delivers to the individual supplier. This registration covers all the pallet types specified in point 5.4, Coop’s different types of Plastic Crates. The calculation and settlement of the balances between Coop and the individual supplier in relation to transport equipment takes place based upon above mentioned models.

When delivering to Lineage (warehouse 4067), Lineage makes an ongoing registration of the received transport equipment. This registration appears in Coop's packaging system.

Any objections should be directed to Lineage. Hand out of transport equipment takes place via Coop's dry goods centres. Lineage does not hand out transport equipment.

When deliveries are made to a warehouse at one of Coop's external partners, currently Hilton Foods (warehouse 4050), Jetpak Danmark A/S (warehouse 4011), Postnord TPL (warehouse 4078) and Lantmännen Schulstad (warehouse 4025, 4026 and 4061) the external partner will register the transport equipment, which the partner either receives or transfers to the individual supplier.

In these cases, the registration and balancing of the outstanding balance in relation to transport equipment is of no concern to Coop and takes place directly between the collaboration partner in question and the individual supplier.

On delivering goods in or on transport equipment directly to Coop's stores, the packaging must always be exchanged in the store so that no registration is required. It is not possible to exchange the packaging, the store can perform electronic registration with regard to the supplier, by which the supplier can then collect at the nearest dry goods warehouse. Objections to such registrations made by the store must be addressed directly to the store within 48 hours.

For all kinds of delivery (regardless of the Incoterms), the packaging is registered on arrival to Coop's warehouses. This is the point when it is registered to what extent the packaging is approved or not. Registration is electronic on the order number, and the supplier is notified if there are changes to the balance. The supplier can always access their balance and movements in Coop's packaging system. No paper notes or other are handed to the driver.

When Coop hand out empty transport equipment to the supplier (or, in the event of Coop returning goods to the supplier) electronic registration will take place again. The hand out of empty transport equipment must be ordered in advance via Coop's packaging system. There is no direct exchange of transport material upon receipt of goods.

Coop grants electronic access to the suppliers for which, via Coop's supplier number, it is possible to get an overview of the transport equipment outstanding with the individual supplier. If the supplier does not agree with Coop's registrations and balance calculation, the supplier must notify the Goods Reception at the Distribution Centre with which the registration was made, within 48 hours.

**Settlement of transport equipment balances when trading ends**

Upon termination of trade between Coop and the supplier, all transport equipment balances must be settled. The same applies if there has been no trade between the supplier and Coop for a period of 3 months, as the trade is then considered as ceased.

If the supplier is in possession of Coop's transport equipment, it must be returned to Coop within 30 days following the end of trade. If return fails to take place within 30 days following the end of trade, the supplier must pat Coop compensation for the transport equipment.

If the supplier has an open balance of transport equipment in their favour, the supplier must collect it within 30 days following the end of trade. If the transport equipment is not collected within 30 days following end of trade, the supplier must pay a storage cost of DKK 10 per unit of transport material per month initiated. The storage fee for non-collected transport equipment is offset, where possible, against the value of the transport equipment.

**Contact information for distribution centres**

The packaging departments at our warehouses can be contacted in relation to pickup of transport equipment:

| Distribution centre | E-mail |
|---|---|
| **Brøndby Distribution Center** | broendby.emballage@coop.dk |

| | |
|---|---|
| **Hasselager Distribution Center** | hasselager.emballage@coop.dk |
| **Aalborg Distribution Center** | aalborg.emballage@coop.dk |
| **Albertslund Distribution Center** | albertslund.emballage@coop.dk |
| **Lineage Vejle (Coop) ApS** | dk.vejle.info@lineagelogistics.com |
| **Odense Distribution Center** | odense.emballage@coop.dk |

Unless otherwise agreed with the individual distribution centre, transport equipment may be picked up at the following locations:

| **Type of logistics units** | **Place of delivery** |
|---|---|
| **Pallets** | The distribution centres in Albertslund, Odense and Aalborg |
| **CC Flower containers** | The distribution centres in Hasselager and Brøndby |
| **Coop plastic crates for fruit & vegetables** | The distribution centre in Brøndby |

## 4.5 Labelling of pallets – Pallet labels

Labelling must comply with the guidelines set by GS1 Denmark at any given time and the following description in Coop's Appendix 3 on *Logistics requirements, related procedures and cost surcharges.*
Products that do not comply with GS1 Denmark's currently applicable labelling concept may be rejected by Coop without prior notice.

**Labelling of pallets – GS1-128 labels**

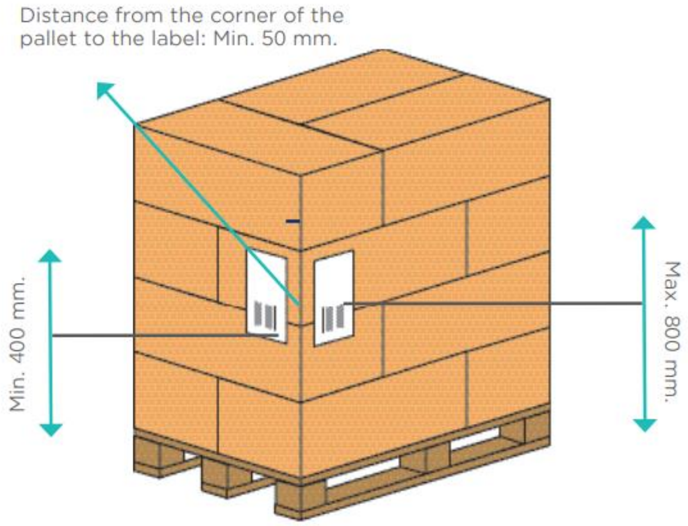
The supplier is always responsible for ensuring that the pallet label is correct. For any clarification and guidance, the supplier must contact GS1 in the respective country of dispatch via www.gs1.org/contact/overview.

This guide from GS1 Denmark can serve as a checklist when building your GS1-128 pallet labels:
https://www.gs1.dk/vejledninger/brugervejledning-til-placering-af-pallelabels-gs1-128-pallelabel#Undgfejlppallelabelen13tingderikkemggalt

→ Each pallet or other similar logistics unit delivered to Coop must be labelled with correct GS1-128 labels.
→ Pallet labels must be placed, cf. figure 1 below
→ Coop recommends that pallet labels are printed in A5 format on self-adhesive pallet labels
→ For deliveries on 1/4-pallets in multiples of 3 or 4, the pallets must always be placed on top of a full EUR pallet or equivalent CHEP pallet. These are labelled with AI (02) plus (37).
→ When delivering on 1/4-pallets in multiples of 1 or 2, the pallets must always be placed directly on the floor in the vehicle. In cases where 1 or 2 1/4 pallets are delivered directly on the floor in the vehicle, a pallet label must be attached using AI (01) and without AI (02) plus (37) on both 1/4 pallets.

Apply 2 (two) GS1-128 pallet labels to all pallets, cf. GS1 Denmark's guidelines, as shown in the figure below. The barcode must be placed within the dimensions specified below. Labels must be placed on the outside of the foil – and it must be taped firmly at the top and bottom. There must be no loose notes behind the foil, and plastic pockets are not accepted.

**Figure 1:**




**Overview of recommended GS1 Application Identifiers (AI's) for pallet labels**

| AI | Name |
|---|---|
| 00 | SSCC (Serial Shipping Container Code) |
| 01 | Global Trade Item Number (GTIN) number |
| 02 | GTIN number contained in second unit |
| 10 | Batch/lot number |
| 15 | Best before (YYMMDD) |
| 17 | Use-by Date (YYMMDD) |
| 3102 | Net weight to 2 decimal places |
| 37 | Quantity contained |
| 400 | Customer purchase order number |

Coop recommends that the supplier uses 3 or 4 barcodes in the barcode section when building pallet labels:

| Position | AI |
|---|---|
| **Barcode 1 (from the top)** | AI (400) |
| **Barcode 2** | AI (02) plus AI (37) - when using AI (01) then AI (02) + AI (37) must be omitted |
| **Barcode 3** | AI (15) or AI (17) and AI (10) |
| **Barcode 4** | AI (00) |

| Position | AI |
|---|---|
| **Barcode 1 (from the top)** | AI (02) plus AI (37) - when using AI (01) then AI (02) + AI (37) must be omitted |
| **Barcode 2** | AI (15) or AI (17) and AI (400) |
| **Barcode 3** | AI (00) and AI (10) |

* For this configuration, it is important to pay attention to the separator character (FNC1)

→ It is recommended that the following AI are placed furthest to the right of the barcode, as they are variable characters:

| AI | Name | Comment |
|---|---|---|
| 37 | Quantity contained | |
| 10 | Batch number | If relevant or applicable to the purchase order.<br><br>The lot number can optionally be inserted here, but it is not a requirement for a pallet label. The lot number must be reflected in AI 15 if AI 10 is used |
| 400 | Customer purchase order number | For DDP orders, it is not a requirement that the purchase order number AI (400) is applied, but we recommend that AI (400) is applied to all pallet labels for Coop's warehouse.<br><br>For Coop's requirement to use AI (400) for FCA orders, please see the following examples for separate labelling stated below. |

→ It is recommended to use following AI:

| AI | Description | Comment |
|---|---|---|
| 00 | SSCC (Serial Shipping Container Code) | The SSCC must always be in the bottom barcode.<br>The same SSCC must not be used on several pallets, even if the pallets contain the same kind of products. SSCC is unique. |
| 01 or 02 + 37 | Global Trade Item Number (GTIN) number or GTIN number contained in second unit plus Quantity contained | Depends on the ordered EAN (commercial unit from the purchase order).<br>AI 02 + 37 are the most used and must always be used together.<br><br>Also note that the ordering unit EAN must always have 14 digits. |
| 10 | Batch number | If relevant or applicable to the purchase order.<br><br>The lot number can optionally be inserted here, but it is not a requirement. LOT number must be shown in AI 15 if you use AI 10. |
| 15 or 17 | Best before (YYMMDD) or<br>Use-by Date (YYMMDD) | AI (15) and AI (17) are only required for products with "Best before date" and "Use by date". |
| 3102 | Net weight to 2 decimal places | In the case of weight goods, where you invoice by weight and use AI (3102), it is placed first in barcode 3. |
| 400 | Customer purchase order number | For DDP orders, it is not a requirement that the purchase order number AI (400) is applied, but we recommend that AI (400) is applied to all pallet labels for Coop's warehouse.<br><br>For Coop's requirement to use AI (400) for FCA orders, please see the following examples for separate labelling stated below. |

Coop recommend that no other AI than those specified above are used.

## Creating of pallet label for DDP/DAP/FCA/EXW

**Readable text field**:
The text field must contain information about all the data contained in the barcode.
This can be for example GTIN (EAN item number), number of order units, best before date, batch number and SSCC (the unique serial number of the pallet).

**In cases where Coop handles the transport to the warehouse (FCA/EXW), each pallet must also be marked with:**

- Warehouse name and address, incl. postcode and town
- Coop purchase order number – requirement for FCA orders

The above can either be stated on a separate label placed next to the GS1-128 label or formed as a combined label with all the information (see examples below). If a combined label is used, we recommend that Coop's purchase order number is shown as barcode AI (400). Missing marking of each pallet according to the above stated requirements will result in a cost surcharge, where Coop handles the transport to the warehouse (FCA/EXW).

### Example of pallet labels

Barcodes can be configured in many ways, and it is important to keep in mind that other configurations with AI also work. Some barcode generators even insert AI automatically.

**Example – GS1-128 Content label (GS1 Logistics Label):**
*The below label can be used for DDP orders without specifying the Coop purchase order number, even though this is recommended by Coop.*

*Example 1 – without order number:*

Melfabrikanten A/S
Industrivej 1 ▪ DK-1234 Fabriksby

PRODUCT INFO:
- Wheat Flour
- 6 EA x 72 CTN
- GTIN 7340011354932
- 2kg e per EA

CONTENT: 37340011354933
COUNT: 72
BATCH/LOT: 23001A
BEST BEFORE: 250101
SSCC: 157500000000123484

(02) 37340011354933 (37) 72
(15) 250101 (10) 23001A
(00) 157500000000123484

*Example 2 – with order number:*

La Fabbrica S.p.A
Zona Industriale 1 ▪ IT-1234 LA CITTA

PRODUCT INFO:
- Coop Spaghetti 1 kg
- 12 EA x 72 CTN
- GTIN 7340011352921
- 1kg e per EA

CONTENT: 37340011352922
COUNT: 72
BATCH/LOT: 2337A
BEST BEFORE: 251011
ORDER NUMBER: 4500112233
SSCC: 080000123456789014

(400) 4500112233
(02) 37340011352922 (37) 72
(15) 251011 (10) 2337A
(00) 080000123456789014

**Example – GS1-128 Content label with a separate label containing transport information:**

*Option 1 for FCA orders: The label type below can be used for FCA orders. The two labels must be placed next to each other.*

Melfabrikanten A/S
Industrivej 1 ▪ DK-1234 Fabriksby

PRODUCT INFO:
- Wheat Flour
- 6 EA x 72 CTN
- GTIN 7340011354932
- 2kg e per EA

| | |
|---|---|
| CONTENT: | 37340011354933 |
| COUNT: | 72 |
| BATCH/LOT: | 23001A |
| BEST BEFORE: | 250101 |
| SSCC: | 157500000000123484 |

(02)37340011354933(37)72

(15)250101(10)23001A

(00)157500000000123484

From:
Melfabrikanten A/S
Industrivej 1
DK-1234 Fabriksby

To:
Coop Odense
Hestehaven 51K
DK-5260 Odense

Coop PO:
4503123456

Delivery to:
16 October 2023

**Example – Combined GS1-128 Content- and transport Label (GS1 Standard International Logistics Label – STILL):**

*Option 2 for FCA orders: The label type below is used for FCA orders.*

To postcode: DK-2620

Consignment: 6100001234
Carrier: CarrierInc. Ref.: CODK1-12345
Shipper ref.: CDK-2023-1234

To:
**Coop Albertslund DC (4021)**
**Lægegnet 35**
**DK-2620 Albertslund**

From:
LE FABRICANT SA
Zone Industrielle 2
FR-12345 LA VILLE - FRANCE

PRODUCT INFO:
- Coop Strawberry Jam 400 g
- 6 EA x 234 TRAY
- MATR.ID: 1000039987
- 400g e per EA

| | |
|---|---|
| CONTENT: | 37340011493342 |
| COUNT: | 234 |
| BATCH/LOT: | 12345XF |
| BEST BEFORE: | 261001 |
| ORDER NUMBER: | 4500112237 |
| SSCC: | 030123456789012340 |

(400)4500112237

(02)37340011493342(37)234

(15)261001(10)12345XF

(00)030123456789012340

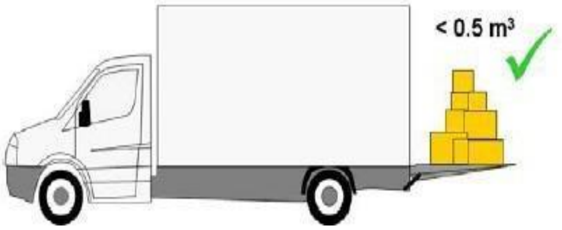
**Dangerous goods**

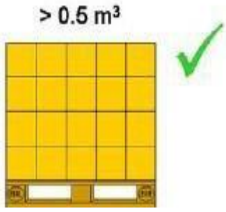
The supplier is always obliged to comply with the applicable legislation for handling dangerous goods, including labelling goods and relevant documents.

For deliveries to Coop's hauler the supplier must send a copy of dangerous goods documentation to Coop Transport, transport@coop.dk, or to the carrier on the same day, as the goods are picked up. Failure to send the dangerous goods documentation in time will result in a cost surcharge.

**Goods distributed in package**

Certain products are delivered in such small quantities that they are not delivered on EUR pallets. In such instances, the amount supplied must not exceed 0.5 m3. In these cases, logistics units are not used.




## 4.6 Container, aircraft, or truck (FOB, FCA, or DDP)

For deliveries to Coop's transport contractor in Europe, goods must be packed as logistics units. However, in exceptional cases, Coop may ask for goods to be loaded as individual items, to better utilize the transport equipment.

For deliveries from overseas destinations to Coop's haulier, the deliveries may contain individual cartons or pre-packed containers. This will depend on the volume being shipped, see below.

**Loading of containers**

If container goods are delivered to Coop's transport contractor as supplier-packed containers (FCL, Full Container Load), the following guidelines must be adhered to. If the goods are delivered to Coop's haulier as individual items (LCL, Less Container Load), the contractor will ensure compliance with the following guidelines. The supplier is responsible for ensuring that the carrier complies with these guidelines.

In every instance, it will be Coop's decision whether a shipment is delivered as a Full Container Load or a Less Container Load.

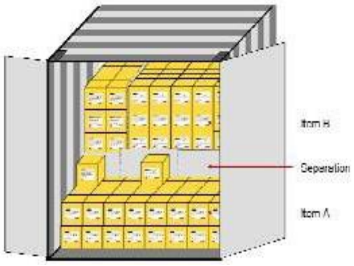
**Loading of goods in containers**

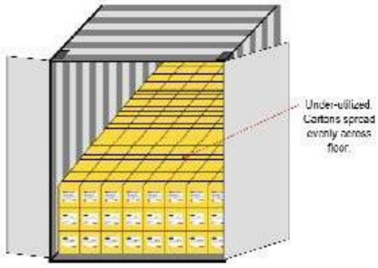
An order number may not be loaded into several containers. Should the order not be in one container, the supplier must immediately contact their Supply Chain Planner at Coop Logistics.

Each order must be packed together in the container before the next order is loaded. Each order must be clearly separated – for example by separating the cartons with a piece of cardboard.

If there are several items on the same purchase order, each item number must be clearly separated. Cartons or logistics units must be placed so that the labelling is clear when it comes to unloading. Cartons may only be placed on the side if there is no danger of the contents being damaged. If goods are packed as logistics units, or if labels have been attached to the individual cartons, the cartons must always be placed with the top facing upwards.

If a container is not loaded completely, it must be stacked to the same height throughout the container to prevent the goods from sliding forward and back during transport and being damaged as a result.




**Protection of cargo in containers**

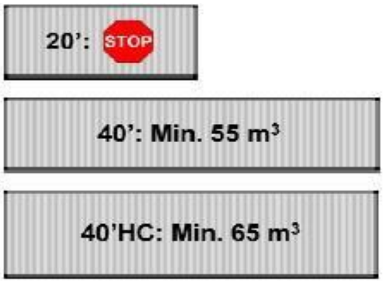
Cargo must be packed and stowed securely so that it does not become damaged by high/low temperatures, humidity, or vibrations during the planned transport.

Regarding humidity, the necessary due care and attention must be paid since the goods are often packed in areas with high temperatures and high levels of humidity but unloaded in areas with a temperate climate.

Therefore, the use of "moisture absorbers" or similar is recommended, so that the products are not at risk of becoming mouldy or suffering any other form of damage.

**Freight optimization**

Coop Logistics will always try to optimize the incoming freight by looking at the total volume per shipping port per week. In the case of containers packed at the factory with volume goods, the following requirements therefore apply regarding utilisation:




20': Kræver særskilt godkendelse fra Coop Danmark Logistik, Spedition

40': Minimum 55 m3

40'HC: Minimum 65 m3

If a container is not fully optimized due to a supplier failure, Coop serves the right to settle the supplier for the missing cubic meters. However, and first, Coop will demand the goods to be loaded with other goods via our carrier, if the above requirements are not met.

The above guidelines are followed by Coop's carrier and any dispensation - including the use of 20' containers - requires the approval by Coop Logistics. It is thus up to Coop to determine how each shipment must be loaded, and whether the goods are packed/shipped directly from the factory or via a transport contractor's terminal (CFS, Container Freight Station).

**Delivery window for container freight**

The permitted "Shipping window" is -7 to 0 days before the delivery date on the order, where day 0 is the delivery date stated for the order. If the goods are shipped before 7 days, the delivery is considered as early, and any storage is at the supplier's cost and risk. If the goods are shipped after day 0, the delivery is considered as late, and the supplier will be held responsible.

For FOB orders, delivery takes place when the cargo passes the ship's rail. It is the supplier's responsibility to make reservations for "Closing" times at the port terminal (CY, Container Yard) and at the carrier's container freight station (CFS, Container Freight Station).

**Aircraft**

In cases where Coop has reserved the right to use air freight or similar (including sea/air) in the event

of a late delivery, Coop decides which route and which air freight company should be used, also in those cases where the supplier covers the cost.
Costs that must be covered by the supplier are the total costs to Coop's warehouse. Thus, this includes the costs of air freight, including surcharges, transport costs to and from the airport, document costs, customs clearance, and handling costs at the terminal.

**Truck**

**Delivery of individual items on the vehicle floor/container**

By prior agreement, goods can be delivered loose - individually on the vehicle floor or individually in containers to Coop’s warehouse or haulier. In these instances, the Coop warehouse palletises the goods itself. Consequently, there will be no logistics units in the delivery. At the same time, the supplier is obliged to ensure that there is sufficient time for unloading the cargo. Coop does not accept any settlement of "payment for waiting time" for such deliveries to warehouse.

Each order must be packed together in the truck before the next order is loaded. Each order must be clearly separated, for example by separating the cartons belonging to the individual orders with a piece of cardboard.

If there are several items on the same purchase order, each item number must be clearly separated. Cartons or logistics units must be placed so that the marking is clear when it comes to unloading. Cartons may only be placed on the side if there is no danger of the contents being damaged.

**Delivery as logistics units**

When loading the goods to a vehicle, the pallets must always be placed with the runners along the direction of loading/unloading in the transport unit, so that they can be unloaded using either a forklift or a pallet transfer truck.

To facilitate the receipt of goods, each order must be kept together, just as units containing the same product must be kept together. Any sandwich pallets/intermediate pallets are placed to the rear of the vehicle, so that these are taken out first.

**Delivery by several vehicles**

An order number may not be loaded in several trucks. If the products cannot be loaded on a single truck, the supplier must immediately contact the Supply Chain Planner at Coop Logistics to agree on how to split the order.

**Emptying the transport unit**

Coop is planning to increase its use of Dock shelters for unloading. This means that the truck or swap body must be prepared for unloading from the rear by means of a ramp with a ramp flap height of 1,100-1,200 mm. If use of transport units with a different unloading height is required, prior approval from the receiving warehouse is needed.

**Haulier’s follow-up on orders (if relevant)**

If relevant Coop’s haulier will contact the supplier regarding the collection of goods.
If the supplier for unexpected reasons is not contacted, it is the supplier's responsibility to contact Coop Logistics before the handover date to ensure that the delivery date is met.

**Special conditions applying to LCL shipments on FOB terms**

When purchasing LCL (Less Container Load) goods on FOB terms, Coop’s carrier must be used to consolidate the freight.
This consolidation will be at the supplier's cost and risk, as FOB terms state that the cost and risk are transferred when goods are within the ship's rail at the stated place.

Coop reserves the right to consolidate cargo if the volume of delivery is less than 55 $m^3$. Further information on costs can be obtained from Coop's carrier in the country of shipping.

# 5 PAYMENT

## 5.1Method and time of payment

Payment method and payment time should always be agreed with Coop Category. Any wish to change the payment method or payment time must be addressed to the supplier's contact person in Coop Category.
If the supplier has any questions about payments, the supplier should contact Coop Danmark Finance Accounting at kreditor@coop.dk.

## 5.2 Invoicing to Coop

When processing the supplier's invoice, an automated check on the quantity and price is made. For a quick and effective process of the supplier’s invoice, it is therefore necessary that the supplier complies with the following requirements. Invoicing must be made in accordance with the agreed Incoterms.

The individual invoice can only cover one single purchase order (PO). If the supplier has delivered several POs, the supplier will have to issue a separate invoice for each of the POs delivered. The supplier’s invoice must comply with the requirements of the VAT Executive Order.

The supplier’s invoice must contain at least the following:

**General information on invoice:**

1) The full company name and legal designation (for example A/S, ApS, I/S, Ltd., Pty., GmbH, ect.)
2) Full address
3) Seller’s VAT number
4) Buyer’s CVR number (please note: if the product/service is delivered to one of our independent utility cooperatives, the invoice must be issued to their CVR number and not Coop)
5) E-mail address
6) Purchase order number (PO number) consisting of 10 digits
7) Clear description of what is invoiced
8) Invoice number
9) Invoice date (cannot be issued before the delivery date)
10) Number of the delivery note or reference to previous invoices
11) Terms of payment in accordance with standard terms which are at least 14 days
12) Payment information – bank registration number/account number or IBAN or payment ID
13) Specification of amount – excl. VAT, VAT amount, total amount incl. VAT and VAT rate
14) Currency code/ISO
15) Invoicing must take place on an ongoing basis and no later than the end of the month in which the delivery took place

The terms of payment are agreed upon at the completion of the agreement and apply regardless of whether the agreement is made with Coop’s Service Office, a central warehouse or chain stores. When the invoice is paid, a notification will be sent via the bank. E-mail notification is also possible.

**Information per product on invoice:**

1) Product name
2) Coop’s article number or EAN number for the product
3) If the product is organic, the text “Organic” must appear on all documentation
4) The volume of the product delivered, stated as colli (Coop measurement) or in kilograms (weighted products)
5) Unit price excl. VAT, but incl. Danish tax in the case of excise duty on product
6) Price of the delivered volume of the product, excl. VAT

Invoices must be sent to Coop via EDI, OIO or PDF to pdf to invoice@coop.dk

**Correction of invoicing**

If errors are found in the supplier's invoice, such as quantities or price, or other significant errors, the supplier must correct the invoice before payment can be made. In most cases, the correction will be made by Coop issuing a settlement invoice that compensates for the error.

If Coop requires a credit note, the supplier is always requested to issue an independent credit note. The individual credit note may only refer to a single invoice. If the supplier has to correct several invoices at a time, the supplier must issue a separate credit note for each invoice that needs correcting. The supplier's credit note must comply with the requirements of the VAT Executive Order and must contain the same general information as an invoice.

**Claims**

Products that are damaged or in any other way fail to meet the required standard either upon receipt or later, will be returned to the supplier at the supplier's cost unless the store agrees with the supplier as part of the claim process to discard the products or to keep the products in exchange for a discount.

The store or warehouse generates a return PO where a settlement invoice is created and sent to the supplier. Therefore, Coop should not receive a credit note for claims.

Credit notes or settlement invoices are not issued if the supplier re-delivers returned or discarded products free of charge in agreement with the store.

# 6 ELECTRONIC DATA INTERCHANGE (EDI)

Coop expects the business data exchanged between Coop and the supplier to be done by using EDI. If the supplier has not yet set up the EDI solution, the supplier must contact Coop's EDI Administration by phone +45 4386 3640 or by e-mail EdiAdministrationen@coop.dk. Coop expects that the supplier complies with Coop’s EDI guidelines.

# 7 COST SURCHARGES FOR SUPPLIER ERRORS

Coop's integration of logistics and store systems make supplier errors regarding products, product data, delivery and invoicing particularly cost-intensive for Coop.
When the supplier complies exactly with the information and specification requirements, and trading procedures outlined in this document there should be no need for costly and unnecessary extra work for Coop and consequently, there should be no reason to impose cost surcharges on the supplier.

Coop expects that this will contribute to improving the trade process between the supplier and Coop and ensure an efficient mutually beneficial relationship.

On Coop's cost surcharges it will state who you as a supplier can contact for enquiries, questions, or other advice regarding cost surcharges.
It is important that the supplier only contacts the e-mail address specified in the appendix. We will process and respond to all enquiries in the order in which they are received.

*Rates for cost surcharges relevant to the error in question can be found in the previous sections. All amounts exclude VAT. The following section contains a comprehensive overview of rates and other rates for cost surcharges. All amounts exclude VAT.*

## 7.1Coop Category

| | **Supplier error** | **Rate for cost surcharges** | **Comment** |
|---|---|---|---|
| **Packaging data** | Insufficient compliance with Coop's procedure for submitting packaging data | DKK 10,000 per product per processing | Please see section 1.1 |
| **Product registration** | Failure to use GS1Trade Sync product database | DKK 1,500 per product per processing | Please see section 1.2 |
| | Failure to use GS1Trade Exact | DKK 1,500 per product per processing | Please see section 1.2 |
| | Failure to use GS1Trade Image | DKK 1,500 per product per processing | Please see section 1.2 |
| | Failure to provide Coop with product samples | DKK 3,000 per product per processing | Please see section 1.2 |
| | For indicating incorrect barcodes or barcodes that do not meet GS1 standards | DKK 10,000 per product per processing | Please see section 1.2 |
| | For suppliers who have not completed a product registration form correctly and on time, and so may be sent back to the supplier for correction | DKK 1,000 per return per processing | Please see section 1.2 |
| **Changes to the registered product data** | Missing information and changes to the registered product data | DKK 1,000 per product per processing | Please see section 1.2. Regardless of whether these products are under the supplier's label or products under Coop's label. |
| **Rejected seller orders** | In case of orders made by the supplier's own employees for products that have not been approved for ordering this way | DKK 50 per product per purchase order. | |
| **Date freshness** | In cases where the agreed date-freshness period (number of sales days for Coop) has not been adhered to, the goods will be rejected upon receipt and the supplier will receive a cost surcharge | DKK 2,000 per product | Regardless of whether the product is rejected or received. For too few sales days on deliveries of fruit and vegetables, Coop requires a percentage discount of the product's purchase price (if quality defects or errors in the LOT). |
| **Delays in new products** | If Coop is not informed in due time of the delay in a space | DKK 25,000 per product + DKK | Coop must be informed at the latest |

| | | | |
|---|---|---|---|
| | change | 200 per affected store | 7 weeks before any space change if new range goods are delayed. Delays can result in the goods being removed from the planograms that apply to the relevant space change and, in such a case, the product can only be included in the range in the following space change. |
| **Delay of campaign products** | Delivery of a campaign product later than the delivery date stated in the order | DKK 5.000 per delivery + DKK 500 per affected store | Please see section 3.13 |

| | Supplier error | Rate for cost surcharges | Comment |
|---|---|---|---|
| **Product registration** | Failure to use GS1Trade Sync product database | DKK 1,500 per product per processing | Please see section 1.2 |
| | Failure to use GS1Trade Exact | DKK 1,500 per product per processing | Please see section 1.2 |
| | Failure to use GS1Trade Image | DKK 1,500 per product per processing | Please see section 1.2 |
| | Failure to provide product samples to Coop | DKK 4,500 per product per processing | Please see section 1.2 |
| | For indicating incorrect barcodes or barcodes that do not meet GS1 standards | DKK 10,000 per product per processing | Please see section 1.2 |
| | For suppliers who have not completed a product registration form correctly and on time, and so may be sent back to the supplier for correction | DKK 1,000 per return per processing | Please see section 1.2 |
| **Changes to the registered product data** | Missing information and changes to the registered product data | DKK 1,000 per product per processing | Please see section 1.2. Regardless of whether these products are under the supplier's label or products under Coop's label. |
| **Rejected seller orders** | In case of orders made by the supplier's own employees for products that have not been approved for ordering this way | DKK 50 per product per purchase order. | |
| **Date freshness** | In cases where the agreed date-freshness period (number of sales days for Coop) has not been adhered to, the goods will be rejected upon receipt and the supplier will receive a cost surcharge | DKK 2,000 per product | Regardless of whether the product is rejected or received. For too few sales days on deliveries of fruit and vegetables, Coop requires a percentage discount of the product's purchase price (if quality defects or errors in the LOT). |
| **Delays in new products** | If Coop is not informed in due time of the delay in a space change | DKK 25,000 per product + DKK 200 per affected store | Coop must be informed at the latest 7 weeks before any space change if new range goods are delayed. Delays can result in the goods being removed from the planograms that apply to the relevant space change and, in such a case, the product can only be included in the range in the following space change. |

| | | | |
|---|---|---|---|
| **Delay of campaign products** | Delivery of a campaign product later than the delivery date stated in the order | DKK 5.000 per delivery + DKK 500 per affected store | Please see section 3.13 |

## 7.2 Coop's stores

| | Supplier error | Rate for cost surcharges | Comment |
|---|---|---|---|
| **Missing or incorrect delivery note for direct deliveries** | For direct delivery to store where the delivery note is missing or does not contain the information Coop requires as a minimum | DKK 50 per delivery note per affected store | Please see section 2.4 |
| **Missing or incorrect EAN numbers on sales units for direct delivery to store** | In the case of missing or incorrect EAN numbers on the sales units of a product | DKK 200 per store per product | |
| **Product recall** | Product recall from stores | DKK 300 per store per product, plus any extra charge* | *if the price does not cover Coop's costs for analysis work, sorting in the store, handling in the warehouses and returns or destruction, as well as any penalty costs. |
| | Product recall from stores if the supplier wants the product to be returned to Coop's warehouse for later collection | DKK 600 per store per product, plus any extra charge* | *If the price does not cover Coop's costs for analysis work, sorting in the store, handling in the warehouses (for example freezing) or destruction, as well as any penalty costs. |

## 7.3 Coop Logistics

**Cost surcharges - Reason code - Coop Supply Chain:**

| Code | Reason | Supplier error during warehouse delivery - processing purchase orders | Rate for cost surcharges | Note - See section 3.2 for details |
|---|---|---|---|---|
| **800** | Handover date exceeded | Deviations in collection date/handover date before the order ready confirmation | DKK 5,000 per warehouse per purchase order | If the handover date is not adhered to, the supplier will receive a surcharge of DKK 5,000 per warehouse, per order. |
| **760** | Delivery date | Deviations in delivery date to a warehouse | DKK 5,000 per warehouse per purchase order | If the original delivery date is not adhered to, the supplier will receive a surcharge of DKK 5,000 per warehouse, per purchase order.<br>If the delivery time on the delivery date is not adhered to, the supplier will receive a surcharge of DKK 4,000 per warehouse, per purchase order. |
| **761** | Delivery time | Deviations in delivery time to a warehouse | DKK 4,000 per warehouse per purchase order | |
| **762** | Quantity | Incorrect quantities in warehouse deliveries | DKK 2,000 per warehouse per product | If the supplier delivers an amount that differs to the amount stated on Coop's original purchase order, the supplier will receive a surcharge of DKK 2,000 per incorrect product. |

**Cost surcharge - Reason code - Coop Logistics (warehouse) and Coop Transport:**

| Code | Reason | Supplier error during warehouse delivery | Rate for cost surcharges | Comment |
|---|---|---|---|---|
| **760** | Delivery date | Date deviation or date correction | DKK 5,000 per purchase order | In general, Coop Logistics issues 1 cost surcharge per supplier per shipment for non-compliance with the delivery date or delivery time. The cost surcharge will be given per truck per day regardless of how many purchase orders from the same supplier in one truck.<br>Cf. point 3.3 late arrival is counted from arrival more than 20 minutes after the agreed/booked start time in Gecko. |
| **761** | Delivery time | Late delivery | DKK 4,000 per purchase order | |
| **762** | Quantity | Quantity deviation – if the supplier delivers a quantity different from the quantity stated on Coop's original purchase order – or if the supplier partially delivers an order (against expectations) | DKK 2,000 per warehouse per product | |
| **763** | Weight | When rejecting products due to weight error | DKK 2,000 per warehouse per product | |
| **764** | Temperature | When rejecting products due to temperature error | DKK 2,000 per warehouse per product | |
| **765** | Empties/ packing material | Defective packaging or products delivered on pallet types that are not approved by Coop | DKK 2,000 per warehouse, per pallet, however max. DKK 6,000 per delivery | |
| **766** | Broken pallet | Products delivered on pallet types, which are broken | DKK 2,000 per warehouse, per pallet, however max. DKK 6,000 per delivery | |
| **767** | Mixed pallet | Products with different article numbers delivered on the same pallet | DKK 2,000 per warehouse, per pallet, however max. DKK 6,000 per delivery | |
| **768** | Mixed date | Products with different expiration dates delivered on the same pallet | DKK 2,000 per warehouse, per pallet, however max. DKK 6,000 per delivery | |
| **769** | Packed beyond pallet limits | Products packed on a pallet so that their surface area and/or height exceeds that of the pallet.<br>Products packed on the pallet in an unstable manner so that there is a risk of them sliding when the pallet is handled | DKK 2,000 per warehouse, per pallet, however max. DKK 6,000 per delivery | |
| **772** | Labelling | Missing/incorrect labelling, cf. GS1 Denmark standards. | DKK 2,000 per warehouse, per pallet, however max. DKK 6,000 per delivery | |
| **773** | Administration | Errors on delivery notes (for example if the order number or EaD/ARC-number is missing)<br>Missing delivery notes<br>Missing delivery note and or missing order number sent to deliverynote@coop.dk<br>Error on consignment notes<br>Missing consignment notes | DKK 2,000 per warehouse per product | |
| **791** | Too few sales days | Products with too few sales days. The number of sales days is calculated from the day following the day of delivery of the purchase order to the Coop warehouse | DKK 2,000 per warehouse per product | For too few sales days on deliveries of fruit and vegetables, Coop requires a percentage discount of the product's purchase price (if quality defects or errors in the LOT). |
| **800** | Handover date exceeded | Missing order ready confirmation | DKK 5,000 per purchase order | See section 3.4 for details |
| **801** | Additional driver | Co-driver for urgent deliveries of Fruit & Vegetables | DKK 4,000 per purchase order | |

| | | | | |
|---|---|---|---|---|
| **802** | Dead freight | Extraordinary transport costs for warehouse delivery – Empty freight | Variable | If Coop is not responsible for extra transport costs in connection with collection from a supplier, such as waiting time and empty freight, this will be re-invoiced – however, a minimum of DKK 1,000 per warehouse per purchase order. |
| **803** | Waiting time | Extraordinary transport costs for warehouse delivery – Waiting time | Variable | |

**How the cost surcharges are sent**
Coop Logistics automatically sends a cost surcharge to the supplier, stating the deviation(s) that Coop Logistics has registered for the deliveries to Coop from the supplier on the specific date. In general, a cost surcharge will be issued no later than 2 working days after delivery.

**Objections from the supplier regarding cost surcharges**
To ensure a quick follow-up on any deviations, the supplier has 14 working days to object to the cost surcharge if the supplier disagrees.
If Coop has not received an objection from the supplier within 14 working days of issuing the cost surcharge, the cost surcharge is maintained.

**Correction of errors**
In addition to cost surcharges, Coop Logistics can forward an invoice of the number of hours spent by Coop Warehouse to rectify any errors by the supplier. The number of hours spent will be invoiced to the supplier at an hourly rate of DKK 300 per hour spent to rectify the error.

## 7.4 Financial department

**Invoicing errors related to direct delivery to store**
In the event of invoicing errors resulting in incorrect invoicing of stores, the supplier will receive a cost surcharge of DKK 50 per store affected.
In the event of invoicing errors where only Coop, and not the stores, is affected, the supplier will receive a cost surcharge of DKK 1,000 per invoice.

**Invoicing errors related to delivery to a warehouse**
In the event of invoicing errors, the supplier will receive a cost surcharge of DKK 1,000 per invoice.

## 7.5 Coop Quality

The cost surcharges stated below serve to cover Coop's costs in cases where the documentation and/or goods do not fulfil requirements from the authorities, or the agreements made.
In addition, the hourly rates stated apply when Coop Quality provides professional assistance, at the supplier’s own request, for development or analysis of a product.

**Supplier errors related to information on product, production, and packaging (private labels)**

| Supplier error | Rate for cost surcharges | Comment |
|---|---|---|
| 1) Information that has not been provided in CPQ | DKK 2,000 per incorrect or incomplete CPQ form | |
| 2) Submission of incorrect information | DKK 1,000 per hour spent on corrections, etc. | For example, incorrect data sheets or quantity specifications |
| 3) Provision of incorrect product samples | DKK 1,000 per sent set of incorrect samples | |
| 4) Missing information about changes to product or packaging compositions, including failure to submit new specifications | | The cost surcharge will be determined depending on which tests and analysis will arise |
| 5) Consulting at the supplier’s request | DKK 1,000 per hour | The cost surcharge is calculated based on the number of hours spent |

*Section 2-5 also apply to raw materials and semi-manufactured products that are to be used for in-store production in retail bakeries, delicatessen departments and similar store departments that produce their own products.*

| | Supplier error | Rate for cost surcharges | Comment |
|---|---|---|---|
| **Products under development (primarily private labels)** | Development, including assessing and testing products, when later the supplier proves not to be able to produce as agreed | DKK 1,000 per hour plus any analysis costs | The cost surcharge is calculated based of the number of consultancy hours spent |
| | Repeated evaluations of products under development, where the errors highlighted have not been rectified | DKK 1,700 per product per evaluation | |
| **Illegal or non-contractual products** | Assessment of products that prove to be illegal or in breach of contract, with use of a consultancy service, if the supplier wants it, to solve the problem | DKK 1,000 per hour plus any analysis costs | The cost surcharge is calculated based on the number of hours spent |
| **Cancellation of hygiene inspections (audit by Coop Trading auditor or inspection by a third party)** | Cancellation of an arranged hygiene inspection for which notice has been given at least 2 weeks before the date of the visit, if it is cancelled 3 days or less before the date of the visit | DKK 4,000 per cancelled visit and all costs for any third party involved | |
| **Handling of claims** | To cover Coop's costs for handling customer claims that clearly can be attributed to a supplier error | Wine and spirits – DKK 200 per claim<br>Other products – DKK 500 per claim | |