

Subject to change based on emerging data, regulatory guidance, and manufacturing and technical developments, among other risks. Content is current as of November 19, 2021.

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# SHIPPING AND HANDLING GUIDELINES

## For the Pfizer-BioNTech COVID-19 vaccine

To ensure appropriate controls are in place, **please refer to the Dry Ice Safety Data Sheet BEFORE** accessing the contents from the thermal shipping container and consult with your Occupational Health Department.

 **COMIRNATY**<sup>®</sup>  
(COVID-19 Vaccine, mRNA)

is now the official name of the  
**Pfizer-BioNTech COVID-19 vaccine**

COMIRNATY<sup>®</sup> (COVID-19 vaccine, mRNA) is indicated for active immunization to prevent coronavirus disease 2019 (COVID-19) caused by severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) in individuals 5 years of age and older.<sup>1</sup>



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## CONNECT WITH US

For more information on the Pfizer-BioNTech COVID-19 vaccine, please go to **CVDvaccine.ca** or contact Pfizer Customer Service at **1-833-VAX-COVI (1-833-829-2684)**.

# GENERAL INFORMATION<sup>2</sup>

This guide details all user processes and procedures that must be followed.

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**For information about specific temperature requirements and ranges to monitor, as well as dry ice safety, storage and handling, and transportation of the vials, please go to [CVDvaccine.ca](https://CVDvaccine.ca).**

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# FACTS ABOUT DRY ICE

Dry ice is the frozen form of carbon dioxide. When heated, most frozen solids melt to a liquid form, but dry ice transforms directly into a gas (sublimation). Dry ice sublimates at temperatures at or above -78°C (-109°F).

The main hazards of dry ice include **asphyxiation** and **burns**. Use of dry ice in confined spaces (small rooms or walk-in coolers) and/or poorly ventilated areas can result in depletion of oxygen, causing asphyxiation. Exposed skin should be protected from contact with dry ice. To ensure appropriate controls are in place, **please refer to the Dry Ice Safety Data Sheet BEFORE accessing the contents from the thermal shipping container and consult with your Occupational Health Department.**



# HANDLING<sup>2</sup>

When you receive the thermal shipping container, inspect to confirm you received the number of vial trays you ordered. **Do not open the vial trays or remove vials until you are ready for thawing or use.** Visit [CVDvaccine.ca](https://CVDvaccine.ca) for further information. Contact Pfizer Customer Service at **1-833-VAX-COVI (1-833-829-2684)** immediately to communicate any issues.

Use caution when lifting the shipping container, as it may be heavy. Depending on the amount of vaccine ordered, the shipping container can weigh up to approximately 36.5 kg (81 lbs). Consult with your Occupational Health Department for guidelines regarding lifting heavy items.

**When preparing to handle dry ice, you'll need to take precautions.** Before opening the thermal shipping container, make sure the area in which you are working has proper ventilation. Use of dry ice in confined spaces, such as small rooms, walk-in coolers, and/or poorly ventilated areas, can result in depletion of oxygen, causing asphyxiation. Make sure you are wearing safety glasses with side shields or safety goggles and waterproof insulated gloves when handling dry ice.

To ensure all appropriate safeguards are in place, please refer to the Dry Ice Safety Data Sheet, and consult with your Occupational Health Department.



*Masks were worn due to pandemic; refer to Dry Ice Safety Data Sheet for dry ice protection.*

## GENERAL SAFETY GUIDANCE FOR DRY ICE 'CAUTION'<sup>2</sup>



### **Do not touch - avoid eye contact**

Use waterproof insulated gloves when removing or adding dry ice to prevent cold burns and frostbite. Avoid contact with face and eyes. Wear safety glasses with side shields or safety goggles.



### **Do not eat**

Dry ice is harmful if eaten or swallowed. If ingested, seek immediate medical care.



### **Do not store in confined spaces**

Dry ice changes to a gas very rapidly at room temperature, displacing oxygen. Only use dry ice in open or well-ventilated areas.



### **Do not place in airtight containers**

Airtight containers may explode as dry ice rapidly expands to a gas when exposed to temperatures above -78°C (-109°F).

## VENTILATION<sup>2</sup>

At room temperature (including most cold storage temperatures), dry ice becomes carbon dioxide gas, which may cause difficulty breathing or suffocation. If dry ice has been in a closed area, trailer, or container, open doors and allow adequate ventilation before entering the storage area. **If you feel short of breath or develop a headache, these may be signs that you have inhaled too much carbon dioxide. Leave the area immediately. For information on first aid measures, please refer to the Dry Ice Safety Data Sheet.** Carbon dioxide is heavier than air and accumulates in low, poorly ventilated spaces.

Operational practices for accessing a closed area where dry ice is present should be reviewed and agreed upon with your Occupational Health and Safety officer.

## BURN TREATMENT

Dry ice may cause cold burns to the skin. Use waterproof insulated gloves when handling dry ice. Seek medical care as directed by the Dry Ice Safety Data Sheet.

## DRY ICE DISPOSAL

Once dry ice is no longer needed, open the container and leave it at room temperature in a well-ventilated area. It will readily sublime from a solid to a gas.

- DO NOT leave dry ice in an unsecured area.
- DO NOT drain or flush in toilet.
- DO NOT dispose in the trash.
- DO NOT place in a closed area such as an airtight container or walk-in cooler.

## DRY ICE REPLENISHMENT

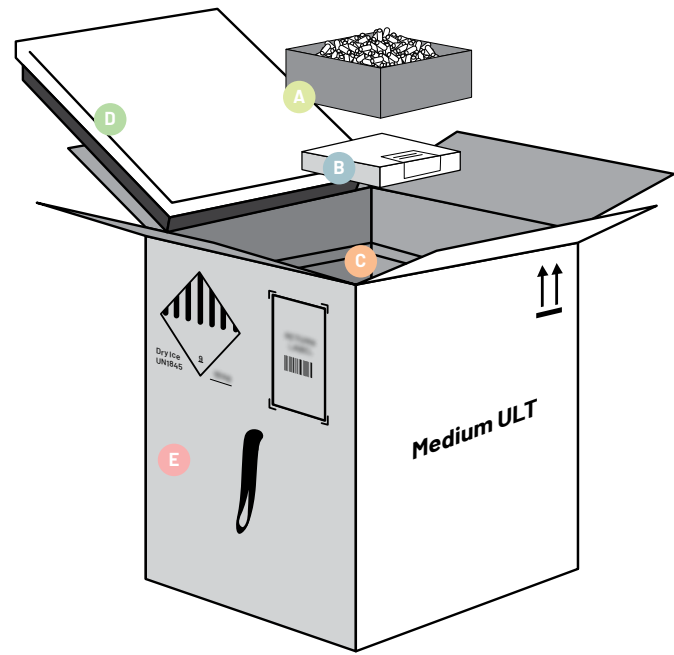
The thermal shipping container can be used as a temporary storage device. For dry ice replenishment requirements, dry ice pellet size, and pack-out instructions for re-icing the thermal shipping container, visit [CVDvaccine.ca](https://www.cvdvaccine.ca). Follow the Guidelines for Safe Storage and Handling of Dry Ice.

# CONTENTS AND PACKAGING<sup>2</sup>

There are multiple types of thermal shipping containers and vial carton sizes. Their outer appearance is different, but their components are very similar. **Do not discard the original thermal shipping container or any of its components.**

**The example shown below is for illustrative purposes only and may not exactly replicate the thermal shipping container you receive.**

**Be sure to read all instructions that are included with the thermal shipping container and its components.**



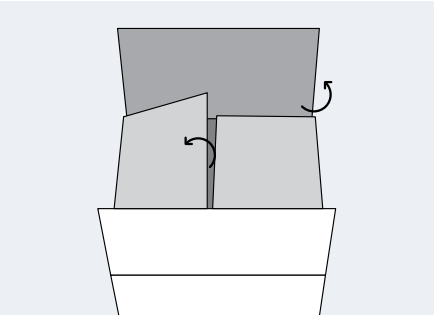
**The thermal shipping container you received can weigh up to approximately 36.5 kg (81 lbs) and should be opened on the floor, as it may be heavy. Consult with your Occupational Health Department for guidelines regarding lifting heavy items.<sup>2</sup>**

| Item                                   | Description                                                                                                                                |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A</b> DRY ICE POD                   | Holds the top layer of dry ice.                                                                                                            |
| <b>B</b> VIAL TRAYS                    | Vial trays contain multiple-dose vials and may appear different, depending on the size of your order.                                      |
| <b>C</b> BOX THAT HOLDS THE VIAL TRAYS | Box within the thermal shipping container that includes the vial trays. This box can be fully removed from the thermal shipping container. |
| <b>D</b> FOAM LID                      | Top foam lid that includes an embedded temperature-monitoring device and remains connected to the box.                                     |
| <b>E</b> THERMAL SHIPPING CONTAINER    | Outer box of the thermal shipping container.                                                                                               |

# UNPACKING THERMAL SHIPPING CONTAINERS<sup>2</sup>

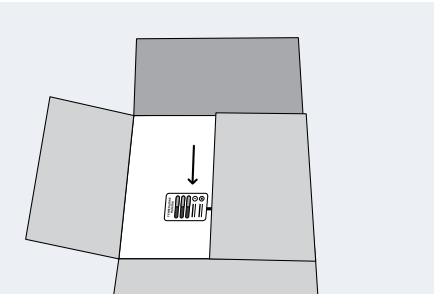
## Step Instructions

**1** For all types of thermal shipping containers, you must first break the seal to open.



**2** When you open the thermal shipping container, **you will see a temperature-monitoring device embedded in the foam lid.**

Do not remove the temperature-monitoring device from the inner lid or container, because it must be returned with the thermal shipping container after use.



*The foam lid contains an embedded temperature-monitoring device.*

**3** The temperature-monitoring device continuously tracks the temperature during shipment, to ensure the frozen vaccine product has been maintained at the required temperature during transport to vaccination centres.

**Upon receipt, press and hold the stop button for 5 seconds. Sites are responsible for continuing to monitor the product storage temperature using their own monitoring device.**

Information about temperature monitoring, including devices, can be found at [CVDvaccine.ca](https://www.cvdvaccine.ca).

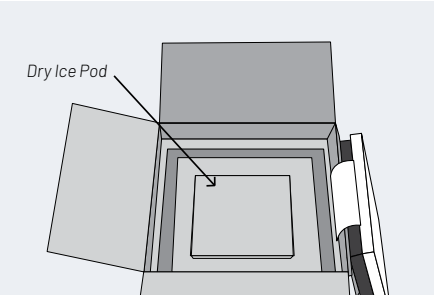
**4** Make sure that you are now wearing waterproof insulated gloves and safety glasses with side shields or safety goggles as you prepare to handle layers of the container that have dry ice.

Beneath the foam lid is the dry ice pod, which holds a layer of dry ice to help maintain the temperature of the multiple-dose vials.

There will also be dry ice in compartments in the container that surround the box that holds the vial trays.

**If using the thermal shipping container as temporary storage, both of those areas will need to be filled when re-icing.**

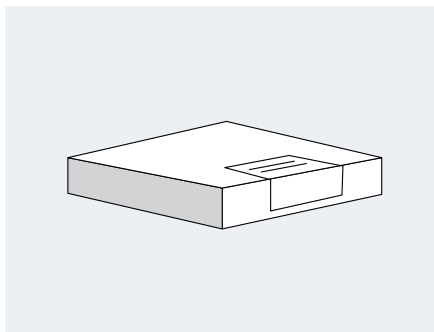
Using your waterproof insulated gloves, remove the dry ice pod.



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You will now see the box that holds the vial trays. Open the box and you will see the vial trays. Carefully remove the vial trays. Leave the box that holds the vial trays inside the thermal shipping container.

**Remember, do not open the vial trays or remove vials until you are ready for thawing or use.** Visit [CVDvaccine.ca](https://CVDvaccine.ca) for further information.



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**After removing the vial trays from the thermal shipping container, you must immediately store the vaccine product. Purple-capped vials should be preferably stored in an ultra-low-temperature freezer, and orange-capped vials in a refrigerator.**

**If an ultra-low-temperature freezer is not available, the thermal shipping container may be used as temporary storage.**

**If using the thermal shipping container as temporary storage, it must be opened, inspected, and replenished with dry ice within 24 hours of receipt.**

After replenishing the thermal shipping container, inspected vial trays should be returned inside and the box taped closed. You should ensure to monitor the temperature inside the thermal shipping container using your own monitoring device.



*Masks were worn due to pandemic.*

**For information about specific temperature requirements and ranges to monitor, temporary storage, re-icing the thermal shipping container, and transportation of the vials, please go to [CVDvaccine.ca](https://CVDvaccine.ca).**

## DISCARDING DRY ICE<sup>2</sup>

**After the thermal shipping container is no longer needed, you can discard the dry ice.**

Take necessary precautions by reviewing the Dry Ice Safety Data Sheet, and consulting with your Occupational Health Department.

To discard, open the thermal shipping container and leave it at room temperature in a **well-ventilated area**. It will sublime from a solid to a gas.

- **DO NOT** leave dry ice in an unsecured area.
- **DO NOT** drain or flush in toilet.
- **DO NOT** dispose in the trash.
- **DO NOT** place in a closed area such as an airtight container or walk-in cooler.



*Masks were worn due to pandemic; refer to Dry Ice Safety Data Sheet for dry ice protection.*

**Issues with the shipment should be immediately communicated to Pfizer Customer Service at 1-833-VAX-COVI (1-833-829-2684).**

# RETURNING REAL-TIME TEMPERATURE MONITOR AND THERMAL SHIPPING CONTAINER<sup>2</sup>

The thermal shipping container may be used as temporary storage for up to **30 days** from delivery. After use, the thermal shipping container, including the temperature-monitoring device, must be returned to the supplier to help Pfizer fulfill its commitment to using reusable resources.

When the thermal shipping container is ready to be returned and all the components are inside, seal it with tape. A preprinted return shipping label will be included inside the thermal shipping container or already affixed to the inner flap of the thermal shipping container. **You can contact the carrier identified on the return label to arrange the return.**

Discard empty vial trays as medical waste so they cannot be reused.

## Elements Required for Return

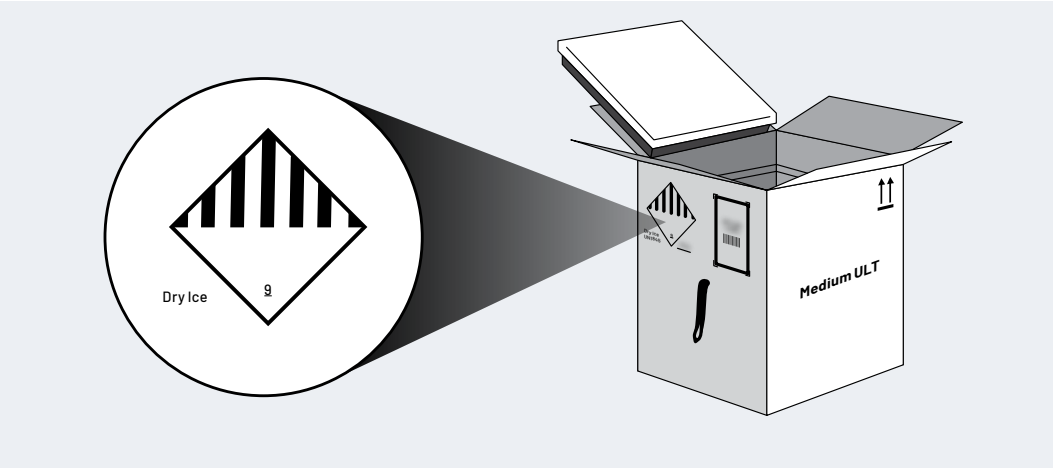
- ☐ Thermal shipping container and inner components
- ☐ Temperature-monitoring device
- ☐ Foam lid (remains attached to box or can be fully removed)
- ☐ Dry ice pod
- ☐ Box that holds the vial trays

**Note: Ensure the Dry Ice UN1845 markings and diamond-shaped Class 9 hazard label on the thermal shipping container are covered by placing a blank label over them in preparation for the return, as the container no longer contains dry ice.**

Blank sticker labels to place over the UN1845 markings can be found on the back page of the Shipping and Handling Guidelines.

**For assistance on returns, you can contact Pfizer Customer Service at 1-833-VAX-COVI (1-833-829-2684).**

Place the thermal shipping container at the front desk, or a designated pickup location.



## Use peel-off stickers to cover UN1845 markings.<sup>2</sup>

Ensure the Dry Ice UN1845 markings and diamond-shaped Class 9 hazard label on the thermal shipping container are covered by placing these blank labels over them, in preparation for the return, as the container no longer contains dry ice.

To report product quality complaints or for more detailed instructions, please contact Pfizer Customer Service at **1-833-VAX-COVI (1-833-829-2684)**.

Please consult the Product Monograph at [www.pfizer.ca/pm/en/COVID-19Vaccine.pdf](http://www.pfizer.ca/pm/en/COVID-19Vaccine.pdf) for contraindications, warnings, precautions, adverse reactions, interactions, dosing, and conditions of clinical use. The Product Monograph is also available upon request by calling **1-833-VAX-COVI (1-833-829-2684)**.

**References:** 1. COMIRNATY Product Monograph. Pfizer Canada ULC. 2. Pfizer Inc. Data on File. 2021.

**COMIRNATY<sup>®</sup>**  
(COVID-19 Vaccine, mRNA)



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