



هيئة الاتصالات وتقنية المعلومات  
Communications & Information  
Technology Commission



# **Guide to Handling, Transporting and Storing Special-Care Packages**

# Introduction

The Guide to Handling, Transporting and Storing Special-Care Packages has been issued based on Council of Ministers Resolution No. (403) of 12/07/1440 AH, to mandate Communications and Information Technology Commission (CITC) with regulating and controlling the postal sector in cooperation with the Saudi Food and Drug Authority (SFDA) according to the following guides and codes (Guidance on Requirements for Storage, General Conditions for Transport of Foodstuffs and Code of Good Distribution and Storage Practice).



# Purpose of this Guide

The handling, transportation and storage of Special-care packages plays an important role in maintaining the soundness of products and protecting them from damage or other harm, and ensuring that these products reach the end user in good order. To that end, this Guide has been prepared to set out the key requirements for maintaining this type of packages, to deliver them to the end user in a sound and usable condition.

# Definitions

The following words and phrases shall have the meanings ascribed thereto, unless the context requires otherwise:



## **Special care packages:**

Packages that contain sensitive and perishable materials and need special care in handling, transportation and storage thereof.



## **Special-care Package Handling:**

All operations that the Special-care Packages undergo inside warehouses and service centers.



## **Transportation of Special-care packages:**

Transporting Special-care packages in various ways and means of transport.



## **Storing Special-care packages:**

Storing Special-care packages in the right places that suit its nature.



## **Package Tracking:**

Direct tracking of the movement of packages during the transportation process.



# Scope of Application

Without prejudice to the relevant provisions contained in other laws, this Guide shall apply and be adhered to every person licensed by CITC to provide package transportation services.



# Cold Supply Chain

When handling, transporting and storing special-care packages, the service provider shall meet the following requirements:

1

## **Arrival of Packages at the Border Crossing**

Once received at the border crossing, perishable and special-care packages shall be stored at appropriate temperatures in facilities intended for that purpose.

2

## **Handling Packages with the Border Crossing**

Perishable and special-care packages shall be handled and inspected by customs personnel in locations with appropriate temperatures.

3

## **Transporting the Packages to Distribution Centers**

Refrigerated transportation shall be used for transportation of perishable packages

4

## **Storing Packages at Distribution and Sorting Centers**

Ensuring that perishable and special-care packages are stored properly in accordance with the applicable standards and at appropriate temperatures to preserve the package against damage at the storage and sorting centers.

5

## **Delivery to the End User**

Ensuring that the perishable and special-care packages are transported and delivered to the end user at temperatures suitable for transportation and protecting the package from damage.

# General Provisions

Service providers shall comply with the following requirements during the handling, transportation and storage of special-care packages, subject to the rules and regulations of SFDA that are published on its official website:

[www.sfda.gov.sa](http://www.sfda.gov.sa)

01

**Affixing a label** on perishable and special-care packages that contain information including but not limited to (flammable, fragile, stored below 25°C)

02

**Preserving perishable** and special-care packages in the appropriate places.

03

**Handling perishable** and special-care packages with care to maintain the soundness of those packages.

04

**Obtaining an acknowledgment** from the end user before handing over the packages after providing him with proof that the packages have been kept at the required temperature and keeping the acknowledgments for a calendar year (in the electronic format that the service provider deems appropriate)

05

**Providing an electronic system** for tracking perishable and special-care packages that monitor temperatures at each stage of the package journey.

06

**In case the delivery of special-care** and perishable packages fails, the recipient shall be notified and the package shall be returned to the appropriate storage rooms.

07

**Ensuring that special-care packages** are transported by means of transport that keep their temperature or transported by equipment or tools that maintain temperatures, for example, but not limited to (mobile refrigerators).

08

**Upon receipt of the returned** or rejected packages, the service provider shall not destroy them except after fulfilling the legal procedures.





# Storage

The service provider shall provide the necessary qualification for those who works in handling, storing or transporting special-care packages as per the following requirements:

01

### Storage rooms

that are equipped with digital temperature gauges with a feature to track temperatures in storage areas shall be provided.

02

### The temperatures

inside the storage rooms shall be suitable for storing special-care and perishable packages.

03

### Allocating a separate

area for special-care packages in warehouses, and separating different types of packages from each other, such as flowers, meat, food, etc...

04

### The cleanliness

of storage area shall be checked and ensured regularly

05

### ensuring sufficient

space that allow for cleaning.

06

### Allocating a separate

isolation area for damaged products.

07

### Access to special-care

package storage rooms shall be restricted to authorized employees only and through a special entrance gate.

08

### Allocating a package

receiving and delivery area separate from the storage area to ensure the safety of packages.

09

### Packages shall be

stored on shelves or pallets designated for that purpose away from walking passages.

10

### An emergency response

plan shall be provided for storage areas.



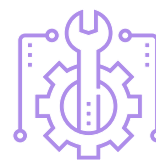
# Vehicles

Service providers shall verify that the means of transportation used for transporting special-care packages is licensed and meet the following requirements:



## **Suitability of vehicle for transportation and distribution:**

The service provider shall ensure that the vehicles used for transportation and distribution of perishable and special-care packages are equipped to deal with any circumstance that may lead to temperature differences or affect the quality of the products inside these packages.



## **Maintenance**

The service provider shall set a maintenance schedule of vehicles used for transporting and distributing perishable and special-care packages and that these vehicles are maintained on a regular basis



## **Vehicle Driver**

The service provider shall ensure that the vehicle driver is properly trained to deal with perishable and special-care packages, to deliver them appropriately, and to take complete information from customers where necessary.



## **Temperature Measurement**

The service provider shall ensure that the temperature of vehicles used for transportation and distribution of special-care packages is suitable before loading packages for transport or during distribution.

# Employees

The service provider shall qualify those who work in handling, storing or transporting special-care packages in term of the following conditions:



**Appearance**



**Qualification and health certificate**



**Evaluation**



**Customer Feedback**

01

**The service provider's** employees shall have a health certificate according to the applicable laws and regulations, and those who work in handling, storing or transporting of perishable and special-care packages shall be provided with the necessary training.

**The employees working** in handling, storing or transporting of perishable and special-care packages shall be evaluated on a regular basis.

02

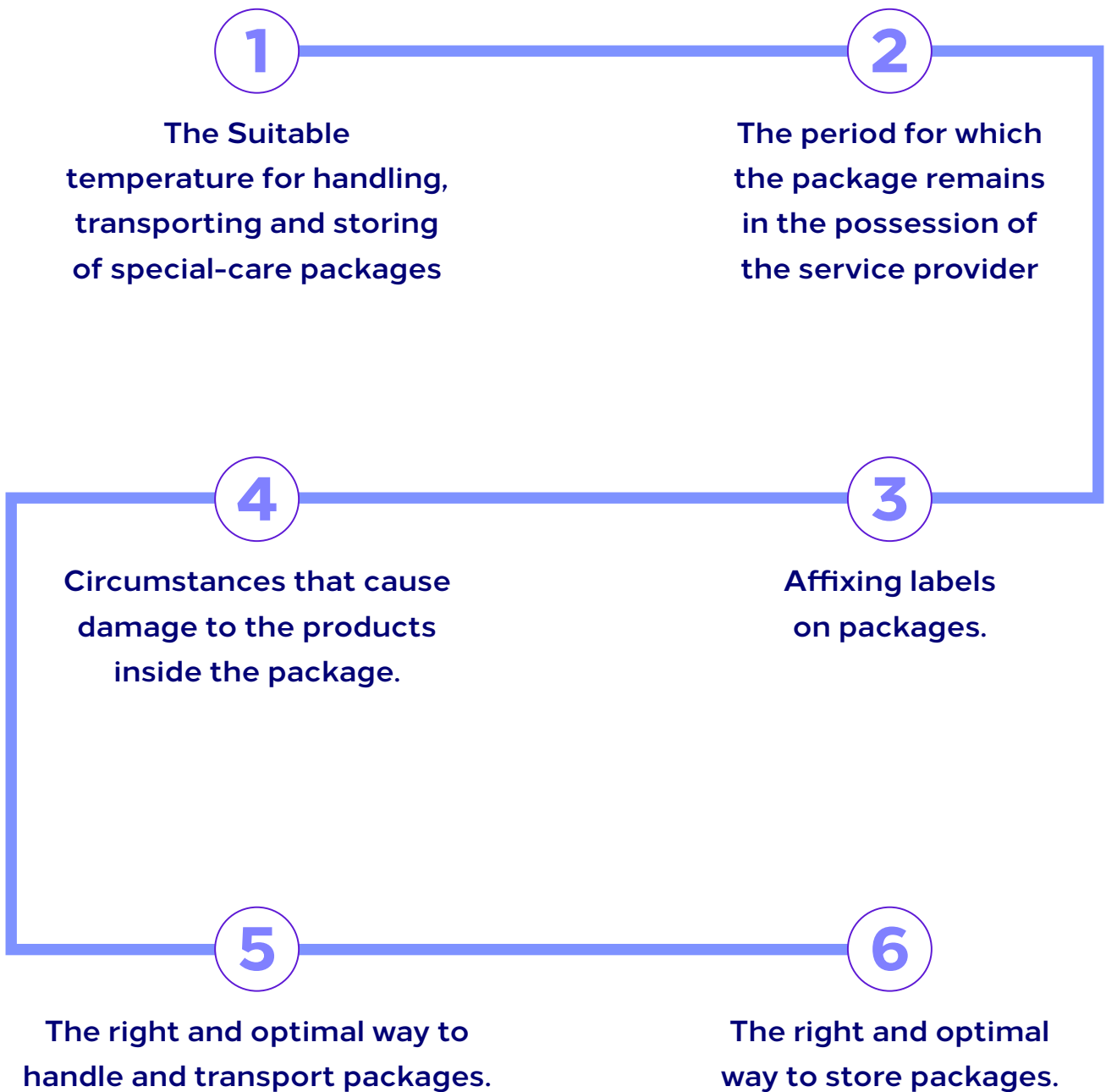
03

**The customer feedback** regarding the delivery of perishable and special-care packages shall be considered and the evaluation results shall be used for improving the quality of service.



# Inquiring about the Contents of Package

The service provider shall qualify and train those who work in handling, storing or transporting perishable and special-care packages according to the following:





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