



Inbound Freight Standards and Procedures

WestJet Distribution Centers (Non Technical Parts)

Version: January 2025

The WestJet Story

At WestJet our business is to ensure that our guests love where they're going whether it's a trip of a lifetime or someone's third business trip in a month.

WestJet has always operated a unique business model since it began in 1996.

At WestJet our mission is to enrich the lives of everyone in WestJet's world. We are a global airline. Authentically Canadian. Uniquely WestJet.

The WestJet group of companies operates under the WestJet, WestJet Encore, WestJet Vacations and Sunwing banners. We fly over 700 flights a day, with a fleet of over 180 aircraft flying millions of guests each year.

The values of WestJet remain at the forefront of everything we do in our daily lives as WestJetters.

Act Like an Owner

Care from the heart

Rise to the challenge

Work together to win

Safety above all is a pillar to our organization and is something that we all take responsibility for. Whether it's the hangar, the campus office or most importantly on the plane where we interact with our valued guests daily, we will always put the safety of our team and guests first.

The Supply Chain and Logistics team at WestJet embrace these values everyday with a focus on optimizing inventory, streamlining logistics and improve operational efficiencies. With cooperation and partnership with our supplier network, we will rise to the challenge to win together.

The WestJet Inbound Freight Standards and Procedures provides the foundation for the success of our teams and supplier partnerships. These standards and procedures applies to all suppliers who WestJet does business with in our Distribution Centers located in Calgary and Toronto.

This guide will be updated on annual basis by the Distribution Center team.

Westjet Distribution Center Locations & Appointment Scheduling

Westjet Calgary Distribution Center – YYC

Unit 21 – 292236 Nose Creek Boulevard
Balzac, AB T4A 3N7
Receiving Hours: Monday to Friday (excluding statutory holidays)
Closed weekends and statutory holidays for receiving of goods
8:00am – 4:30pm (MST)
Closed between 12:00 – 1:00pm (MST)
Appointment Email: distributioncenteryyc@Westjet.com
Phone: (403) 539-7744

Westjet Toronto Distribution Center – YYZ

2720 Britannia Road East
Cargo 3 Building 1, Bay Doors G4-G10
Mississauga, ON L5P 1B2
Receiving Hours: Monday to Friday (excluding statutory holidays)
Closed weekends and statutory holidays for receiving of goods
8:00am – 4:00pm (EST)
Closed between 12:00 – 1:00pm (EST)
Appointment Email: distributioncenteryyz@Westjet.com
Phone: (905) 405 -1317

Suppliers and carriers must request an appointment via email a minimum of 48 hours (2 business days) prior to the purchase order due date.

How to Book a Receiving Appointment

A supplier or freight forwarder is to email the applicable Distribution Center email address to request a delivery appointment. The supplier or freight forwarder must provide the following:

- Vendor name
- Freight Forwarder name (if applicable)
- Westjet PO Number
- Number of Pallets
- Item description (if applicable)

Calgary Email: distributioncenteryyc@westjet.com

Toronto Email: distributioncenteryyz@westjet.com

A Distribution Center Coordinator will respond to the request within 3 hours during business hours and provide the following:

- Appointment Date
- Appointment Time Window (min 2 hours)
- Receiving Door Number to deliver to

Day of Receiving Appointment

Receiving Requirements:

In order to ensure the most efficient receiving of product, the following pallet and case requirements are required for all products being received at the Westjet Distribution Centers.

Pallet Requirements

All pallets must have a label or packing slip with the following information printed on it:

- Ship Date
- Delivery Location
- PO Number(s)
- Pallet Count

The pallet label should be applied by the Supplier on the outside of the shrink wrap.

Each PO must have a Bill of Lading (BOL) with the Westjet PO# referenced.

Proper Shipping Examples:



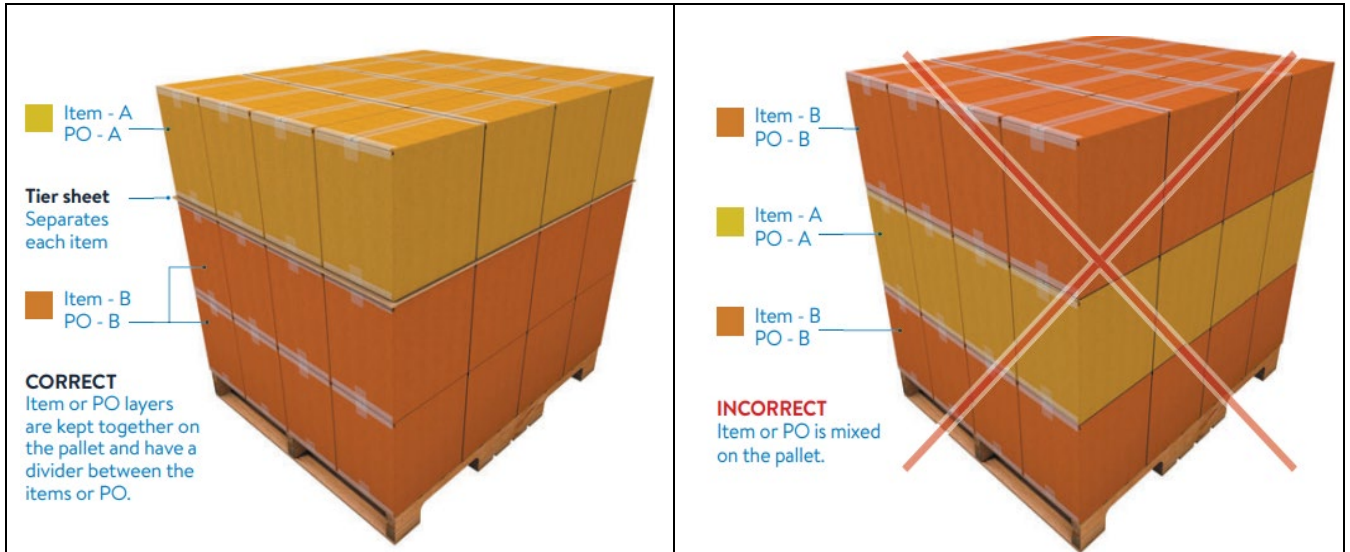
Mixed Pallets :

Ensure the following best practices are used when loading pallets destined for WestJet Distribution Centers.

- Load each item by layer
- Use tier sheets to separate each layer when product mix is changed
- DO NOT mix best before dates of the same product on one pallet. If they are mixed, every effort must be made to clearly identify the different code dates
- DO NOT mix layers by column stacking multiple items
- DO NOT place loose cases on top of the pallet
- Corner boards should be used to eliminate crushing product when stacking pallets
- Ensure lighter products are placed on top of heavier products when building pallet layers

- Cases and lids must be clean and properly secured. Damages rules apply.

Pallet Layers – Examples of Correct and Incorrect Mixed Pallet types



Pallet Types

All product must be securely wrapped on US Standard Block pallets in good condition. If using whiteboard pallets, the dimensions must be 40”x 48” with fork cut outs on all sides. Whiteboard pallets must also be able to support the weight of the products being shipped as our facility stores goods up to 29 feet off the ground.

Maximum pallet height should not exceed 68 inches including pallet. Some limited exceptions to the maximum pallet height can be made with prior approval. Please email the receiving Distribution Center seeking approval for any exceptions.

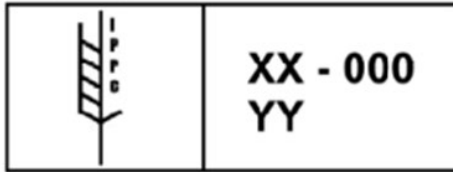
Any incorrectly built pallets that arrive at the WestJet Distribution Center may face a re-palletizing charge if extra work is required in order to place into inventory.

International Pallet & Packing Material Specifications

As part of the WestJet supply chain model, we ship a variety of goods overseas to support fulfillment of our fleet throughout our global network of destinations. It is imperative that products designated for overseas base start up and replenishment adhere to any defined receiving requirements to ensure compliance for our logistics team when assembling container loads of goods.

US Standard (40” x 48”) block pallets are required and must be made of quality materials and construction, sturdy enough for the weight and size of the goods they carry.

Wood packaging materials constructed from the wood of any plant species that are not manufactured, including dunnage, pallets, spacers, bearers, crating, etc., must be officially treated and certified to meet the requirements of the **Canada Border Services Agency**, and the *International Standard for Phytosanitary Measure No. 15*, and be clearly, permanently and visibly stamped on the pallet as in the sample below:



Shipments containing uncertified packing materials may be refused entry into Canada or require significant additional costs, which will be for the account of, or charged back to the supplier.

Shipments not properly secured and that incur shifting, spillage or other packing issues may be refused at the supplier's cost.

Safety Data Sheets (SDS) Requirements

Westjet expects suppliers to strictly adhere to the WHMIS 2015 requirements as regulated by the Government of Canada federal legislation – the Hazardous Products Act and the Hazardous Products Regulations (HPR). If a product covered by the *Hazardous Products Act* meets the criteria to be included in a hazard class or category, it's considered a "hazardous product". The official definition of a **hazardous product** means any product, mixture, material or substance that is classified in accordance with the regulations made under subsection 15(1) in a category or subcategory of a hazard class listed in Schedule 2 (<https://whmis.org/sds/>)

Every product that is classified as a "hazardous product" under WHMIS that is intended for use, handling or storage in a workplace in Canada must have an SDS.

The information elements provided on a safety data sheet must be in both official languages of Canada (English and French). The SDS may be provided as one bilingual SDS, or as two SDSs (one each in English and French). In situations where two separate SDSs are used, both the English and French parts must be provided to the purchaser at the same time. Providing an SDS's in only English or French would not be considered to be in compliance.

A supplier will provide the SDS, in English and French, to the purchaser of the hazardous product either in hard copy or by electronic means. Acceptable electronic delivery methods include an e-mail from the supplier to the purchaser with the SDS attached. In the case where the English and French portions of the SDS are two separate parts, both the English and French parts must be attached in the same email.

Note: It is not acceptable to provide an SDS by only providing the purchaser of the hazardous product with a website address or hyperlink from which the purchaser may download the SDS for the hazardous product that they purchased.

Temperature Control

WestJet suppliers are required to follow the Canadian Food Inspection Agency (CFIA) Transportation and Temperature general principles. 6.0 - 6.2.3 when shipping food products into the WestJet DC.

[Transportation and Storage - General Principles of Food Hygiene, Composition and Labelling - Food safety for industry - Canadian Food Inspection Agency \(canada.ca\)](#)

WestJet reserves the right to refuse any products that arrive damaged due to lack of temperature control during transit. Examples may include melted chocolate or beverages that arrive frozen.

WestJet reserves the right to claim back any damages to the supplier that arrive damaged and unusable due to lack of temperature control during shipping.

Supplier Returns

Scenarios may include: incorrect product shipped or expired product shipped. WestJet will work with suppliers to arrange for timely collection of goods. If product is not collected within 10 business days of scheduled pick up time requested by the supplier, WestJet reserves the right to destroy or donate the goods while requesting a credit back for the cost of goods.

Hidden & Visible Damage

Suppliers are accountable for any hidden damages found within the pallet configuration. If the supplier requires the product to be returned for inspection, any costs incurred to return the product(s) will be at the expense of the Supplier. When hidden and visible damage is identified, the supplier has 5 business days to rectify the issue

Full Container Shipments

WestJet Distribution Centers receive full container loads of product throughout the year to support the airline operation. How the container is loaded at origin is determined in advance with Strategic Procurement and the defined Incoterms of the supply agreement. Any floor loaded containers that are due for delivery into WestJet Distribution Centers must have a pre-booked appointment made ahead of

time to allow for workforce planning to ensure product is offloaded in a timely manner.

If there are any questions regarding customs clearance of goods destined for WestJet Distribution Centers, inquiries should be made to customs@westjet.com

Inquiries regarding logistics support for inbound freight should be directed to logistics@westjet.com

Compliance to the Standards and Procedures

The team at WestJet will work with our supplier and logistics partners to achieve success in supporting the WestJet Inbound Freight Standards and Procedures. If after repeated attempts to correct and address procedural issues are not deemed rectified, the issues will be elevated to the Strategic Procurement team where further formalized discussions may occur. These discussions may trigger a supplier review and potentially impact any product supply agreements in place between the supplier and WestJet

WestJet reserves the right to add, modify or waive compliance penalties at its discretion.
