

Updated Jan 2024

Copenhagen Airports **CPH**

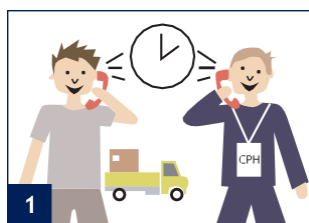
Varegård Øst

Goods reception / Opening hours / Practical information / Contact information

Goods reception – step by step

All supplies to the airport's shopping centre must be delivered through Varegård Øst. This also means that all goods are scanned and/or screened by airport Security.

How goods reception takes place



1 The carrier and recipient agree on the time for reception of the goods in Varegård Øst.



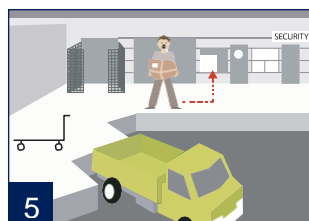
2 The recipient goes out to the carrier through the security exit.



3 The recipient places pallets ready in the scanner and activates the scanner with an ID card. Goods will not be permitted without an ID card.



4 The pallet passes through the scanner and the recipient of the goods enters through the security entrance in order to pick up the scanned goods on the ground floor or in the basement.



5 The same process is followed for packages. However, these must be delivered beside the security locks and collected inside at the ground floor basement.

Important information

There must always be a recipient when delivery is made – with that, goods must not be unloaded until the recipient is present on the ramp.

Package regulations for goods to CPH

According to the Danish Transport, Construction and Housing Authority's rules and regulations, it is a requirement that goods that are supplied to the airport shopping centre are scanned in the same manner as when individuals pass through security. This means that the goods must be x-rayed in a scanner prior to being taken into the airport.

The scanner is only programmed to receive EUR non defect pallets where the goods are within the parameters of the pallet , max height 160 cm including the pallet and a maximum of a 1000 kg- All pallets need to be secured with wrap, tape or similar.

This could mean that if you deliver your goods and liquids in an alternative manner to that shown in the illustrations, it may result in us or you repacking them on the loading platform before they can be scanned for entry.

We ask you to pay particular attention to:

- **Width, height, depth and weight of your delivery.**
- **Whenever possible, transport on EUR pallets with goods firmly secured.**
- **EUR pallets are exchanged 1 for 1.**
- **Goods must be secured to the pallet with transparent wrap, tape or similar.**

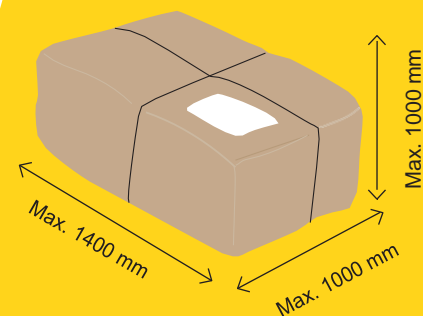
If your goods are delivered to Copenhagen Airport by means of a Known Supplier

In this case, they do not need to be scanned and can be packed as normal pallet freight. You can use a supplier that already delivers to the airport and that has Known Supplier status (we can provide information as to which suppliers have this designation). You can also let your current supplier apply for approval as a Known Supplier to the airport.



We are aware that security requirements are inconvenient for all parties that handle the goods, and at Facility Services we are working with the Security department on solutions that will make the procedure easier, but we cannot compromise on the statutory security rules.

Max. weight 100 kg



Packages

- Clearly marked with name of recipient
- Secured with wrap or straps
- Please refer to package regulations (available separately)

Other deliveries

All deliveries that do not comply with restrictions (odd-size pallets, building materials or similar), must be agreed in advance with the recipient and coordinated with Facility Services, mail: facilityservices@cph.dk (Monday-Friday 8.00-14.00), in order to ensure a smooth flow in the goods yard.

All goods delivered on pallets packed in the following manner

By delivering the goods in the manner below, we can minimize the percentage of goods rejected and make goods handling easier.

- Whenever possible, deliver goods on 100% intact EUR pallets.
- All goods on the pallets are held securely by wrap/other with no loose items. Wrap/other must be tightly wrapped around the outside and edges of the pallet with NO plastic underneath.
- All goods/items must fit within the limits of the pallet. No packages should go beyond the pallets edge.
- Pallets must not be above 160cm in height, including the pallet and a maximum weight of 1000kg.
- If any doubts, talk to your business partner at the airport, or contact Facility Service at email: facilityservices@cph.dk

A few good examples: wrapped pallets, within the framework of the pallet.



A few bad options: nothing secured, and cans just loose on top of each other



KnownSupplier

Practical information

- If you are new at the airport or if you have any questions concerning goods reception or packing of your goods, you can contact Facility Services on mail: facilityservices@cph.dk (Monday – Friday 8.00-14.00). Contact information also appears on the reverse.
- If you have a large batch of goods, it is always a good idea to contact Facility Services in plenty of time before the goods are due to arrive, as during certain periods we are very busy on the loading platform.
- In the event of a high level of activity on the loading platform, we will ensure that refrigerated and frozen goods receive priority (particularly during the summer months). This may entail extra waiting time on the loading platform.
- If you are unable to be present in the goods yard when your goods arrive, Facility Services can also help you with goods reception, scanning, storage and delivery. Contact us for a more detailed dialogue.
- If you have large batches of goods from the same supplier, the supplier may be able to obtain approval as a known supplier – which makes goods reception more straightforward, including exemption from inspection via scanners.

As a Known Supplier, your business has the opportunity to optimize your delivery processes, since goods from a Known Supplier to Copenhagen Airport are exempt from inspection on delivery.



This is due to the fact that as a Known Supplier, you carry out a number of security measures yourself in connection with warehousing, packing, storage, transport and delivery of airport supplies.

In order to qualify as a Known Supplier, a number of requirements are specified in relation to your business. Known Supplier status requires that your business and its overall security concept can be approved by an EU-certified aviation security validator. This means, among other things, that a background check and subsequent training of all employees that are part of the concept must be carried out. Furthermore, it must be ensured that stock and other facilities are secured in such a manner that no unauthorised persons can obtain access to said facilities and thereby come into contact with goods supplied to the airport. All processes must be described in a security programme which, along with a physical survey of the business' facilities, is assessed by an EU aviation security validator. The EU aviation security validator will thus assess whether your business meets applicable requirements, cf. EU regulation 1998/2015 of 5 November 2015. A validation is valid for 2 years from the date on which validation takes place and all costs in connection with validation must be met by the business.

Once your firm has been validated (approved) by an EU certified aviation security validator, you are able to supply goods to all airports within the EU. In order to supply goods to Copenhagen Airport, however, you need to be specially designated as a Known Supplier of Airport Supplies at Copenhagen Airport.

If you have any questions related to the concept, or you have been validated and wish to receive Known Supplier designation, you can contact Security Staff – Security Operation & Development by email: knownsupplier@cph.dk. You will then be contacted with regard to the onward process. Expect designation as a Known Supplier at CPH to take 10 working days.





Facility Services (FSE)

Responsible on the loading platform for goods reception (on arrival):

Varegård Øst +45 3111 2911
(Monday-Friday 6-14 & Saturday 6-13)

FSE, sales and administration (quotes, etc):

FSE mail: facilityservices@cph.dk
(Monday – Friday 8.00-14.00)

Questions directly related to operations (internal support):

Varegård Øst mail: TeamVGO@cph.dk (request)
(Monday-Friday 6-14)

Ved forestående leveringer, kan CPH teamet i VGØ kontaktes direkte via rampevagten: 3111 2911.

(Besvares mandag-fredag 6-14 & lørdage 6-1330)

Read more at www.cph.dk/om-cph/b2b

Opening hours, CPH Varegård Øst (VGØ)

Contact the goods yard prior to delivery of your supplies
Latest time of arrival at the loading platform is 13.15 (Monday-Friday)

Monday-Friday

06.00-13.45

Hereafter on call

Saturday

06.00-13.00

Hereafter on call, also Sundays

If you are delivering supplies outside opening hours, Security for the goods yard is on call on +45 3231 2916. A response time of 20-30 minutes from your call until security is in place and the scanner is open should be expected. Remember Security does not receive goods, which is why you should have contact with your receiver before Security is called to support.

Kastrup Tværvej E
Varegård Øst
2770 Kastrup
GPS: 55.628358, 12.654295

Copenhagen Airports 