Shipper's Guide to Packaging

Preparing Your Shipment

The Importance of Good Quality Packaging

Good quality packaging is crucial for the protection of your shipment and our aircraft. Ultimately, you as the shipper are responsible for selecting the packaging system which:

- Provides the right level of protection for your shipment.
- Meets WestJet Cargo's requirements for the protection of our ground staff and aircraft.

Packaging should be regarded as a system, with all the components working together to provide the right level of protection for your shipment.

Well-constructed, robust outer packages, used with the appropriate cushioning materials will protect your shipment from:

- Repeated handling during the acceptance, preparation and loading phases of transportation.
- Exposure to environmental conditions during transportation to the aircraft.
- In-flight conditions such as turbulence or changes in temperature and pressure.
- Acceleration and braking during take-off and landing.

General Rules

Here are some general rules of thumb to follow when selecting your packaging system:

- Ensure your shipment is packed in such a way that it will not deteriorate or cause damage to other shipments during repeated handling.
- Ensure the packaging material will not cause damage to the aircraft or any other property or cause harm to handling staff:
  - No protruding nails, staples or other sharp objects.
  - No sharp edges.
  - No leaks.
  - No poorly designed handling aids which may trap fingers.
  - Avoid the use of 'handling pockets' typically found on 'moving boxes'. These are often weakly constructed and can cause the box to rip, exposing the contents of your shipment:
- If your packaging system is constructed/designed with a separate lid (common with perishable products), the lid must be adequately secured to the main package with banding, tape or shrink wrap to resist separation during transport.
- Ensure your packaging is not subject to import/export restrictions if you are shipping internationally. Some examples are:
  - Hay or straw used for some live animal shipments.
  - Wood materials which may need to be heat treated.

Certain special cargo types such as dangerous goods and live animals have specific regulations for packaging which must be strictly adhered to.

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Prohibited / Unacceptable Packaging

Some packaging is prohibited by WestJet, either due to design or condition:

- Containers with snap-on lids which are not secured by banding, tape or shrink wrap.
- Leaking packages.
- Loose/unwrapped items.
- Styrofoam as an outer package (there are some exceptions for cargo which moves exclusively on the B787). See the 'Styrofoam' section for additional information on styrofoam packaging.
- Packages that are offensive in odour.
- Open, unsealed, or torn packages.
- Packages with protrusions which may injure handling staff or damage equipment.
- Packages which have become damaged by exposure to wet conditions to the extent that the integrity of the packaging has been compromised.
- Packages for dangerous goods or live animals which do not comply with the applicable regulations.

For the protection and safety of our aircraft and guests, WestJet reserves the right to refuse the transportation of cargo that is not suitably packed.

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