
	Guidelines	Page: 1 / 34
	Container Unloading	


Overview of revisions		
Version	Date	Description of modification(s)
1	30.09.2020	Creation of guidelines
2	10.11.2021	Added verbiage and photos for removing the Tarp and Re-Tarping the container.

TABLE OF CONTENT

1. Distribution List.....	2
2. Subject.....	2
3. Referenced Documents.....	2
4. Inspection of Shipping Container upon arrival:.....	2
5. Before Unloading the Container	3
5.1 Receiving Checklist (See Appendix A for the comprehensive Receiving Checklist)	4
6. What to do If the contents are Damaged	5
6.1 Steps you should take: (See Appendix B for the comprehensive wording of the steps you should take if received goods are damaged).....	5
6.2 Steps the carrier takes:.....	5
7. Unloading Containers	6
7.1 Closed Top Dry Container (IG) containing packs of glass in wooden crates (VEC's)	10
7.2 Open top containing packs of glass in wooden crates (VEC's)	17
7.3 Open top (OOG) containing packs of glass on A-Frames (EWC's).....	23
7.3.1 Unloading the glass packs off from the A-Frame:	24
7.3.2 Unloading the entire A-Frame with the packs of glass on it:	27
8. Appendix A: Container Receiving Checklist	29
9. Appendix B: Steps you should take if received goods are damaged	31

These guidelines are provided by Saint-Gobain to try and mitigation some of the issues related to transportation of Products that arise from time to time. This document is merely meant as a guideline and is not guaranteed to ensure elimination of risks. These guidelines do not provide any warranty to you nor do they create any obligations for Saint-Gobain. Saint-Gobain may change these guidelines at any time without your consent or notice to you.

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	Guidelines	Page: 2 / 34
	Container Unloading	

1. Distribution List

All Saint-Gobain customers in North America.

2. Subject

This document defines the process of receiving, inspection, and unloading of shipping containers containing architectural glass secured in wooden crates (VEC's), or on A-Frames (EWC's). It also discusses how to deal with damaged contents/claims. This document also provides information on how to manage health and safety risks when unpacking containers, transported by land or sea, from the opening of the container doors, through to removing and transporting items to the storage location.

3. Referenced Documents

Saint-Gobain loads all containers in strict accordance to the following procedures:

GB-MML-PR.003-v6-Securing VEC in container

GB-MML-PR.027-v1- securing EWC stillage in container

EN-MML-PR.019-v1-Securing VEC in 2 lines in a 20 feet container

GB-MML-PR.054-v1-Securing VEC in steel floor container


Tests on the load securing of VEC in and against the direction of travel in the 20-foot container described here were carried out by TÜV SÜD on 12.12.2018 at its test site in Coesfeld/Germany. The lateral load securing of the VEC in the container was tested by TÜV SÜD on 14 September 2017.


4. Inspection of Shipping Container upon arrival:

Upon arrival of the shipping container, you should inspect it for damage before signing any paperwork or opening. Verify that the container is not severely damaged, including any tarps on open top containers, heavy damages on container body, cross beam attachments.



Also look at the seal number to verify it matches the container number and the receiving paperwork for the shipment.

Written by: Chris Kamp	Validated by: Guillaume Vu 	Container Unloading Rev. 2
Creation date: 30.09.2020	Modification date: 10.11.2021	Added instructions about the Tarp

	Guidelines	Page: 3 / 34
	Container Unloading	

5. Before Unloading the Container

The key hazards associated with unpacking shipping containers include:

- Containers placed on sloping or uneven ground
- Inadequate lighting to allow safe unpacking of the container contents
- Loose items due to inadequate securing to prevent movement during transport
- Loose items falling from a height
- Items that can come loose during transport forcing the doors open or falling on workers when the door is first opened
- Unsafe systems employed to unpack containers, such as: – selecting unsuitable straps, chains or restraints or using them incorrectly – incorrectly using plant to unpack the container, for example, using a forklift not designed to tow to drag items out of container – overloading plant, and not taking the rated capacities of attachments into consideration – having people working in and around the container and being hit by mobile plant used for removing items.
- Conducting manual tasks that require lifting heavy items, bulky items or situations which require the worker to use awkward postures – ignoring the risk of slips, trips and falls


Loads within a container can shift during transportation or may move as a result of inadequate packing. Goods may be pushing against container doors. This can lead to uncontrolled opening of the doors. Workers are at risk of being hit by unrestrained items.


The risk of injuries arising from the opening the container can be eliminated or significantly reduced by:

- Never assuming the load is secured in a safe manner when you are opening a container door
- Using a suitable restraint, such as a short rope, net or barrier, on the door to prevent the items resting on the doors from forcing the doors open without a control in place
- Opening the right hand door cautiously first, only when safe, proceed with the left
- Checking to see if the goods have shifted when the doors are partially opened
- Consulting with workers to develop and implement a safe method of unpacking (using a safe work method statement) if the goods have shifted.



Figure 3. Use restraints to ensure doors can be opened safely.

Written by: Chris Kamp	Validated by: Guillaume Vu 	Container Unloading Rev. 2
Creation date: 30.09.2020	Modification date: 10.11.2021	Added instructions about the Tarp


	Guidelines	Page: 4 / 34
	Container Unloading	


5.1 Receiving Checklist (See Appendix A for the comprehensive Receiving Checklist)

IMPORTANT: Please use the receiving checklist below before unpacking the contents of the shipment. Do not sign for the container without thoroughly inspecting the contents. To ensure that your glass has arrived in good condition, we strongly encourage you to open each delivered container and carefully inspect the contents before signing the delivery receipt (Proof of Delivery), or unloading the glass. By performing this task immediately, you are not only helping us to more quickly determine that your glass has arrived undamaged, but it also protects you against any possible product liability claims. Once you sign the delivery receipt, you are certifying that your glass arrived in good condition and that both the shipper and freight company are free of any liability.

CONTAINER RECEIVING CHECKLIST

1. Please kindly ask the driver to wait for you while you inspect the shipment.
2. Check around all sides of the shipment for any external damage(s), including the tarp on open top containers.
3. It is the customer's responsibility to remove the tarp and re-tarp after unloading the container.
4. Check the condition of the foil/plastic.
5. If any item appears to be damaged, have the driver write "damaged," with their initials, on the proof of delivery (p.o.d) form.
6. Note: Never write: "subject to inspection", "no visible damage", or "damage to crate/packaging", "possible damage" on the p.o.d.
7. Make note of which Crates/Packs of glass were refused and which were received in good condition.
8. If the driver is in a hurry and will not allow you to make a thorough shipment inspection, initiate a quick visual examination of the container's exterior condition.
9. After the driver has left, the shipment and its contents must be fully inspected for any damages promptly. A damage report must be reported to the freight company and the shipper within 72 hours of delivery.
10. Keep all original packaging.

Written by: Chris Kamp	Validated by: Guillaume Vu 	Container Unloading Rev. 2
Creation date: 30.09.2020	Modification date: 10.11.2021	Added instructions about the Tarp

	Guidelines	Page: 5 / 34
	Container Unloading	

6. What to do If the contents are Damaged

Examples of Damages/Repairs noticed before unloading:



Broken/Missing Wood



Sealed Foil Damaged/Repaired



Broken Wood Support

6.1 Steps you should take: (See Appendix B for the comprehensive wording of the steps you should take if received goods are damaged)

1. Notify your insurance underwriter
2. Contact Liner's Customer Service
3. Engage a surveyor if necessary
4. Mitigate cargo loss
5. Collect documents
6. Submit a quantified claim


Note: If the damages have been determined to be caused by Saint-Gobain packaging/loading procedure and/or materials, please use the Saint-Gobain "Quality Complaint Form" to report the issue to your local representative.



Saint-Gobain Quality
Complaint Form.pdf

6.2 Steps the carrier takes:

- Acknowledge receipt of your claim notification
- Engage a surveyor if necessary
- Initiate an investigation of the cause of damage
- Await your quantified claim
- Acknowledge receipt of your quantified claim and request any missing documentation
- Finalize CARRIER's internal investigation
- Evaluate the merits of your claim and the extent of Carrier's liability
- Communicate the result of our investigation to you
- Refuse/Accept + Pay outs, if any.

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7. Unloading Containers

Typically, the customer will receive glass, in containers, in three different configurations based on the size of the glass and per the customer's request. The three different types of container configurations are shown below:

1. Closed Top Dry Container In Gauge (IG) containing packs of glass in wooded crates (VEC's).



Shackle and Strap for 1st VEC

Properly Loaded VEC's (IG)

Inclination of VEC's

2. Open Top Container containing pack of glass in wooden crates (VEC's)

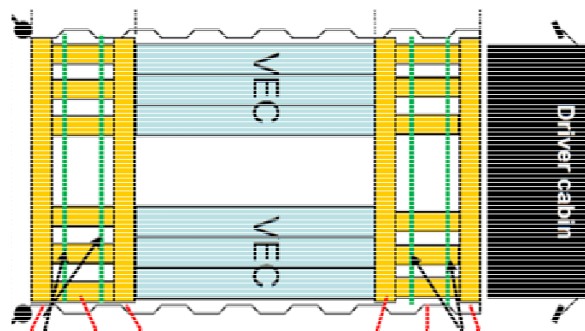


Shackle and Strap for 1st VEC

Properly Loaded VEC's (OOG)

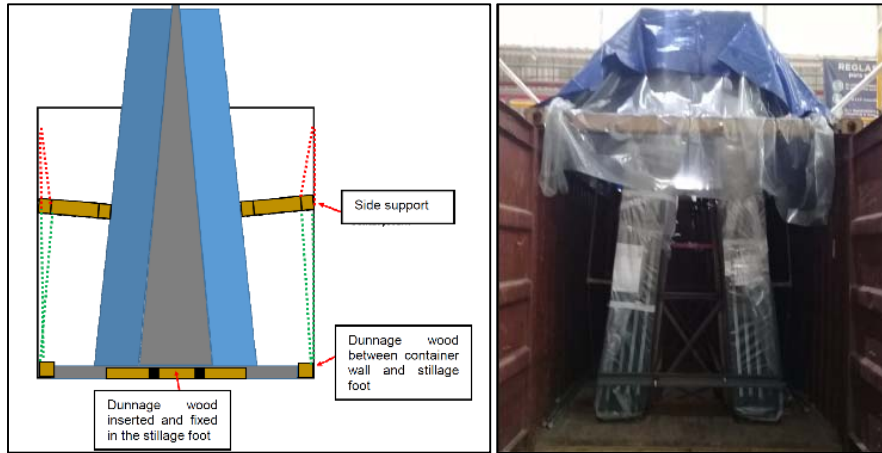
Out of Gauge

NOTE: All VEC transports in a 20-foot container, both for wooden floor and steel floor containers. A typical load configuration of VEC's is shown below:

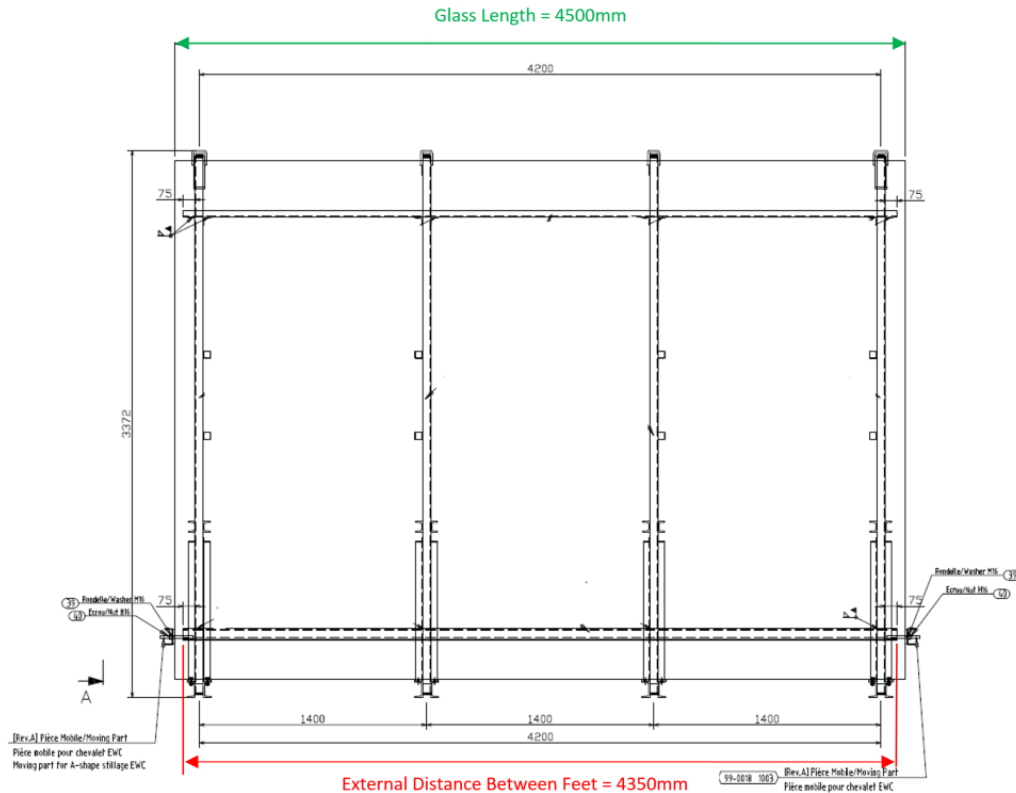


Written by: Chris Kamp	Validated by: Guillaume Vu <i>Guillaume Vu</i>	Container Unloading Rev. 2
Creation date: 30.09.2020	Modification date: 10.11.2021	Added instructions about the Tarp

3. Open top (OOG) containing packs of glass on A-Frames (EWC's). A typical load configuration for A-Frames are shown below:

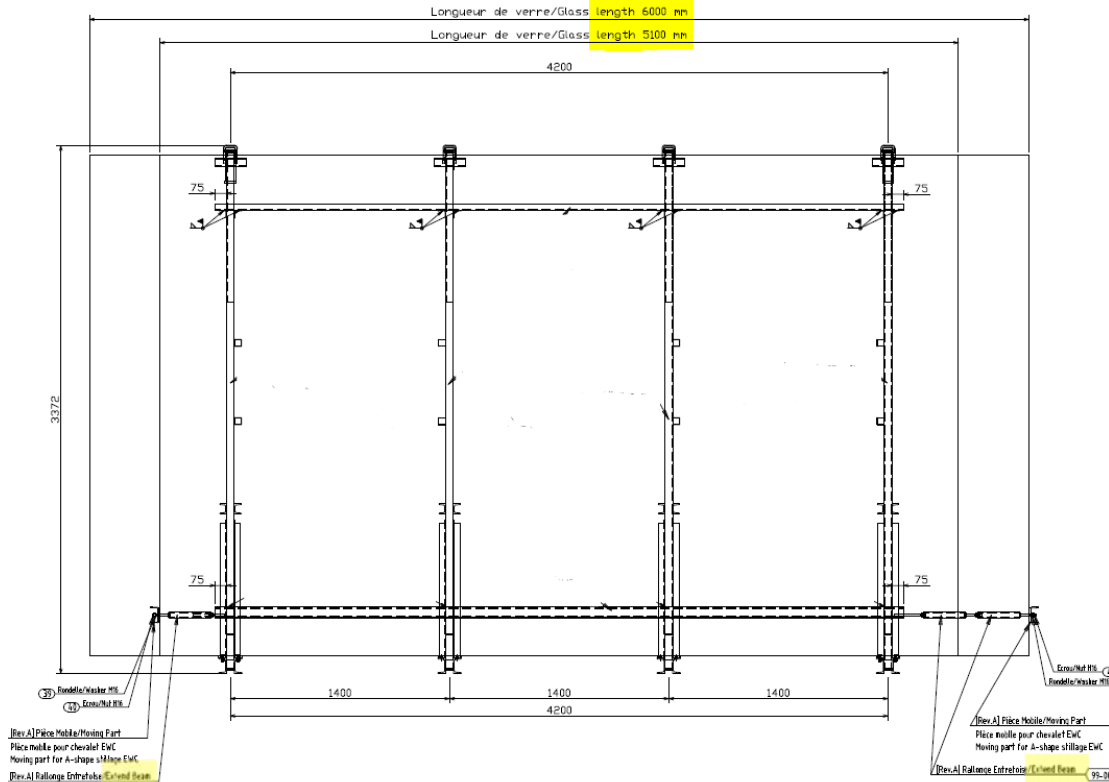


IMPORTANT: When ordering glass on A-Frames, it is important to know that standardized A-Frame rack sizes are used for different lengths of glass. The amount of glass overhang will vary. The amount of overhang in some situations may NOT allow the unloading of the glass using standard “slings”. Example; 4500mm glass will only overhang 75mm on each end. This is not enough room to use slings. See example below:



Written by: Chris Kamp	Validated by: Guillaume Vu <i>Guillaume Vu</i>	Container Unloading Rev. 2
Creation date: 30.09.2020	Modification date: 10.11.2021	Added instructions about the Tarp

NOTE: Some A-Frames are equipped with extension bars so longer glass can be loaded onto the same frame design. The drawing below shows the extension bars used for 5100mm and 6000mm glass.




The table below shows the external distances between feet and glass overhang for the different A-Frames used by Saint-Gobain.

Please consult with your local representative before ordering.

Stillage	Glass Length min (mm)	Glass Length max (mm)	External distance between feet (mm)	Glass overhang min (mm)	Remark	Container	Drawings
EWC 3,7	3700	4400	3500	100	Standard stillage	20'	828-58BV0002
EWC 3,7	3700	4400	2900	400	Customized stillage	20'	828-58BV0002
EWC 3,75	3750	4400	3500	125	Standard stillage	20'	828-58BV0001
EWC 5,1	4500	5100	4350	75		20'	828-08BV0001
EWC 5,1	5100	6000	4350	375	Extension bars required	40'	828-08BV0001
EWC 5,5	5500	7000	5550	-25		40'	828-44BV0001
EWC 5,5	7000	8000	6550	225	Ext. bars required for glass > 7000	40'	828-45BV0001
EWC 9-10	9000	10000	8550	225	Extension bars required	40'	828-71BV0001-0003
EWC 10-11	10000	11000	9550	225	Extension bars required	40'	828-71BV0004-0006

Written by: Chris Kamp	Validated by: Guillaume Vu <i>Guillaume Vu</i>	Container Unloading Rev. 2
Creation date: 30.09.2020	Modification date: 10.11.2021	Added instructions about the Tarp

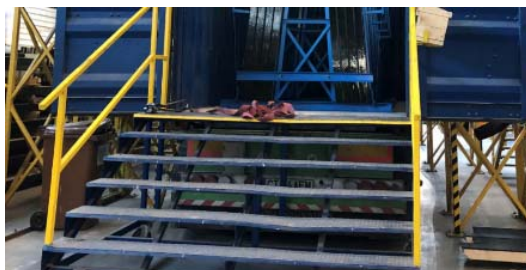
	Guidelines	Page: 9 / 34
	Container Unloading	

Things that need to be taken into consideration BEFORE unloading glass:

- In the United States, employers are required to follow OSHA rules when entering confined spaces, like a 20' or 40' container. See the link for more details. <https://www.osha.gov/confined-spaces-construction>
- **CAUTION!** – Make sure that the Fork Truck, or Overhead Crane and lifting equipment are rated to lift the load. The weight of each pack of glass is located on the tag (see below):




- You need enough overhead room in your facility to be able to unload from the top while the glass is in the container and on the flatbed trailer. The height from the bottom of the container to the top of the glass can be up to 3.4 meters.
- To have a good access to the container, your facility must be equipped with loading docks or a proper stair.



- Be careful if transporting by “Double Drop” trailers because the back doors of the container may not open while on the trailer.
- Wear the correct PPE for the job.
- Make sure that the proper tools are available



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	Guidelines	Page: 10 / 34
	Container Unloading	

7.1 Closed Top Dry Container (IG) containing packs of glass in wooden crates (VEC's)

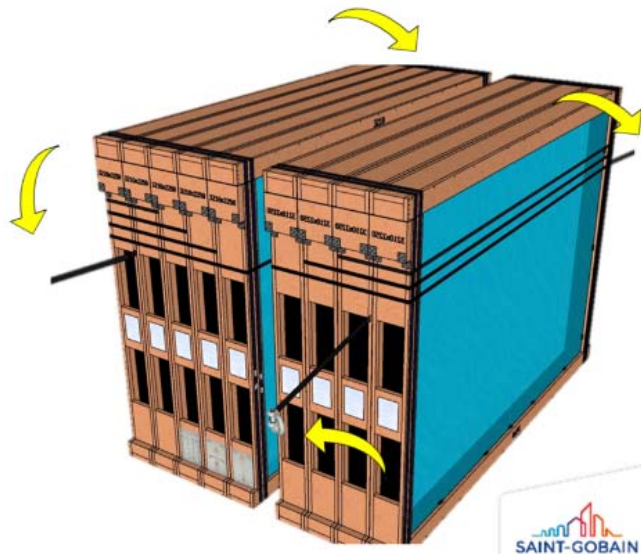
This document defines the applicable guidelines for unloading VEC cargo in a 20-foot "general purpose" dry container. This document applies to VEC's with an outer length of at least 2.80 m!

1. CAUTION! The crates should always be secured against tipping during the whole unloading process.

- The floor of the loading and unloading area where the truck is located with the container has to be horizontal (without inclination!).
- The stabilizers of the truck have to be set in place and locked before each operation of loading or unloading, so that the container can be maintained stable and horizontal.



- Once the load has been positioned horizontally, without inclination, and stabilizers of the truck have been set the unloading process can begin.
- 2. Check all of the straps to make sure they are tight and secure before removing any wooden stabilization boards.**

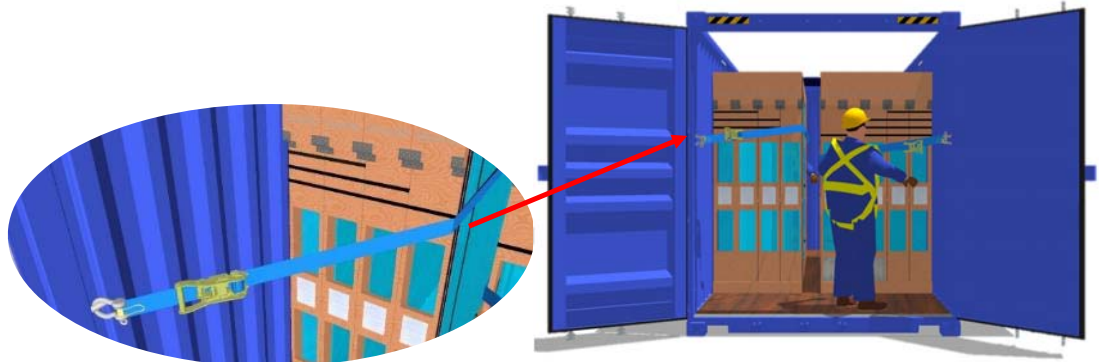


Written by: Chris Kamp	Validated by: Guillaume Vu <i>Guillaume Vu</i>	Container Unloading Rev. 2
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3. Have one person go inside the container.



4. Secure the crates using Ratchet Straps before proceeding to the next step.



5. Remove the small wooden boards for fixing the wooden retaining system, or the straps for lashing down the wooden retaining system.



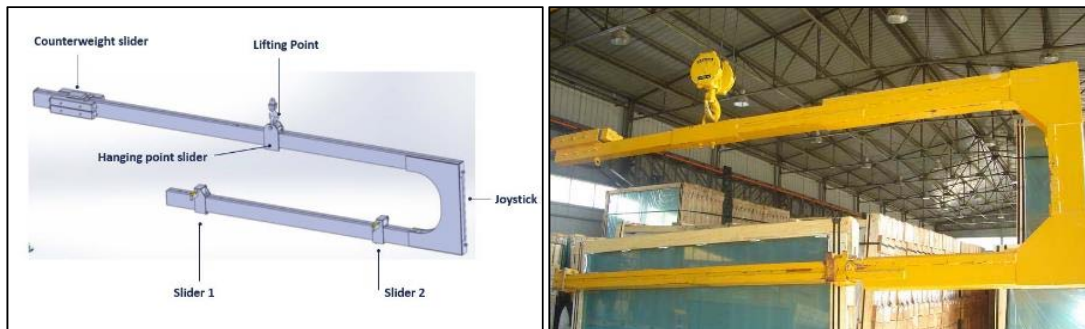
Written by: Chris Kamp	Validated by: Guillaume Vu <i>Guillaume Vu</i>	Container Unloading Rev. 2
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6. Remove the central wooden spacers between the crates. No persons should be in between the crates when removing the central wooden spacers!

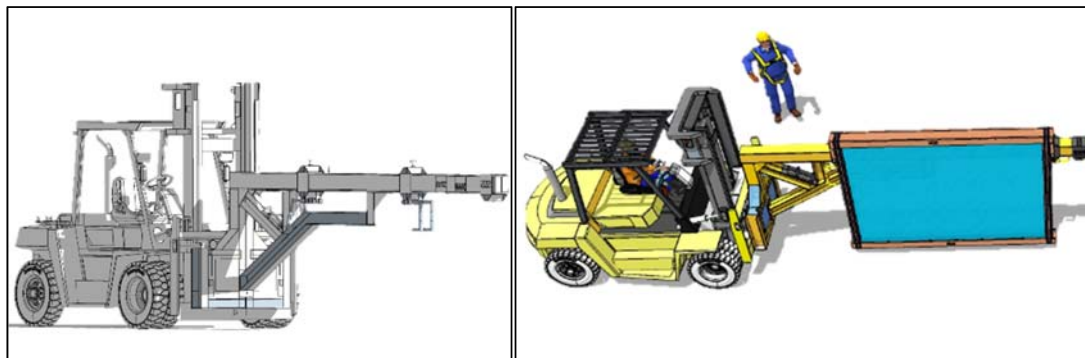


7. The crates can now be unloaded. A “C Hook” type lifting equipment with an overhead crane, or a Fork Truck with specialized boom, can be used. See examples of each below:

“C Hook” and Overhead Crane



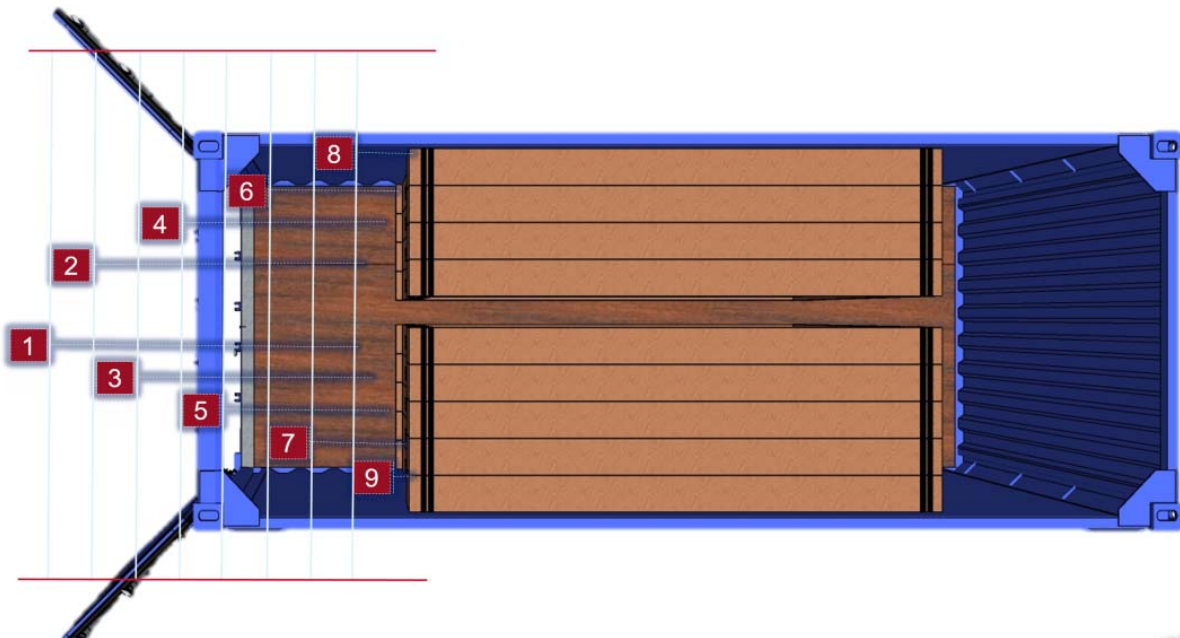
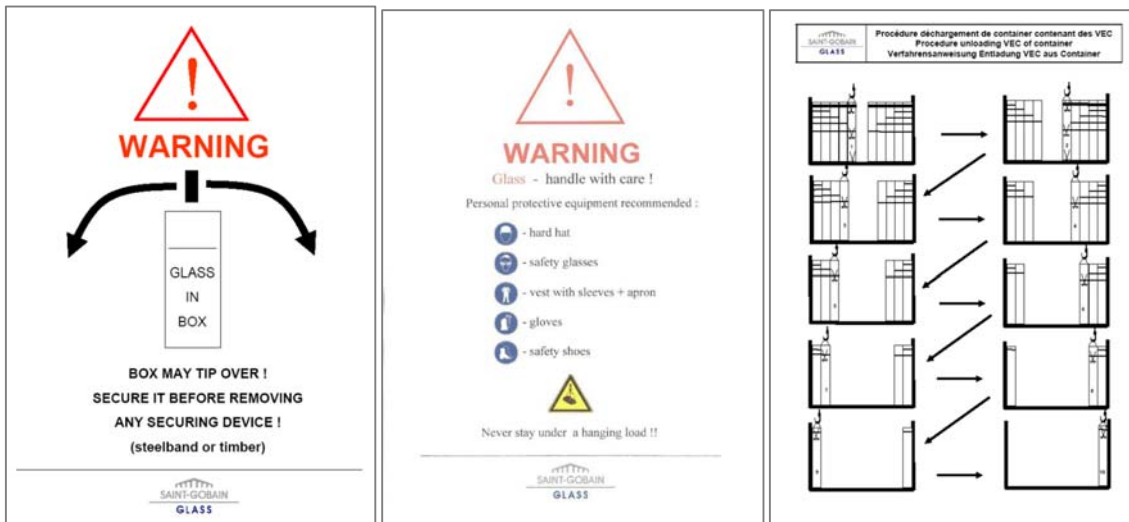
Fork Truck and Boom



CAUTION! – Make sure that the overhead crane, or fork truck and lifting equipment are rated to lift the load. The weight of each pack of glass is located on the crate tag.

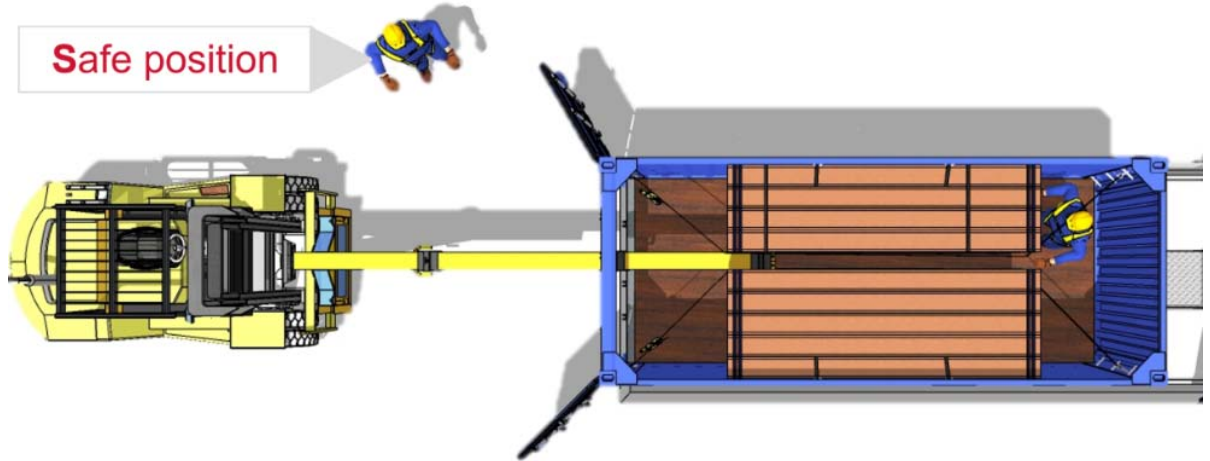
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CAUTION! The customer must be made aware of the risks that may occur during unloading. For this purpose, DIN A4 signs are attached to the front of the crate, which the customer sees when opening the container. In addition to these safety measures, the crates in the container must always be unloaded one after the other and from alternating sides. See example of signage below:



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8. Ensure all people involved in the unloading are in a safe position.

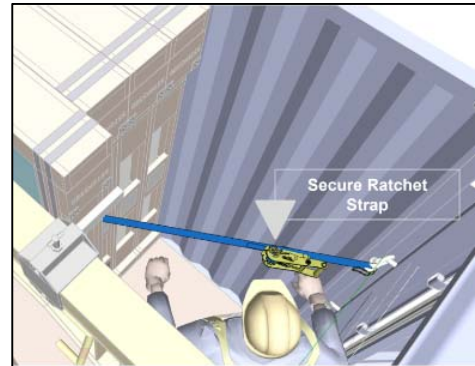
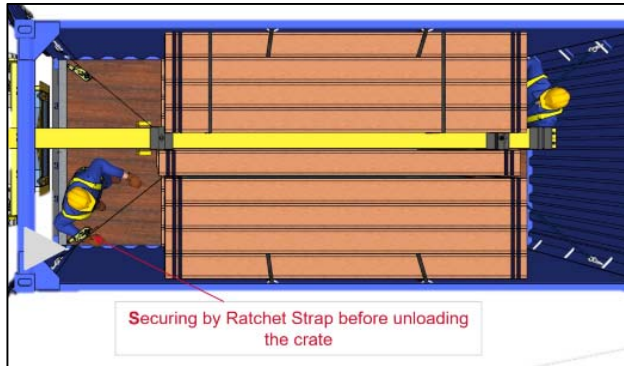


9. Cut the steel strap.

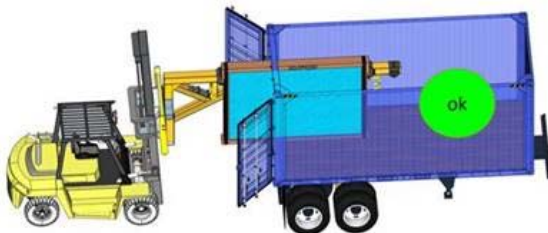
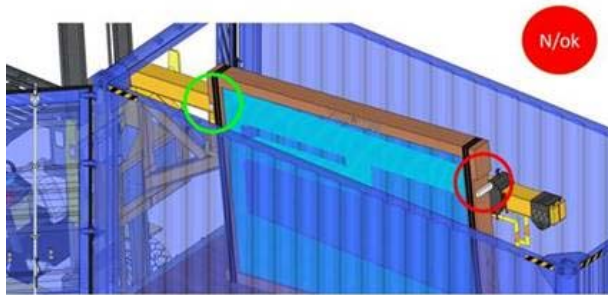


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10. Attach the lifting equipment to the crate. Once the crate is secured, remove the ratchet strap and secure it to the next crate before unloading this crate. Safely remove the crate out of the container.



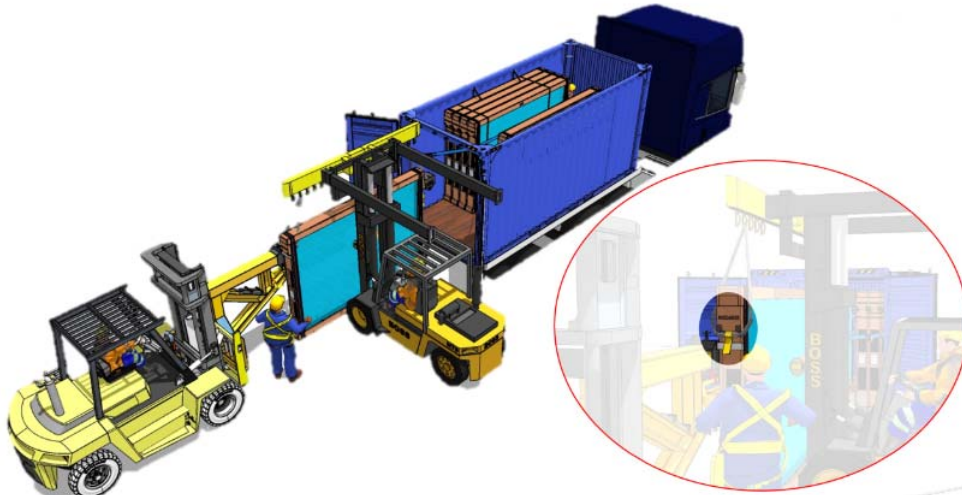
CAUTION! When unloading the individual crates, great care must be taken to ensure the lifting equipment is properly attached to the crate. If the lifting equipment is not properly attached someone could get seriously injured, or the crate could be damaged and glass broken. See the illustration below for Improper and Proper removal of the crates.



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	Guidelines	Page: 16 / 34
	Container Unloading	

11. If unloading using a Fork Truck and boom to unload the crates from the container another Fork Truck with lifting cables/straps will be required to remove the crate from the boom. See illustration below:




Having slings equipped with a handle is a Best Practice to avoid any risk of finger crushing

12. **NOTE:** During the offloading inspect each individual crate for any damage or broken glass. If any damage/breakage is observed immediately stop unloading, take pictures, and follow the steps in Section 6 of this document.
13. Repeat the steps above to remove the remaining crates from the container.
14. Once all of the crates have been safely removed from the container remove the remainder of the wooden supports, anti-slip pads, and filler woods from the container.



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	Guidelines	Page: 17 / 34
	Container Unloading	

7.2 Open top containing packs of glass in wooden crates (VEC's)

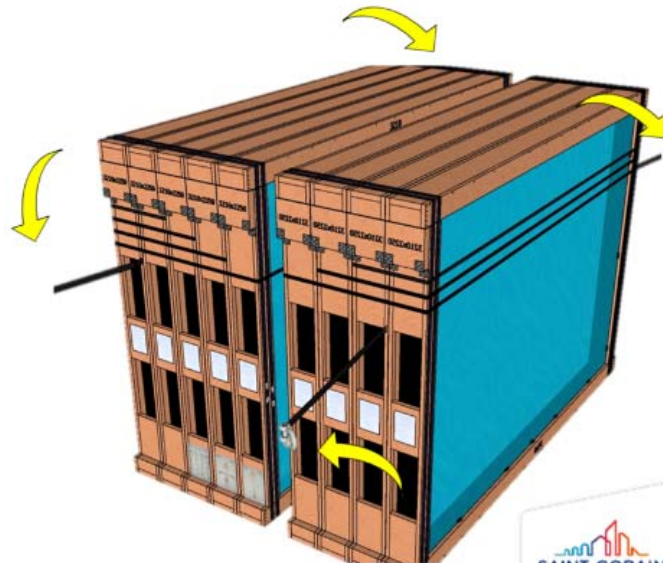
This document defines the applicable guidelines for unloading VEC cargo in a 20-foot “open-top” container. This document applies to VECs with an outer length of at least 2.80 m!

1. **CAUTION!** The crates should always be secured against tipping during the whole unloading process.

- The floor of the loading and unloading area where the truck is located with the container has to be horizontal (without inclination!).
- The stabilizers of the truck have to be set in place and locked before each operation of loading or unloading, so that the container can be maintained stable and horizontal.

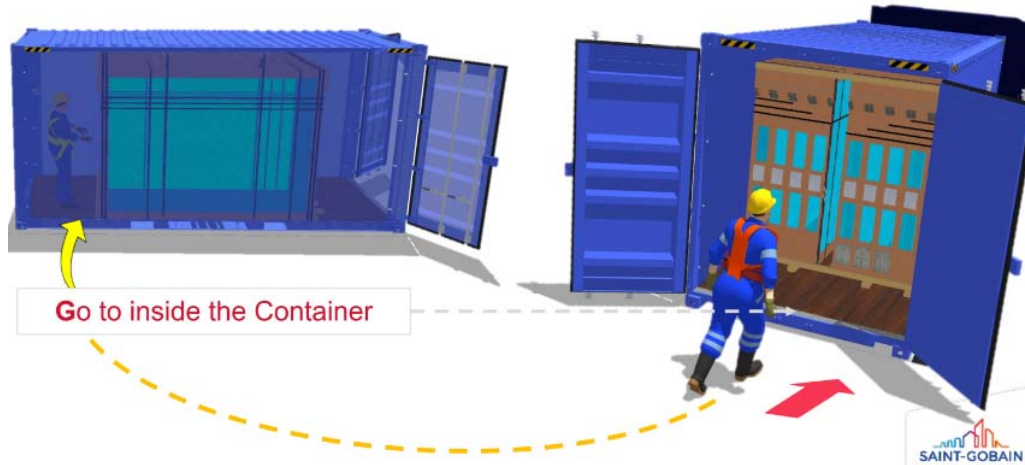


- Once the load has been positioned horizontally, without inclination, and stabilizers of the truck have been set the unloading process can begin.
 - Remove the Tarp from the top of the container.
2. Check all of the straps to make sure they are tight and secure before removing any wooden stabilization boards.

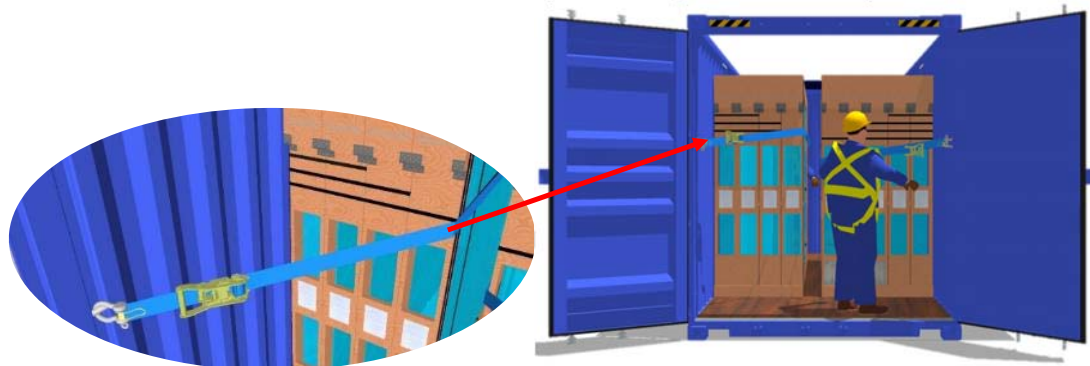


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Creation date: 30.09.2020	Modification date: 10.11.2021	Added instructions about the Tarp

3. Have one person go inside the container.



4. Secure the crates using Ratchet Straps before proceeding to the next step.




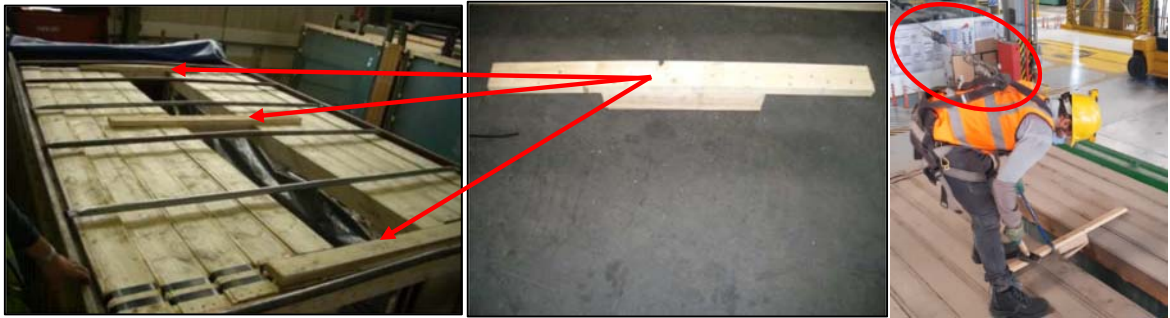
5. Remove the small wooden boards for fixing the wooden retaining system, or the straps for lashing down the wooden retaining system.



6. Remove the central wooden spacers between the crates. Removing the central wooden spacers should be done from overhead. **NOTE:** Fall protection should be used.

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	Guidelines	Page: 19 / 34
	Container Unloading	



7. The crates can now be unloaded using an overhead crane with straps/cables/chains. See example below:



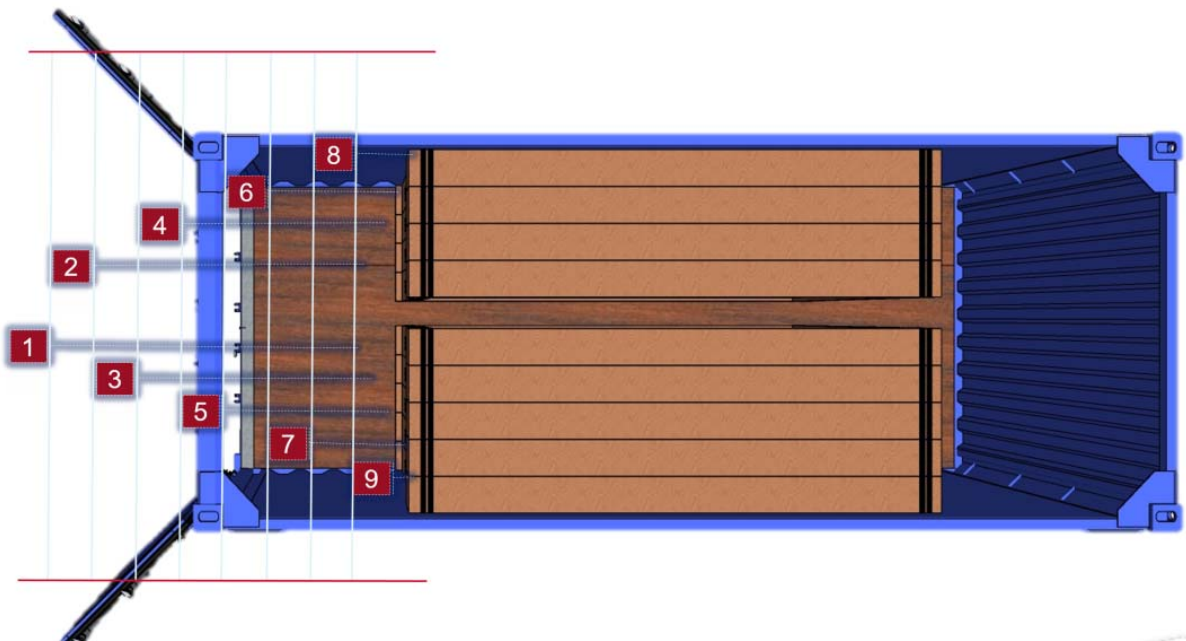
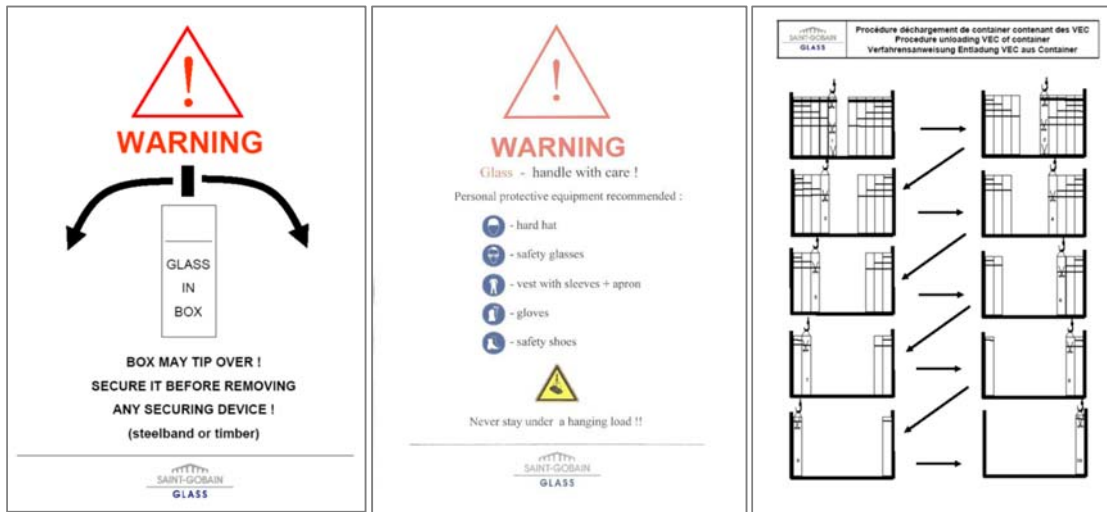
CAUTION! Make sure that the overhead crane and lifting equipment are rated to lift the load. The weight of each pack of glass is located on the crate tag. Never be under a suspended load




**DO NOT WALK UNDER
SUSPENDED LOADS**

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CAUTION! The customer must be made aware of the risks that may occur during unloading. For this purpose, DIN A4 signs are attached to the front of the VEC, which the customer sees when opening the container. In addition to these safety measures, the VECs in the container must always be unloaded one after the other and from alternating sides. See example of signage below:



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	Guidelines	Page: 21 / 34
	Container Unloading	


8. Ensure all people involved in the unloading are in a safe position.



9. Cut the steel strap.



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Creation date: 30.09.2020	Modification date: 10.11.2021	Added instructions about the Tarp

	Guidelines	Page: 22 / 34
	Container Unloading	

10. Attach the lifting equipment to the crate. Once the crate is secured, remove the ratchet strap and secure it to the next crate before unloading this crate. Safely lift the crate out of the container.




11. NOTE: During the offloading inspect each individual crate for any damage or broken glass. If any damage/breakage is observed immediately stop unloading, take pictures, and follow the steps in Section 6 of this document.



12. Once all of the VEC's have been safely removed from the container remove the remainder of the wooden supports, anti-slip pads, and filler woods from the container and re-tarp the container (the floor of an OT container is not weatherproof and can get damaged if not protected by roof assembly).



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	Guidelines	Page: 23 / 34
	Container Unloading	

7.3 Open top (OOG) containing packs of glass on A-Frames (EWC's)

This document defines the applicable guidelines for unloading EWC stillage's from a 20-foot or 40-foot open-top container. This document applies to all EWC stillage versions! This also means that EWC stillage's with special glass lengths of 375cm to 1100cm are secured in accordance with these procedural instructions.

The EWC's should always be secured against tipping during the whole unloading process.

- The floor of the loading and unloading area where the truck is located with the container has to be horizontal (without inclination!).
- Remove the Tarp from the container



Outside Tarp belongs to the container and must be put back in place after the unloading. Inside Tarp is supplied by Saint-Gobain Glass and is not returnable.


CAUTION! To avoid dangerous work procedures for the employees the tarpaulin can be removed via the overhead crane.



The employees must work in the best possible, safe work environment. Thus the equipment must be adapted to such a kind of unloading.

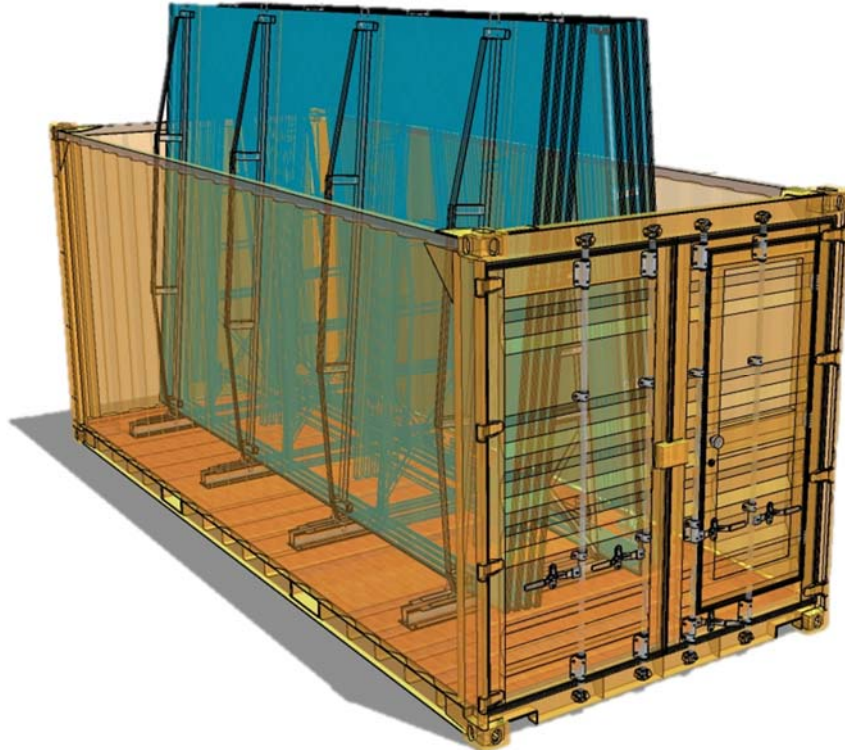


Written by: Chris Kamp	Validated by: Guillaume Vu <i>Guillaume Vu</i>	Container Unloading Rev. 2
Creation date: 30.09.2020	Modification date: 10.11.2021	Added instructions about the Tarp

	Guidelines	Page: 24 / 34
	Container Unloading	

NOTE: There are 2 ways to unload an EWC stillage:

- Unloading only the glass packs from the A-Frame
- Unloading the entire A-Frame and contents from the container




7.3.1 Unloading the glass packs off from the A-Frame:

1. Verify that all the straps on the A-Frame are secure. Then remove the wooded lateral support system between the A-Frame and the container wall.



Written by: Chris Kamp	Validated by: Guillaume Vu <i>Guillaume Vu</i>	Container Unloading Rev. 2
Creation date: 30.09.2020	Modification date: 10.11.2021	Added instructions about the Tarp

	Guidelines	Page: 25 / 34
	Container Unloading	

- Cut the steel bands and remove the central uprights from the container.



- Once the wooden lateral supports and central uprights have been removed, the individual packs of glass can be lifted from the A-Frame and removed from the container.

CAUTION! Make sure that the overhead crane and lifting equipment are rated to lift the load. The weight of each pack of the glass is located on the tag.

- NOTE:** See section 7 of this document for the amount of glass overhang when purchasing glass on Saint-Gobain A-Frames. Slings require more overhang to remove the pack of glass than other types of unloading systems, such as Grabbers.
- Below are pictures of “Slings” and “Grabbers”:




Sling



Adjustable Grabber

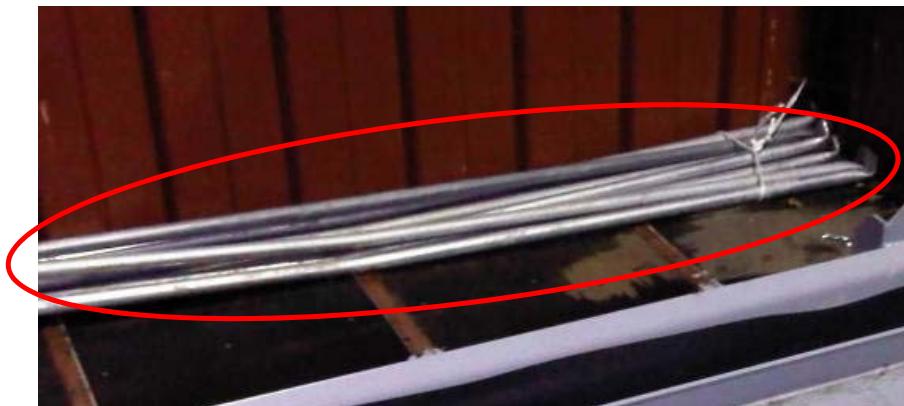
Written by: Chris Kamp	Validated by: Guillaume Vu <i>Guillaume Vu</i>	Container Unloading Rev. 2
Creation date: 30.09.2020	Modification date: 10.11.2021	Added instructions about the Tarp

	Guidelines	Page: 26 / 34
	Container Unloading	


6. **NOTE:** The distance between the glass and the wall of the container may vary depending on the amount and thickness of glass ordered. **Example:** In an A-Frame load of 8 blocks (packs) of 6mm glass the distance from the glass to the container wall (blue arrow) would be 46cm.



7. Please consult with your local representative before ordering glass on A-Frames!
8. After the glass has been unloaded from the container, remove the remaining wooden retaining systems and dunnage wood from the container and re-tarp the container (the floor of an OT container is not weatherproof and can get damaged if not protected by roof assembly, roof bows are stored and secured inside the container).



Written by: Chris Kamp	Validated by: Guillaume Vu <i>Guillaume Vu</i>	Container Unloading Rev. 2
Creation date: 30.09.2020	Modification date: 10.11.2021	Added instructions about the Tarp

	Guidelines	Page: 27 / 34
	Container Unloading	

7.3.2 Unloading the entire A-Frame with the packs of glass on it:

1. Verify that all the straps on the A-Frames are secure. Then remove the wooded lateral support system between the A-Frame and the container wall.



2. Use the proper cross beam to lift the A-Frame (drawings can be asked to Saint-Gobain). The attachment to the overhead crane is made directly via the hook.



3. **CAUTION!** Make sure that the overhead crane and lifting equipment are rated to lift the load. This type of unloading can exceed 24 Tons!
4. Position the cross beam to the lifting points. As the space between the glass packs is narrow, a well-trained crane driver is needed (covering the cross beam with PE foam can be a good practice to avoid damaging the glass). The positioning of the cross beam can be facilitated by using strings.




PE Foam



Lifting point

String

Written by: Chris Kamp	Validated by: Guillaume Vu <i>Guillaume Vu</i>	Container Unloading Rev. 2
Creation date: 30.09.2020	Modification date: 10.11.2021	Added instructions about the Tarp

	Guidelines	Page: 28 / 34
	Container Unloading	

5. Lift the A-Frame from the container/trailer.




6. Put the A-Frame on a flat floor and proceed remove securing bars and use slings or grabber to unload the glass.



CAUTION! Make sure that there is nobody in the Danger Zone (ie the zone the glass could likely fall down) during the glass handling.



Written by: Chris Kamp	Validated by: Guillaume Vu <i>Guillaume Vu</i>	Container Unloading Rev. 2
Creation date: 30.09.2020	Modification date: 10.11.2021	Added instructions about the Tarp

	Guidelines	Page: 29 / 34
	Container Unloading	

8. Appendix A: Container Receiving Checklist

CONTAINER RECEIVING CHECKLIST

PLEASE KINDLY ASK THE DRIVER TO WAIT FOR YOU WHILE YOU INSPECT THE SHIPMENT. The freight company will not knowingly ship any items that are damaged. They (the freight company) routinely inspect every container before accepting any item to be shipped. Consequently, you should not sign any courier receipt which transfers product liability over to you, until you have first inspected the shipment's contents. A still-camera can also be extremely helpful in documenting the shipment's condition upon arrival. Note: If the driver can't wait, you have up to 72 hours to inspect the container's contents and report any damage.

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CHECK AROUND ALL SIDES OF THE SHIPMENT FOR ANY EXTERNAL DAMAGE(S). Check the condition of pallet (skid) for any abuse during shipment. If there is damage to the pallet, there may potentially be damage to the contents directly resting against the pallet (the bottom). Take pictures of any external damage(s).


CHECK THE CONDITION OF THE FOIL/PLASTIC. It is possible the shipment may have been manipulated to conceal damage. Taking accurate photos of this step can help ascertain and document the origins of product damage.


IF ANY ITEM APPEARS TO BE DAMAGED, HAVE THE DRIVER WRITE "DAMAGED," WITH THEIR INITIALS, ON THE PROOF OF DELIVERY (p.o.d.) FORM. This step is essential to document that you received non-functioning component in a damaged shipment.

NOTE: NEVER WRITE: "SUBJECT TO INSPECTION", "NO VISIBLE DAMAGE", or "DAMAGE TO CRATE/PACKAGING", "POSSIBLE DAMAGE" ON THE P.O.D. The freight company will not accept a damage claim, if any of these phrases are written on the P.O.D. form. If you see that any part of the shipment is damaged, please simply write "DAMAGED," then give more detailed information.

MAKE NOTE OF WHICH CRATES/PACKS OF GLASS WERE REFUSED AND WHICH WERE RECEIVED IN GOOD CONDITION. Photos may help you document this determination more concretely. Have the DRIVER make note of your damage assessment on the P.O.D. with THEIR INITIALS.

IF THE DRIVER IS IN A HURRY AND WILL NOT ALLOW YOU TO MAKE A THOROUGH SHIPMENT INSPECTION, INITIATE A QUICK VISUAL EXAMINATION OF THE CONTAINER'S EXTERIOR CONDITION. Inspect the containers for external damage. If any blemishes are visible to the shipment's exterior, or you can hear something damaged inside (such as broken glass), have the DRIVER write "DAMAGED" with THEIR INITIALS on the P.O.D. and receive the shipment as damaged. Take pictures of any external damages. We believe that it is unfair for the driver to manipulate anyone into receiving a shipment that is possibly damaged, without inspection. The freight company is allowed to inspect and/or refuse any shipment for shipping. If the item is

Written by: Chris Kamp	Validated by: Guillaume Vu 	Container Unloading Rev. 2
Creation date: 30.09.2020	Modification date: 10.11.2021	Added instructions about the Tarp

	Guidelines	Page: 30 / 34
	Container Unloading	


damaged, the party responsible for the damage will be held liable. If there is no physical damage to the item(s) inside the package, and only the external packaging was damaged, no claim will be filed and neither party will be needed to be held liable.


AFTER THE DRIVER HAS LEFT, THE SHIPMENT AND ITS CONTENTS MUST BE FULLY INSPECTED FOR ANY DAMAGES PROMPTLY. A DAMAGE REPORT MUST BE REPORTED TO THE FREIGHT COMPANY AND THE SHIPPER WITHIN 72 HOURS OF DELIVERY. Please do not wait weeks or months to open up your packages. You are only allowed 72 hours to report any product damage. The freight company and the shipper cannot be held liable for any damages reported after this 72-hour window. Once a damage report is filed with the freight company, a damaged claim form will be created by the shipper and forwarded to the freight company, and all damaged parts will be replaced, as needed.

KEEP ALL ORIGINAL PACKAGING. If you do submit a damage report during the 72-hour window, we advise you to keep all original packaging. Once the damaged claim form is forwarded to the freight company, an inspector will be sent out to personally examine the damaged package and its contents, in order to process the claim properly. If the inspector cannot inspect the packaging, the freight company will claim they are not liable, because it cannot be proven they were responsible for any damage(s).

DON'T MOVE THE DAMAGED PACKAGE TO ANOTHER LOCATION UNTIL THE CLAIM IS SETTLED. The freight company and shipper cannot be held liable for any damages if the shipment/item is moved to another location after it has been certified to have been delivered in good condition to the correct address.

CREATE AN INVENTORY OF DAMAGED ITEMS TO INSURE AN ACCURATE REPLACEMENT PART LIST (WITH PHOTOS, IF POSSIBLE). Make sure that an accurate list of broken parts is included in your damage report. This will help ensure that you receive an accurate inventory of replacement parts. Digital photos can visually document which parts are damaged and help expedite your claim for replacement parts in a timely manner.

Written by: Chris Kamp	Validated by: Guillaume Vu 	Container Unloading Rev. 2
Creation date: 30.09.2020	Modification date: 10.11.2021	Added instructions about the Tarp

	Guidelines	Page: 31 / 34
	Container Unloading	

9. Appendix B: Steps you should take if received goods are damaged

Most companies involved with cargo logistics want to resolve problems connected with damaged cargoes as quickly and accurately as possible.


- Therefore, the first thing they need when solving such problems is the Bill of Lading. A Bill of Lading is a very important document, as it provides evidence that is written between the container or cargo recipient and the company that is transporting it. The guiding clause is always printed on the other side of the Bill of Lading. A container or cargo recipient is required to report the damage immediately when the shipment is delivered. In the case that the shipment is insured against damages, a company is required to contact their insurance company, and report the damage immediately. The receiver is then required to notify the shipping company about the damage that has occurred verbally within 24 hours, and follow-up the notification with a written email, fax or U.S. Mail correspondence. It is highly recommended that the cargo owner postpones unloading of the container once he or she has realized that the goods are damaged, until a cargo surveyor is sent to that site to inspect the cause, and extent, of the damage.


The carrier who was in charge of handling the transportation of that cargo will then be put on notice by the shipping company after they have received the notification of the damaged goods claim.

- The carrier notification is known as a 'Letter of Intent to File a Claim,' which indicates all the shipment details for the carrier. The damaged cargo must be photographed to show the extent of the damage that has occurred on the item, or items, and the packaging must not be interfered with until a cargo surveyor is done with a survey to determine the real cause of the damage.
- The possible cause of the damage, and its extent, must be taken into account before submitting a well-documented claim to the cargo owner's insurance company, or to the shipping company, in case the cargo is not covered under any insurance. Usually, the first thing to be looked at by the cargo surveyor is how the container was loaded, and how the items were packed, because an improper loading of the container and packing of goods that would make the goods to move while on transit would make the shipper responsible for the damage.

A claim document must indicate the proof of ownership, a survey report with photos of damaged items, and an explanation.

- Besides that, other documents include a container or cargo invoice that shows the value of the cargo, a statement of claim that shows the total amount being claimed, and a document explaining the cause of the damage, and how the damaged cargo is being disposed of.
- After the shipping company has received the damage claim, they must acknowledge receipt, and then, they will start processing it within a standard period of between four to six weeks, depending on the issues that surround the claim. The company must then inform the cargo owner of their findings regarding the damage, as soon as possible. The claim that has been made must be assessed based on the governing laws and the nature of the damage. However, the settlement of any claim cannot be taken until the person who was responsible for the damage has paid all the invoices that pertain to the shipment under a claim.

Written by: Chris Kamp	Validated by: Guillaume Vu 	Container Unloading Rev. 2
Creation date: 30.09.2020	Modification date: 10.11.2021	Added instructions about the Tarp

	Guidelines	Page: 32 / 34
	Container Unloading	

Cargo damages always occur when transporting cargos from one destination.

Damages that occur due to poor packaging, and arrangement of goods inside a container, can be avoided by making sure that the goods to be transported are packaged and arranged well. The laid down procedure for claiming damaged goods helps in determining which party is responsible for the damage, and to what extent the party will be held liable for it. A claim document is necessary since it contains all the details about the container, while a survey report presents the damage that has occurred with photographed evidence. A claim procedure must follow the governing laws and regulations that relate to the nature of the damage.

Steps you should take:

1. Notify your insurance underwriter

If damage or loss to your cargo is apparent upon receipt, you should notify your cargo insurance underwriters immediately. They will advise you how to comply with all procedures required to fully protect your insurance coverage.

2. Contact Liner's Customer Service


At the same time, you should also contact your local Shipping Line Customer Service Department so that we may assist you in the most effective manner. You should do so immediately because a late notification will adversely affect your legal position. Late notification may also make it difficult to identify the exact condition of the cargo on delivery and to distinguish between the damage that may have occurred while in Shipping Line's care and any possible aggravated damage after delivery.


3. Engage a surveyor if necessary

Please note that you are not required to engage a surveyor. There are, however, benefits in engaging one. Independent marine surveyors are professionals who are well-versed in examining damaged cargo and surrounding circumstances. They may spot issues, facts or conditions which an untrained eye may miss. In addition, they can often assist in loss mitigation. The surveyors will summarize their findings in a report, which may form the basis for your claim for compensation from Shipping Line. You should weigh the expense of surveyors against the benefit of their work product and expertise, and make your decisions accordingly. Preferably, the survey should be undertaken jointly, with Shipping Line appointing a separate surveyor. If possible, the survey should take place while the cargo is still untouched in the container so as to provide the surveyors the opportunity to observe the cargo's stowage, bracing and blocking, damage pattern, and other points of interest.

4. Mitigate cargo loss

Please note that as a matter of law, you must do your utmost to mitigate your loss. Such measures may include precautions to protect the value of sound cargo by segregating the damaged cargo.

Written by: Chris Kamp	Validated by: Guillaume Vu 	Container Unloading Rev. 2
Creation date: 30.09.2020	Modification date: 10.11.2021	Added instructions about the Tarp

	Guidelines	Page: 33 / 34
	Container Unloading	

Damaged cargo may be salvaged for sale in secondary markets. There may be alternate use for damaged goods. Repair or cure may also be possible, which may prove more economical and timely than re-ordering the same goods.

Reasonable costs incurred in mitigation of loss may be included in your claim.

5. Collect documents

You should take pictures of the sound cargo as well as the damaged cargo (so that we may compare them). The pictures should show not only the packaging or exterior of the damaged cargo but also the damaged goods or products. You should also take pictures of the container(s)—particularly if there is container damage— including a picture showing the container number(s). You should keep these pictures as evidence in the event that it becomes necessary for you to file a formal claim.

For reefer shipments, record the temperature, humidity and ventilation settings (if applicable) as well.

6. Submit a quantified claim


Your formal claim should be submitted on your company letterhead, and include an itemized claim statement and calculation with the specific value of cargo damage or loss. It should also include the documents or items described in the list below. Carriers refer to complete and well-supported claims as *quantified claims*.


Documents:

- Shipping Line Transport Document – *Identify the shipment at issue*
- Supplier’s commercial invoice – *Substantiate the value of the cargo*
- Packing list – *Validate the cargo count and content*
- Survey report with original photographs – *Assess the extent of damage or loss*
- Calculation of claim – *Match against submitted documentation*

Depending on the nature of your claim, we may request additional information, such as:

- Salvage receipt or destruction certificate – *Confirm reasonable mitigation efforts or destruction*
- Temperature records (if applicable) – *Assess any deviation in cargo temperature*
- Unloading tally – *Substantiate cargo quantity at destuffing*
- Delivery receipt – *Verify receipt, check seal integrity and examine any exceptions*
- Equipment interchange receipts – *Verify container handover, check seal integrity and examine any exceptions*
- Export/import declaration – *Corroborate cargo, quantity and/or value*


Written by: Chris Kamp	Validated by: Guillaume Vu 	Container Unloading Rev. 2
Creation date: 30.09.2020	Modification date: 10.11.2021	Added instructions about the Tarp

	Guidelines	Page: 34 / 34
	Container Unloading	

7. Protect against time bar

In most cases, your claim is subject to a one-year statute of limitations, or *time bar*. If your claim should remain unresolved after one year from the date of delivery (or intended delivery if the shipment was lost), you must either begin a legal proceeding against Shipping Line or request, in writing, to extend the time to begin a legal proceeding. If you fail to take either step, our obligation to handle your claim will expire.

The critical event in the handling of your claim is receipt of your quantified claim—this will help to identify any other relevant facts and conduct additional investigations as needed. Once investigation is finalized, carrier will evaluate the merits of your claim in the light of all relevant facts and in accordance with the terms and conditions of carrier’s contract of carriage and applicable law and/or international carriage of goods conventions. In most ordinary claims, Shipping Line will resolve your claim within 30 calendar days (usually) from receipt of your quantified claim. Some of the defenses that may be invoked in evaluation of your claim may not be common knowledge and may even sound foreign. However, cargo underwriters are well-versed in these provisions and will be able to deal with them efficiently and effectively.

Written by: Chris Kamp	Validated by: Guillaume Vu 	Container Unloading Rev. 2
Creation date: 30.09.2020	Modification date: 10.11.2021	Added instructions about the Tarp