

Special Packing Procedure

SOP07.RELC.V2

NUPCO Documents	Document Name: Special Packing Procedure	1st Issue date: Dec 2022
Document ID: SOP7.RELC	Version no: 2	Current issue date: Sept 2025
Pages: 1 of 5		Next revision date: If required

Table of Contents

Document Approval:..... 2

1. Objective 3

2. Scope 3

3. Responsibilities 3

4. Glossary 3

5. Training 3

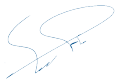
6. Procedure Steps 4

7. Related Forms and documents 5

NUPCO Documents	Document Name: Special Packing Procedure	1st Issue date: Dec 2022
Document ID: SOP7.RELC	Version no: 2	Current issue date: Sept 2025
Pages: 2 of 5		Next revision date: If required

Document Approval:

Role & Name	Position	Signature	Date
Prepared by: Abdullah M. Almutairi	Senior Operational Excellence Specialist		3-Sept-2025
Reviewed by: Ahmed S. Alahmari	Logistics Process Management Senior Manager		2025/09/03
Approved By: Saleh A. Al Madhi	Process Management & Support Director		2025/09/11
Approved By: Osama A. Al Ghamdi	Quality Management Manager		2025/09/11
Approved By: Turki A. Al Obeedy	Sr Director, Logistics Operation		2025/09/15



Ahmed F. Al Rushaid





NUPCO Documents	Document Name: Special Packing Procedure	1st Issue date: Dec 2022
Document ID: SOP7.RELC	Version no: 2	Current issue date: Sept 2025
Pages: 3 of 5		Next revision date: If required

1. Objective

The purpose of this SOP is to describe the steps that should be followed whenever special Ice Boxes preparation is taking place to maintain the heat sensitive item storage conditions in the required temperature range for refrigerated (2 – 8 °C), frozen (-15 to -25 °C), and deep frozen (-60 to -90 °C) item during dispatch/shipping.

2. Scope

This SOP covers all types of special boxes and all types of heat sensitive item.

3. Responsibilities

Role	Responsibility
NUPCO Warehouse Manger	To ensure proper implementation of this procedure.
LSP Packers	To Follow this procedure.
NUPCO Operational Excellence	Ensure adherence to this procedure.

4. Glossary

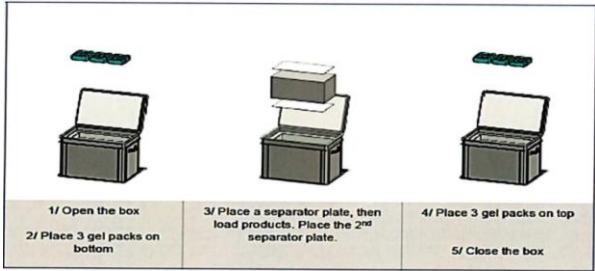
Term/Abbreviation	Definition
SOP	Stander operating procedure
LSP	Logistic Service Provider
PPE	Personal Protective Equipment

5. Training

The LSP and NUPCO Warehouse Managers are responsible for ensuring that their respective outbound and delivery teams are trained on this SOP. The Operational Excellence team is responsible for overseeing the training, ensuring SOP acknowledgment, and maintaining training records.

NUPCO Documents	Document Name: Special Packing Procedure	1st Issue date: Dec 2022
Document ID: SOP7.RELC	Version no: 2	Current issue date: Sept 2025
Pages: 4 of 5		Next revision date: If required

6. Procedure Steps

Step Number	Description	Responsible Party	Remarks
6.1	Identify the temperature requirements (e.g. of the item to be delivered.	LSP Outbound Team	(e.g., refrigerated, frozen, deep freezer) and plan accordingly.
6.2	Ensure availability of certified special ice boxes in the warehouse for delivery of temperature-sensitive item.	NUPCO Outbound Team	Boxes must be certified and validated for temperature control.
6.3	Maintain an adequate stock of Gel/Ice packs for use with special ice boxes for refrigerated and freezer item.	LSP Outbound Team	Use based on product type (refrigerated or frozen).
6.4	Store Gel/Ice packs in freezer at -15.0 to -25.0°C for at least 48 hours before use.	LSP Outbound Team	Ensures they are fully frozen before use.
6.5	Label Gel/Ice packs with date and time they will be ready for use (after 48 hours in freezer).	LSP Outbound Team	Allows tracking of readiness for use.
6.6	Ensure availability of dry ice for deliveries requiring deep freezer conditions.	NUPCO Outbound Team	Dry ice is used for item stored at ultra-low temperatures (-60 to -90 °C).
6.7	Handle dry ice using proper PPE including special gloves and face masks. Make PPE available and enforce usage.	LSP Outbound Team	Refer to (SOP02.OPMD) for detailed procedures.
6.8	Precondition ice boxes (including all components) in walk-in chiller for at least 15 minutes before preparation.	LSP Outbound Team	Helps maintain required box temperature during loading.
6.8.1	After complete preconditioning of 6 gel packs/special box place the first three gel packs inside the special box	LSP Outbound Team	
6.8.2	Place the separation and then place the items inside.	LSP Outbound Team	
6.8.3	Request NUPCO Outbound Team to place the configured data logger inside the special box.	LSP Outbound Team	
6.8.4	Place another separation and then place the second 3 gel packs above the separation.	LSP Outbound Team	
6.8.5	Close the Special box.	LSP Outbound Team	
6.8.6	Refer to the figure below for more details.	LSP Outbound Team	
			
6.9	Place the calibrated manual data logger inside the special ice box. Set it to “ON” at dispatch and “STOP” upon delivery at customer site.	NUPCO Outbound Team	Provide logger readings to customer if requested.
6.10	Label each ice box with a serial number in the format YYY-XXX (Region-Code + Box Number).	LSP Outbound Team	Example: RUH-001, DAM-002, etc.
6.11	Use special ice boxes with Gel/Ice packs when transporting: – Refrigerated items in ambient vehicles – Frozen items in chilled vehicles	LSP Outbound Team	Ensures temperature integrity during transport.

FRM12.OREX.V2

NUPCO Documents	Document Name: Special Packing Procedure	1st Issue date: Dec 2022
Document ID: SOP7.RELC	Version no: 2	Current issue date: Sept 2025
Pages: 5 of 5		Next revision date: If required

6.12	For deep freezer item (-60 to -90°C), arrange dry ice in the ice box to cover item from all sides (top, bottom, sides).	LSP Outbound Team	Full coverage is required to maintain ultra-low temperature during transit.
------	---	-------------------	---

7. Related Forms and documents

#	Form/Document ID	Form/Document Name
1	SOP02.OPMD	Personal Protective Equipment (PPE)