

Packing Guide ●

04.2026



GLS.



Introduction

At GLS, we do everything possible to ensure that your shipment reaches the recipient on time and in perfect condition. Please read the following recommendations carefully and make sure to pack your parcel properly. Keep in mind that this document is a general guide and is linked to the GLS Spain insurance regulations; it also serves as a warranty document itself. **The responsibility for proper packaging lies exclusively with the sender, and any failure to comply may result in exclusion from the insurance policy.** For additional details, please refer to our General Terms and Conditions, available on the website gls-group.com/ES

General recommendations for safe shipping



Use GLS packaging only for GLS shipments. Any other type of packaging may not be accepted by the insurer.



Make sure you use the right type of packaging for the material of the product you are shipping. The packaging must be adapted to the type, weight and robustness of the item.



Check the packaging requirements and regulations of the country you are shipping to. Avoid unnecessary inconvenience and expense.



If reusing boxes, remove labels from previous shipments and make sure they are fit for a second use.

Avoid damage and loss!

The packaging consists of:



1. Outer packaging



2. Interior protection



3. Sealer



4. Labelling







1. Outer packaging

- Be sure to use boxes strong enough to withstand the weight of the items you are shipping. Use high-quality, moisture-resistant, double-walled cardboard boxes.
- Do not reuse used boxes, they are usually not very resistant.
- The heavier the parcel, the stronger the packaging needs to be. Please note that the shipment does not travel alone and may be stacked alongside other shipments.
- Choose the right size box for the contents being shipped. Do not use small boxes because they can break and very large ones can become misshapen. To avoid this, choose the right size for the contents of your shipment.
- Protect corners, edges and surfaces.






Outer packaging material

| Type of box | Description | Size (Cm) | Material | Weight limit | Bursting strength test ¹ (Pounds per square inch) | Crush test ² (Pounds per square inch) |
|---|---------------------------------|--|-------------------------------------|-------------------------------|---|---|
|  | Brown single-wall cardboard box | 30 x 20 x 10 | B-Flute Flexographic Printing | Up to 15 Kg. Approximately | 614 bars | 6.66 KN/m |
|  | Brown double-wall cardboard box | 30 x 20 x 17 40 x 30 x 25 44 x 32,5 x 42 60 x 40 x 29 60 x 60 x 60 | B-Flute Flexographic Printing | Up to 45 Kg. Approximately | 1604 bars | 5.48 KN/m |

¹ The burst test (also known as the Mullen test) is the force in pounds per square inch required to break or burst the side of a corrugated box. The result indicates the ability of the box to withstand extreme or internal forces and how the box will contain its contents during rough handling.

² Method that measures the crushing that corrugated cardboard suffers in the transverse direction. In doing so, it provides the information necessary to determine the ability of a sheet of corrugated cardboard to resist possible crushing.

| Envelope type | Description | Size (cm) | Material | Weight limit | Stitching ³ strength | Tensile ⁴ strength |
|---|---|--|---|--|------------------------------------|----------------------------------|
|  | Courier envelope Express8:30 Express10:30 Express14:00 Express19:00 ExpressSaturday | 25 x 30 x 4 | White/Black from 50- 70% Recycled | 10 kg or envelope capacity limitation | >5 N | MD 10/ TD 14 (N/15mm) |
|  | | 36 x 42 x 5 | 70% Recycled | | | |
|  | GLS estándar pequeño GLS estándar mediano GLS estándar semi grande GLS estándar grande | 25 x 30 x 4 36 x 42 x 5 45 x 60 x 4 70 x 60 x 5 | 70% Recycled | 10 kg or envelope capacity limitation | >5 N | MD 10/ TD 14 (N/15mm) |

³ Stitching strength refers to the load necessary to break a seam.

⁴ Tensile strength is the maximum tension a material can withstand while being stretched or pulled before failing or breaking

Important: It is necessary to keep in mind that envelopes must be suitable for and protect the transported material, such as textile items. If the goods, due to their size or fragility, require greater protection, the envelope will not be an appropriate packaging.



2. Interior protection

- Fill in the empty spaces inside the parcel. Items must not move within the box or be in direct contact with the outer packaging.
- Interior protection must be appropriate for the type of contents. For heavy and delicate items use, for example, polyethylene moulds.
- Protect and insulate fragile products, for example, with bubble wrap. Avoid leaving empty spaces so that they do not hit each other.
- If the products are considered fragile, the packaging must include several layers of bubble wrap or a combination of bubble wrap and polystyrene on the side and front layers.



Individual packaging and use of dividers

When several items are shipped in a single parcel, it is recommended to wrap and separate each product individually to avoid damage that may occur during transport when they come into contact with each other and if shipments are stacked. Always take the item into account when determining the material of the dividers.



Products containing liquid (bottles, perfumes), cosmetics, or other items whose damage could affect other shipments must be packed with thick cardboard dividers of 300 g/m². **Failure to comply with this requirement may result in the rejection of compensation by Howden.** As an optimal solution, we recommend using bubble wrap around the bottles inside the individual compartments.

It is recommended that small or loose items be placed in a GLS envelope. Please note that the parcels pass through conveyor belts.





Inner packaging according to material

| Material / Function | Cushioning | Vacuum Filling | Protection | Dividing |
|----------------------------|------------|----------------|------------|----------|
| Bubble wrap | X | X | X | |
| Inflatable packaging | | X | | |
| Moldable foam | X | X | X | |
| Kraft paper | | X | X | |
| Polyethylene chips | X | X | | X |
| Dividers/modular packaging | | X | X | X |
| Corrugated cardboard | | X | X | X |



3. Sealing the parcel

Good sealing helps to protect the parcel during transport.

Use pressure-sensitive tapes as they are stronger and more durable.

- The shipment must be completely sealed on all sides.
- Draw an H with the adhesive tape on all possible seams.
- The heavier or larger the parcel, the stronger the adhesive tape should be.
- It should not be possible to open the shipment without leaving marks.
- Do not use duct tape, painter's tape, masking tape or kitchen cling film to seal parcels.



H-taped sealing

Cover all the joints or flaps using the H sealing method.

1. Stick a strip of tape along the central seam
2. Apply 2 strips of tape along both edge seams and secure.
3. Perform steps 1 and 2 on both sides (top and bottom).

If the shipment is heavy, repeat the H-sealing.

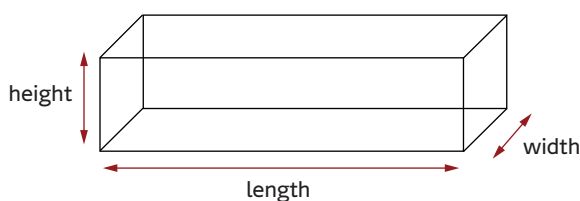


Maximum weights and measures¹

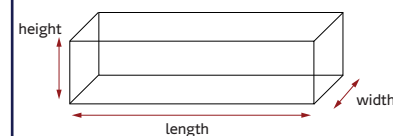
| | International | | | | National | |
|----------------------|---------------------------|----------------------------|---|-------------------------|--|-----------------------|
| | EuroBusinessParcel | GlobalExpressParcel | GlobalBusinessParcel | RoyalMailTracked | ExpressParcel Express8:30 Express10:30 Express14:00 Express19:00 ExpressSaturday | BusinessParcel |
| | (International) | (International) | (Asia y EE.UU.) | (Reino Unido) | (National) | (National) |
| Weight* | 40kg max. | 68kg máx. | Check according to the destination country. | 5kg max. | 40kg max. | 40kg max. |
| Length | 200 cm. max. | 270 cm. max. | | 61 cm. max. | The combined length and girth of a parcel may not exceed 300 cm | |
| Width | 80 cm. max. | 80 cm. max. | | 46 cm. max. | | |
| Height | 60 cm. max. | 60 cm. max. | | 46 cm. max. | | |
| Circumference | 300 cm. max. | 330 cm. max. | | | | |

Calculation of measurements

$$2 \times \text{height} + 2 \times \text{width} + 1 \times \text{more length side}$$



The sum of the three sides of the parcel (height, width, length) must not exceed the maximum diameter indicated.



Delivery and return solutions at Parcel Shop or Parcel Locker.

ShopDeliveryService
ShopReturnService

Weight* 20kg max. (Locker²)

Length 40 cm. max.

Width 40 cm. max.

Height 60 cm. max.

¹ For information on restrictions, please contact your GLS branch or agency.

² It may vary depending on the size of the locker. For additional information, contact your GLS branch or agency.

* for other products and services, please consult your GLS branch or agency.

4. Labelling the shipment

The labels are printed using the IT solution that best suits the customer's needs.

- All shipments must have the label affixed to the top at the time of collection. This will help the sorting staff keep the shipment in the correct position and speed up the various processes.
- Fix the label to a visible part of the shipment and make sure that it is not partially or totally covered by an external element.
- Remove any previous labels.
- If you need to attach documentation, use a kangaroo envelope or packing list (transparent self-adhesive plastic window bag). It should go on the outside of the box.



Packaging methods

The most common methods of packaging are "individual box" and "box within a box"



CAJA INDIVIDUAL



- Use boxes strong enough to withstand the weight of the items being shipped.
- Fill all the empty space inside with the appropriate material and ensure that it is appropriate for the weight of the shipment's contents.
- Items must not move inside the box during transport, nor be in direct contact with the outer packaging.
- Place shipments that may be affected by moisture in a sturdy plastic bag.
- Make sure your items are placed in the centre of the box with at least 6 cm clearance from any external walls and corners.



CAJA DENTRO DE CAJA



This method is used to provide additional protection, especially when transporting fragile items or when shipping promotional items.

- Use the manufacturer's original packaging as the inner box, whenever possible, and follow the instructions for the individual box method.
- The outer box must be at least 14 cm larger, in all dimensions, than the inner box, to provide sufficient protection for the packaging. The ideal is to have a double-wall box. If using a single-wall box, make sure it is strong enough to support the weight of the item.
- Fill the inside of the outer box with cushioning material, and check that it does not move.

Bottles



- They require packaging that separates them from each other and provides immobilisation and cushioning during transport.
- The bottles must be hermetically sealed and separated by partitions to prevent movement and collision.
- They must have an absorbent packaging.
- **The dividers must meet the minimum weight requirement in order to be eligible for a claim.**

Sports equipment / Musical instruments



- Use packaging appropriate to the size and shape of the musical instrument or sports item.
- **Cases, on their own, are not suitable for transport and, therefore, will be rejected by the insurance company. Use them as base packaging and place them inside a second box.**
- Loosen the tension on the strings to eliminate tension on the neck of the instrument.
- If the case is not available, pack the instrument or equipment according to our recommendations and, if possible, follow the "box within a box" method.

Suitcases and travel bags



- Check that the label is securely attached. If it comes off during transport, the suitcase loses its identification. Use, for example, transparent film, provided that the suitcase is not the insured item and only its contents are insured. If the suitcase itself is the insured item, it must be placed in an outer cardboard overpack to prevent damage. **If this overpack is not used, dents, scuffs, and similar damage will not be compensated as a claim.**
- Place additional identification in outer pockets or compartments (name and a contact phone number).
- Protect the wheels.

Knives and sharp objects



The packaging of knives or sharp objects must be carried out following strict safety and protection criteria, with the aim of preventing risks to people, damage during transport, and incidents in GLS network automated processes. Proper packaging ensures product integrity and compliance with transport operational standards. The basic guidelines to follow for these products are:

- The knife must always have both the blade and tip completely covered with a rigid sheath or secure protector; polystyrene covering both may also be used.
- It must be individually wrapped with cushioning material (bubble wrap or foam) to prevent impacts.
- The product must not move inside the box; appropriate filling materials should be used.
- A sturdy cardboard box (preferably double-wall) must be used and properly sealed.
- The final packaging must not pose any cutting risk to operators nor protrude from the package.

Electronic items



Although electronic items usually come in their original packaging, it is recommended to use the “box within a box” method for more stability and greater protection. **Failure to comply with this condition will result in rejection by the insurance company.**

- Please note that the original packaging is usually not sufficient to provide adequate protection during transport.
- If you do not have the original packaging, protect the item with protective material that separates them by at least 5 cm from each side of the box.
- Place the product inside a sturdy outer box that is at least 14 cm larger than the inner box overall. This box must be strong enough to protect the item. If possible, use a double-thick box. If using a single-wall box, make sure it is strong enough to support the weight of the item.
- Fill the inside of the outer box with cushioning material and check that it does not move.
- An additional option is the use of foam corners to maintain sufficient space between the inner and outer box.



Documents



- Use the GLS Envelope for shipping documents of up to 24 pages or 500 g in weight.
- The cardboard design offers basic protection against bending and creasing.
- Seal the envelope and, for added protection against stains and moisture, place it in a GLS courier envelope.



Tyres/Wheels*



If you are sending tyres and wheels, please note the following tips:

- Protect them with cardboard or film.
- Make sure the parcel label is securely attached to the outer packaging.
- The following maximum measures should not be exceeded:
 - Height 60 cm, width 80 cm, length 200 cm
 - Perimeter 300 cm
 - Weight 40 kg, for national and international shipments



Only for EuroBusinessParcel shipments

Tyres with rims

Can only be shipped fully packed in cardboard boxes (max. one tyre on the rim per parcel).

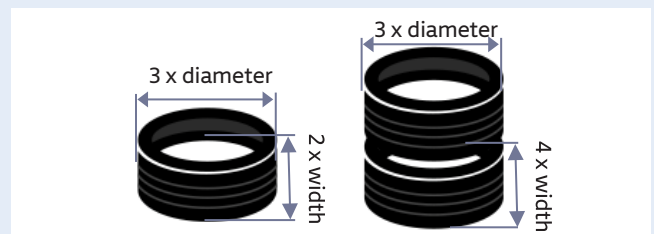
Max. width 300 cm = 2 x height + 2 x width + 1 x length



Car tyres without rims

They can be shipped individually or in packs of two.

Max. circumference 300 cm = Individual: 3 x outer diameter + 2 x tyre width
Parcel: 3 x outer diameter + 4 x tyre width



Bicycles and motorbikes

When bundling bicycle and motorbike tyres, the height of the bundle must not exceed the diameter of one tyre.



Calculation of circumference based on tyre data - example tyre size 245/40 R 18

| | |
|----------------------------|--|
| External diameter: | $245 \times 40 / 500 + 18 \times 2.54 = 65.32$ |
| Tyre width: | $\text{cm } 245 / 10 = 24.50 \text{ cm}$ |
| Circumference of 1 tyre: | $3 \times 65.32 + 2 \times 24.5 = 244.96 \text{ cm}$ |
| Circumference of a 2-pack: | $3 \times 65.32 + 4 \times 24.5 = 293.96 \text{ cm}$ |

*It is not possible to ship tyres to Sweden.
Switzerland: They are only accepted if shipped in a cardboard box.

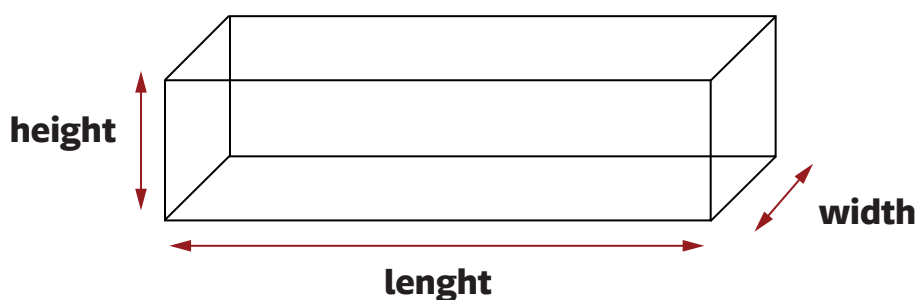
Bulky parcels. Irregular-shaped shipments



As they pass through our sorting centres, the parcels are automatically measured by calibrated volume scanners and sorted according to pre-defined values.

Depending on the dimensions of the parcel (length, width and height), the volume is calculated as follows:

$$\text{Volume in litres} = \frac{\text{Length} \times \text{Width} \times \text{Height (in cm)}}{\text{Conversion factor (m}^3\text{/kg)}}$$



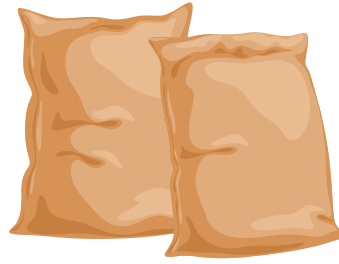


Items not accepted by the conveyor belt

Manual classification of the following items:



Plastic buckets and drums



Sacks



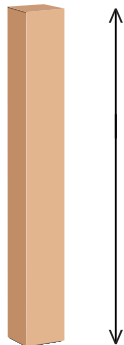
Wooden boxes



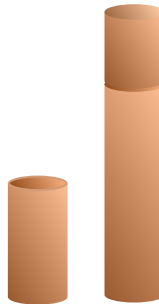
Rolls



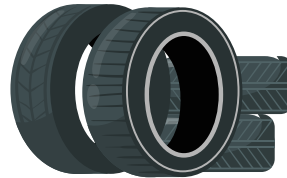
Metal shipments



Parcels with a side > 120 cm.



Tubes



Wheels



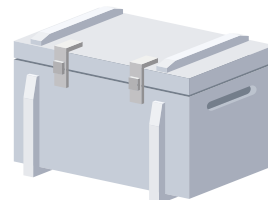
Bundled parcels



Parcels with non-automatically scannable label or without label



Non-box shaped parcels with protruding parts



Metal boxes



Contains glass

GLS.

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