

# **Supplier Packaging Requirements**

## **1.0 Introduction**

### **Purpose**

To define Resorts World Sentosa's packaging and labeling requirements to suppliers.

### **Scope**

This manual applies to all RWS suppliers shipping products and production parts to RWS (the "Goods").

### **Responsibilities**

Suppliers are required to comply with all prevailing copyright, intellectual property, statutory and regulatory laws, requirements and directions in force of both origin and destination of the Goods for packaging and labels, including but not limited to the following Singapore laws:

- Sale of Food Act (Chapter 283)
- Food Regulations (Chapter 283, Section 56(1))
- Customs Act (Chapter 70).

Suppliers are also required to abide by all standards identified in this manual and submit packaging proposals to RWS for approval, and fulfill any applicable packaging and labelling requirements of RWS' third-party licensors as may be notified from time to time.

## **2.0 General Requirements**

The packaging selected must be consistent with the requirements of the Goods in accordance with the Singapore Environmental Code of Practice for the Packaging of Consumer Goods (ECOPP).

The packaging must be able to withstand the stresses of the planned mode of transport. This means that the transport route, means of carriage, conditions that may affect carriage such as weather and handling methods during transshipment must be taken into consideration. Please consider:

- Type and conditions of the planned route
- Anticipated impacts on the Goods during transit
- Climatic conditions (e.g. high humidity can reduce carton strength by up to 60%)
- Potential contamination
- Sufficient protection for the packaging during stowage, transshipment and other movement of the Goods.

The Goods must arrive free from damage and contamination. The Supplier is liable for all damage and expenses caused by packaging which does not comply with the above requirements.

To ensure that Goods are delivered in accordance with our quality standards, the following minimum specifications must be met:

- The Goods must be free from any contamination.
- The packaging must protect the Goods against mechanical damage and corrosion.
- Food & Beverage products packaging must comply to RWS Food Safety Requirements for Food Vendors at <http://www.rwsentosa.com/Portals/0/RWS%20Revamp/Our%20Suppliers/ResortsWorldSentosa-OurSuppliers-Clause22-FoodSafetyRequirementsforVendors.pdf>
- Tape should be used to close cardboard boxes if possible instead of metal staples due to the increased risk of injury associated with staples.
- The shipment packaging must provide sufficient protection to the packages and transport units during transport and transshipment. In particular, the following points must be complied with:
  - Specified pallet dimensions and design (see Section 3.0)
  - Permissible maximum weight  
Maximum gross weight of a loading unit = **500 kg**

A standard packaging quantity and container size must be established and adhered to for all Goods shipped. Suppliers shall not deviate from this standard box quantity and maximum weight limit without permission from RWS Procurement. Refer to Packaging Authorisation Flow Chart.

Use of recyclable materials is encouraged when possible and cost effective.

Packaging must be designed to assure ease of handling and product removal.

Only RWS approved carriers should be used for shipping product in accordance to the agreed Incoterms. Contact your RWS buyer for a list of approved carriers.

A test shipment may be required to determine the effectiveness of designed packaging. This test shipment must be made prior to the first shipment of the Goods.

### **Environmental Packaging**

The Supplier shall use their best effort to ensure environmentally responsible packaging. The packaging must have the minimum net impact on environment and at the same time, fully preserve the integrity of the Goods it contains and meet RWS requirements.

The Supplier is encouraged to provide reusable packaging and support reverse logistics whenever feasible and economical. The Supplier should explore opportunities where packaging can be designed to promote reuse, for its originally intended function or other uses.

The Supplier is to utilize environmental friendly materials (e.g. recycled carton boxes) for their products packaging. Environmental packaging labels (e.g. recycling symbols) must be clearly and accurately displayed on the packaging.

### **Recommended Practices:**

#### **Minimum Packaging Requirements**

For each part, a realistic minimum level of packaging should be established which provides adequate functionality. Suppliers should continually review these minimum requirements and recognize that there are regulated minimum standards for some items such as hazardous materials.

Packaging Design Reviews

Suppliers should conduct ongoing reviews of all packaging designs to ensure they are consistent with these Guidelines and reflect currently available technology and materials.

Packaging Reduction

Consideration should be given to eliminating all unnecessary packaging materials wherever possible. A priority should be placed on reducing material by weight and volume. Unnecessary materials and packaging for overprotection are unacceptable.

Packaging Reusability

Suppliers should identify those opportunities where packaging can be designed to promote reuse, for its originally intended function or other uses.

Packaging for Recyclability

Suppliers should determine how their packaging can be made more recyclable. To aid recycling efforts companies should design packaging to be easily separable when made of different materials. All packaging components should carry information (e.g. symbols) to identify material type.

Incorporation of Recycled Materials

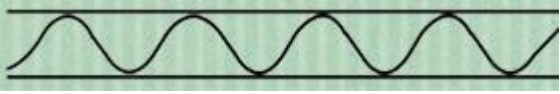
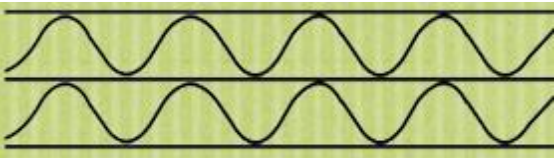
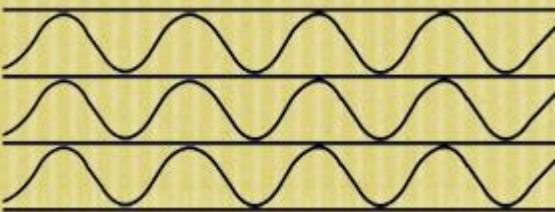
Suppliers are encouraged to determine where and how much recycled material can be incorporated into packaging designs while also providing adequate performance. Supplier purchasing practices should provide preference for recycled materials where economically and functionally justifiable.

**3.0 Packaging Requirements**

**Container Requirements**

**Container Types:** Suppliers must use either corrugated or returnable containers. Use of other container types is prohibited without prior approval. Use of returnable containers requires RWS approval.

**Expendable Containers (Such as corrugated cartons):**

|   |  |   |
|---|--|---|
|  | <p><b>Single Wall<br/>Corrugated Packaging</b></p> | <p>Suitable for Light weight items, smaller dimensions, non-fragile</p>   |
|  | <p><b>Double Wall<br/>Corrugated Packaging</b></p> | <p>Suitable for larger and heavier items, better protection on fragile items with proper protection packing</p> |
|  | <p><b>Triple Wall<br/>Corrugated Packaging</b></p> | <p>Suitable for very large and heavy weight items that require strong durable protection</p>                    |

Suppliers are encouraged to determine the types of expendable containers that can be used to provide adequate protection, with considerations to the following:

- Containers must withstand and protect product during double stacking of pallets
- Containers shall not be sealed with metallic staples
- Container weight shall **not exceed 25 KG** (filled container)
- Contents of package should fill container as much as possible to limit amount of void
- Stacking exceptions must be noted on the pallet load such as “Do Not Double Stack” etc.

Containers must be adequately sealed to assure they do not open during transit or normal handling. Acceptable sealing methods include tape (plastic film or paper tape) or glue.

**RWS Preferred Carton Dimensions (L x B x H):**

- 1) Small: 400 X 300 X 300 (mm) – 32 cartons per pallet (8 cartons X 4 tiers)
- 2) Medium: 600 X 400 X 400 (mm) – 18 cartons per pallet (6 cartons X 3 tiers)
- 3) Large: 600 X 500 X 500 (mm) – 8 cartons per pallet (4 cartons X 2 tiers)

Not more than one part numbers shall be in one carton when the quantity supplied is sufficient to make a full carton load.

**Inner Pack Requirement:**

When using inner packs packed inside a master case, use a cardboard that is sturdy enough to allow for normal handling in the warehouse. Inner packs should not easily tear, or break apart.

Specifications are difficult to define since each product has a different weight and size, but supplier should use good judgment for packaging of the Goods.

Sealing tape must be at least 2 inches wide and used on all open sides to properly seal cartons. Do not use tape or band two cartons together to make a case pack. All cases should be in their own individual cartons and/or plastic bags.

- 1) The quantity of Goods inside of each inner pack must be accordance to the PO or agreed to by RWS Procurement prior to packing.
- 2) Pack only one SKU number to an inner pack.
- 3) Have consistent quantities in each inner pack.

**Plastic Bags**

Plastic bags used for Goods sent to RWS must comply with all federal, state, and local laws. Do not package toys in bags that stretch to more than 14 inches in neck circumference or to more than 23 inches when the stretched neck circumference and the bag’s length are combined.

For apparel, use low-density, recyclable, polyethylene dry-cleaning style bags 1mm in thickness. Contents should be easily removed from these bags. These requirements do not apply to plastic bags used as display packaging.

**Packaging Strength**

RWS recommends our suppliers to conduct the 4-foot drop test for Goods or packaging that are susceptible to damage through ordinary handling or extended storage.

The Goods and its packaging must be able to pass a 4-foot drop test onto a hard surface without product breaking.

Doing this test on the packaging ensures that the Goods will be able to withstand typical impacts during handling and shipping. A typical drop test consists of five drops:

- 1) flat on base
- 2) flat on top
- 3) flat on longest side
- 4) flat on shortest side
- 5) on a corner

If the packaging can safely withstand these tests, it has passed the 4-foot drop test and can be used to safely ship the products.

All Goods must be able to withstand a Full Minute Vigorous Shaking (FMVS) Test without any contents breaking.

### **Carton Labelling**

Vendors must identify every carton (especially for merchandises) with all of the following information. The carton label must be placed on both sides on the end of the carton. All individually labeled inner packs are to be put into master cartons.

#### **Non-food & Beverage**

1. Purchase Order number
2. RWS's SKU Number
3. UPC code number, Style, Colour, Size as applicable
4. Description of item as described on the Purchase Order
5. Total number of Inner Packs and Units Per Inner Pack as applicable
6. Carton Number and total cartons (Example: Carton 1 of 5)
7. No restriction on the size as long as the label is easily readable by human eyes. The label size is recommended not smaller than 9cm x 14cm
8. "Fragile" or "Handle with Care" marks or labels must be shown outside the cartons for delicate goods, which must be easily seen for careful handling of cartons

#### **Food & Beverage**

1. Purchase Order number
2. RWS's SKU Number
3. Description of item
4. Manufacturer information (Name and address)
5. Net Weight
6. Gross Weight
7. Date of Manufacturing
8. Date of Expiry
9. Country of Origin
10. "Halal" logo must be shown outside the carton if applicable.
11. Food labelling information required by Agri-Food & Veterinary Authority of Singapore

A master carton should not arrive with mixed products inside. If mixing is necessary and approved by RWS, one master carton should not have a mixture of more than 10 different products because it will delay the receiving time and a non-compliance fee will be chargeable to supplier for the hourly receiving costs depending on complexity. Any carton of 2 or more mixed individual products should include a packing list for that specific carton. A prominent label of “Mixed Carton” should be applied on the top and side of the carton.

**Master Carton Label for Non-Food & Beverage Sample:**

**FRONT MARK**

|                                  |  |
|----------------------------------|--|
| Resorts World at Sentosa Pte Ltd |  |
| RWS Item No:                     |  |
| Description:                     |  |
| Quantity:                        |  |
| Carton No.: #1 of 100            |  |

**SIDE MARK**

|                                  |                             |
|----------------------------------|-----------------------------|
| Resorts World at Sentosa Pte Ltd |                             |
| RWS Item No.                     |                             |
| Description                      |                             |
| Color                            |                             |
| Size                             |                             |
| PO No.                           |                             |
| Quantity                         | 1 pcs/inner<br>24 pcs/outer |
| N.W.                             | 9.0 kgs                     |
| G.W.                             | 12.7 kgs                    |
| Measurement                      | 71 X 65 X 41.5 cm           |

**Inner Pack Labelling**

Vendors who ship items in inner packs are required to adhere to the following guidelines:

All inner packs require the following labeled information:

- a. The quantity of products in each inner pack
- b. The font size used on the item description must be readable from a distance of 0.5 meter
- c. RWS SKU number

**Inner Pack Label Sample:**

|   |  |
|---|--|
| <b>Resorts World at Sentosa Pte Ltd</b> |  |
| RWS Item No.                            |  |
| Description                             |  |
| Quantity                                |  |

**Pallet Requirements**

All pallets shall be constructed of wood unless approved by RWS. Pallets must have minimum strength to withstand normal material handling and distribution. All pallets must be in excellent condition. Pallets must have strength to support the stacked load.

All pallets must have 4-way entry.

Pallets received from overseas shall be made from treated wood and free from pests.

Acceptable Pallet Dimensions:

- 1200mm X 1000mm X 100mm (preferred)
- 1219.2mm X 1143mm X 127mm

Note: Suppliers must design a pallet to accommodate a part whose size exceeds the acceptable pallet footprint.

Pallets shall not exceed a **maximum height of 1.2m** with a stacked load, including the height of the pallet itself. This is to ensure maximum space utilization inside trailer or sea container.

A fully loaded pallet must weigh **less than 500 KG**.

### **Container / Load Securement**

All pallets shall have its load banded with plastic (polyester) strapping. Use of metallic strapping is prohibited due to safety hazards, unless approved by RWS on an exceptional basis. A minimum of 2 vertical straps lengthwise and 2 vertical straps widthwise must be applied to secure the load to the pallet.

Stretch wrapping should be used to prevent shifting of the load during transit. Stretch wrapping shall not be used as an only means to secure a load. A minimum of three layers is required for application. The stretch wrap must be secured to 3" below the deck boards of the pallet. Stretch wrap must be clear enough to allow scanning of label bar codes, if any.

Corner-boards should be used when necessary or required to provide additional protection.

### **Special Packaging**

Airfreight and other special shipments may require reinforced packaging protection due to potentially rougher handling.

Liquefied goods should be placed upright, with proper labelling of "KEEP UPRIGHT" at all 4 sides of the load.

Artwork – Masking tape should be applied in a crisscross pattern on the glass surface to prevent glass from splintering.

Photos or Poster board – Flat items should be taped on a rigid material like plywood, plastic, or layers of fiberboard padding. Alternatively, printed materials should be placed between pieces of corrugated pad with both pads taped well together.

Printed Matter – Printed materials should be bundled together to prevent shifting. There should be sufficient cushioning done before packing them into a double-walled corrugated box.

Rolled Goods – Rolled goods should be tightly wrapped using several layers of heavy-duty plastic film or Kraft paper, wrapped with plastic packing tape. The address label should then be wrapped completely around the object.

Supplier is to propose to RWS if silica gel pack is required for the product if they are sensitive to moisture.

#### 4.0 Palletization

Containers must be palletized, unless otherwise advised, when shipping in a shipping container.

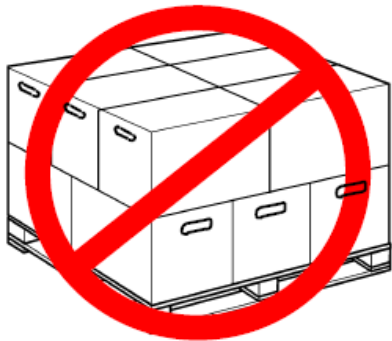
Not more than one part numbers shall be on one pallet when the quantity supplied is sufficient to make a full pallet load.

Containers must be oriented to fully utilize the length and width of the pallet. To ensure vertical strength of containers, containers must not overhang side of the pallet which reduces carton's strength by up to 32%.

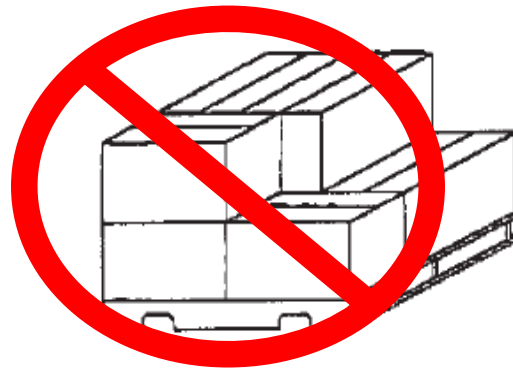
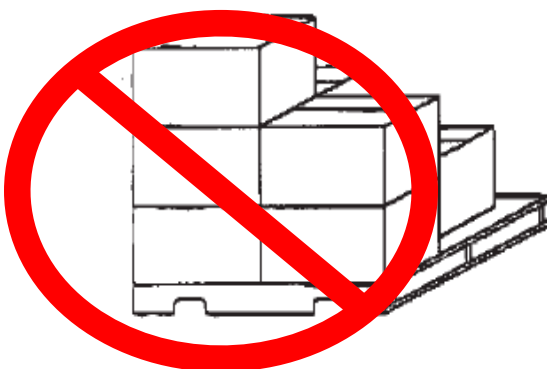
Brick stacking and pyramid stacking are prohibited. Cartons are to be aligned in columns and not in an interlocked pattern. Interlocking cartons decreases compression strength by up to 50%.

Partial loads should be shipped with the void in the middle of the pallet.

### Brick Stacking

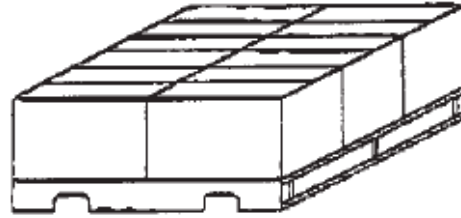
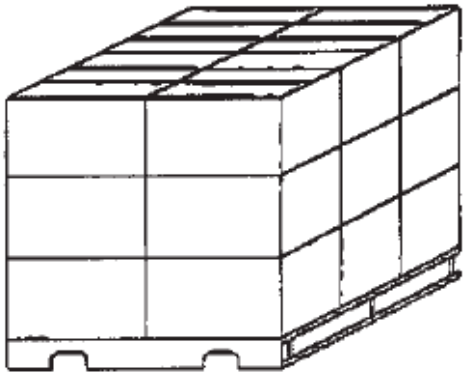


### Pyramid Stacking





## Acceptable Stacking



### **Mixed Loads**

Mixed loads should be used only when shipped quantities prevent full pallet loads for single part number.

All merchandise on any single Purchase Order is to be sent in ONE shipment unless otherwise authorized by RWS. Supplier will be charged for any additional transportation costs, including a handling fee, if any single Purchase Order is broken into multiple shipments.

Multiple Purchase Orders may be consolidated onto a single load. A “Mixed Load” label must be applied to each pallet containing a mixed load.

Similar part numbers must be grouped together to allow for ease of identification.

When shipping mixed loads heavier containers must not be placed on top of lighter weight containers. The weight of the load must be balanced on the pallet while keeping similar parts together.

If the top layer of the load is unlevelled, a “DO NOT STACK” label shall be posted on all 4 sides of the load. Suppliers are to inform forwarding agent as well as RWS Buyer on the no-stacking instruction during shipment booking.

### **5.0 Shipping Documents**

Suppliers must supply a packing slip and invoice for each shipment of Goods to RWS. The packing slips must include at minimum the following information:

1. Ship from
2. Ship to
3. RWS Purchase Order Number
4. RWS's SKU Number
5. Item description
6. Quantity shipped per SKU
7. Cartons per SKU
8. Total Cartons

9. Total Nett Weight and Gross Weight
10. Dimension/Volume of the shipment
11. UPC Code
12. HS Code (Compulsory for New Products and Special Commodity)
13. Country of Origin (COO)

Note: RWS Purchase Order Number must be clearly marked on packing list.

Any Goods with packing slips missing any information will be quarantined until Procurement Buyer contact the Supplier to a get a corrected packing list.

Additional charges, claims, or loss incurred as a result of deviation from the specified route, routing instructions, non-compliance with other shipping instructions, improper description of the shipment in shipping documents or other deviations from the instructions in the Purchase Order shall be assumed by Supplier.

A invoice must accompany each delivery and include the following information:

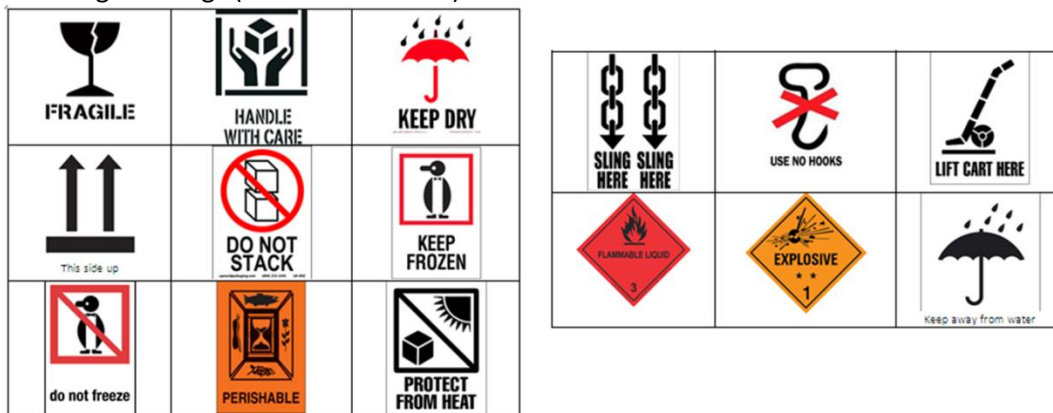
1. Ship from
2. Ship to
3. RWS Purchase Order Number
4. Unique Invoice number
5. RWS's SKU Number
6. Item description
7. Quantity shipped per SKU
8. Currency

Note: RWS Purchase Order Number must be clearly marked on invoice.

Please send packing list, commercial invoice and any required freight documents, including documents required by both origin and destination Custom Authorities such as import/export permits and Dangerous Goods Declaration, to RWS Procurement Buyer 5 working days in advance for general cargo and 7 working days for special commodity before shipment.

### Shipping Label Requirement

To protect all goods from poor handling or theft and pilferage, and to correctly label the type of hazardous materials and dangerous goods, vendors may consider using these International ISO Handling Markings (but not limited to):



## 6.0 Hazardous Materials / Dangerous Goods

Transportation of Dangerous Goods is a risk when they are not correctly packed or handled. If the goods are hidden, declared incorrectly, left completely undeclared, packed or labeled incorrectly, health and safety is compromised. There are nine classes of dangerous goods, plus a few sub-classes. The class the shipment falls under will affect how it should be packed, labeled and transported.

The Supplier is responsible for assuring shipment of hazardous materials are in compliance with all government regulations or any other relevant international, federal, state, provincial or local requirement.

The Supplier is responsible for informing RWS of any packaging that contains materials that may render the packaging “hazardous” as defined by the laws of the country or countries where the packaging is to be used. This information should be in the form of a notification to the Supplier’s purchasing contact that includes the RWS Part Number and the hazardous constituent of concern that is incorporated in the packaging. Approval for the transfer of ownership to the shipping and receiving location of these hazardous packaging will require the approval of RWS safety committee personnel based on the availability of suitable, economical disposal.

The Supplier is required to provide “Material Safety Data Sheets” of the material or product, as well as Dangerous Goods Declaration for custom clearance, to RWS freight team, freight forwarder and RWS Safety Committee.

Note:

*For queries with regards to the Environmental Code of Practice for the Packaging of Consumer Goods (ECOPP), please contact the SPA Secretariat at [Singapore\\_Packaging\\_Agreement@nea.gov.sg](mailto:Singapore_Packaging_Agreement@nea.gov.sg).*

**Packaging Authorization Flow Chart**

