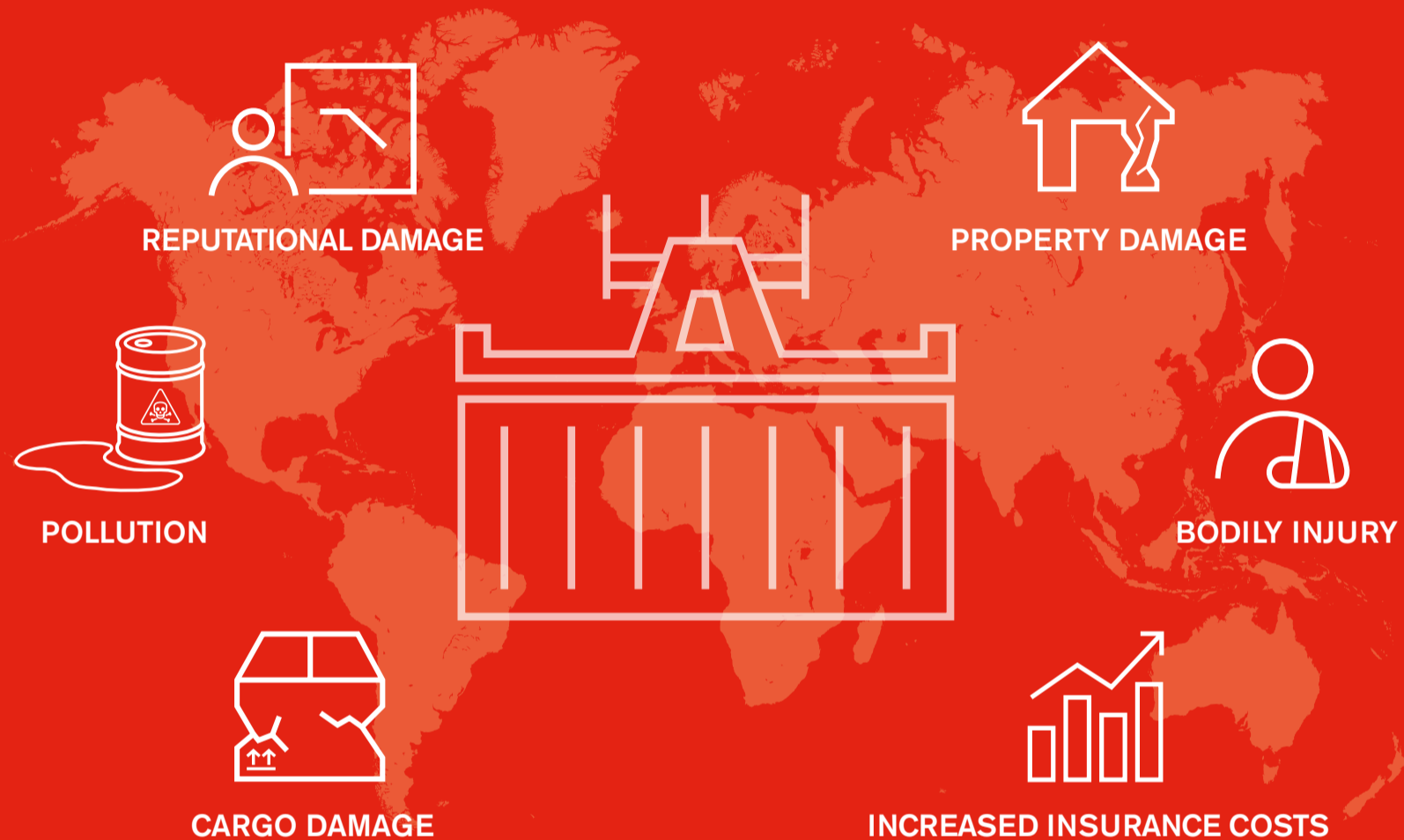


# Cargo damage

Is poor packing practice causing you cargo damage claims?

Two thirds of claims relating to cargo damage are caused or exacerbated by poor packing practices, which is often caused by a lack of familiarity and expertise.

## What are the risks?



## How can you mitigate these risks?

### GET TO KNOW THE CTU CODE

- Always refer to the CTU Code for best packing practices or consult our Quick Guide and use the checklist within

### EDUCATE STAFF

- Provide regular education to your drivers and warehouse personnel on good packing practices
- Ensure driver training covers handling adverse weather conditions

### CONSIDER THE WEIGHT OF THE CARGO

- Ensure that weight is evenly distributed
- Ensure that heavier cargo is stowed at the bottom of the unit
- Consider the centre of gravity – the lower the centre of gravity, the more stable an object will be

### COMPLETE PRE-CHECKS BEFORE LOADING

- Verify credentials and training of any contractors
- Identify and assess potentially problematic cargoes/shippers
- Ensure the shipper/customer has accurately declared the cargo
- Ensure each package is appropriately prepared for transit considering temperature and other weather conditions
- Ensure that the transport unit is in good condition and is appropriate for the cargo

### CONSIDER THE TYPE OF CARGO

- Pack liquid cargoes below dry cargoes
- Pack dangerous cargoes near the doors and primary access points
- Ensure that temperature-controlled units are pre-cooled to the required temperature before loading
- Consider whether the cargo needs to be segregated due to contamination or chemical incompatibility

### SECURE THE CARGO

- Ensure that cargoes are packed tight and properly secured within the transportation unit – consider the forces applied to the cargoes throughout transit and use lashing, blocks, braces, battens, wedges, pallets, dunnage and friction mats as appropriate
- Ensure that the transport unit is not overloaded

### COMMUNICATE CLEARLY

- When giving or receiving documentary instructions, make sure they are clear and accurate
- Take into account language barriers
- Use industry-accepted terms and avoid jargon

### WATCH OUT FOR RED FLAGS

- Look out for ad hoc shipments of unfamiliar cargoes
- Project and oversize cargo shipments can be particularly problematic
- Dangerous goods shipments – adhere to regulations
- Always watch out for undeclared/misdeclared shipments

