Super Retail Group

SRG
Supply Standards for Trade Partners

Inspiring you to live your passion



Version 1.1

Published date: October 2026

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Introduction

The **SRG Supply Standards for Trade Partners** is a comprehensive resource designed to support alignment and compliance across the SRG supply chain. It serves as a central reference for Trade Partners, internal teams, and third party logistics providers (3PLs), outlining the mandatory requirements for preparing products for delivery to SRG.

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Purpose

This document aims to ensure consistent supply chain performance by:

- Defining operational standards and expectations for Trade Partners
- Supporting compliance with Australian regulatory requirements, GS1 global standards, and industry best practices
- Minimising delays, reducing risk, and promoting the efficient flow of goods
- Encouraging collaborative resolution of issues to maintain supply chain integrity

Scope

The resource consolidates key operational requirements, including:

- **Packaging Specifications**: Standards for barcoding, labelling, packaging materials, and sustainability
- **Distribution Centre (DC) Terms and Conditions**: Expectations for site visits, delivery procedures, and goods handling
- **Import Guidelines (FCL, FCX, LCL)**: Processes for confirming purchase orders, booking shipments, preparing deliveries, container loading, and documentation submission
- **Container Loading and Handling Standards:** Best practices for carton configuration, secure packing, and transport efficiency

Trade Partners are expected to consistently adhere to these standards.
Non-compliance may result in corrective actions, including rework and delayed acceptance of goods.

Document Control and Updates

This document is subject to periodic review and updates. Trade Partners will be notified when major changes occur. It is the trade partner's responsibility to ensure they are always referencing the **latest version**.

The current version number and last update date can be found on the cover page.



Commitment to Compliance

At SRG, maintaining high standards across our supply chain is essential. All Trade Partners are expected to fully and consistently comply with the requirements outlined in this resource, including packaging, labelling, barcoding, product preparation, delivery protocols, and Chain of Responsibility (CoR) obligations.

These requirements are in place to protect our people, our customers, and the integrity of our brand. SRG is committed to working constructively with Trade Partners to address and resolve issues promptly. However, accountability for compliance remains with the Trade Partner, and ongoing non-compliance will be addressed accordingly to ensure a safe, efficient, and compliant supply chain for all.

Where these standards are not met, corrective action will be required. This may include rework at the Trade Partner's cost, delayed or refused acceptance of goods, or, in serious cases, escalation to relevant regulatory authorities.

Non-compliance and Corrective Action Charge

Issues are recorded and tracked against the Trade Partner's performance profile

To maintain a reliable and efficient retail supply chain, SRG expects all Trade Partners to comply with the requirements outlined in this resource. Non-compliance can lead to operational inefficiencies, safety risks, delayed inventory, and lost sales.

Where non-compliance results in additional costs, disruption, or safety concerns, SRG reserves the right to apply charges to recover expenses. These financial penalties are applied when:

- Manual intervention or rework is required
- Goods are rejected or returned

Trade Partners will be notified in writing within 5 business days of the incident. Supporting documentation will be provided. A response window of 3 business days is provided for review and response.

Corrective Action types

- Stock Check
- RTV (return to vendor)
- Rework
- Product Disposal
- Action Memo (formal instruction issued by Merchandising team that outlines required actions to resolve a product or operational issue, including what needs to be done and by when)

Charges

- Corrective Action is charged at $160 per hour flat rate
- If RTVs are not collected, after 21 days they will be disposed off and that cost will be passed onto the Trade Partner
- Rejected delivery that requires rework before it can be returned will incur a Corrective Action charge

Commitment to Compliance

Compliance with these standards is essential to ensure the safe, efficient, and accurate processing of goods across our distribution network, ultimately supporting a seamless experience for our customers.

Upon receipt of a non-compliance notification via email, Trade Partners must respond within three business days.

Failure to comply may result in corrective actions, including—but not limited to—the return of shipments, rework of non-compliant goods, delayed acceptance at our distribution centres, and recovery of any related operational costs from Trade Partners.

Trade Partners are responsible for arranging the timely collection of any returned-to-vendor (RTV) goods when instructed by SRG. If collection is not received in 21 business days it will be disposed off at the Trade Partners cost.

Trade Partner Onboarding & Change Management – Process Overview

NEW LINE

Five key criteria requirements for delivery

Provide Master Data

- Dimensions: length, width, and height **(*metres*)**
- Gross weight **(*kilograms*)**
- Unique barcode numbers: For each packaging level ***(each, inner, outer, shipper if applicable)***
- Carton quantities: ***Units per carton***
- Minimum order quantity
- Dangerous Goods classification ***(if applicable)***

Provide Packaging Samples

- Physical samples, photos or artwork are accepted.
- Every level of packaging ***(retail unit, inner, outer, shipper if applicable)***

Provide labelling & barcode samples

- Physical samples, photos or artwork are accepted.
- Barcode at actual print size.
- Every level of packaging ***(retail unit, inner, outer, shipper if applicable)***

Provide SDS and relevant product compliance documents

Adhere to Packaging Specifications, DC Terms and Conditions, Important Guidelines and Container Packing Standards

When all these are approved by your Merchandising contact, you're ready to prepare for delivery.
Refer to Appendix 1: **SRG Trade Partner Pre-Despatch Load Checklist**

These processes apply to deliveries to: DC ✓ DTS ✓

Trade Partner Onboarding & Change Management – Process Overview

CHANGE TO EXISTING PRODUCT

A change to an existing product occurs when any approved product is altered in a way that impacts its data, packaging, compliance documentation, labelling, or physical/logistical characteristics.

Five key criteria requirements for delivery

Provide Master Data change

- Product dimensions (L × W × H)
- Weight ***(net or gross)***
- Case pack / units per carton
- Inner / outer configuration
- Minimum order quantity
- Country of origin
- Dangerous goods classification

If changing, provide labelling and barcode samples

- New or updated barcode
- Artwork updates
- Regulatory labelling updates

If changing, provide packaging samples

- New packaging design
- Material change ***(e.g., plastic to cardboard)***
- Pack size change
- Structural change ***(e.g., different bottle shape)***

Provide SDS and relevant product compliance documents

Adhere to Packaging Specifications, DC Terms and Conditions, Important Guidelines and Container Packing Standards

When all these are approved by your Merchandising contact, you're ready to prepare for delivery.
Refer to Appendix 1: **SRG Trade Partner Pre-Despatch Load Checklist**

These processes apply to deliveries to: DC ✓ DTS ✓



Packaging Specifications

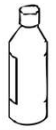
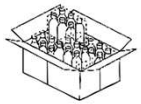
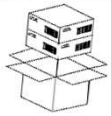
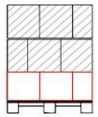
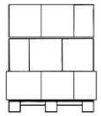
I. Units of Measure
II. Packaging
III. Labelling
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VI. Delivery labelling and barcoding



Units of Measure

Unit of Measure (UOM) refers to the standard quantity used to define, package, and manage products throughout the supply chain. UOMs help ensure clarity in ordering, packing, receiving and shipping goods.

Units of Measure (UOM)

UOM	Description	Example image	Example quantity
EACH (EA)	An item in its packaging intended for sale to the consumer at point of sale.		EA = 1
INNER (INN)	A level of packaging that is contained inside an outer. An inner can only exist if an outer is used.		INN = 6
OUTER (OUT)	A level of packaging that may contain multiple inners or retail units and can be packed in multiples inside a shipper.		OUT = 24
SHIPPER (SH1)	A level of packaging that contains an each or outer to protect it, or multiple outers.		SH1 = 48
LAYER (LAY)	A single layer of cartons spread over the surface area of a pallet.		LAY = 288
PALLET (PAL)	A level of packaging container lower levels of packaging.		PAL = 864

Master Data Requirements

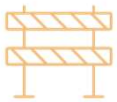
To support accurate planning, receiving, and distribution, complete and correct master data must be provided for every article to your SRG Merchandise Contact prior to stock being sent to our distribution centres.

Requirements for **every item** and **all levels of its packaging**:

- ❑ Dimensions: length, width, and height (in metres)
- ❑ Gross weight (in kilograms)
- ❑ Unique barcode numbers: For each packaging level (each, inner, outer, shipper if applicable)
- ❑ Carton quantities: Units per carton
- ❑ Minimum order quantity
- ❑ Dangerous Goods classification (if applicable)

For details on how to measure products and trade units click on this link

GS1 Package and Product Measurement Standard | GS1



It is the responsibility of Trade Partners to ensure that master data is current and accurate at all times.

Any changes to existing article data—such as packaging configuration, dimensions, barcodes, or weights—must be communicated to the Merchandise team for approval prior to any stock being dispatched to SRG distribution centres.

Failure to maintain accurate master data may result in delays, receiving issues, or non-compliance.



Packaging

Packaging plays a critical role in protecting products, ensuring safe handling, and supporting efficient movement through supply chains.

Plastic packaging reductions and recyclable packaging area government priority in Australia and New Zealand and SRG also has packaging optimisation goals.

All packaging used must also meet structural integrity, safety, compliance and legislative requirements to prevent product damage and protect the persons handling it.

Packaging is to be minimised for transport and storage efficiency and the components are to align with our preferred materials.

SRG 2030 Sustainability Framework

Our framework outlines our commitment, driven by our vision and connected to our stakeholders. It has five focus areas: team, community, responsible sourcing, circular economy and climate.

These focus areas have 12 goals, linked to measurable targets.

Many of the goals and targets are interlinked – especially Responsible Sourcing, Circular Economy and Climate



	PEOPLE		PLANET		
	Team	Community	Responsible Sourcing	Circular Economy	Climate
Goals	**GOAL 1:** Invest in the health, safety and wellbeing of our team **GOAL 2:** Creative an inclusive and diverse team **GOAL 3:** Support our team with purpose-led career development	**GOAL 4:** Invest in community programs that support our customers' and team's passions	**GOAL 5:** Improve transparency and disclosure of high-risk supply chains **GOAL 6:** Invest in sustainable supply chains through strategic partnering **GOAL 7:** Source materials and products more responsibly	**GOAL 8:** Design and procure durable products, with a circular mindset **GOAL 9:** Reduce waste and unnecessary packaging **GOAL 10:** Repair, reuse or recycle our products	**GOAL 11:** Develop a decarbonisation roadmap for our operations and customer offering **GOAL 12:** Enhance climate-related disclosures
2030 Targets[1]	▪ Implementing a holistic wellbeing program – participation rates ▪ Health & Safety TRIFR, 1st quartile performer in retail ▪ Develop Reconciliation Action Plan ▪ 40:40:20 for Board, executive and senior leadership positions ▪ Develop Disability Action Plan ▪ Program development for greater diversity and inclusion inc. LGTBIQ+	▪ Identify key purpose-aligned community partnerships and agree a strategy for each Brand ▪ Contribute to conservation and regeneration programs	▪ Embed responsible purchasing practices in decision making across our business ▪ Collaborate with and support strategic suppliers to improve their supply chains ▪ Contribute to industry level change	▪ 100% of private brand packaging is reusable or recyclable ▪ Adopt the Australasian Recycling Label for private brand packaging ▪ 50% average recycled content must be included in private brand packaging ▪ Problematic and unnecessary single-use private brand plastic packaging will be phased out ▪ Increase waste diverted from landfills to 90%	▪ Net Zero Emissions for Scopes 1 and 2 ▪ Measure, manage and report Scope 3 emissions to avoid and reduce emissions in our supply chain. ▪ Align climate-related reporting to the Task Force on Climate-related Disclosures, and adoption of the proposed Australian Sustainability Reporting Standards (ASRS). ▪ Understand our priority climate-related risks and opportunities and financial impacts.

Packaging Expectations



Regulatory Compliance

Trade Partners must meet packaging regulations in **Australia and New Zealand,** and mandatory safety and labelling standards



Packaging Requirements

Meet SRG structural requirements



Material Guidelines

Avoid hazardous, banned or problematic materials

Align with SRG's packaging circularity goals and preferred materials



Trade Partner Expectations:

Use compliant materials

Identify optimization opportunities

Provide transparency on current packaging practices

Trade Partner Expectations

- ✓ **Identify packaging optimisation opportunities:** to help reduce material consumption and increase transport and storage efficiency. E.g. reduce the number of separate components
- ✓ **Follow the material guidelines** choosing materials from the BEST or OKAY list
- ✓ **Prioritise:** the use of recycled content materials
- ✓ **Use mono-materials**: to enable easier recycling
- ✓ **Display the recyclable logo:** to help users dispose of the packaging responsibly
- ✓ **If plastic is used:** it should be a mono-material, either clear LDPE or clear HDPE
- ✓ **Work with SRG**: Trade Partners must be ready to provide full packaging details or seek alternative packaging materials
- ✓ **Retail Unit Labelling**: Must show the Australian Recycling Label (ARL) as provided by SRG and the material source (e.g., FSC-certified cardboard, LDPE/HDPE plastic)
- ✓ **Outer Carton Labelling**: Include recyclable symbol for cardboard, as provided by your carton supplier

Packaging Requirements

All packaging materials and formats must comply with applicable regulations in both Australia and New Zealand.
Packaging plays a critical role in protecting products, ensuring the safety of those handling them, and supporting efficient supply chain.



Structural Integrity and Safety

- Packaging must maintain its shape when stacked in a shipping container or on a pallet.
- It must not deform or collapse under the weight of its own contents when lifted.
- Handles should be included where appropriate to support safe and ergonomic handling.
- Sharp items must be fitted with a durable protective shield over the tip or edge inside the retail packaging to prevent injury.



Tamper Resistance and Theft Prevention

- Packaging must minimise the risk of theft, tampering, or product components becoming loose.
- It should allow for easy access to contents when needed, while remaining secure to prevent unintentional opening during handling and transit.



Compliance and Functionality

- All mandatory product information must be clearly visible on the packaging.
- Packaging should be designed to fit the shape of the product closely to minimise empty space and air gaps. Excess packaging should be avoided.
- It must account for potential exposure to moisture, humidity, and temperature variations during transportation and storage.
- Materials should be reduced to the minimum necessary while still providing adequate protection, product integrity, and functional performance.
- Outer cartons must be packed efficiently to reduce air space and the need for additional packing fill.



Labelling

Packaging should be clearly and consistently labelled to support safe handling, accurate identification, and efficient processing throughout the supply chain.

The following pages are the mandatory and recommended labelling requirements for retail units, trade cartons, mixed and partial cartons, and weight warning labels.

Retail Labelling

Mandatory

- ✓ Product description
- ✓ Retail barcode
- ✓ Gross weight (kg) if product weighs 10kg or over
- ✓ Applicable weight warning label
- ✓ If an APCO member; correct Australasian Recycling Label (ARL) logo
- ✓ If private brand: Country of origin

Additional Recommended Labelling

- ❑ Brand name
- ❑ Code/Part/Style number (should be the same as what is displayed on the trade unit, and what SRG uses to order the stock)
- ❑ If sourcing FSC® or PEFC® certified materials, print the appropriate logo provided by your supplier, on the certified packaging component

Where a **product is supplied in multiple parts** or cartons (e.g. kitted products), each package must be clearly labelled:

- ❑ multi-part identifier; such as “Part 1 of 2”, “Part 2 of 2”
- ❑ unique scannable barcode for each multi-part

Tick-box information should not be used.

EXAMPLES



Trade Unit Labelling (Inner, Outer, Shipper)

Mandatory labelling requirements to be **printed (not handwritten)** on **adjacent sides** of every level of trade unit packaging

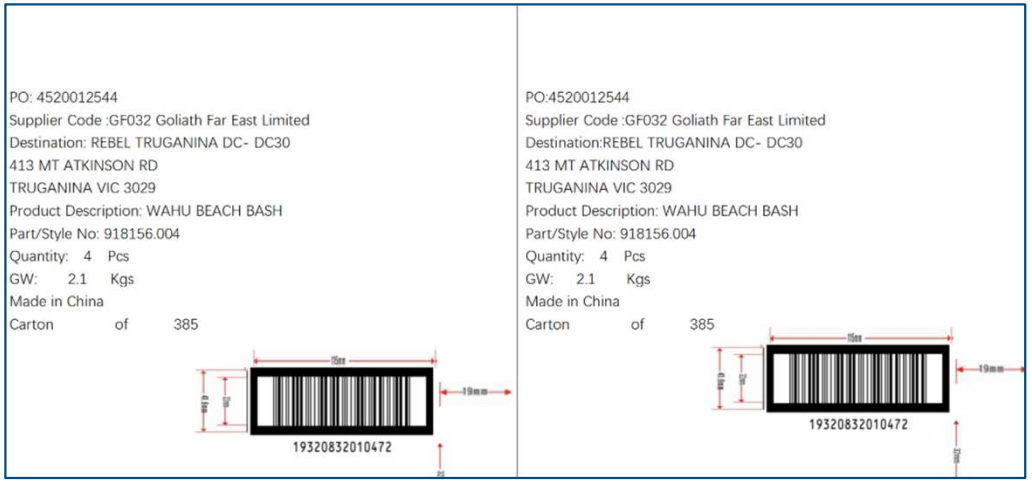
- ✓ SKU/PLU (SRG private branded products only)
- ✓ Product description
- ✓ Trade unit barcode
- ✓ Total quantity of retail units within
- ✓ Total gross weight of the trade unit (kg)
- ✓ Weight warning labels if applicable (displayed close to the gross weight)
- ✓ Advisory symbols or labels if applicable, examples below:



Additional recommended labelling

- ❑ Brand name/Trade Partner details
- ❑ Code/Part/Style number (as printed on the retail unit)
- ❑ Recyclable logo (if appropriate)

EXAMPLE



Import order additional carton labelling requirement

- ❑ Purchase order number
- ❑ Carton count
- ❑ Country of Origin

- ✓ Clearly readable when standing within a **1m distance**
- ✓ Displayed on two opposite sides **if adjacent cannot be achieved**

Weight Warning Labels

Weight warning labels play a critical role in SRG by serving as clear visual cues to support safety, compliance, and operational efficiency. As part of SRG's risk control measures, they are essential for maintaining safety.

Weight warning labels may be presented in these ways:

- ❑ Black and white
- ❑ Yellow stickers
- ❑ Incorporated into pre-printed packaging design
- ❑ Triangle shape

Warning label	Definition	Applies to
	Warning: **Bulky** Consider two person lift or mechanical aid	Criteria 1 - 10-16 kgs Criteria 2 - 180L or > If criteria 1 and 2 are met, this bulky label is required
	Warning: 17-35 kgs **Heavy** Consider two person lift or mechanical aid	17-35 kgs
	Warning: 36-50 kgs **Very Heavy** Two person lift or mechanical aid required	36-50 kgs
	Warning: 51+ kgs **Extremely Heavy** Team lift or mechanical aid required	51 kgs or >

Weight Warning Labels

Weight warning labels help prevent product damage during transit and storage, and contribute to the smooth, efficient flow of goods through our distribution centres and stores. In addition, they:

- ✓ Help protect team members and customers by identifying handling risks
- ✓ Ensure compliance with workplace health and safety regulations
- ✓ Provide the appropriate use of lifting equipment
- ✓ Reduce the risk of injury

- ❑ Weight warning labels must be displayed on at least two adjacent sides of the carton.
- ❑ Labels must include a handling illustration or image to clearly convey the warning.
- ❑ The label must feature the required wording, with “WARNING” and the relevant weight category prominently displayed in bold.
- ❑ Weight warning categories should be specific and narrowly defined (e.g., avoid broad ranges such as “17–50 kg”).

- ❑ Labels should stand out clearly from existing packaging artwork, using visual elements such as fluorescent colours and/or a thick black border.
- ❑ The minimum size of the warning label is 90 mm wide by 55 mm high (approximately the size of a standard credit card).
- ❑ Weight warning labels must not obscure any other shipping marks, labelling, or barcodes on the carton.
- ❑ For cartons exceeding 1.2 metres in length, it is recommended that weight warning warning labels be applied to alternate ends to ensure visibility.

General Compliance Markings

Additional labelling may be required based on product-specific legislation (e.g. Dangerous Goods, medical, environmental).

All products must comply with relevant Commonwealth, State, and NZ legislation, including safety and information standards.

Claims must be evidence-based (e.g. recyclable packaging must be verifiable).

Imported goods must show country of origin in English, clearly and legibly.

Metric units required for products from countries using imperial measurements.

Dangerous Goods must show content volume and meet packaging standards (e.g. ADG, IATA, IMDG, UN-certified).

NZ products must meet NZ-specific standards—refer to relevant government departments for guidance.

Product Compliance Documentation Requirements – National Brand

Locally Supplied

This section applies to National Brand products supplied locally within Australia or New Zealand to SRG.
Trade Partners are responsible for ensuring products supplied to SRG comply with all applicable Australian and New Zealand product safety and regulatory requirements.

As a retailer, SRG has obligations under Australian and New Zealand laws to verify products offered for sale comply with applicable legal, safety and regulatory requirements. To verify compliance, SRG requires Trade Partners to provide supporting compliance documentation for some products, before it is approved for sale.

These tables set out the minimum documentation that must be submitted where a product is offered to SRG. Documentation must be current and valid. Where a product falls into more than one category, the Trade Partner must provide the documentation applicable to each relevant category.

Product category	Minimum documents to submit to SRG
ACCC / MBIE mandatory safety standards	Test report demonstrating compliance with the applicable mandatory safety standard. Required product markings, retail packaging artwork, labels, warnings and user instructions.
ACCC mandatory information standards	Artwork or photo showing mandatory requirements. Exclusion: Submission does not apply to general apparel care labelling requirements.
Electrical — EESS Level 1	Responsible Supplier number; and Certificate of Suitability or EESS Registration or test report; and Rating label; and Certificate of Conformity for incorporated Level 3 components (e.g. power supply, charger, plug, cord).
Electrical — EESS Level 2	Responsible Supplier number; product EESS Registration; rating label; and Certificate of Suitability or test report; and Certificate of Conformity for incorporated Level 3 components (e.g. power supply, charger, plug, cord).
Electrical — EESS Level 3	Responsible Supplier number; and Certificates of Conformity for the appliance and incorporated Level 3 components (e.g. plug, cord); and EESS Registration; and rating label.

Product Compliance Documentation Requirements – National Brand

Locally Supplied

Product category	Minimum documents to submit to SRG
Gas appliances and gas products	Approval Certificate from a recognised certification body. Label artwork.
Personal flotation devices (PFDs)	Test report. Certification or approval documentation, where applicable. Product labels, warnings and instructions.
Lithium battery products	UN38.3 transport test evidence; and IEC 62133 or IEC 62619 test report, as applicable; and SDS, unless the battery is incorporated into a product.
Dangerous goods, hazardous chemicals and combustible liquids	SDS compliant with applicable Australian and/or New Zealand Work Health and Safety legislation and regulations. Dangerous Goods classification, where applicable. UN number, Packing Group and transport classification, where applicable. Details of any applicable Special Provisions.





Barcoding

All products sold through SRG are required to display a barcode number that is **registered with and obtained from GS1**.

This ensures that all barcode numbers are globally unique, valid, and compliant with international standards—supporting accurate identification and traceability across the supply chain.

Barcode Number Requirements

As part of our compliance process, all submitted barcode numbers are verified against the *Verified by GS1* registry. Barcode numbers that are found to be unregistered, invalid, or likely to have been sourced from non-GS1 online sellers will not be accepted.

For **private brand products**, SRG Merchandise Team will provide the appropriate GS1-issued barcode numbers to Trade Partners.



Click on the video to learn more

Barcodes should scan first time, every time.

GTIN	Accepted Symbology
GTIN-7	UPC-E
GTIN-8	EAN-8
GTIN-12	UPC-A
GTIN-13	EAN-13
GTIN-14	ITF-14 GS1-128

For more details click on this link

Standard One-Dimensional, Linear Barcodes | GS1 Australia

Barcode Placement Guidelines

Barcodes must be displayed on a flat, smooth surface of the packaging to ensure accurate scanning and compliance with GS1 standards.

The following requirements should be met

- ❑ Bar height not reduced or truncated.
- ❑ Magnification to meet the minimum size requirements and not exceed the maximum allowable size.
- ❑ Quiet zones (light margins) to remain clear of any text, logos, graphics, or background colours that may interfere with readability.
- ❑ Barcodes to be positioned away from packaging flaps, seams, folds, ripples, or undulations, and must not wrap around corners or be obscured by the product or packaging design.
- ❑ Barcodes to appear on two adjacent sides of all trade units.
- ❑ Retail unit barcodes must not be visible or scannable through the next level of packaging (e.g. inner or outer cartons).

Correct placement ensures scanning accuracy throughout the supply chain, reduces delays, and supports efficient handling at SRG distribution centres and stores.

Mixed SKU and Partial Carton Labelling

Mixed SKU and Partial cartons should be avoided.

All trade units must be shipped to our distribution centres in full standard carton quantities wherever possible.

Mixed SKU carton

Cartons containing multiple articles (part numbers) must be clearly marked as “MIXED SKU”

- ❑ Remove or cover any pre-existing labels and barcodes that do not apply to the mixed contents
- ❑ Articles must be separated or securely bundled within the carton
- ❑ Apply the gross weight and weight warning labels (where applicable)
- ❑ A barcode is not required for MIXED SKU cartons

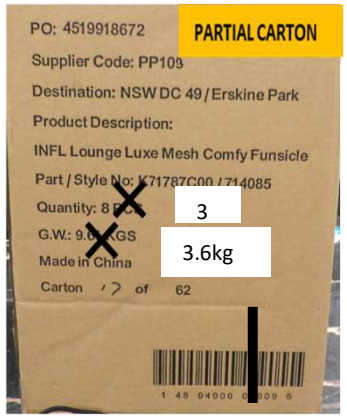


Partial carton

If a carton does not contain the full standard carton quantity, it must be clearly marked as a “PARTIAL CARTON”

- ❑ Update the gross weight and amended carton quantity on the label
- ❑ A vertical black line must be drawn through the barcode (preferably over the white bars) or the barcode must be fully covered with a label to prevent scanning

This ensures that incomplete or partial cartons are not processed as full trade units

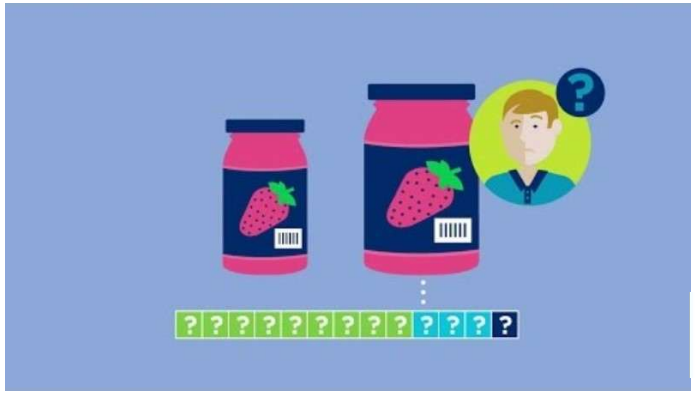


When to Change a Retail Barcode Number

A unique Global Trade Item Number (GTIN) is generally required for every new version or variation of a retail product. However, there are specific scenarios where a new GTIN is not necessary.

Key points include:

- ✓ Do not reuse a deleted GTIN for a minimum of four (4) years after the item was last introduced to the marketplace. This applies to all GTINs, regardless of the packaging level (e.g. retail unit, inner carton, outer carton).
- ✓ Trade Partners may extend the reuse period beyond four years but never shorten it.



Click on the video to learn more

When to Change a Trade Unit Barcode Number

A new GTIN for the trade unit is typically only required when the retail barcode changes.

However, there are exceptions where the trade unit barcode must be updated even if the retail barcode remains the same. For example:

- ✓ If the number of retail units in a trade unit changes
- ✓ If the configuration or quantity of contents in the trade unit is altered

In such cases, a new and unique trade unit barcode must be assigned to ensure traceability and compliance across the supply chain.

Overview | GTIN Management | GS1 - The global language of business



For more details click on this link

Mixed SKU Unit (MSU)

Mixed SKU Unit (MSU) is a trade unit, consisting of more than one unique product. MSU is intended for supply chain environment only. Once MSU arrives at stores, it is broken down to the individual SKUs and quantities within it for sale in the retail environment.

The following information is required to set up MSU in our system

- ✓ Dimensions: Length, width, and height (in metres)
- ✓ Gross weight (in kilograms)
- ✓ Unique barcode number. GTIN14, suggested leading digit '7'
- ✓ Carton quantity: 1

EXAMPLE





The following requirements must be printed (not handwritten) on adjacent sides of MSU packaging

- ❑ MSU - Only to be opened in retail stores
- ❑ SKU/PLU:
- ❑ MSU description:
- ❑ Quantity: 1
- ❑ Gross Weight: (kg)
- ❑ Barcode printed in ITF-14 format
- ❑ Warning labels if applicable (displayed close to the gross weight)
- ❑ Advisory symbols or labels if applicable

All component articles intended for sale will also need to be set up separately with a unique retail barcode, gross weight, dimensional data (length, width, height, volume) and carton details if applicable.

Delivery Labelling and Barcoding

While the use of GS1 standard pallet labels, including the Serial Shipping Container Code (SSCC) barcode, is preferred, in the absence of this, each pallet or carton in the delivery must be clearly labelled with:

- ❑ Purchase order number (e.g.: 4500123456)
- ❑ For EDI only - DESADV/ASN
- ❑ To (Ship to details company site & location address)
- ❑ From (Trade Partner name and address)
- ❑ Number of cartons/pallets/SSCC examples [1 of 2] – [2 of 2]
- ❑ MIXED if the carton/pallet/SSCC that contains mixed items
- ❑ For EDI only - 18-digit number GS1-128 standard symbology scannable barcode





Click on the video to learn more

SSCC Generation and Placement Guidelines

- ✓ The organisation responsible for labelling the logistics unit must generate and assign the SSCC.
- ✓ SSCCs may only be reused after a minimum of 12 months from the original date of issue, and only if the original logistics unit is no longer in existence.
- ✓ The SSCC barcode must be printed in picket fence orientation (vertical bars).
- ✓ The minimum label size for SSCC labelling is A6.
- ✓ The SSCC label must be placed adjacent to any existing barcodes or logistics labels on the trade unit.



DC Terms and Conditions

Microsoft Word - SRG DC Terms and Conditions v3.2

To access the document click on this link

Defines the operational standards, safety rules, and compliance expectations for all individuals and organisations interacting with SRG Distribution Centres in Australia and New Zealand.

Used to guide transport operators, contractors, and visitors on booking procedures, delivery requirements, pallet standards, and legal obligations.

The Life Safety Rules

Clear expectations. Non-negotiable behaviours. Accountability for everyone.

LIFE SAFETY RULES

Any breach of the "Life Safety Rules" may result in disciplinary action. Speak to the Person in Charge if you have any questions or concerns.

REPORT INCIDENTS AND HAZARDS
- Report all incidents, injuries and hazards to the Person in Charge immediately.

BE TRAINED BE AUTHORISED
- Only carry out specialised tasks or use specialised equipment if you are trained and authorised.
- Pre-start checks to be conducted before operating any equipment or machinery.

BE FIT FOR WORK – START EVERY SHIFT
- Complete the daily safety walk.
- Stretched and warmed up.
- Ready to report any discomfort early – [Check in/ check out conversations].
- Free from drugs and alcohol. Zero tolerance.

FOLLOW EXCLUSION ZONES
- Maintain 3m exclusion zones between moving Material Handling Equipment, other vehicles, and pedestrians.
- Maintain a minimum 5 m exclusion zone around any lifting operations.
- Never walk under a suspended load.

ALWAYS ACT WITH RESPECT – RESPECT@WORK
- Bullying, harassment, sexual harassment, and discrimination are never acceptable. If you see it or experience it, speak up.

FOLLOW SAFETY PRACTICES EVERY TIME
- Wear the right Personal Protective Equipment for the task.
- Remain compliant in Dangerous Goods storage and handling.
- Follow correct manual handling practices (assessing the load, using trolleys, team lifting etc.)
- Adhere to the pallet and packing standards for storage and transportation of pallets.
- Adhere to the Site Traffic Management Plan.
- Keep to marked and designated walkways.
- Only use approved tools and equipment and adhere to the operating procedures.
- Adhere to the portable electronic device and social media procedure.
- Follow Emergency Response Manual and Escalation Process.

These rules establish clear, non-negotiable safety expectations and behaviours for all team members within SRG's Distribution Centres and applies to all visitors, contractors and transport operators.

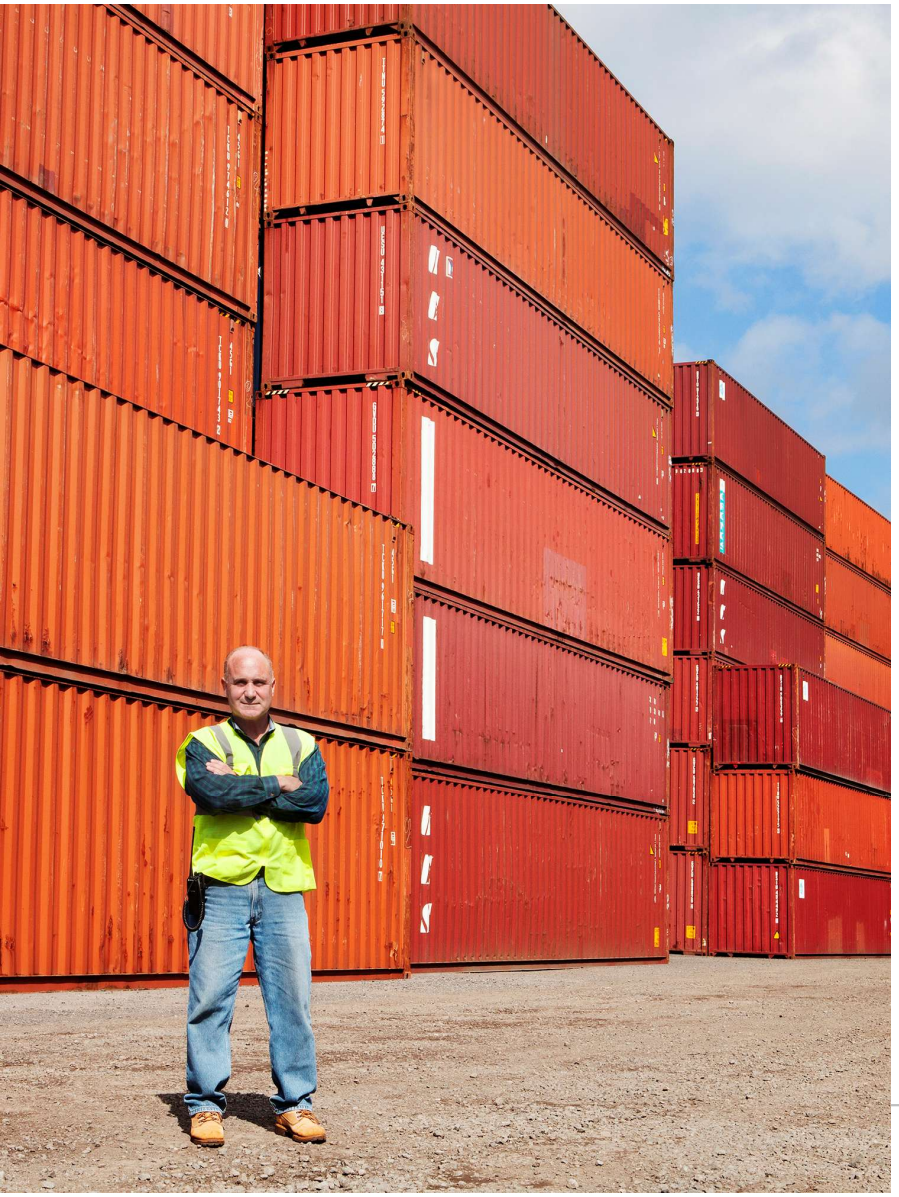


Import Guidelines (FCL, FCX and LCL)

Super Retail Group Import Guideline.pdf

To access the document click on this link

This document outlines essential guidelines for Trade Partners to ensure compliant, safe, and efficient importation of goods, covering order confirmation, shipment booking, packing standards, container loading, and documentation requirements.



Container Loading and Handling Standards v2.0

Group word master template

To access the document click on this link

This document provides safety guidelines for loading Super Retail Group (SRG) containers at origin, emphasising the importance of protecting cargo, equipment, and personnel.

It highlights Trade Partners' responsibility to follow safe loading practices and comply with Australian and New Zealand biosecurity laws.

The goal is to ensure a safe, legal, and efficient loading process through collaboration and adherence to standards.