



Information bulletin

To all agents and suppliers

Protection against extreme temperatures

We are aware that weather conditions, in summer and winter alike, can give rise to concerns about the protection of products in transit.

Rest assured that the SAQ works in close collaboration with its transport partners to minimize the risks to products related to exposure to extremes of cold and heat. Based on the SAQ's expertise in international logistics, we have implemented strict measures to ensure optimal protection of our shipments at every step.

These measures include:

- Order pick-up is coordinated by carriers to limit the amount of time products spend in waiting vehicles.
- For ocean transport, containers are positioned in the ship's hold to maintain a more stable temperature.
- When goods arrive in Montreal, they are taken into possession promptly for delivery.

In addition, our laboratory ensures product integrity by monitoring quality throughout the process. Thus, effective protection is provided at each stage of international shipping.

There are two options open to suppliers who desire additional protection:

- Contact the carrier to arrange additional protective measures.
- Delay shipping by several days, based on conditions, in coordination with the carrier.

Please note that any delays or costs incurred by such supplementary measures are the supplier's responsibility. The SAQ cannot be held responsible for any costs or delays resulting from such special requests.

For more information, please contact our
Business Relations Assistance Service (SARA),
via [Contact Us](#) or at 514 254-2711.