



# Packaging Guidelines

Reviewed October 2011

## Introduction

### Overview

1. The purpose of this document is to outline the minimum packaging standard that the Tindirect Ltd (the Company) has adopted for the protection of goods from loss or damage in transit to destinations, or from consignors, around the world using international carriers including those that utilise automated sorting systems.
2. Failure to meet or better the requirements of these guidelines could not only affect our credibility and reputation with our potential and current clients and stakeholders but could result in rejection of compensation claims, cancellation of purchase orders or debarment from participation in contracts.
3. The Group reserves the right to amend this policy at its discretion.

### Objective

4. The objective of these guidelines is to ensure adequate packaging of goods prior to shipping to or from our clients and suppliers throughout the world.

### Scope

5. These guidelines are to be adhered to by all permanent full time and part time employees of Tindirect Ltd, temporary workers, consultants, sub-contractors and any other persons or entities associated with the Company, whether or not they are located within the United Kingdom or in other countries or territories of the world.
6. These guidelines describe the minimum general requirements for the preparation and packaging of all items being shipped to or from Tindirect Ltd, their clients and suppliers worldwide.
7. These guidelines form part of the Tindirect Ltd Terms and Conditions of Trading.
8. This policy was last reviewed on 6<sup>th</sup> October 2011.



# Packaging Guidelines

Reviewed October 2011

<b>Introduction .....</b>	<b>1</b>
Overview .....	1
Objective .....	1
Scope .....	1
Responsibilities .....	3
<b>General Requirements .....</b>	<b>3</b>
Appropriate Carrier .....	3
Wrapping .....	3
Prevent Movement of Items in Transit.....	4
Use a Strong Outer Container.....	4
Seal the Package Well.....	4
Do Not Strap Multiple Boxes Together.....	4
Clear Accurate Addressing.....	4
Always Use a Strong Outer Container .....	4
<b>Internal Packaging .....</b>	<b>4</b>
Internal Packaging Must Always be used as Cushioning .....	4
Good Examples of Internal Packaging .....	5
Bad Examples of Internal Packaging.....	5
Air Cushioning and Bubble Wrap.....	5
Bubble Wrap Type usage Guide.....	5
Foam Sheeting.....	5
Polystyrene Peanuts/Chips .....	6
Polystyrene Blocks/Surrounds .....	6
PadPak Coiled Corrugated Specialist Packing Paper.....	6
<b>External Packaging .....</b>	<b>6</b>
Good Examples of External Packaging .....	6
Always use a Strong Outer Container .....	6
Use a Wooden Crate if necessary .....	6
Palletisation .....	7
<b>Sealing and Labelling .....</b>	<b>7</b>
Seal All Packages Securely .....	7
Do Not Strap/Band Multiple Boxes Together .....	7
Addressing and Documentation.....	7
Sealing Tape, Descriptive Warning tape and other Informative Labels.....	8
<b>Disclaimer .....</b>	<b>8</b>
<b>Review Process.....</b>	<b>8</b>



## Packaging Guidelines

Reviewed October 2011

### Responsibilities

9. The following table defines who is responsible for doing what in relation to this document:

Title / Role	Responsibility
Operations Manager	Document Owner– the accuracy and relevancy of the document. Agreement on changes to this document.  Ultimate responsibility for the enforcement of these guidelines through the Company management structure.
HR Department & Line Managers	Disciplinary Procedures
Warehouse Manager	Directly responsible for implementing these guidelines within the Tindirect Ltd central warehouse.
Traders / Brokers	Responsible for informing and advising clients and suppliers regarding the requirements of these guidelines and their inclusion as part of the Tindirect Ltd Terms and Conditions of Trading.
All personnel, consultants, sub-contractors and any other associated persons or entities employed or engaged by Tindirect Ltd irrespective of their geographical location.	Responsible for complying with these guidelines at all times when packaging goods prior to transportation.
All clients, suppliers and their agents, preparing (packaging) goods for shipment to Tindirect Ltd or directly to their clients.	Responsible for complying with these guidelines as a minimum packaging standard for shipping goods to Tindirect Ltd or directly to its clients to ensure the goods arrive at their destination free from damage.

### General Requirements

10. It is important that the package arrives at its destination safely and undamaged. Packaging items carefully gets them off to a good start.
11. It is also important to ensure items are economically packaged in a manner which also minimizes effects on the environment.

### Appropriate Carrier

12. Ensure that the package is transported by an appropriate recognised carrier for the size, value and type of goods being shipped.
13. Ensure the goods and packages comply with the terms and conditions of carriage of the chosen carrier.
14. Ensure the goods and packages comply with all government and customs legislation for both the originating and destination country.

### Wrapping

15. Wrap each item in the package individually with anti-static wrap (where necessary).
16. Place individual items into a purpose built foam lined box (where available) otherwise wrap the individual items in at least 25mm bubble wrap with sufficient thickness around the item to provide adequate cushioning to prevent shock, vibration and damage.
17. Use original manufacturer's packaging, if available, with additional wrapping as above where necessary.



## **Packaging Guidelines**

Reviewed October 2011

### **Prevent Movement of Items in Transit**

18. Ensure that multiple items within a package do not touch each other.
19. Place contents in a firm cardboard box, closed so that it cannot come open during transit.

### **Use a Strong Outer Container**

20. Use a good quality corrugated fibreboard box. Sub-standard or damaged boxes are to be avoided.

### **Seal the Package Well**

21. Seal all open edges of the package with 48mm/50mm wide plastic or reinforced carton tape on both the top and bottom of the package. Ordinary household adhesive tape isn't usually strong enough. For heavier items you'll need a strong outer carton, closed with tape.

### **Do Not Strap Multiple Boxes Together**

22. Strapping boxes together increases the risk of damage so place all items in one outer package or send them in separate packages.

### **Clear Accurate Addressing**

23. Ensure all the address information (including a telephone number where available) is in the documentation. This should be completed accurately and firmly attached. Ensure that any barcode labels are firmly attached and clearly visible.

### **Always Use a Strong Outer Container**

24. A good quality thick walled corrugated cardboard box is best for most items. The larger the size and weight of an item, the thicker and larger outer box to be used.
25. For items weighing in excess of 25kg it is advisable to ship these items boxed and on a pallet to lower the risk of personal injury during manual handling.

### **Internal Packaging**

26. All packages must comply with the packaging requirements of the chosen carrier's Terms and Conditions of Carriage and both the originating and destination countries. Items not correctly packaged may be rejected and returned to the client or supplier.

### **Internal Packaging Must Always be used as Cushioning**

27. Cushioning must always be used to:
  - Prevent any damage from shock, vibrations, impacts and pressure during transit;
  - Prevent items within a package from touching;
  - Eliminate any movement of the package contents;
  - Provide clearance between the item and the outer box.



## Packaging Guidelines

Reviewed October 2011

### Good Examples of Internal Packaging

28. Examples of good internal packaging are;
- Air Cushioning type bubble wrap;
  - Bubble Wrap;
  - Foam Sheeting;
  - Polystyrene surrounds and ends;
  - Padpak coiled corrugated paper;
  - Moulded and shaped foam;
  - Cardboard used as support structures
  - Polystyrene peanuts/chips
  - InstaPak moulded foam bags (least preferred due to difficulty with re-use and disposal)

### Bad Examples of Internal Packaging

29. Types of internal packaging to be avoided are:
- Normal paper, rolled, scrunched or shredded;
  - Polythene bags and/or bin liners;
  - Wood shavings and sawdust.

### Air Cushioning and Bubble Wrap

30. Air Cushioning and/or Bubble Wrap are good packaging materials for providing a cushion to protect against shock. Always wrap each item individually with sufficient thickness around the item to provide adequate cushioning to prevent shock, vibration and damage during transit. Always use enough air cushioning/bubble wrap to ensure the contents of the package cannot move when the box is shaken.
31. For heavy items, air cushioning/bubble wrap should only be used for cosmetic protection.
32. Ensure several layers are used as cushioning to prevent damage to weak areas of the item.

### Bubble Wrap Type usage Guide

33. The following is a guide to which bubble wrap to use.
- At least 10mm Anti-Static Bubble Wrap – Surface protection. Use as protective wrap.
  - At least 25mm Bubble Wrap – Wrapping items in addition to the protective wrap, filling voids or blocking and bracing-in items in packages. Allow sufficient thickness around the item to provide adequate cushioning to prevent shock, vibration and damage.
  - 35mm Air Cushioning – Wrapping heavier items, filling voids or blocking and bracing-in items in packages.

### Foam Sheeting

34. Foam sheeting provides excellent cosmetic/exterior protection and cushioning properties. Use for packaging and protecting lightweight items.



## Packaging Guidelines

Reviewed October 2011

### Polystyrene Peanuts/Chips

35. Use to fill empty spaces in packages with lightweight items. Can also be used when double boxing items as good protection against shocks and vibration as well as eliminating movement of a packaged and boxed item within another larger box.
36. Ensure the box is filled to its limit and there are not air gaps or pockets of air in the outer box. Shake the external packaging to ensure chips settle and top up until the outer box is full.

### Polystyrene Blocks/Surrounds

37. Use to surround the item especially the edges and corners. Ensure the polystyrene suspends and prevents any movement of the item within the box.

### PadPak Coiled Corrugated Specialist Packing Paper

38. PadPak corrugated paper must be formed into coils and the flat side of the coil used for cushioning between the box and item. The item will still need to be individually bubble wrapped. Do not use this paper uncoiled as it will have no cushioning properties and the items may be damaged. Use the coils at the bottom and top of the box and if there is insufficient space internally at the sides for coiled paper, use alternative cushioning such as layers of foam or bubble wrap.

## External Packaging

### Good Examples of External Packaging

39. Good examples of external packaging are:
  - A good quality thick walled corrugated cardboard box;
  - A good quality thick walled cardboard box banded to a pallet;
  - A wooden crate
  - A plastic box or tube (able to be sealed);
  - A metal case or tin (able to be sealed).

### Always use a Strong Outer Container

40. A good quality thick walled corrugated cardboard box should be adequate for most items. The larger the size and weight of the item, the thicker and larger the outer box to be used.
41. Always ensure the box allows adequate clearance for sufficient internal packaging to be used on and around the items being shipped.
42. For items weighing in excess of 25kgs it is advisable to use a cardboard box banded to a pallet. This will lower the risk of injury to persons handling the package.

### Use a Wooden Crate if necessary

43. Use a wooden crate for larger and heavier items. Surround the item, whether already packaged in a cardboard box or not, with protective bubble wrap and secure within the crate. Ensure the item cannot move within the crate during transit by either fixing the item to the crate or surrounding the item with sufficient cushioning material such as polystyrene blocks or layers of air cushioning, foam or bubble wrap.



## Packaging Guidelines

Reviewed October 2011

### Palletisation

44. Use standard 1.0m x 1.2m pallets or 0.8m x 1.2m pallets for multiple items. All wooden pallets must be heat treated in accordance with current ISPM15 regulations.
45. If the pallet being used is already wet then apply a layer of polythene sheet before placing the package(s) onto the pallet.
46. Build only cubic stackable loads. Do not haystack or pyramid stack loads. Be aware that carriers are likely to stack another pallet on top of your pallet so sufficient cushioning material must be added to the top of the packages to take account of this.
47. For small single items weighing in excess of 25kgs a half pallet 0.8m x 0.6m is acceptable.
48. Pallet size should match the package size (minimum 80% coverage).
49. For optimum shipping by air transport, load height should be no more than 160cm.
50. For optimum shipping by surface vehicle, load height should be no more than 218cm.
51. It is advisable to band the item to the pallet internally through the package as this prevents any movement of the item that may be caused through compaction of internal packaging material.
52. If internal banding is not possible then use 2 way banding externally to secure the package to the pallet. For inter-continental shipments it may be advisable to use 4 way banding.
53. Stretch wrap can be used to surround the package if necessary to give added protection from wet environments or adverse weather conditions.

### Sealing and Labelling

#### Seal All Packages Securely

54. Ensure all open edges are sealed with 48mm/50mm plastic or reinforced carton tape on both the top and bottom of the package. It is advisable to use multiple layers of tape especially on larger and heavier packages.

#### Do Not Strap/Band Multiple Boxes Together

55. Never strap, tape or band multiple boxes together. If the strapping is ripped off some boxes may become lost because the consignment would be for one package. Either place multiple boxes within a larger outer box or send the items in separate boxes.

#### Addressing and Documentation

56. Remove all old labels and markings that do not apply to the current shipment.
57. Always use clear and accurate address labels. Ensure that the full postal address and post code are visible to the carrier in addition to any carrier labels and, if available, include a telephone number of the recipient (Tindirect is +44 (0)1285 642222). A separate address sheet should also be placed inside the package before it is sealed to aid in identification should the outer labels become torn and unreadable.
58. If using stretch wrap it is advisable to place an address sheet on the actual package under the wrap in the event the wrap is torn off during transit. This will negate the need to open the package in these circumstances.



## Packaging Guidelines

Reviewed October 2011

59. Place the carriers address label on the top of the package. Carriers do not guarantee observance of orientation notices (This way up) because of automated sorting systems but placing the label on the top of the box increases the chances for preferred orientation.
60. A delivery note is acceptable as an address label providing it is folded in such a way as to clearly show the delivery address, whilst not showing the contents of the package.
61. The weight of the package is to be clearly marked on the outside of the package and remaining visible to any person(s) likely to handle the package.
62. The description of the content of the package is **not** to be visible on any part of the package when passing to the carrier.

### Sealing Tape, Descriptive Warning tape and other Informative Labels

63. Plain sealing tape is to be used (see paragraph 42 above).
64. 'Fragile' Tape can be used if required.
65. Descriptive Warning Tape such as 'Electrostatic Sensitive Device (ESD)' and labels, that may indicate the nature of the package content, are not to be used unless required to fulfil legal obligations such as hazardous warning labels.

### Weight of Package

66. Ensure the weight of the package is annotated on the outer container and remains clearly visible when the package is presented to the carrier.

### Disclaimer

67. This packaging information is provided by Tindirect Ltd as a recommended minimum standard guide. It is not provided as a definitive instruction for all items and some items may need additional packaging to that stated here.
68. Tindirect Ltd make no assurances that by following the advice in this document the package will not be damaged during transit.
69. The adequate packaging of an item remains the sole responsibility of the sender.
70. Tindirect Ltd reserves the right to:
  - Reject and return any shipments received that are improperly packaged, with the supplier remaining responsible for any loss or damage.
  - Remove from its list of approved supplier sources any supplier that, after notice, repeatedly fails to follow the advice outlined in these guidelines.
  - Invoke relevant internal disciplinary procedures for shipments despatched from the Tindirect Ltd Central Warehouse if it is deemed that any employee has ignored the advice given above.

### Review Process

71. All comments and request for updates to this document should be referred to the Document Owner.
72. This document will be reviewed annually.
73. END OF DOCUMENT