



# 360 Quality Code

## Guidance notes for inspections of terminals

### September 2016

#### **Preface**

These Guidance Notes relate to the 360 Quality Code prepared and released by the 360Quality Association. They provide more detailed information on selected items of part 7 to the Code in order to harmonize possible variations in the interpretations by inspectors. These Guidance Notes have been prepared jointly by the 360 Quality Association and the affiliate (terminal) members of the Association.

#### **Conduct of Inspections**

Terminals may be engaged in loading and respectively discharging of reefer cargoes to/from specialized reefer ships, as well as handling of reefer containers during the 360 Quality Certification process.

The inspector shall provide comments on the questions of the checklist in the comments column whenever "No" or "N.A." is selected.

In case more than one marking is made for any item in the Checklist the cells for this item will be high-lighted with a red background.

The inspector should complete the entire checklist.

#### **Professional judgment**

The inspector should always use his professional judgment to complete the guidelines given in this document. Whenever the inspector uses his/her professional judgment he/she should make an appropriate entry in the inspection report.

#### **Scoring System**

The inspector shall use the Inspection Checklist for Terminals published by the 360 Quality Association. The subjects for the inspection are divided into 9 groups. Each group and question has a weight depending upon its importance in preventing damage. To qualify for the 360 Quality certificate the terminal must score as follows:

- a minimum of 60% of the points in each of the groups: Management processes & staff training, Rolling stevedoring equipment to be used in vessels, Terminal and stevedoring equipment, and Cargo intake & dispatch control and Container handling.
- a minimum of 75% of the points in total.



## Interpretations applicable to the questions on the Inspection Checklist for terminals

### Outsourcing

In some terminals activities are being outsourced such as inspection of equipment (rolling stevedoring equipment, lifting gear or staff training) as well as maintenance of equipment or Pre Trip Inspections of reefer containers. As the terminal will be kept responsible, the terminal must have access to underlying documents such as training schedules, maintenance records, etc. A statement of the supplier that all complies with requirements is insufficient. This paragraph is applicable for all subjects below.

### 1. MANAGEMENT PROCESSES & STAFF TRAINING

The Terminal should be aware of their responsibility in the supply chain. Most terminals can comply with other quality standards in which a management system is present. From 360Q angle service suppliers, such as stevedores and terminals, must work in a safe professional way and avoid contamination of cargo in the benefit of our clients.

Personnel of service suppliers working on board of vessels and handles cargo in vessels, quay and cold store must have adequate training. Training programs are necessary to ensure a safe operation and minimize cargo damages in the several stages of the supply chain.

- 1.1 Has a pre-inspection for 360 Quality taken place within the last year?  
*The inspector must check that an internal inspection according to the 360 Quality Code has taken place within the last 12 months. If it has not been carried out the rating is "No".*
- 1.2 Is there a HACCP certificate?  
*The inspector must check that a valid food safety (HACCP, BRC or ISO22000) certificate is present. If the terminal is not certified or the certificate is expired the rating will be 'No'.*
- 1.3 Is the company ISO certified?  
*The inspector must check that a valid ISO900x certificate is present. If the terminal is not ISO certified or the certificate is expired the rating will be "No".*
- 1.4 Is there a policy showing the company's commitment towards 360 Quality?  
*The inspector must check if a policy statement of the terminal is present and implemented. Explicitly, 360Quality should be mentioned in this statement. The terminal should have a designated person available, who is responsible for the implementation and maintenance of the*

*360Q Code requirements. If 360Q is not mentioned in the policy statement or a designated person is not present the rating will be "No".*

- 1.5 Is there an official training program?  
*The inspector must check if an official training program covering all the operational work functions such as: forklift drivers, crane operators, drivers of reach stackers and other equipment to handle containers and stevedores. This training program consists of an education matrix; employee name versus training course. In this matrix, dates are mentioned and reference is made to official certificates. If the matrix is not present the rating will be "No".*
- 1.6 Are records available to show that staff has been trained?  
*The inspector must check the records. In above mentioned matrix, dates should be present when training is followed. During the inspection, randomly, the presences of certificates are requested. If dates are not present in the matrix or requested certificates are not presented the rating will be "No".*
- 1.7 Is there a scheduled review of the training program?  
*The inspector must check that the training matrix in 1.5 consists of a planning for new and experienced personnel. New personnel must be educated in order to execute the function independently and experienced personnel must be regularly updated by refreshment trainings. If a planning is not available for both categories the rating will be "No".*
- 1.8 Is there a control in place to avoid untrained people?  
*The inspector must check that there is a control function implemented to avoid that untrained people are working independently. Under direct supervision, as training on the job, untrained people are allowed to work on the vessels, on the quay and in the cold store. Respective foremen must be informed if untrained people are present under his supervision, so he can take adequate measures. If untrained personnel are not working under direct supervision the rating will be "No". If untrained people are not present the rating will be "N.A.".*
- 1.9 Is the terminal conducting Pre Trip Inspections of reefer containers according to the recommended 360 Quality standard?  
*The inspector must check if the terminal conducts Pre Trip Inspections of reefer containers according to the 360 Quality standard. If this is not the case, the rating will be "No". If the terminal does not conduct or arrange Pre Trip Inspections the rating will be "N.A.".*

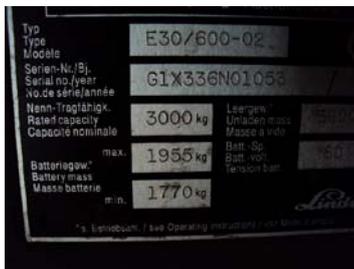
## 2. ROLLING STEVEDORING EQUIPMENT IN VESSELS

Rolling stevedore equipment which is used in vessels should comply with the allowable vessel requirements (e.g. max 5 tons weight on gratings) in order to avoid damages to the vessel.

Note: In case pallet jacks are used in vessels, the questions referring to forklifts will be recorded as “N.A.”, and visa versa.

2.1 Is there proof the weight of a forklift truck (incl. battery) does not exceed 5.0 metric tons with load?

*The inspector must check on the identification plate or in the manufacturer manual that the weight of the forklift plus the weight of the battery plus the weight of the pallet do not exceed 5.0 metric tons. In case 5.0 metric tons are exceeded the rating will be “No”.*



Identification plate on forklift

2.2 Is there proof that the weight of a pallet jack (incl. battery) does not exceed 5.0 metric tons with load?

*The inspector must check on the identification plate or in the manufacturer manual that the weight of the pallet jack plus the weight of the battery plus the weight of the pallet do not exceed 5.0 metric tons. In case 5.0 metric tons are exceeded the rating will be “No”.*

2.3 Are the front wheels of the forklift trucks at least 460 mm (18 inches) in diameter?

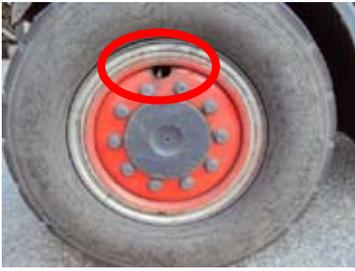
*The inspector must check the diameter of the tires. The diameter of the tires represents the size of the ‘footprint’ of the forklift. This ‘footprint’ represents the force/m<sup>2</sup>. If the diameter of the tyres is smaller than 460mm (18 inches) the rating will be “No”.*

2.4 Do the forklift trucks have pneumatic or cushioned tires?

*The inspector verifies which type of tire the forklifts have.*

- *Pneumatic tires are rarely used because of the risk of puncture. These tires can be recognized on the presence of the air injection valve.*
- *Cushioned tires have a soft inner core and hardened rubber exterior. This soft inner core gives the driver some comfort. Such tires can be only recognized on the shape of the tire (see cross section below).*
- *The full rubber tires can be recognized on the rectangular shape. Further the rim diameter is larger than the diameter of the cushioned one. Some manufacturers deliver these tires with or without tire profile.*

*If tires are not of the pneumatic type, cushioned type or have proof of verification tires are of cushioned type the rating will be “No”.*



Pneumatic tire

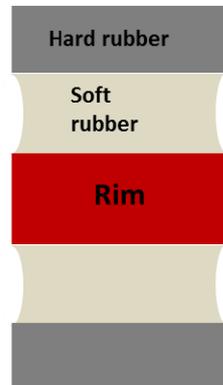


Cushioned tire



Solid Rubber tire

Cross section cushioned



Cross section full rubber



- 2.5 Do the forklift trucks have wheels on both sides of the rear axle?  
*The inspector must perform a physical check. Only forklift trucks with four wheels are allowed. Forklifts with 3 wheels cause too high forces on the rear axle. In this situation gratings are subjected to high shearing forces and these forces will exceed the allowable grating strength. Forklifts with two wheels on the rear axle, close to each other, are allowed. When three wheels are present on the forklift the rating will be "No".*
- 2.6 Is the handling equipment (forklifts or pallet jacks) used inside the vessel by stevedores of the electric type?  
*The inspector must perform a physical check. Only electrical forklifts are allowed because the exhaust is dangerous for the health of employees and the quality of cargo of fruit. If the handling equipment is not of the electric type the rating will be "No".*
- 2.7 Is the maximum height of the forklift 2.10 meters?  
*Forklift higher than 2.10 meters are not allowed due to the limitation of height of the decks. The inspector must randomly measure the height of some used forklifts during operations and can check manufacturer manuals. If the height of the forklift exceeds 2.10 m the rating will be "No".*

- 2.8 Are pallet protectors present on forklifts?  
*The inspector must perform a physical check. All forklifts used inside vessels shall be fitted with pallet protectors on the vertical side of the tines. These pallet protectors (in fact more stabilizers), support the cargo and minimize the risk that boxes sliding off. If no pallet protectors are present then the rating will be "No".*



*Pallet protector on forklift*

- 2.9 Are pallet protectors present on pallet jacks?  
*The inspector must perform a physical check. All pallet jacks used inside the vessel shall be fitted with pallet protectors on the vertical side of the tines to eliminate damage to the palletized goods. If no pallet protectors are present then the rating will be "No".*



*Pallet protector on pallet jack*

- 2.10 Do the tines of the forklift trucks not protrude past the end of the pallet base during handling?  
*The inspector must perform a physical check. The length of the tines of the forklifts must be as long as (no longer than) the pallet base to avoid protruding damage in adjacent pallets and to bulkheads of the ships holds. A marking on the tines indicate the length of the tines in relations to the size of the pallet base and is a helpful tool for the forklift driver. If tines are longer than the pallet base the rating will be "No".*
- 2.11 Are the tines of forklifts intended to handle single pallets at least 100 mm wide to ensure even distribution of cargo weight?  
*If the width of the tines is 100 mm, it is sufficient to ensure the stability of the cargo. The inspector measures randomly the width of some tines during operation. If the widths of the tines are less than 100mm then the rating will be "No".*



Width of tines of forklift

2.12

Are the tines of pallet jacks each fitted with two solid wheels in bogey suspension?

*A bogey suspension is a mechanism on the pallet jack, which absorbs shocks when the pallet jack is moving over the striping of the gratings. In fact the mechanism contributes to the stability of the pallet when transporting in the cargo holds. The inspector can recognise the bogey suspension when two wheels are present under the front side of the tine. In case one wheel is present the bogey suspension is not present. The inspector must check the presence of the bogey suspension in case pallet jacks are used in the vessel. If pallet jacks are used without bogey suspension the rating will be "No".*



Tine of pallet jack with bogey suspension



Tine of pallet jack without bogey suspension

### 3. TERMINAL & STEVEDORING EQUIPMENT

Slip sheets and walking boards have a protective function during loading and discharge operations. Pallet spreaders must be of the correct size to avoid cutting in the top cartons. In case the pallet spreader is slightly too small a plywood plate can be used on top of the pallet to prevent severe damages.

On the quay side and in the buffer zone the type of forklift, the width of the tines, the presence of pallet protectors and the used type of pallet cage are parameters which determine a damage free operation. For each terminal this equipment differs and the inspector should take all these angles in consideration before making a final decision.

- Forklifts with two tines consist of tines with a standard width of 100mm to stabilize the cargo during transport. Forklifts with four tines have tines with a standard width of 80mm. These forklifts handle two pallets at the same time and the pallets support each other during transport.

Forklifts exist that are able to lift four pallets in an arrangement of two by two. Tines of such forklifts will protrude beyond the first set of pallets. Damage to adjacent pallets depend on the skills of the forklift driver.

- To avoid that tines are too long and protrude in adjacent pallets the used type of forklift is determining. Forklifts with two tines must be equipped with pallet protectors. These protectors are available in the market. These pallet protectors are not available in the market for forklifts with four tines, because the tines must move freely in horizontal direction. Some terminals have designed and constructed vertical pallet protectors (see photo in 5.2), but not every terminal has this possibility.
- Protruding of tines in adjacent pallets also depends on the used type of pallet cage and the stowage in the buffer zone:
  - i. There are double and single pallet cages used in terminals. In case of a double pallet cage there is a risk of tines protruding. In case of a single pallet cage there is no risk for protruding.
  - ii. Between pallets which are stowed in the buffer zone a gap should be present to avoid that pallets are becoming damaged.

Equipment which is used in the terminal to handle containers should be maintained in good order and condition in order to avoid damages to containers during handling and transport in the terminal.

3.1 Are suitable spreaders used for loading or unloading of pre-slung pallets in the square of the hatch?

*The use of pallet spreader avoids the cartons to break or to bend to the pressure of the slings. It is important that the spreader has the right dimensions: When it is too large, the pallet may fall over and when it is too small the top cartons may be crushed. The inspector must check that the points on the spreader where the slings are attached are located in such a way that excessive pressure on the top cartons is prevented. Further it is not allowed to lift 6 pallets with a 4 pallet spreader. When top cartons of pre-slung pallets are permanently damaged the rating will be "No".*



Pallet spreader



Pallet spreader used during operations



Cutting top cartons

- 3.2 Are slip-sheets or cross stowage used during loading of the cargo?  
*Slip-sheets protect the adjacent pallets from chafing damage when lowering the pre-slung pallets in a tight stow. The slip-sheets will also avoid chafing damage when discharging the pre-slung pallets. If slip-sheets are not used, it is necessary to use the cross stowage pattern with appropriate securing for pre-slipping which prevents damage to the cargo during unloading. The inspector must perform a physical check. If slip sheets are not used and a proper cross stowage with appropriate securing is not present the rating will be "No".*

*Question 3.2 is not applicable for unloading.*



*Cross stowage*

- 3.3 Are walking boards used during loading and discharging of fruit cargoes?  
*Walking boards are necessary when walking on the cargo is required, because they spread the weight of people and avoid pressure damages. Per hold a minimum of 8 walking boards need to be present during pre-slung operations. The inspector must perform a physical check. If stevedores are standing on the cargo without using the walking boards or the amount of walking boards is less than required the rating will be "No".*



*Use of walking boards*

- 3.4 Are walking boards made of lightweight material for easy handling and large enough?  
*Walking boards must be of light material, to be easy to handle by the stevedores and they must be large (minimum 0.6 m<sup>2</sup>) to spread the weight of people walking on them. The thickness of the walking boards should be minimum 9 mm in order to create enough stiffness and less*

*bending when people are standing on it. If the size of the walking boards is less than 0.6 m<sup>2</sup> or the thickness is less than 9 mm the rating will be “No”.*

- 3.5 Are short ladders or man cages provided where necessary for exiting and entering partially completed decks?

*The inspector must perform a physical check if man cages or short ladders are available and are in visually good order and condition. If ladders or man cages are not available or damaged the rating will be “No”.*



Man cage

- 3.6 Are only electric or gas forklifts used on the quay and in the cold store?  
*The inspector must check during operations the type of used forklifts. Between the vessel and the shed diesel trucks may be used if they are equipped with filters of DIN standard. If the required type of forklifts is not used on the quay side or in the cold store, the rating will be “No”.*

- 3.7 Do the tines of the forklift not protrude past the end of the pallet base during handling?  
*The inspector must check that during cargo handling operations the tines of the forklift is not longer than the size of the pallet base. In case they are longer the tines must be changed for shorter ones or special equipment installed on the tines to avoid this unwanted situation. Another solution is that markings are present on the tines, which give is good indication for the forklift driver. In case the tines of the forklift exceed the pallet base the rating will be “No”. No risk is present when a single cage is used at all time.*



Tines protruding adjacent pallets



Special equipment to avoid protruding

- 3.8 Are the tines at least 80 or 100 mm wide, depending on the type of forklift, to ensure good support of pallets?  
*The inspector must measure the width of the forklift tines to establish compliance. In case two pallets are lifted at the same time, a forklift is used with four tines. These tines are normally 80*

*mm wide. When lifting, the two pallets support each other and improve stability. Forklifts lifting one pallet at a time have 100 mm wide tines. In case the width is less than 80 mm or 100mm respectively for the types of forklifts the rating will be "No".*

- 3.9 Are pallet protectors present on forklifts?  
*The inspector must perform a physical check. Forklifts used on the quay can be equipped with two or four tines. On forklifts with two tines (lifting one pallet) standard pallet protectors must be present. On forklifts with four tines (lifting two or four pallets at the same time) such standard pallet protectors may not be available unless the Terminal has especially manufactured pallet protectors. If pallet protectors are not present on a forklift with two tines the rating will be "No". If pallet protectors are absent on a forklift with four tines the rating will be "N.A.".*
- 3.10 Are reach stackers present?  
*The inspector checks the presence of reach stackers or top picks in the terminal to transport containers. In case reach stackers are not present the rating will be "No". If the terminal is not handling reefer containers, the rating will be "N.A.".*
- 3.11 Are shore cranes present with automatic spreaders and rotating devices?  
*The inspector checks the presence of shore cranes with automatic spreaders and rotating devices to lift containers. If shore cranes with automatic spreaders and rotating devices are not present the rating will be "No". If the terminal is not handling reefer containers, the rating will be "N.A.".*
- 3.12 Are containers secured during transport in the terminal?  
*The inspector checks that containers during internal transport are secured. If securing is absent for example through twist locks the rating will be "No". If the terminal is not handling reefer containers, the rating will be "N.A.".*
- 3.13 Are electrical reefer sockets present and well maintained?  
*The inspector checks the presence of electrical reefer sockets and the condition of these. In case sockets for refrigerated containers are not present or damaged the rating will be "No". If the terminal is not handling reefer containers, the rating will be "N.A.".*

#### 4. FIXED TERMINAL EQUIPMENT

Fixed terminal equipment such as evaporators, floor surfaces, quick closing doors, pallet racks and lighting must be in good condition to avoid contamination of cargo.

Terminals which do not have temperature controlled areas and store only small amounts of refrigerated cargo, a maximum of 30 pallets, for short periods of time, not longer than one week, should receive N.A. for items related to temperature and refrigeration.

- 4.1 Are evaporator drip trays designed for proper drainage of water, and are they without leaks?  
*The inspector must check that there is no water dripping from the drip trays on the floor or on top of the cargo. Eventually, records can be checked for regular maintenance. If evaporators are dripping the rating will be "No".*



*Evaporator drip tray*

- 4.2 Are floor surfaces in good condition with no standing water and without cracks that can contain debris?  
*The inspector must complete a visual check of working areas, to ascertain whether any leaks or cracks are present. The procedure for maintenance of the facility and cleaning schedules should also be examined. If cracks, leaks or standing water is observed or maintenance/cleaning schedules are absent the rating will be "No".*
- 4.3 Are all surfaces (including evaporators) in the cold rooms free of flaking paint, corrosion and other materials (e.g. tape, wood etc)?  
*The inspector must perform a visual inspection of storage areas. Presence of paint flakes or excessive corrosion can contaminate the cargo. If contamination risk is present the rating will be "No".*
- 4.4 Do cold rooms seal perfectly with no gaps and no visible damage?  
*The inspector must perform a visual inspection of doors/seals to cold storage rooms. To prevent vermin coming in the cold store no gap is allowed between the floor and the doors. If gaps are present the rating will be "No".*
- 4.5 Are plastic strip curtains, quick closing doors etc. in good condition, clean and well mounted?  
*The inspector must perform a visual inspection of strip curtains, quick closing doors etc. to ensure that they are clean, in good condition, and not touching the floor. The inspector verifies if curtains are clean. If they are not clean, damaged or touching the floor the rating will be "No".*



Quick closing doors in Terminal

4.6 Are pallet racks in good condition?

*The inspector must conduct an inspection of the maintenance schedule for all racking. This should include all damages noted, the integrity of the racking structure, and the general appearance (no flaking paint etc). An overview should be present showing the damages on the racks. Serious damages, affecting the safety, should be repaired immediately and repairs of more cosmetic nature can be postponed. A planning to repair both types of damages must be present and in execution. In case the overview or the planning is absent the rating will be "No".*



Racking system

Damaged racking system

4.7 Are storage locations clearly marked and identified?

*The inspector must check that all storage locations can be clearly identified. Random checks of pallet identifications should be conducted, to ensure that full traceability of product is in operation. If pallet places are not identified the rating will be "No".*

4.8 Is sufficient lighting provided in the cold store and are lights in good condition?

*The inspector must check that there are no dark spots that can make it difficult to identify pallets or to maintain hygiene and that cold store lights are properly covered to prevent glass fragments from falling into products. If dark spots are present or identification cannot be read then the rating will be "No".*

4.9 Are terminal lights properly protected against handling damages?

*The inspector must conduct a visual inspection of terminal lighting. Lights should have suitable and sufficient protection (such as plastic covers) preventing glass contamination of products. If no plastic covers are present the rating will be "No".*



*Plastic covers on lights*

## 5. MAINTENANCE OF EQUIPMENT

The maintenance of stevedore equipment should be arranged properly to ensure safe working environment and to avoid damage to cargo. The terminal should have a system in place that the user can always observe that the equipment is safe to use.

Terminals which do not have temperature controlled areas and store only small amounts of refrigerated cargo, a maximum of 30 pallets, for short periods of time, not longer than one week, should receive N.A. for items related to temperature and refrigeration.

- 5.1 Is the rolling stevedoring equipment in visually good condition?  
*The inspector must visually check the rolling stevedore equipment (forklifts, pallet jacks) for overall condition for cleanliness and signs of damage, and specifically the condition of tires, hydraulic piping, tines and visible damage to batteries. If any abnormal damage is observed on the equipment the rating will be "No".*
- 5.2 Is the condition of spreaders incl. frame, wires, chains, hooks etc. satisfactory?  
*The inspector must record randomly some identification numbers of the lifting equipment, such as wires, chains and hooks. The terminal should prove that the recorded lifting equipment is inspected frequently. Available documentation of the records of expiration dates must be present, alternatively on the equipment a sticker with expiration date (or a color code, mostly valid for one year) must be present. Spreaders and lifting gears must be certified by an official body and certificates must be present. If proof cannot be given that equipment is inspected or certificates are not present the rating will be "No".*
- 5.3 Are records available to prove regular inspection of rolling stevedoring equipment used in vessels?  
*The inspector must check if rolling stevedore equipment (forklifts, pallet jacks) is maintained. Records should be present, mostly based on run hours, that prove equipment is in good order and condition. To verify this, the inspector records randomly some identification numbers of operating forklifts and/or pallet jacks. The terminal should prove that they are maintained and it must be clear when the next inspection is planned, too. In case proof cannot be given the rating will be "No".*

- 5.4 Are records available to prove regular inspection of terminal & stevedoring equipment?  
*The inspector must check if terminal & stevedore equipment (pallet spreaders, pallet cages, and man cages) is in good order and condition. The inspector records randomly some identification numbers of the pallet spreaders, pallet cages and man cages on the quay side. The terminal should prove that the recorded equipment is maintained and it must be clear on the equipment if they are safe to work with (sticker or color code). Spreaders and lifting gears must be certified by an official body and certificates must be present. In case proof cannot be given or certificates are not present or unclear on the equipment if they are safe to use the rating will be "No".*
- 5.5 Are records available to prove regular inspection of rolling terminal equipment?  
*The inspector must check if rolling stevedore equipment (shore cranes and forklifts on the quay) is maintained. The inspector records randomly some identification numbers of the shore cranes and forklifts on the quay side. The terminal should prove that the recorded equipment is maintained and it must be clear on the equipment if they are safe to work with (presence of sticker). Lifting gear must be certified by an official body and certificates must be present. In case proof cannot be given or certificates are not present or unclear on the equipment if they are safe to use the rating will be "No".*
- 5.6 Are maintenance records available of container handling equipment?  
*The inspector checks if the reach stackers / top picks, are in good condition. Records should be available to prove the maintenance. If such records are not present the rating will be "No". If the terminal is not handling reefer containers, the rating will be "N.A.".*
- 5.7 Is the container handling equipment in apparent good order and condition?  
*The inspector makes a visual inspection of the container handling equipment. There should be no apparent damage or malfunction of the equipment. If such conditions are seen the rating will be "No". If the terminal is not handling reefer containers, the rating will be "N.A.".*
- 5.8 Are records available to prove regular inspection of fixed terminal equipment?  
*The inspector must check if fixed stevedore equipment (plastic strip curtains, quick closing doors and racking system) is maintained. Records should be present that equipment is in good order and condition. All damages, serious & cosmetic (reference to question 4.6 for racking systems) should be finally repaired. An overview of the repair dates, type of damage and location should be present, which show that equipment is maintained. If such an overview is not present the rating will be "No".*
- 5.9 Has recording and monitoring equipment for cooling been calibrated periodically as per quality requirements?

*The inspector must check to see that certificates from an independent, suitably qualified agency has been obtained for the calibration of all cooling and monitoring equipment on an annual basis. Temperature sensors must be replaced if the off-set is more than 0.5 °C. In case calibration has not been carried out periodically or the off-set exceeds the 0.5 °C the rating will be "No".*

- 5.10 Are records available to prove that cold store equipment is maintained and inspected regularly?

*The inspector must check to see that documentation is kept as proof of regular inspection of the cold store equipment (refrigerator, temperature & monitor system). This documentation should be updated on a regular basis, be complete and be available on demand, including annual licensing where applicable. In case proof can not be observed the rating will be "No".*

## 6. PRODUCT CONTAMINATION & HYGIENE

The terminal shall frequently monitor the conditions and practices to ensure that proper sanitation conditions are maintained relating to protection of cargo from contamination by lubricants, fuel, pesticides, cleaning compounds, sanitizing agents, condensate and other chemical, physical and biological contaminants.

- 6.1 Are proper sanitary conditions maintained to protect cargo from contamination by lubricants, fuel, pesticides, cleaning compounds, sanitizing agents or other chemical, physical and biological contaminants?

*The inspector must check that cargo is kept separated from any of the above mentioned substances, which should be kept in a well ventilated, separately demarcated secure area. The inspector must do a physical check if these substances are stored separately and labeled correctly. If they are not stored separately or not proper labeled then the rating will be "No".*

- 6.2 Are there signs that state "smoking, food, drugs, confectionary, chewing gum or liquids are prohibited in cargo handling areas"?

*The inspector must check that signs indicating "smoking, food, drugs, confectionary, chewing gum or liquids are prohibited in cargo handling areas"(cold store and buffer zones) are prominently displayed. In case signs are not present the rating will be "No".*

- 6.3 Are stevedores prevented from carrying meal boxes, glass bottles etc. inside the cargo spaces?

*The inspector must perform a physical check in the vessel holds. If bags or rucksacks are observed in the holds the rating will be "No".*

- 6.4 Is the terminal and quay-side area clean and well maintained (free of debris, water, contaminants)?

*The inspector must perform a physical check. Grass/weeds around the facility must be kept short to prevent the ingress of pests and the surrounding area must have sufficient drainage to prevent the accumulation of stagnant water. In case one of these items are present the rating will be "No".*

- 6.5 Are cargo handling areas free of visible dust, dirt and mould?  
*The inspector must perform a physical check and verify if a proper cleaning schedule for the facility is in operation. If a cleaning schedule is not present the rating will be "No".*
- 6.6 Are waste bins in the vicinity of the handling area properly covered?  
*The inspector must perform a physical check in the cold store that waste bins have covers. If covers are not present or not used the rating will be "No".*
- 6.7 Is there a procedure for pest control monitoring and treatments?  
*The inspector must check that a procedure is in place for pest control and check that records are kept of regular inspections and treatments. An overview should be present of the locations of the rat traps on the facility. Catches must be recorded and adequate actions should be taken. If the overview is missing or the results are not recorded the rating will be "No".*



Rat trap

## 7. PRODUCT QUALITY

An unbroken cold chain and keeping the required temperatures for perishables is essential for the quality of the fruit. Below measures are defined which Terminals should comply with.

Terminals which do not have temperature controlled areas and store only small amounts of refrigerated cargo, a maximum of 30 pallets, for short periods of time, not longer than one week, should receive N.A. for items related to temperature and refrigeration.

- 7.1 Is the compatibility of products taken into account when allocating products (temperature, humidity, tainting and contamination)?  
*A procedure must be in place which indicates which products can be safely stored together. The inspector must check the presence of such a procedure and how it is implemented in practice. If the procedure is not present or a logical explanation can not be given the rating will be "No".*
- 7.2 Is there enough space around the pallets to keep even temperatures throughout the products?  
*The inspector must check that valid temperature logs are available. Temperatures of the air in cooler rooms are allowed to fluctuate not more than +/- 0.5 °C from the set point. The inspector*

*checks randomly some cooler rooms and verifies the consistency of the recordings. The inspector should be aware that practical circumstances when loading hot products from the field means temperatures will occasionally become higher than the allowed interval. If the consistency, with products at close to set-point, exceeds +/- 0.5 °C the rating will be "No".*

- 7.3 Is there a contingency plan should the cooling equipment fail?  
*The inspector must check that there is a written procedure for contingency in case of failure of the cooling equipment and that this procedure is well known by the operational staff. If such a procedure is not present the rating will be "No".*
- 7.4 Are temperatures monitored and logged?  
*The inspector must check that temperature logs are available of the past two years. It must be possible that cargo is tracked and traced including the temperatures, from complaint perspective. If records are not present from the last two years the rating will be "No".*
- 7.5 Is there a recoup area for repairing damaged pallets, adequately equipped with pallet boards, corner protectors and cartons, clearly separated from storage areas?  
*The inspector must perform a physical check to see if there is a recoup area for damaged pallets in place, and check if there is a procedure for a proper separation of damaged and dirty pallets. If no recoup area is present the rating will be "No".*



*Recoup area with pallet converter*

- 7.6 Are damaged/contaminated goods isolated and disposed of in accordance with a procedure?  
*The inspector must perform a physical check that damaged and contaminated products are isolated and disposed of in accordance with a written procedure. This procedure has to be checked as well. If damaged or contaminated products are not handled according to a procedure or if the procedure is absent the rating will be "No".*
- 7.7 Is the terminal capable of quickly tracking and tracing a specific product in an alert situation?  
*The inspector must check if there is a procedure in place that shows records of pallet history within 2 hours of delay. If such a procedure is not present the rating will be "No".*

## 8. CARGO INTAKE & DISPATCH CONTROL

Cargo and dispatch control arrange that cargo is inspected and recorded in the load port (Terminal-in & Vessel-in) and in the discharge port (Vessel-out & Terminal-out). It is to be advised that cargo at Terminal-in is inspected with the same criteria as Vessel-in to avoid that pallets must be repaired just before loading and thus disturbing the cargo operations. Inspections and recordings from the discharge port are used for feedback and discussed with representatives of the load port.

- 8.1 Is the pallet and box integrity checked on intake (Terminal-in) or on dispatch (Terminal-out) and are exceptions noted as per the 360 Quality Code on shipping documents?  
*The inspector must check there is a written procedure for intake or dispatch control and that there are records to prove that exceptions have been recorded. If records are not present the rating will be "No".*
- 8.2 Is there a procedure to identify exceptions as per the "Standard Damage Code" in vessel loading (Vessel-in) or vessel discharge (Vessel-out) documents?  
*The inspector must check that there is a written procedure to identify exceptions to products in the vessel loading or discharging documents and that there are records to prove that exceptions have been recorded. If records are not present the rating will be "No".*
- 8.3 Does the terminal endorse the trucking documents with exceptions at intake (Terminal-in) and inform shippers if cargo has shortcomings or does the trucking company endorse the dispatch documents (Terminal-out) with exceptions noted?  
*The inspector must check that there is a written procedure for endorsement of the trucking documents or dispatch documents with exceptions and that the shipper and the shipping line are informed about damages and shortcomings. If records are not present the rating will be "No".*
- 8.4 Are reports on damages at loading (Vessel-in) or discharge presented to the Master of the ship for signing?  
*The inspector must check if recordings are signed by the Master. The Terminal keeps a copy of this signed document. If records are not signed the rating will be "No".*
- 8.5 Is the intake area or the dispatch area protected from environmental elements (rain, dust etc.)?  
*The inspector must check if pallets are transported to and from the cold store in a reasonable time and that pallets are not buffered outside the cold store. If cargo is stowed too long on the quay side (broken cold chain) the rating will be "No".*
- 8.6 Is the temperature of received or shipped products monitored and recorded?  
*The inspector must check if there are written procedures in place to monitor received or shipped products and check records to see if the temperature for minimum one pallet per hatch or one pallet per truck is taken. If pulp temperatures are not taken the rating will be "No".*

- 8.7 Is cargo checked for debris on top on intake (Terminal-in) or on dispatch (Terminal-out)?  
*The inspector must check there is a written procedure in place for intake or dispatch control of debris on top. If such a procedure is not in place the rating will be "No".*
- 8.8 Is cargo on the quay side or in the buffer zone cleaned from debris on top before loading on board or delivered to customers?  
*The inspector must check that there is a written procedure to clean cargo on the quay side or in the buffer zone from debris before loading on board or delivered to customers. If such a procedure is not in place the rating will be "No".*

## 9. CONTAINER HANDLING

For containers the purpose of the Equipment Interchange Records, EIR, is to track & trace the location where damages on containers are created. The shipping lines have the policy that the one who creates damage is also liable for the repair costs on the containers. Examples of damages are: dents > 30 mm, puncture damage in the container body where insulation can be observed or door handles are deformed.

Damage to containers must be minimized. Repair of these damages are expensive and in fact unwanted costs.

- 9.0 Is the terminal handling reefer containers?  
*The inspector verifies if the terminal is handling reefer containers. If the terminal is not handling reefer containers the rating will be "No".*
- 9.1 Are interchange forms used for truck in & out?  
*The inspector checks if EIR are present for truck in and out. If such forms are not available the rating will be "No".*
- 9.2 Are interchange forms made for train in & out?  
*The inspector checks if EIR are present for train in and out. If such forms are not available the rating will be "No". If interchange to trains is not available the rating will be "N.A.".*
- 9.3 Are interchange forms made for barge in & out?  
*The inspector checks if EIR are present for barge in and out. If such forms are not available the rating will be "No". If interchange to barges is not available the rating will be "N.A.".*
- 9.4 Are interchange forms made for vessel in & out?  
*The inspector checks if EIR are present for vessel in and out. If such forms are not available the rating will be "No".*
- 9.5 Are reefer containers plugged-in within 2 hours after arrival in the terminal?

*The inspector checks against available documentation containers are being connected to electricity within 2 hours after arrival in the terminal. If such documents are not available or the time-frame of 2 hours cannot be verified in another way the rating will be "No".*

- 9.6 Are temperature and ventilation settings recorded by the terminal at plug-in?  
*The inspector checks against available documentation settings of temperature and ventilation of containers are being recorded by the terminal. If such documents are not available the rating will be "No".*
- 9.7 Does the terminal have a procedure in place to deal with technical malfunctions of reefer containers?  
*The inspector checks a written procedure of how to deal with technical malfunctions exists. If such documents are not available the rating will be "No".*
- 9.8 Are container technical malfunction reports made, closed and filed?  
*The inspector checks reports of technical malfunction of containers, repairs carried out and that the case has been resolved are available in the terminal. If such documents are not available the rating will be "No".*
- 9.9 Is handling and stacking of containers executed without damage?  
*The inspector checks during operations if handling is done accurately and no damages are created. If handlings are inaccurate or damages are created the rating will be "No".*
- 9.10 Is a procedure in place to check and report physical container damages in the terminal?  
*The inspector checks if terminal personnel carry out inspections relating to container damages and report same in a structured manner. If such inspections are not done or reports are not filed the rating will be "No".*
- 9.11 Is the terminal reviewing these damages to improve the internal terminal procedures?  
*The inspector checks if an analysis is present of these container damage reports. Cause, damage location, type of damage, should be part of the analysis. Based on this analysis internal procedures could be improved and extra measures can be taken by the terminal to avoid future container damages. If such an analysis is not present the rating will be "No".*