

carbon dioxide gas to escape without rupturing the package. In addition, shippers using dry ice must supply specific information on the air waybill and mark the net quantity of dry ice on each package. The shipper must make advance arrangements with Hawaiian Airlines when the net quantity of dry ice exceeds five (5) pounds per package. Class 9 labels must be visible on each box.

Federal regulations restrict the total amount of dry ice to 440 pounds per cargo compartment. Hawaiian Airlines needs to determine the total amount of dry ice present in all shipments. Shippers should state the amount of dry ice on the airbill and on each box containing dry ice. For example, a package containing five pounds of dry ice should be marked with a Class 9 label and **“Dry ice, net weight 5lbs.”**

SHIPMENTS CONTAINING WET ICE WILL NOT BE ACCEPTED

MARKING AND LABELING

Proper labeling is one of our most important tools. It not only helps us know exactly what's inside each package, it gives us any special instructions for your precious cargo's handling and safe, secure arrival.

Label your container/box with labels such as “Perishable-Fresh Seafood”. Be sure to include the shipper's name as well as the consignee's name and address. And make sure everything is clearly indicated on each shipping box, carton or canister.

ISO arrows or “This Side Up” should be used to indicate the upright position. If shipping live seafood, mark the box “Live Seafood” for added assurances of special handling.

COMPLETING THE AIR WAYBILL

Proper completion of a Hawaiian air waybill is required and crucial for the safe transportation of your seafood.

When typing out the air waybill please include:

- The complete name and address of the shipper and the consignee.
- The telephone numbers for both the shipper and

consignee (an after hours number for both shipper and consignee is preferable).

- A description of the shipment (i.e., fresh or frozen and species).
- The commodity number, where applicable.

REFRIGERATION FACILITIES

To provide maximum protection for your sensitive seafood shipment, refrigeration facilities are available at each of our locations, however, we cannot guarantee the availability of refrigeration at origin, destination or transit points. Refrigeration facilities may be used for other perishable items, including produce, fruits, and foliage. Temperatures at each cargo facility may vary.

All domestic seafood shipments accepted by Hawaiian Air Cargo will include the following Perishable Disclaimer: Hawaiian Air Cargo assumes no liability for the deterioration or spoilage of shipments due to temperature extremes which may be encountered. Hawaiian has limited environmental control facilities (refrigeration or heating) available at origin, transit, or destination stations. Shipments must be packaged in such a manner as to withstand 48 hours of transit time under normal handling. Pick-up must be made within two (2) hours of flight arrival.

Hawaiian Airlines' liability is USD\$0.50 per pound unless a declared value is indicated on the air waybill itself or at the time of tender.

PROBLEM RESOLUTIONS

If you have questions or concerns, please feel free to contact us.

Customer Advocate Number:
O'ahu 838-5300 or toll-free 888-246-8526

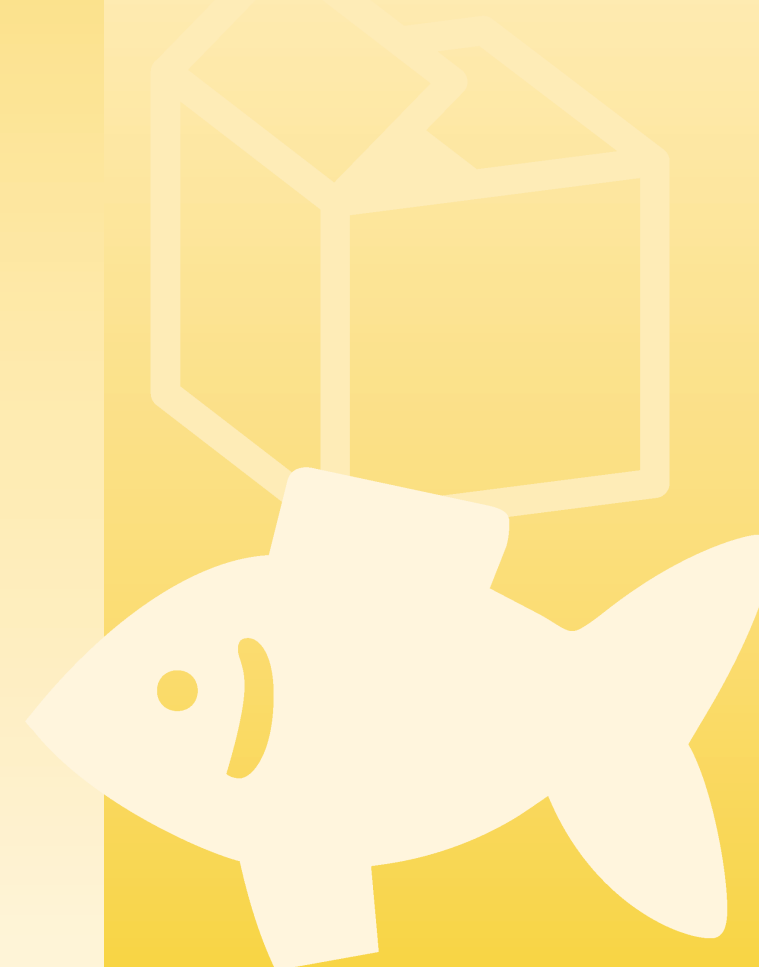
CONTACTS / RESERVATIONS

Web site:	www.hawaiianair.com
U.S. Mainland	800-367-5320
Neighbor Islands	800-882-8811
O'ahu	838-1555
Cargo Reservation	877-422-2746



SEAFOOD PACKAGING GUIDELINES

HAWAIIAN AIRLINES'
SERVICE COMMITMENT



70_2201_2816
HAWAIIAN AIRLINES
Starr Seigle McCombs
Seafood Packaging Brochure
12" x 9" Trim Flat,
12.25" x 9.25" Bleed Flat,
4" x 9" Folded
150 Line Screen
Black and PMS 130
5/21/01.hs

Hawaiian Airlines, Inc. is committed to delivering superior service by making air travel an easy and positive experience. Our passengers' comfort is of utmost importance to us, second only to our concern for your safety. Since 1929, our company has built an unmatched reputation for safety and hospitality.

Hawaiian Airlines sets forth the following commitments to our customers.

CONTRACT OF CARRIAGE

While this Seafood Packaging Guidelines document outlines in general terms Hawaiian's commitment to certain customer service standards, specific policies and procedures are contained in our Contract of Carriage and Tariffs.

Copies of our Contract of Carriage, tariffs and this document are available at our ticket offices (service centers), airport ticket counters, web site (hawaiianair.com), by mail or by request through any licensed travel agency.

SEAFOOD

Shipping fresh, frozen or live seafood requires careful packaging and special care. Leakage can damage passenger baggage, other cargo, and more significantly, corrosion to the aircraft. To help avoid such problems, Hawaiian Airlines has developed the following seafood packaging guidelines.

INNER PACKAGING

Contents must be completely sealed in a sturdy, puncture-resistant polyethylene bag at least 4-mil thick. This not only ensures freshness, it also prevents moisture leakage which may spoil the shipment as well as damage the aircraft. Claws, fins and other sharp objects must also be protected not to puncture the bag.

Pack the bags securely and pad them to avoid shifting. Absorbent materials must be placed inside the box to absorb leakage or condensation from the chilled product. Cartons may be inspected periodically to ensure compliance. Customers should be prepared to supply proper strapping material.

OUTER PACKAGE

The container (box, cooler, etc.) must be sturdy enough that it is able to withstand normal handling during the loading and unloading process. Outer packaging must be able to withstand a minimum 500 lbs. top loading capacity. The container must be multi-walled to meet compression stress and top loading.

Re-used boxes should be scrutinized as to strength and durability. Any evidence of leakage or strong odor will result in the shipment being rejected.

WET LOCK BOXES

- Wet lock boxes must be multi-walled and waterproofed inside and out.
- They should have a top loading capacity of at least 500 pounds.
- Gusseted corners must be on both the top and bottom, with a top that extends fully over the bottom.
- A minimum of two bands must be secured around the width of each box.
- 150 pounds is the maximum gross weight allowed per box.

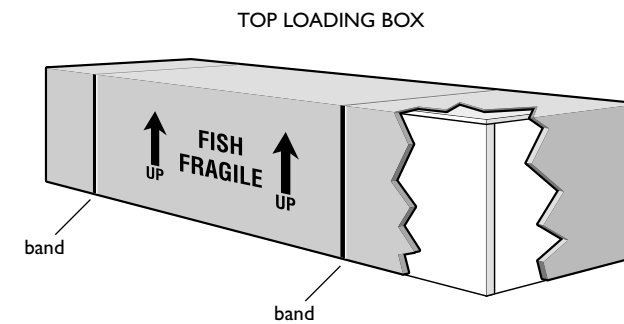
Canisters, buckets and jars, if packed inside a carton, must have inner packaging liners to prevent movement. A tight, leak-proof lid is required for liquids. Jars should be separated with cardboard dividers.

BANDING

Boxes/coolers should be properly taped, banded, or strapped again with sturdy material that can withstand normal handling.

Fiber tape, plastic or metal banding material is acceptable. Masking tape is not acceptable for these shipments.

There must be a minimum of at least two bands around the width of each box. We also recommend an additional two bands around the length of each box. Bands must not cut into the boxes.



This picture is an example of one type of container available.

REFRIGERANTS

Hawaiian Air Cargo recommends gel packs or dry ice when shipping time sensitive seafood. Because dry ice is included in the dangerous goods category for air transport, applicable regulations must be met.

DRY ICE

Dry ice transforms from solid to gaseous carbon dioxide and has the ability to displace oxygen in enclosed spaces. Dry ice is therefore considered a dangerous good for air transport, even when used as a refrigerant, and is subject to parts of the governmental regulations controlling dangerous goods. Among these regulatory controls are restrictions from placing packages containing dry ice in compartments with live animals, such as pets in the cargo compartment of the aircraft.

A shipper who uses dry ice must comply with specific governmental regulations. These regulations specify that packages containing dry ice be designed to permit