

# Proper packaging – safe carriage

In order to ensure that the parcels that pass through the GLS system can be forwarded safely and efficiently, proper and professional packaging is essential.

This packaging manual supplements the current GLS General Terms and Conditions in which the complete list of items and goods excluded from the GLS transport is stated.

## When sending parcels please:

### 1. Use appropriate external packaging

Choose a box appropriate for the size, weight and quantity of the product. Good packaging ensures sufficient strength to preserve the integrity of the goods under the physical impacts that inevitably occur during their sorting and carriage. During parcel sorting, the consignments are lifted, put on top of each other, aligned and grouped by address by GLS's staff several times. Packaging that provides adequate protection is a good-quality, strong, dimensionally stable, stackable, 5-layer cardboard box.

Please do not use any damaged, repeatedly used or crumpled cardboard boxes, and do not create any irregularly shaped, amorphous consignments!

### 2. Do not forget about the interior padding materials

Please make sure that the product placed in the cardboard box fits comfortably, but does not come into contact with the wall of the box. Choose padding materials adequate for the type of the goods and do not leave empty space in the box, in order to prevent the object from moving. Please also pay particular attention to the individual packaging of the items. A good padding material can be air-cushioned film, bubble foil, foam pads, cardboard wool, cardboard cut, polystyrene fillings, etc.



### 3. Seal the box securely and stick the package label to it

Only fully sealed parcels may be dispatched for delivery. Please seal all sides of the cardboard box with a wide and, if possible, individually marked, adhesive tape. Gluing the edges can further reduce the risk of the box opening. The shipping label and the translucent self-adhesive packaging containing the packing slip must be affixed to the largest side of the shipment. Other stickers or instructions placed on the packaging of the shipment will not be taken into account. Old shipping labels must be completely removed.

### 4. Make sure you are aware of the types of goods that are excluded from transport

GLS does not accept parcels for forwarding if the goods may get damaged enroute or may endanger the safe handling of

other parcels. These include goods that are packaged unsatisfactorily and/or in a manner unsuitable in trade, as well as the products specified in the General Business Conditions (<https://gls-group.com/CZ/en/gtc>).

## Handling influences

The parcel has to withstand these influences during the transportation.

- **Impact** – impact equal to the free fall from the height of 100 cm
- **Pressure** – pressure proportional to the five times of its own weight
- **Vibration** – vibration caused by the motion on the roller conveyors

## Weight restrictions

For both domestic and export deliveries, only packages weighing up to 40 kg can be dispatched, as these can be handled safely. The maximum weight of shipments ordered through the e-Balík web portal is 31.5 kg in the Czech Republic and abroad. Parcels exceeding these restrictions will be without exception returned to the sender.

## Dimensional restrictions

Maximal possible dimensions of transported parcel can be:

- **Length:** 200 cm
- **Height:** 60 cm
- **Width:** 80 cm



At the same time the parcel can not exceed the combined length and circumference of 300 cm, when the calculation is done as following: once the longest side of the parcel + other two sides times two ( $1 \times \text{length} + 2 \times \text{height} + 2 \times \text{width} \leq 300 \text{ cm}$ ).

## Weight and dimensional restrictions for GLS Pick-up points

GLS ParcelShops can be used only for dispatch and pick up of parcels not heavier than 20 kg and not longer than 100 cm and to GLS Parcel Boxes and AlzaBoxes with a maximum length of 55 cm. Parcels exceeding these restriction will not be accepted into the transport and will be returned back to sender.

## CORRECT

## INCORRECT

### Boxes of different sizes

During carriage and sorting, the consignments are lifted, put on top of each other, aligned and grouped by address by GLS's staff several times. Parcels dispatch separately. Do not glue or strap them together, because the parcel block may fall apart, in which case only the parcel identified with a label will reach its destination. It is not suitable to use cable ties for transportation. They cut into the box and damage the goods.



### Placing various products inside the box

If you want to place products in one box, take special care to ensure that the items do not move inside the parcel, they do not touch each other and do not directly touch the wall of the box. Use dividers and padding materials to avoid damage. During transport, the box can also turn on its side, so you should pack liquid-containing products separately and check the caps on them in order to avoid any leakage that may damage the other products. If possible, pack the same groups of products together.



### Safety bags, air-cushioned envelopes for packaging small-size products

Safety bags and air-cushioned envelopes are ideal for transporting small and lightweight (non-pointed or sharp) products. When using them, take into account the fact that this packaging material is not suitable for shocksensitive or fragile goods. Depending on the nature of the product, you should use an aircushioned lining or, even better, a cardboard box for packaging, to avoid any possible damage.



## CORRECT

## INCORRECT

### Goods in sacks

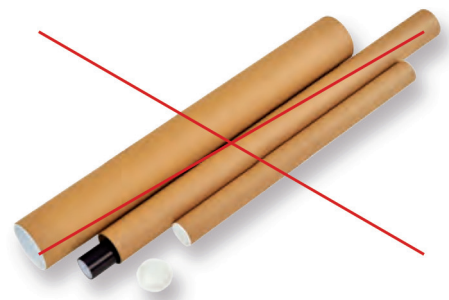
Sacked packaging (e.g. pet food) does not retain its shape, so it may get stuck on roller conveyors.

Pack the sacked goods into a cardboard box as well, or make a solid and rectangular package using a strong cardboard sheet and shrink-wrap plastic, to make the consignment suitable for forwarding.



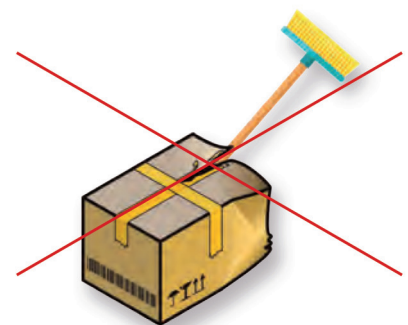
### Packaging of long-shaped goods

For packing large-size rolled product, paper rolls or documents use only square cardboard boxes. Thin transport tubes may get stuck on the roller conveyor and may cause an overload of the conveyors and will not be sorted. In case of need use a padding material.



### Parts protruding from the parcel

During carriage and sorting, the protruding parts may cause accidents, get stuck or get damaged on the roller conveyor, so no part of the product should stick out of the box. Use regular, rectangular cardboard boxes for packaging, in sizes adequate for the nature of the goods. Wrap any sharp or pointed parts separately before placing them in the padded box.



### Protective packaging

Commercial or gift wrapping alone is not suitable for industrial parcel sorting and carriage, because the roller conveyor may leave a mark on it or the outer cardboard surface may become dirty. If you repack the goods in their original box, be sure to include padding materials to protect the goods.

Place the original box in a high-quality cardboard box of appropriate size that retains its shape.

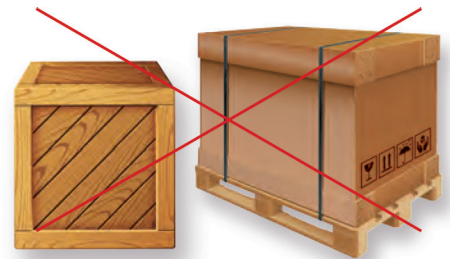


## CORRECT

## INCORRECT

### Wooden crates, pallets, protruding parts

Boxes placed in wooden crates, on pallets or with protruding legs may not be dispatched, because they may get stuck during the sorting process. You are, therefore, requested to dispatch such consignments in cardboard boxes suitable for transport, observing the size and weight limits. Loading and sorting of parcels is done manually and on a roller conveyor system; consignments requiring forklifts cannot be dispatched.



### Unpacked goods

Unpacked goods are vulnerable, may cause accidents, endanger the safety of the workers and the physical integrity of other goods, and cannot be sorted on roller conveyors. Please pack all products in cardboard boxes, so that they can be transported and the goods may be protected inside the box as well. Chassis components or other irregularly shaped products may not be dispatched, even if packed in air-cushioned film or paper!



### Padding materials

A good padding material placed inside the box protects the goods during transport. Please pack sensitive and fragile items (glass, porcelain, electronic items, etc.) with special care. Do not leave empty space in the box, as this may cause the goods to move about and get damaged, or the packaging may collapse and break. Padding material should be placed both on the bottom and on the top of the box. Interior edge protectors increase the load-bearing capacity of the box and provide more protection when placed on top of each other. For increased safety, pack the items individually as well, e.g. with air-cushioned film, and insert separating and movement-blocking cardboard sheets between them or use Styrofoam lining that reflects the shape of the product. Padding chips alone are not sufficient, because the padding material will shake about and become compacted during transport, and will not protect the goods from damage!

