

PACKAGING GUIDE

FOR DHL FREIGHT

EXCELLENCE. SIMPLY DELIVERED.

The efficient loading of our vehicles is the foundation of our seamless logistics. Our focus on excellence relies on correctly packaged goods enabling safe and fast transport. Improperly packaged shipments risk not only damage to your goods but also to other customers' goods. DHL is not responsible for any damage due to unsuitable or defective packaging.

Here are instructions on how to best pack your goods to minimize the risk of damage. For additional information regarding permitted dimensions, weight etc. check DHL:s product-specific requirements on dhl.se.

PACKAGING GUIDE

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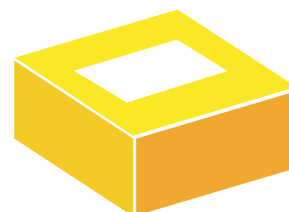
PACKAGING GUIDE FOR PARCELS

PACKAGING FOR PARCEL GOODS

Our transportation system for parcel goods is based on speed and efficiency and is designed for automated sorting. Therefore, the packages must be packaged to withstand machine sorting and comply with our restrictions for transportable goods.

OUTER PACKING REQUIREMENTS

- Goods must be well-packaged and completely enclosed without protruding parts in a fitted, durable and smooth outer packaging that can withstand normal cargo handling, consolidation, automated sorting and load securing.
- The packaging must not be damaged in any way upon collection. If not, the contents will not be adequately secured and may cause damage or injury whilst in transit.
- The packaging used must be suitable for the size, weight and contents of the consignment. If the packaging is too small or tight it may cause damage during transit. Similarly, if the packaging is too loose, the contents will not be properly secured and risk damage.
- DHL will not replace damaged packaging as this is not treated as part of the consignment and serves to protect the contents in transit during normal handling.
- Additional shock absorbing materials should be used inside the parcel to absorb any impacts experienced during automated sorting. If the parcel contains more than one item they must be separately packed and wrapped with protective materials.
- Liquids must always be packaged in containers specifically designed for such goods and packed with additional absorbent material to prevent leakage in the event of damage. Leakage can cause damage to other customers' goods and necessitate cleaning of terminals and equipment.
- Any packaging must have an accessible space to clearly display the DHL address label. The label must be fully visible, readable and scannable, ensuring it is free from creases or wrinkles.



PACKAGING TIPS FOR GOODS LOADED ON PALLET

PACKAGING PALLET

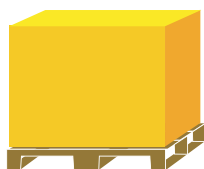
Items that are either too heavy or cannot be sorted automatically must be secured on a pallet for safe and efficient transportation. Pallets are used to provide stability during transit.

What is a pallet?

A pallet is moved using a forklift, pallet truck or a similar piece of handling equipment. In order to be moved by suitable devices, a pallet must be low but at least 15 cm high. Pallets are made from a variety of materials, such as wood, plastic, fibreboard or metal. The pallet must be robust and rigid so that it can support the use of tensioned pallet straps when securing a load.

Euro pallet

The standard size for pallets in Europe is: Length 120 cm, width 80 cm, height 15 cm. For maximum loadable height see. The relevant specifications for the respective product.



How do you correctly load a pallet?

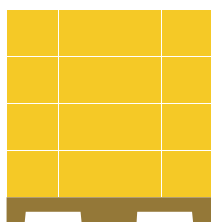
When loading consignments on a pallet you must create the most secure and stable arrangement possible.

This is achieved by stacking the cartons directly on top of each other. This tightly stacked method is only suitable if each parcel is solidly filled without any empty volume. The goods must also be secured on the pallet with the help of shrink wrap, for example.

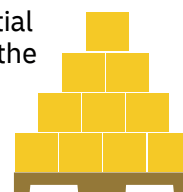


What should be avoided when loading a pallet?

Never create a pyramid arrangement on a pallet, where the parcels create a peak and lack a flat top. This makes the pallet both unstable and difficult to unpack. If a pyramid arrangement is required, then a pallet slot or 0.4 flatbed metres (flm must be booked). Be aware that pyramid arrangements carry



an additional risk of damage from adjacent consignments and falls. The most common source of damage to pallet consignments is caused by protruding items and so it is essential that any shipment lies entirely within the pallet's dimensions. DHL accepts no liability in the event any damage is caused by a protruding item outside of the pallet's footprint.



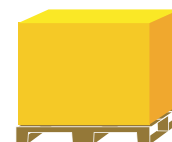
What is the best way to pack cartons?

Avoid any empty volume within a carton as this can compress or collapse, causing instability when stacked. Always fill any empty space within a carton with packing material to prevent this! This also helps to absorb movement and bumps during transit. There is plenty of choice for extra packing such as foam chips or corrugated cardboard. A carton should be able to support 4 or 5 times its own weight.



Crates are both larger and more secure

Crates offer more storage capacity than cartons along with better protection and load-bearing if they are made from suitable materials with reinforced corners. The choice of crate will depend on weight of the goods. Ideally, a crate will be the same base size as a pallet, which in turn improves the stability and safety of the consignment.



- A pallet that cannot be stacked should be clearly marked "do not stack".
- A pallet that cannot be top loaded must be clearly marked "Do not top load"
- A pallet that can be stacked must be able to support its own weight during transit and handling as a minimum.

PACKAGING TIPS FOR OTHER GOODS

CAN I TRANSPORT BARRELS?

Barrels can be transported if they are securely fastened to pallets using steel straps. The strapping around the barrels must also be secured with cleats or strap protectors so that they do not slip during transit. A corrugated cardboard sheet must also be placed between the barrels and the pallet. Barrels must not touch any part of the pallet directly. This could cause a risk of wear and punctures to the barrel. If the pallet will hold two or more barrels, they must be separated by a robust material such as wood or heavy cardboard. This is to prevent direct contact between the barrels and distribute pressure from the tensioned strapping. It is possible to ship several barrels at once as long as no part of any barrel is protruding beyond the edge of the pallet's base. The barrels must be tied together securely before they are placed on the pallet. Ensure the barrels are balanced evenly and cannot move.

HOW DO I TRANSPORT CABLE REELS OR SPOOLS?

Products like reels or spools must be positioned and fastened to a pallet using strapping and blocks. The strapping must be made of a damage resistant material such as steel ties.

HOW DO I PACKAGE LONGER ITEMS?

Longer goods must be securely fastened and not bend when handled. To prevent damage, use reinforced tubes, stiff corrugated cardboard and/or wooden bracing. DHL has restrictions on the maximum length of items for different modes of transport. You can find the permitted length for various items and transport modes in our product guides.

HOW DO I PREPARE TUBES OR PIPES FOR TRANSIT?

When transporting pipes, rods and exhaust systems there is an increased risk they can cause injury or damage to the vehicle and the immediate surroundings. All pipes and similar items must be securely fastened to a wooden pallet, ideally as a tight bundle. This helps to protect the goods and makes handling much easier.



WHERE DO I PLACE THE ADDRESS LABEL?

Below are several examples on the best placement for DHL's address labels on various packages.

