

1. Contents
2. Preamble
3. Obligations of Shipping Lines
4. Code Process
 - 4.1. Code Principles
 - 4.2. Supply Chain Procedure
5. Rejection Criteria
 - 5.1. Standard Damage Code
 - 5.2. Action to be taken
 - 5.3. Recordings
 - 5.4. Rejected cargo
6. Requirements for Reefer Ships
 - 6.1. General
 - 6.2. Ships Equipment
 - 6.3. Stowage
 - 6.4. Cargo Gear
 - 6.5. Cleaning of Holds
 - 6.6. Sea Passage
 - 6.7. Instructions
 - 6.8. Cargo holds and cooler spaces
 - 6.9. Reefer equipment
 - 6.10. Power generation
 - 6.11. Temperature management
7. Requirements for Terminals and Stevedores
 - 7.1. General
 - 7.2. Stevedoring and Terminal Equipment
 - 7.3. Contamination of Cargo
 - 7.4. Trucking Documents
 - 7.5. Responsibility
 - 7.6. Other Terminal Procedures
8. Requirements for trades (Measurement and Feedback)
 - 8.1. Control and Recording of Damage Code
 - 8.2. Report on Damages
 - 8.3. Measurement
 - 8.4. Feedback
9. Inspection and certification of Reefer Ships
 - 9.1. Inspections
 - 9.2. Issue of Certificate
 - 9.3. Duration and validity of Certificate

- 9.4. Approved organisations for inspection of the 360 Quality Code
- 9.5. Qualified Officers for carrying out inspections
- 9.6. Withdrawal of Certificate, Special circumstances

- 10. Inspection and certification of terminals
 - 10.1. Inspections
 - 10.2. Issue of Certificate
 - 10.3. Duration and validity of Certificate
 - 10.4. Approved Organisations for implementing the 360 Quality Code
 - 10.5. Qualified Auditors for carrying out inspections
 - 10.6. Withdrawal of Certificate, Special Circumstances

- 11. Inspection and certification of trades
 - 11.1. Inspections
 - 11.2. Issue of Certificate
 - 11.3. Duration and validity of Certificate
 - 11.4. Approved Organisations for implementing the 360 Quality Code
 - 11.5. Qualified Auditors for carrying out inspections
 - 11.6. Withdrawal of Certificate, Special Circumstances

- 12. Requirement for Refrigerated Trucks and Trailers

- 13. Requirement for Trucking Companies including those with storage facilities.

- 14. Measurement and Feedback for Trucking Companies

- 15. Inspection and Certification of Reefer Trailers

- 16. Inspection and Certification of Trucking Companies and their storage facilities

- Appendix no. 1 Participating companies (Members and affiliate members)
- Appendix no. 2 Format for reporting
- Appendix no. 3 360 Quality Certificate, specialised reefer vessels
- Appendix no. 4 360 Quality Certificate, terminals

2. Preamble

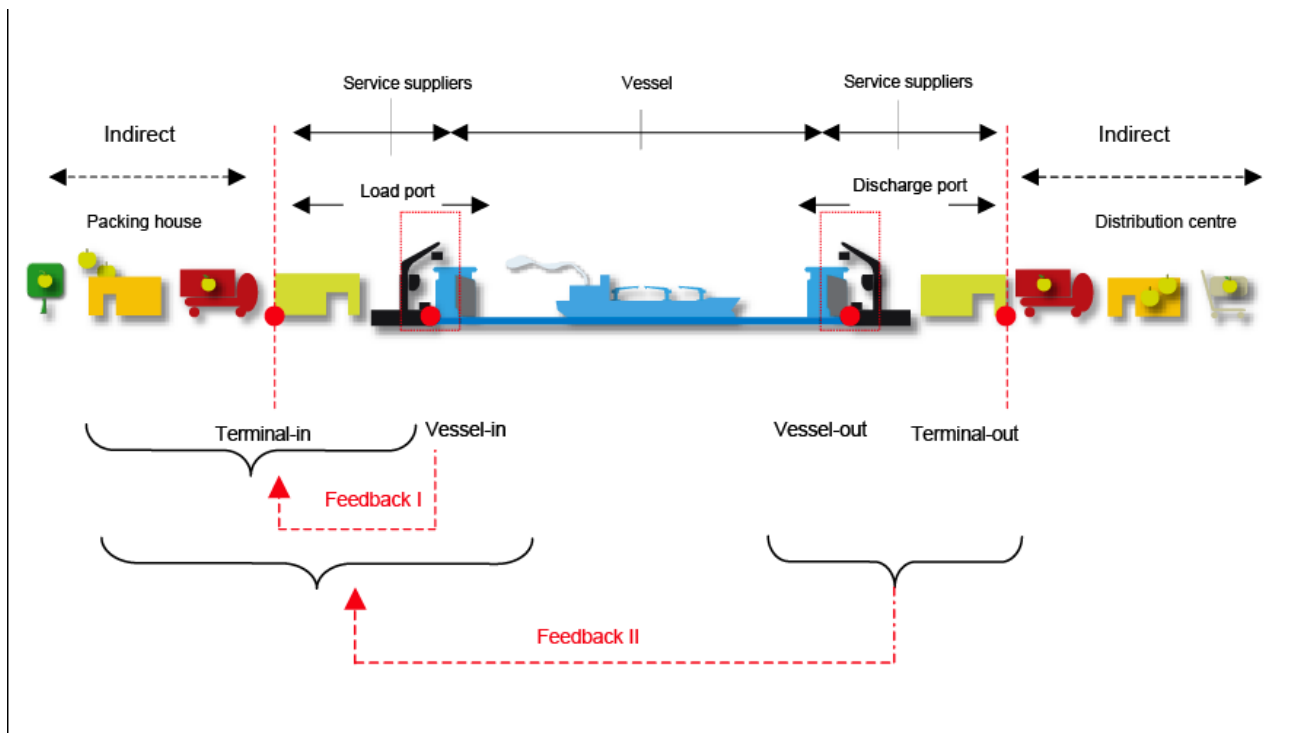
The members of the 360 Quality Association have developed the Code for handling of Reefer cargoes in Specialised Reefer Ships and Ports hereinafter called The Code. The aim of the Code is to prevent damage to cargo during physical handling and to control food safety hazards.

The Code lays down requirements for ships and terminals, which must be followed in order to eliminate handling damage and prevent cargo contamination in the part of the supply chain, which is under direct control of the shipping lines and their service providers. The Code ensures that damage caused to any unit of cargo shipped on a specialised reefer ship can be accounted for at any point in the supply chain with the common goal to improve the supply chain. The Code formalises the cooperation between the shipping lines and their service providers.

The Code creates an industry standard that is fully endorsed by all the participating companies shown in Appendix no. 1 to this Code.

The scope of the Code is the part of the supply chain that is either under the direct control of the Shipping Lines or is a joint responsibility of the shipping lines and its Service Providers, such as Terminals and Stevedores.

Figure: The supply chain from grower to the end consumer



The handling procedures of the Code bring transparency and accountability into all elements covered by the scope. Potential problem areas are exposed by performance measurement. These potential problem areas can then be effectively corrected by giving feedback.

The Code recognises that the Shipping Lines and their service suppliers have to jointly work for better service to their customers. The feedback resulting from the proper implementation of the Code not only provides a measure of the performance of the participants involved directly in the handling of cargo in ships and terminals but even to others who form the remaining links in the supply chain. The Code recognises this and requires that regular feedback is provided to other

participants whose effort is essential for bringing about changes. Such changes are often least costly when introduced at an early stage in the supply chain.

This Code is prepared in accordance with international conventions and rules in the shipping environment.

Guidance notes are present for Vessels, Terminals and Trades. These guidance notes provide auditors more detailed information. These guidance notes have been prepared jointly by the members of the 360Q Association.

This Code was revised in 2012.

3. Obligations of Shipping Lines

Requirements for ships in the Code apply to the core fleet of the members. For the purpose of this agreement a ship is considered to be part of the core fleet if it is either owned or chartered for a period of minimum 12 months. The parties will endeavour to apply the Code to all ships in their fleet.

The participating shipping lines will:

1. Ensure that their ships are equipped and operated as per the requirements of this Code and take adequate measures in their ships to ensure proper maintenance of equipment and fittings to prevent the damage to cargo.
2. Issue proper instructions to the ships to ensure that the requirements in this Code are understood and complied with.
3. Ensure that vessel's crew are trained to comply with the requirements of the Code.
4. Endeavour that the terminals and stevedores appointed by them for the loading and unloading of ships comply with the appropriate requirements in this Code. A stevedoring company need not apply for certification if it is an integral part of a terminal. The terminal in such a case shall comply with the requirements of the Code and ensure that the stevedoring company complies with the applicable part of the Code.
5. Only use the damage codes in this Code.
6. Ensure that the EDI formats for reporting exceptions by service suppliers are in accordance with this Code.
7. During loading and discharging of the vessels appoint a third party with the sole responsibility of ensuring an independent control at "Checkpoint Vessel-In" and "Checkpoint Vessel-Out" of the compliance of this Code by terminals and stevedores. However, if satisfied with the control and reporting procedures of a terminal and stevedore, an exception can be made to this rule.
8. Provide regular feedback to the shippers on the quality of outturn of units shipped, the problems encountered in handling the units and the possible cause of such problems.
9. Promote this Code outside the scope of influence, where the impact of handling of cargo is indirect i.e. to shippers, consignees and their service providers.
10. Continue cooperating on subjects covered by this Code and develop and harmonize requirements for ships and terminals.
11. Ensure that a non-certified ship entering its operation and being part of its core fleet is certified in accordance with the Code within 6 months of the ship entering into the operation.

4. Code Process

4.1. Code Principles

The intention of the Code is to create a commitment amongst all parties in the supply chain to handle cargo in such a way that promotes consumer satisfaction.

The Code:

- Introduces measuring and control points in the supply chain, i.e. check at contractual handover points between service providers.
- Provides transparency between the Shipping Line and all the service providers in order to attain accountability and create commitment.
- Introduces feedback to the partners in the supply chain to create a “learning supply chain”.
- Recognises that the procedures required by the Code need to be as close as possible to current working procedures of the partners in the supply chain.
- Provides requirements for reefer ships, terminals and stevedores, which are a pre-requisite for safe carriage, handling and storage of refrigerated cargo.

4.2. Supply Chain Procedure

The Code lays down standards that are essential to identify, prevent, measure and control damages and exceptions in the supply chain. The actions that are prescribed in the Code are termed Supply Chain Procedure and contain the following elements:

- List of the tasks, duties and authorities of the partners who are involved in the supply chain.
- Establish checkpoints in the supply chain where damages are recorded and where the responsibility for the cargo is handed over from one partner to the next partner. Different trades may have different locations of checkpoints.
- Establish a local working procedure for all load- and discharge ports in that trade.
- Endorsement of the local working procedure, which has to be signed by the partners in the supply chain in which they agree to work according to the Code’s Principles.
- Establish measurement, recording and reporting of exceptions in a uniform way.
- Provide feedback to all the partners in the supply chain to improve performance.

5. Rejection Criteria

5.1. Standard Damage Code

The Code introduces 9 standard damage codes and 1 optional code in order to measure and record damages in a uniform way. The standard damage codes for palletized fruit cargoes are as follows:

Standard Damage Code:	Recording level:	Action to be taken: Loading	Action to be taken: Discharge
A. Empty and/or missing cartons	Number of cartons	Remark	Remark
B. Damage to packing materials and/or cartons	Number of cartons	Reject/remark	Remark
C. Damage to contents of cartons	Number of cartons	Reject	Remark
D. Pallet base damage	Number of pallets	Reject	Remark
E. Pallets leaning, collapsed or dismantled	Number of pallets	Reject	Remark
F. Dirty or stained cartons	Number of cartons	Remark	Remark
G. Wet, moldy, greasy or oil-stained cartons	Number of cartons	Reject	Remark
H. Chafed, scuffed or scratched cartons	Number of cartons	Remark	Remark
J. Compression damage to cartons	Number of cartons	Reject/remark	Remark
X. Over height pallets	Number of pallets	Reject/remark	Remark

The standard damage codes for frozen cargoes in drums are as follows:

Standard Damage Code:	Recording level:	Action to be taken: Loading	Action to be taken: Discharge
DA. Leaking, total loss	Number of drums	Reject	Remark
DB. Dented < 2cm incl. handling gear	Number of drums	Remark	Remark
DC. Heavily dented (> 2 cm)	Number of drums	Reject	Remark
DD. Pallet base damage	Number of drums	Remark	Remark
DE. No lid or loose lid	Number of drums	Reject	Remark
DF. Space between lid and drum	Number of drums	Remark	Remark
DG. Overfilled, fermented	Number of drums	Reject	Remark
DH. Heavily rusted, rust stained, pitting	Number of drums	Remark	Remark
DJ. Compression, top under angle	Number of drums	Reject	Remark
DX. Missing identification or batch number	Number of drums	Reject	Remark

The standard damage codes for frozen cargoes in bins are as follows:

Standard Damage Code:	Recording level:	Action to be taken: Loading	Action to be taken: Discharge
BA. Leaking, total loss	Number of bins	Reject	Remark
BB. Deformed, damage to packing material	Number of bins	Reject	Remark
BC. Fermented	Number of bins	Reject	Remark
BD. Pallet base damage	Number of bins	Reject/Remark	Remark
BE. Loose, missing, broken bands	Number of bins	Reject	Remark
BF. No lid and/or badly fitted	Number of bins	Reject	Remark
BH. Heavily rusted, rust stained, pitting	Number of bins	Reject	Remark
BX. Missing identification or batch number	Number of bins	Reject	Remark

The standard damage codes for frozen cargoes in cartons on pallets and for break-bulk are as follows:

Standard Damage Code:	Recording level:	Action to be taken: Loading	Action to be taken: Discharge
CA. Total loss	Number of cartons	Reject	Remark
CB. Damage to packing materials and/or cartons	Number of cartons	Reject	Remark
CC. Damage to contents of cartons incl. product exposed	Number of cartons	Reject	Remark
CD. Pallet base damage	Number of cartons	Reject	Remark
CF. Product related damage, oil, dirt, debris, blood stained	Number of cartons	Reject/Remark	Remark
CG. External damage, wet, mould, greasy or hydraulic oil	Number of cartons	Reject	Remark
CH. Chafed, scuffed or scratched cartons	Number of cartons	Remark	Remark
CJ. Compression damage of cartons	Number of cartons	Reject	Remark
CX. Missing identification or batch number	Number of cartons	Remark	Remark

5.2. Action to be taken

The actions to be taken must be regarded as a general guideline and may differ from trade to trade.

5.2.1. Action to be taken in the port of loading

The cargo shall be rejected or remarked depending upon the degree of damage and the risk for further damage during subsequent handling.

5.2.2. Action to be taken in the port of discharge

The cargo shall be remarked depending upon the degree of damage and the risk for further damage during subsequent handling.

5.3. Recordings

The damage code shall be recorded at the checkpoints mentioned above. Depending upon the rejection criteria agreed by the participating companies, cargo shall be rejected for loading at the "Check point Vessel-in" and "Check point terminal-in" if it falls within the rejection criteria agreed. The "Action to be taken" in section 5.2, shall be made known to the shippers.

5.4. Rejected cargo

Any cargo rejected at the loading operation should be set aside and sent to a special area for repair. After the repair is executed a re-inspection will take place.

6. Requirement for Reefer Ships

6.1. General

- 6.1.1. Physical damage to cargo can occur for several reasons. The most common damages to cargo at sea are due to a combination of failures. These failures may result from the inadequate quality of fittings in a ship, improper maintenance and inspection and improper handling of ship at sea. Ship owners or managers must formulate clear instructions to ships crew on how to safeguard against such damages.
- 6.1.2. Sea voyages are made in a variety of weather conditions. The sea conditions and sea keeping characteristics of the ship will result in motion, which can exert a combination of forces upon a ship and its cargo. These forces which are considerably higher than forces normally encountered ashore can be as high as 1g in some parts of the ship. Such forces can exist over a prolonged period as the ship makes it way through a region where rough weather conditions exist. Special attention should therefore be given to the design and construction of cargo units carried in holds of ships and in containers.
- 6.1.3. If not properly stowed, cargo units such as cartons with perishable cargo on pallets may move at sea potentially leading to damage to the cargo and the ship. It is, therefore, necessary that the loading operations and the securing of the cargo are properly planned and supervised by responsible officers of the ship.
- 6.1.4. As required by statutory regulations the ship carries a Cargo Securing Manual. The manual contains information on how cargo must be secured in the ship, the different equipment and fittings available on the ship for that purpose and how to inspect and maintain such equipment. It is recommended that fittings such as side shoring should be included in this manual.
- 6.1.5. Food safety has become increasingly important, which has resulted in the implementation of food safety management programs in the supply chain. Specialised reefer ships are engaged in the transport of foodstuff and must be able to safely protect food from potential sources of contamination. For this purpose an analysis must be made of the potential food safety risks, which includes the hazards and the control measures.

6.2. Ships Equipment

- 6.2.1. Weather tightness
Ships shall be equipped with weather deck hatch covers, which can maintain weather tightness in conditions, which can be reasonably encountered by the ship at sea. Regular inspections shall be made by the ship's crew to ensure that all methods to maintain weather tightness are in satisfactory condition.
Draining arrangements should be regularly checked to ensure that drains are free-flowing and clear of all debris and that drain pipes are in good condition.
- The ship shall maintain sufficient spare parts to enable it to ensure the proper function and weather tightness of the hatch covers.
- 6.2.2. Hydraulic system
All hydraulic piping in the cargo spaces and outside such spaces shall be checked for condition and signs of leakage before the commencement of every loaded voyage.
The hydraulic piping in the cargo spaces shall be pressure tested to relief valve pressure. The pressure test shall be conducted annually and proof of test shall be obtained and kept on board.
- 6.2.3. Gratings
Ships shall have gratings of sufficient strength and integrity of surface to permit smooth operations in the following configuration:
- Forklift with cargo not to exceed the weight of 5 metric tons on four tires of the pneumatic /semi pneumatic type. The front wheels shall not be less than 18 inches in diameter for handling of palletized cargoes not exceeding 1.3t/pallet. Forklifts with

one rear wheel shall not be used. The maximum operating height of the forklift shall not exceed 2.10 meters.

- When handling a pallet weighing 1 metric ton with a pallet jack, the front axel load shall not exceed 1.0 metric ton on two tines each with two solid neoprene wheels arranged in bogey suspension. The maximum weight on the steering wheel of the pallet jack shall not exceed 0.750 metric tons.
When handling a pallet weighing 2 metric tons with a pallet jack, the front axel load shall not exceed 1.550 metric tons on two tines each with two solid neoprene wheels arranged in bogey suspension. The maximum weight on the steering wheel of the pallet jack shall not exceed 1.20 metric tons.
- The suspension of the front wheels on the tines should permit smooth operation over uneven surface with all wheels maintaining contact with the gratings.
- All gratings shall be arranged in such a way that it will not lift during operation and provide an even surface.
- The ship shall have sufficient spare grating and wooden supports.
- Providing the above maximum weight criteria are maintained, the vessel gratings must be capable of supporting stevedore equipment throughout the operation without the use of metal plating on the part of the stevedore.

6.2.4. Side shorings

All flared areas for carrying palletized cargo in a ship shall be provided with side shoring of sufficient strength. The side shorings should be able to withstand the forces acting on it due to the combined weight of cargo and ship accelerations that can be expected during a voyage.

6.2.5. Lighting in holds

Lighting in holds shall be protected in such a way that it will not be damaged by the use of various equipment used inside a ship's hold for cargo operations. Furthermore, protection shall be provided to prevent glass debris from damaged fittings to fall on top of the cargo.

6.2.6. Drains in cooler spaces, coamings of tween deck openings

Drains shall be provided in all drip trays in cooler spaces and the tween deck covers permitting continuous drainage of any water collected to scuppers. Drains, drain heaters or trace heating shall be checked before commencement of a loaded voyage.

6.2.7. Airbags

Ships shall be equipped with sufficient airbags of adequate strength.

6.2.8. Slings

Ships shall be provided with sufficient slings of adequate size and strength. The number of slings should permit the pre-slinging of a square of 16 pallets in all decks. An adequate number shall be carried in spare.

6.2.9. Protuberances in cargo holds

All protuberances in cargo holds shall be properly fenced off and if required squared off to permit proper stowage and avoid damage to cargo and stevedore equipment during handling.

6.3. Stowage

- 6.3.1. The Master must approve the stowage location, check that the cargo is in good condition and ensure that it is properly loaded and secured for the voyage. He must also ensure the safe integrity and suitability of the vessel work spaces in all areas of the vessel whilst preparing for, loading prior to turning over the work spaces to the Stevedore, unless otherwise agreed.

The Master must, therefore, have an intimate knowledge of his vessel, the cargo gear, stability and stress factors. He should also be familiar with the cargo being carried and any inherent stowage problems. The Master has not only the right, but the obligation, to intervene if goods are loaded, stowed or secured in an unacceptable manner with regard to the safety of the vessel, crew and cargo.

6.4. Cargo Gear

The Master shall ensure that the cargo gear is kept in full working order and act to overcome any problems with same that may result in damage to the cargo.

6.5. Cleaning of Holds

Ships shall maintain proper records of the cleaning, deodorizing and sweeping of each cargo compartment and make it available for inspection. The methods of cleaning and deodorizing shall be described in the records including the use of detergents if any.

6.6. Sea Passage

Whilst on passage between ports, vessels often encounter bad weather which results in violent movement of the vessel and consequent possible movement of the stow. Such movement may lead to damage to the cargo.

Where appropriate the ship shall use ocean weather routing services to provide weather recommended routes to be followed with a view to eliminating the vessel passing through areas of worst weather on an ocean passage.

Should however, a vessel encounter very heavy weather, all possible steps should be taken to reduce and minimize violent movements. Action such as speed reductions and /or course alterations should be taken.

6.7. Instructions

The ships shall comply with instructions issued by the shipping line operating the ship. Such instructions shall include information required by this Code.

6.8 Cargo holds & cooler spaces

All deck head and bulkhead panels shall be checked for integrity. The different equipment to distribute the cold air to the cargo and the fresh air system, which is required to exchange the air in the cargo holds, shall be checked for condition and unrestricted function.

6.9 Reefer equipment

Prime condition of refrigerating equipment is paramount for successful results of transporting cargo under refrigeration. The refrigeration machinery including devices and instruments for control and monitoring must be capable of maintaining the conditions required during the transport of refrigerated cargo. The term refrigerating equipment relates not only to compressors and connected mechanical equipment but just as much to the different media used in the process and equipment to distribute the cold air to the cargo. This includes the fresh air system required to exchange the air in the cargo holds and the gratings and their supports. It is very important that the repair to gratings is properly carried out and it does not obstruct the flow of air or creates leakages from large gaps.

6.10 Power generation

Refrigerated ships require a high and continuous supply of electrical power for propulsion, domestic requirements and refrigeration of cargo. If, in addition, containers are carried there are even higher demands to ensure the required generating capacity is available. The power generation capacity must be sufficient to supply all the consumers with a reasonable amount in spare.

6.11 Temperature Management

Proper temperature management on board is required to safeguard the quality of temperature control, monitoring of temperature and CO₂ in cargo holds and presenting these data. It is essential to control, monitor and present these parameters in a good, trustworthy and legible order to make sure the ship actually performs as expected. Availability of general carrying instructions and information about proper care of perishable cargo will show the awareness of the Owner and crew on how to handle refrigerated cargo.

7. Requirements for Terminals and Stevedores

7.1. General

- 7.1.1. Stevedores and terminals play an important part in loss prevention. They carry out a number of handlings during cargo operations in ships and during the receiving, storage and delivery of the cargo. It is of paramount importance that the handlings are minimized as much as possible and that the equipment used for handling is suitable.
- 7.1.2. It is the intention of this Code to provide feed back to packing stations whose efforts will satisfy the basic need for a good unit which can withstand the forces during transport and handlings. Therefore it becomes necessary for the stevedores and terminals to implement procedures and work practices that will provide this feedback.
- 7.1.3. It is required for a trouble free operation that the strength and maintenance of surfaces - inside and outside - be as required by the characteristics of the equipment being used and the cargo units being handled. Without such consideration, the wear and tear can be excessive leading to improper handling and damage to cargo.
- 7.1.4. Food safety has become increasingly important, which has resulted in the implementation of food safety management programs in the supply chain. Terminals are part of the supply chain and must be able to safely protect food from potential sources of contamination. For this purpose an analysis must be made of the potential food safety risks, which includes the hazards and the control measures.

7.2. Stevedoring and Terminal Equipment

The stevedore and terminal are responsible for providing the equipment and for taking measures as mentioned below:

- 7.2.1. Forklift trucks inside the ship
Electric pallet jacks and forklifts are to be used inside the ship. The equipment shall be within the following specification:
- Forklift with cargo not to exceed the weight of 5 metric tons on four tires of the pneumatic or semi-pneumatic (cushioned) type. The front wheels shall not be less than 18 inches in diameter for handling of palletized cargoes not exceeding 1.3t/pallet. Forklifts with one rear wheel shall not be used. The maximum operating height of the forklift shall not exceed 2.10 meters.
 - When handling a pallet weighing 1 metric ton with a pallet jack, the front axle load shall not exceed 1.0 metric ton on two tines, each with two solid neoprene wheels arranged in bogey suspension. The maximum weight on the steering wheel of the pallet jack shall not exceed 0.750 metric tons.
 - When handling a pallet weighing 2 metric tons with a pallet jack, the front axle load shall not exceed 1.550 metric tons on two tines, each with two solid neoprene wheels arranged in bogey suspension. The maximum weight on the steering wheel of the pallet jack shall not exceed 1.20 metric tons. The suspension of the front wheels on the tines should permit smooth operation over uneven surface with all wheels maintaining contact with the gratings.
- 7.2.2. Acid and hydraulic oil leakage from forklifts and pallet jacks
All hydraulic piping and batteries shall be checked at regular intervals for condition. Any hydraulic pipe or component which shows excessive wear or ageing should be replaced. Batteries of forklifts shall be checked after each use to ensure that no leaks will occur at the next use.
- 7.2.3. Pallet protectors & size of forklift tines
All forklifts used on board and ashore shall be fitted with pallet protectors on the vertical face of the tines to eliminate damage to the palletized units.
The tines of forklifts and pallet jacks should not protrude beyond the end of the pallet base such that they can cause damage to either the ship's structure or the pallet adjacent to the

one being handled. The width of the tines should be such that it will spread the pallet load over a large area.

A tine width of about 10cms is recommended.

7.2.4. Spreaders for pre-slung cargo

A spreader shall be used to position pre-slung pallets in the squares of the hatch opening. The purpose of the spreader is to prevent the cargo slings from pressurizing the top cartons. Therefore, the points on the spreader where the slings are attached should be fixed with care taking into account the size of pallets.

Spreaders shall also be used for unloading the pre-slung units from the square.

7.2.5. Slip sheets

While loading pre-slung units in the square of hatches, slip sheets should be used. Slip sheets protect the adjacent pallets from damage when loading the pre-slung pallets in a tight stow and pre-positioned slip sheets will also offer similar protection during discharge. As an alternative, a pattern for pre-slinging will be used which prevents damage to the cargo during unloading.

7.2.6. Walking boards and short ladders

While handling pre-slung units in the square of hatches, walking boards shall be provided in order to avoid stepping directly on top of cartons.

Walking boards shall be light and easily handled.

Short ladders shall be provided for entering and leaving a partially completed deck.

7.2.7. Lighting

Lighting in Terminal shall be protected in such a way that it will not be damaged by the use of various equipment used for handling of the cargo. Furthermore protection shall be provided to prevent the glass debris from damaged fittings of such lighting to fall on top of the cargo.

7.3. Contamination of Cargo

7.3.1. 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.

7.3.2. Consumption of food and liquids shall neither be permitted in produce storage areas which include ship's cargo spaces, nor consumption of confectionary or chewing gum.

7.3.3. Stevedores are not allowed to carry meal boxes inside the cargo spaces.

7.3.4. Smoking should be prohibited anywhere in produce storage areas i.e. cargo spaces incl. cooler spaces.

7.4. Trucking Documents

Trucking documents shall be endorsed with the exceptions in accordance with the criteria in section 5.1:

7.4.1. At the time of receiving of the cargo into the terminal.

7.5. Responsibility

7.5.1. The terminal shall be responsible for all handling damages it has caused as referred to in section 5.1.

7.5.2. Proper procedures shall be in place for monitoring of exceptions at "Check point vessel out" and "Check point vessel in". Such procedures shall be agreed with the shipping lines and shall apply to all ships in liner trades, which call that port. A part of this procedure shall be for the terminal to provide advance information in writing to the ship on the procedure that will be followed for the monitoring and recording of exceptions and what

action will be required in case the ship or the terminal observe damage at the time of unloading.

7.6. Other Terminal Procedures

While the Code covers procedures and work practices at delivery of cargo to the terminal, loading of a ship, unloading of the ship and delivery of the cargo to the receiver, there are numerous other handlings in the terminal where cargo not properly handled could be damaged. Terminals shall follow procedures and work practices, which follow the principles laid down in this Code.

7.7. Temperature Management

Proper temperature management in the terminal is required to safeguard the quality of temperature control, monitoring of temperature in chambers and presenting these data. It is essential to control, monitor and present these parameters in a good, trustworthy and legible order.

8. Requirements for trades (Measurement and Feedback)

8.1 Control and Recording of Damage Code

8.1.1 Check Points for monitoring of condition of cargo

The following checkpoints shall be established during the loading and unloading of cargo to establish a clear handover of responsibility between the parties:

- Check Point Vessel-in
“Check point Vessel-in” is defined as the position of the cargo at its final position in the stow inside the vessel after all the handling by the stevedore.
- Check Point Vessel-out
“Check point Vessel-out” is defined as the position of the cargo at its original position in the stow inside the vessel before any handling by the stevedore or as close thereto as practically possible.

While the handover of responsibility is defined in the above, the physical checking of the condition of the cargo is described in Section 4.2 Supply Chain Procedure. This shall also apply to Section 7.5. This is always done as close to the vessel as possible.

8.1.2 Check points for monitoring of condition at reception and delivery.

The following checkpoints shall be established at the receiving of cargo in the terminal for loading in a Vessel and at delivery to the receiver of the cargo to record any exceptions:

- Check Point terminal in
“Check Point terminal in” is defined as the position of the cargo at the time of unloading of the cargo from a truck or rail wagon in the terminal.
- Check Point terminal out
“Check point terminal out” is defined as the position of the cargo at the time of delivery of the cargo to the receiver i.e. at the time of loading of the truck.

8.2. Report on Damages to Cargo

On completion of the cargo operations at each port of loading and discharge, a report on damages will be presented to the master for signing. The signed report shall be forwarded to the port agent and the shipping line. The report should be in accordance with Appendix no.2.

8.3. Measurement

The terminals and stevedores shall record the damages at the checkpoints in a properly structured database. It should be possible to analyse the data by shipper, receiver, trade, package type and commodity.

The DMAIC process shall be established using the Six Sigma methods for improving quality.

For the following damage codes the measurement shall be done in pallets: D, E and the optional code X.

For the remaining codes the measurement shall be done in cartons.

The shipping lines active in a trade, terminal and stevedore shall set up joint DMAIC¹ teams, which shall be responsible for improving the work processes and improving customer satisfaction through excellent outcomes.

8.4. Feedback

The shipping line shall in coordination with the terminal/stevedores in the port of loading provide feed back to shippers on the quality of cargo units being received for shipment. This should be done on a regular basis and measures to improve, if necessary, agreed with the shippers.

¹ Define, Measure, Analysis, Improve and Control.

9. Inspection and Certification of Reefer Ships

9.1. Inspections

- 9.1.1. Each ship to which Section 6 of the Code applies shall be subject to the inspections specified below:
- An initial inspection before the ship is put in service or before the certificate required under section 9.2. is issued for the first time.
 - A renewal inspection at intervals not exceeding two years with a grace period of 3 months.
 - The inspections shall be carried out in accordance with the Guidance Notes issued by the 360 Quality Association.
 - It is recommended that the inspection is completed in one visit. However it is accepted that the inspection is done in two visits within a period of not more than 3 months. The last visit shall be done within 3 months after the expiry date of the existing Certificate.
 - Any additional inspections as determined by the 360 Quality Association.
- 9.1.2. The inspections of ships shall be carried out by duly qualified Officers of organisations approved by the 360 Quality Association.
- 9.1.3. In every case, the approved organisation concerned shall fully guarantee the completeness and efficiency of the inspection and shall undertake to ensure the necessary arrangements to satisfy this obligation.
- 9.1.4. The equipment of the ship after inspection shall be maintained to conform with the provisions of section 6.

9.2. Issue of Certificate

- 9.2.1. A 360 Quality Certificate shall be issued after the initial or renewal inspection in accordance with the provisions of section 9.1.
- 9.2.2. Such Certificate shall be issued by the approved organisation if the ship scores a minimum of 60% in each of the sections 6.2.1, 6.2.2, 6.2.3, 6.2.4, 6.5, 6.8, 6.9 6.10 and 6.11 and a minimum of 70% in total on the inspections mentioned in 9.1.
- 9.2.3. If the ship fails to meet any of the criteria mentioned under 9.2.2, these failed sections shall be corrected and re-inspected within a period of not more than 3 months before such Certificate can be issued. If the ship is re-inspected and fails the second time on these sections, a complete inspection of all items will be required,
- 9.2.4. A copy of the Certificate shall be transmitted as soon as possible to the 360 Quality Association.
- 9.2.5. The 360 Quality Certificate shall be drawn up in a form corresponding to the model given in Appendix No. 3 of this Code.

9.3. Duration and validity of Certificate

- 9.3.1. The 360 Quality Certificate shall be issued for a period not exceeding two years from the date of expiry of the existing Certificate.
- 9.3.2. The renewal inspection has to be carried out within a time window of three months before until three months after the expiry date of the existing Certificate.

When the renewal inspection is completed within three months before the expiry date of the existing Certificate, the new Certificate shall be valid from the date of completion of the renewal inspection to a date not exceeding two years from the date of expiry of the existing Certificate.

When the renewal inspection is completed after the expiry date of the existing Certificate, the new Certificate shall be valid from the date of completion of the renewal inspection to a date not exceeding two years from the date of expiry of the existing Certificate.

When the renewal inspection is completed more than three months before the expiry date of the existing Certificate, the new Certificate shall be valid from the date of completion of the renewal inspection to a date not exceeding two years from the date of completion of the renewal inspection.

- 9.3.3. A Certificate issued under section 9.2 shall cease to be valid if the relevant inspection is not completed within the period specified under section 9.1.1.
- 9.3.4. In the case of a transfer of a ship to another approved organisation, the approved organisation which had issued the current 360 Quality Certificate shall, as soon as possible, transmit to the approved organisation copies of, or all information relating to the 360 Quality Certificate and copies of available inspection reports.

9.4. Approved Organisation for inspection of the 360 Quality Code

- 9.4.1 An approved organisation is an organisation that can demonstrate successfully to the 360 Quality Association that:
- It is an organisation which performs inspections of specialised reefer ships and
 - has an international network of Officers available with Surveyor qualification, and
 - has presented a list of qualified Officers to the 360 Quality Association, and
 - it has a system for following up the inspection and certification process which is acceptable to the 360 Quality Association, and
 - it is accredited in accordance with ISO 9001 for carrying out inspections and certifying vessels, and
 - it is legally identifiable, has adequate resources, sound financial management and shall demonstrate professional competence based on adequate training and experience of its officers and personnel, and
 - it has structures and procedures to enable it to be independent and free to operate without undue influence from vested interests or otherwise.
 - it has appointed a designated person who is overall responsible for 360 Quality inspections and Certification.
- 9.4.2. The work carried out by the organisation shall be covered by a retrievable inspection report and the 360 Quality Certificate. The inspection report contains the inspection checklist with score calculation, photo's, motivation for deviations and a final conclusion about the certification of the vessel. The inspection reports will be treated as confidential and only reported to the principals.
- 9.4.3. The designated person checks and authorizes the inspection reports and is responsible for record keeping, access of the inspection reports and issuance of the 360 Quality Certificates.

9.4.4. The designated person takes care that the Officers of the organisation are properly educated with regular refreshment courses and have sufficient experience with the inspections and with reefer vessels.

9.4.5. The designated person is the vocal speaking point in case of disputes and/or complaints.

9.5. Qualified Officers for carrying out inspections

9.5.1. A qualified Officer is a surveyor of an approved organisation who has been specially trained to carry out inspections in section 9.1, and

- has a bachelor's degree in naval architecture, nautical studies or marine engineering and at least 3 years sea-going experience on board reefer ships, or
- has at least 3 years experience as a marine surveyor with proven experience on board reefer ships

9.6. Withdrawal of Certificate, special circumstances

9.6.1. Any user of a ship may report to the 360 Quality Association the repeated non-conformance of the standards contained in the 360 Quality Code by a ship. A non-conformance exists if a user reports that the ship fails to meet one or more of the criteria mentioned under 9.2.2,

9.6.2. The 360 Quality Association will request the approved Organisation that has certified the ship to verify the presence of a non-conformance reported in 9.6.1. If the complaint is upheld, then the Member will bear the costs of the inspection. If the complaint is not upheld, then the complainant will bear the costs of the inspection.

9.6.3. If a non-conformance as mentioned above is found to be present, the 360 Quality Association shall issue a notice to the Member requesting him to rectify the non-conformance.

9.6.4. The 360 Quality Association will withdraw the 360 Quality Certificate if the Member does not rectify the non-conformance within 3 months of receiving a notice to do so from the 360 Quality Association.

Note:

This has been introduced to ensure that ships maintain the equipment mentioned in section 6 of the 360 Quality Code. Poorly maintained or inadequate equipment can prejudice the safe handling of cargo.

10. Inspection and certification of terminals

10.1. Inspections

10.1.1. Each seaport terminal to which Section 7 of the Code applies shall be subject to the inspections specified below:

- An initial inspection before the certificate required under section 10.2 is issued for the first time.
- A renewal inspection at intervals not exceeding three years.
- The inspection shall be carried out in accordance with the Guidance Notes issued by the 360 Quality Association.
- Any additional inspections as determined by the 360 Quality Association.

10.1.2. The inspections of terminals shall be carried out by duly qualified auditors of organizations approved by the 360 Quality Association.

10.1.3. In every case, the approved organisation concerned shall fully guarantee the completeness and efficiency of the inspection and shall undertake to ensure the necessary arrangements to satisfy this obligation.

10.1.4. The equipment of the terminal after inspection shall be maintained to conform to the provisions of section 7.

10.2. Issue of Certificate

10.2.1. A 360 Quality Certificate shall be issued after the initial or renewal inspection in accordance with the provisions of section 10.1.

10.2.2. Such certificate shall be issued by the approved organisation if the terminal scores a minimum of 60% in each of the subjects "Management processes & staff training, Rolling stevedoring equipment in vessels, Terminal & stevedoring equipment, and Cargo intake & dispatch control" and a minimum of 70% in total on the inspections mentioned in 10.1.

10.2.3. A copy of the Certificate and a copy of the inspection report shall be transmitted as soon as possible to the 360 Quality Association.

10.2.4. The 360 Quality Certificate shall be drawn up in a form corresponding to the model given in Appendix No. 4 of this Code.

10.3. Duration and validity of Certificate

10.3.1. The 360 Quality Certificate shall be issued for a period not exceeding three years.

10.3.2. When the renewal inspection is completed within three months before the expiry date of the existing Certificate, the new Certificate shall be valid from the date of completion of the renewal verification to a date not exceeding three years from the date of expiry of the existing Certificate.

When the renewal inspection is completed after the expiry date of the existing Certificate, the new Certificate shall be valid from the date of completion of the renewal inspection to a date not exceeding three years from the date of expiry of the existing Certificate.

When the renewal inspection is completed more than three months before the expiry date of the existing Certificate, the new Certificate shall be valid from the date of completion of the renewal inspection to a date not exceeding three years from the date of completion of the renewal inspection.

10.3.3. If a renewal inspection has been completed and a new Certificate cannot be issued or forwarded to the terminal before the expiry date of the existing Certificate, the approved organisation may endorse the existing Certificate and such a Certificate shall be accepted as valid for a further period which shall not exceed three months from the expiry date.

10.3.4. A Certificate issued under section 10.2 shall cease to be valid if the relevant inspection is not completed within the period specified under section 10.1.1.

10.3.5. In the case of a transfer of a terminal to another approved organisation, the approved organisation which had issued the current 360 Quality Certificate shall, as soon as possible, transmit to the approved organisation copies of, or all information relating to the 360 Quality Certificate and copies of available inspection reports.

10.4. Approved Organisation for inspection of the 360 Quality Code

10.4.1. An approved organisation is an organisation that can demonstrate successfully to the 360 Quality Association that:

- it has auditors available with Auditor qualification, and
- it has participated in the inspection and/or development of cold chain related guidelines, rules or standards such as HACCP, IFS, ISO 22000, and
- it has a system for following up the inspection and certification process which is acceptable to the 360 Quality Association, and
- it is accredited by an official national accreditation body, and
- it has adequate resources, sound financial management and shall demonstrate professional competence based on adequate training and experience of its officers and personnel, and
- it has structures and procedures to enable it to be free to operate without undue influence from vested interests or otherwise.

10.5 Qualified Auditors for carrying out inspections

10.5.1 A qualified Auditor is a surveyor of an approved organisation who has been specially trained to carry out inspections in section 10.1 and has a bachelor's degree in any or more of the following subjects:

- Post-harvest physiology
- Food microbiology
- Dairy technology (dairy microbiology/dairy chemistry)
- Food technology
- Food chemistry
- Food and nutrition

10.6 Withdrawal of Certificate, Special Circumstances

10.6.1. Any user of the port terminal may report to the 360 Quality Association the repeated non-conformance of the standards contained in the 360 Quality Code by a port terminal. A non-conformance exists if a user reports that one or more conditions in the port terminal present an unacceptable risk during the handling of cargo for damage or contamination and is against the spirit of the 360 Quality Code (see note).

- 10.6.2. The 360 Quality Association will carry out an investigation to verify a non-conformance reported in 10.6.1.
- 10.6.3 If a non-conformance as mentioned above is found to be present, the 360 Quality Association shall issue a notice to the port terminal requesting them to rectify the deficiencies and carry out an inspection according to 10.1.1.
- 10.6.4 The 360 Quality Association may withdraw the 360 Quality Certificate issued by an approved organization if the port terminal does not rectify the non-conformance within 3 months of receiving a notice to do so from the 360 Quality Association.

Note:

This has been introduced to ensure that port terminal maintains the equipment mentioned in section 7 of the 360 Quality Code. Poorly maintained or inadequate equipment can prejudice the safe handling of cargo.

11. Inspection and certification of trades

11.1. Inspections

11.1.1. Liner trades to which Section 8 of the Code applies shall be subject to the inspections specified below:

- The inspection shall be carried out in accordance with the Guidance Notes issued by the 360 Quality Association.
- The inspection is a documentation audit and shall be carried out in the office of the shipping lines.
- A renewal inspection at intervals not exceeding three years.

11.1.2. The inspections of trades shall be carried out by duly qualified auditors of organizations approved by the 360 Quality Association.

11.1.3. In every case, the approved organisation concerned shall fully guarantee the completeness and efficiency of the inspection and shall undertake to ensure the necessary arrangements to satisfy this obligation.

11.1.4. All documents of the trade keep in possession of the shipping line.

11.2. Issue of Certificate

11.2.1. A 360 Quality Certificate shall be issued after the initial or renewal inspection in accordance with the provisions of section 11.1.

11.2.2. Such certificate shall be issued by the approved organisation if the trade scores a minimum of 90% in total on the inspections mentioned in 11.1.

11.2.3. A copy of the Certificate and a copy of the inspection report shall be transmitted as soon as possible to the 360 Quality Association.

11.2.4. The 360 Quality Certificate shall be drawn up in a form corresponding to the model given in Appendix No. 4 of this Code.

11.3. Duration and validity of Certificate

11.3.1. The 360 Quality Certificate shall be issued for a period not exceeding two years.

11.3.2. When the renewal inspection is completed within three months before the expiry date of the existing Certificate, the new Certificate shall be valid from the date of completion of the renewal verification to a date not exceeding three years from the date of expiry of the existing Certificate.

When the renewal inspection is completed after the expiry date of the existing Certificate, the new Certificate shall be valid from the date of completion of the renewal inspection to a date not exceeding three years from the date of expiry of the existing Certificate.

When the renewal inspection is completed more than three months before the expiry date of the existing Certificate, the new Certificate shall be valid from the date of completion of the renewal inspection to a date not exceeding three years from the date of completion of the renewal inspection.

11.3.3. If a renewal inspection has been completed and a new Certificate cannot be issued or forwarded to the trade before the expiry date of the existing Certificate, the approved organisation may endorse the existing Certificate and such a Certificate shall be accepted as valid for a further period which shall not exceed three months from the expiry date.

11.3.4. A Certificate issued under section 11.2 shall cease to be valid if the relevant inspection is not completed within the period specified under section 11.1.1.

11.3.5. In the case of a transfer of a trade to another approved organisation, the approved organisation which had issued the current 360 Quality Certificate shall, as soon as possible, transmit to the approved organisation copies of, or all information relating to the 360 Quality Certificate and copies of available inspection reports.

11.4. Approved Organisation for inspection of the 360 Quality Code

11.4.1. An approved organisation is an organisation that can demonstrate successfully to the 360 Quality Association that:

- it has auditors available with Auditor qualification, and
- it has participated in the inspection and/or development of cold chain related guidelines, rules or standards such as HACCP, IFS, ISO 22000, and
- it has a system for following up the inspection and certification process which is acceptable to the 360 Quality Association, and
- it is accredited by an official national accreditation body, and
- it has adequate resources, sound financial management and shall demonstrate professional competence based on adequate training and experience of its officers and personnel, and
- it has structures and procedures to enable it to be free to operate without undue influence from vested interests or otherwise.

11.5 Withdrawal of Certificate, Special Circumstances

11.5.1. Any user of the trade may report to the 360 Quality Association the repeated non-conformance of the standards contained in the 360 Quality Code by a trade. A non-conformance exists if a user reports that one or more conditions in the trade present an unacceptable risk during the handling of cargo for damage or contamination and is against the spirit of the 360 Quality Code.

11.5.2. The 360 Quality Association will carry out an investigation to verify a non-conformance reported in 11.6.1.

11.5.3 If a non-conformance as mentioned above is found to be present, the 360 Quality Association shall issue a notice to the port terminal requesting them to rectify the deficiencies and carry out an inspection according to 11.1.1.

11.5.4 The 360 Quality Association may withdraw the 360 Quality Certificate issued by an approved organisation if the port terminal does not rectify the non-conformance within 3 months of receiving a notice to do so from the 360 Quality Association.

12. Requirement for Refrigerated Trucks and Trailers

12.1 General

12.1.1. Physical damage to cargo can occur for several reasons. The most common damages to cargo are due to a combination of failures. These failures may result from the inadequate quality of fittings in a reefer trailer, improper maintenance and inspection, vibration and improper handling on the road. Reefer trailer owners or managers must formulate clear instructions to drivers and warehouse labor on how to safeguard against such damages.

12.1.2. Over the road transportation takes place in a variety of weather conditions. Road configuration, trailer/rig suspension type (spring or air-ride), brake design and weather conditions will result in motion, which can exert a combination of forces upon a trailer and its cargo. Such forces can exist over a prolonged period. Special attention should therefore be given to the design and construction of cargo units carried in ships, trailers and in containers.

12.1.3. If not properly stowed, cargo units such as cartons with perishable cargo on pallets may move during road transport potentially leading to damage to the cargo and the trailer. It is, therefore, necessary that the loading operations and the securing of the cargo are properly planned and supervised by responsible and trained personnel. In addition all drivers shall be properly licensed to operate the vehicles.

12.1.4 Most refrigerated trucks and trailers are fitted with Air Brake Systems. Proper brake operation is of paramount importance for the safety of the driver, the truck/trailer, the cargo and the environment. Drivers and service personnel must be capable of inspecting, testing and operating the brake systems.

12.1.5. Food safety has become increasingly important, which has resulted in the implementation of food safety management programs in the supply chain. Specialized reefer trailers are engaged in the transport of foodstuff and must be able to safely protect food from potential sources of contamination. For this purpose an analysis must be made of the potential food safety risks, which includes the hazards and the control measures.

12.2 Trailer Equipment

12.2.1. Weather tightness

Trailers shall be equipped with rear and side doors, which can maintain weather tightness in conditions, which can be reasonably encountered during road transportation. Regular inspections shall be made by the driver and trucking company personnel to ensure that all methods to maintain weather tightness are in satisfactory condition.

Draining arrangements should be regularly checked to ensure that drains are free-flowing and clear of all debris and that drain pipes are in good condition.

The company shall maintain sufficient spare parts to enable it to ensure the proper function and weather tightness of the doors and all seams.

12.2.2. Brakes

Vehicles (tractors, trailers) shall be equipped with brake systems as required by the authorities

Brakes and braking system components shall be checked and tested before the commencement of every loaded voyage.

Air brake safety relief valve shall be pressure tested to relief valve pressure. The pressure test shall be conducted annually and proof of test shall be recorded.

Combination vehicles (tractor and trailer) shall have two (2) air lines, the service line and the emergency line. Usual color code is service line: blue, emergency line: red

12.2.3 Suspension

Tractors, trailers and refrigerated trucks have different types of suspension; spring or air ride.

Vehicles with air-ride suspensions generate lower vertical accelerations on the cargo compared to spring type.

Highest vertical accelerations are recorded at the rear of the trailer

12.2.4 Tires

Tires, rims and wheels must be within acceptable standards as defined by the appropriate authorities.

12.2.5. Floors

Trailers shall have floors of sufficient strength and integrity of surface to permit smooth operations in the following configuration:

- Forklift with cargo not to exceed the weight of 5 metric tons on four tires of the pneumatic /semi pneumatic type. The front wheels shall not be less than 18 inches in diameter for handling of palletized cargoes not exceeding 1.3t/pallet. Forklifts with one rear wheel shall not be used. The maximum operating height of the forklift shall not exceed 2.10 m.
- When handling a pallet weighing 1 metric ton with a pallet jack, the front axle load shall not exceed 1.0 metric ton on two tines each with two solid neoprene wheels arranged in bogey suspension. The maximum weight on the steering wheel of the pallet jack shall not exceed 0.750 metric tons. When handling a pallet weighing 2 metric tons with a pallet jack, the front axle load shall not exceed 1.550 metric tons on two tines each with two solid neoprene wheels arranged in bogey suspension. The maximum weight on the steering wheel of the pallet jack shall not exceed 1.20 metric tons.
- The suspension of the front wheels on the tines should permit smooth operation over uneven surface with all wheels maintaining contact with the floor.
- Floors shall be arranged in such a way that they or part thereof will not lift during cargo operation and provide an even surface.

12.2.6. Lighting in cargo space

Lighting in the trailer cargo space (where equipped) shall be protected in such a way that it will not be damaged by the use of various equipment used inside the trailer for cargo operations. Furthermore, protection shall be provided to prevent glass debris from damaged fittings to fall on top of the cargo.

12.2.7. Drains in cooler and cargo space

Drains shall be provided in all drip trays of cooler units and the cargo space permitting continuous drainage of any water collected to scuppers.

Drain holes shall be equipped with removable plugs.

Drains shall be checked before commencement of a loaded voyage.

12.2.8. Cargo securing devices

Trailers shall be equipped with sufficient cargo securing devices of adequate strength.

12.2.9. Protuberances in cargo spaces

All protuberances in cargo spaces shall be properly fenced off and if required squared off to permit proper stowage and avoid damage to cargo and cargo handling equipment during cargo operations.

12.2.10 Coupling devices

In tractor trailer rig arrangement both vehicles shall be fitted with coupling devices and connections.

Coupling devices and connections shall be checked before commencement of each voyage.

12.2.11 Trailer landing gear

Trailer landing gear must be in good structural condition and operational. Crank handle shall be in place and secured.
If landing gear is power operated there shall be no air or hydraulic leaks.

12.3 Stowage

12.3.1. Driver's responsibility

The driver is responsible for ensure that the Gross Combination Weight (GCW) – the total weight of a powered unit plus trailer(s) plus the cargo - is within legal limits throughout the route.

12.3.2 Driver's pre-trip routine

The driver shall check that the cargo is in good condition and ensure that it is properly loaded and secured for the voyage. He must also ensure the safe integrity and suitability of the trailer cargo space whilst preparing for, loading prior to turning over the work spaces to the loading entity, unless otherwise agreed.

The driver must, therefore, have an intimate knowledge of his vehicle(s), stability and route planning for safe voyage. He should also be familiar with the cargo being carried and any inherent stowage problems.

The driver has not only the right, but the obligation, to intervene if goods are loaded, stowed or secured in an unacceptable manner with regard to the safety of the crew, vehicle, cargo and the environment.

12.3.3 Intermediate cargo related stops

In case of intermediate stops the remaining on board cargo shall be adequately braced and secured for the rest of the voyage. Re-stow may be considered as needed.

12.4 Cleaning of cargo space

The company shall maintain proper records of the trailers' cleaning, deodorizing and sweeping of the cargo space and make it available for inspection. The methods of cleaning and deodorizing shall be described in the records including the use of detergents if any.

12.5 Voyage planning

12.5.1 Driving conditions

Before departure the voyage shall be planned to avoid bad weather, hazardous roads (mountains, flooded areas, etc) if possible. Such conditions may result in violent movement of the vehicles and consequent possible movement of the stow. Such movement may lead to damage to the cargo.

Action such as speed reduction and /or course alteration should be taken as needed.

12.5.2 Compliance with the laws

Driving should be in compliance with the prevailing laws throughout the route.

The maximum height of the rig shall be considered to clear bridges and overpasses along the route. Alternate route shall be planned in case of height restrictions.

12.5.3 Communication

Communications between driver and company (dispatcher) shall be open at all times during the voyage.

The driver shall report any abnormalities, security, safety related incidents to the company and the appropriate authorities.

12.5.4 Rest stops

Overnight stays and rest stops shall be planned and vehicles properly secured whilst unattended at any time.

12.5.5 Intermediate check of stow

Every 3 hours of continuous driving the driver shall check the cargo in the trailer and rectify any problems as needed.

12.6 Instructions

The vehicles shall comply with instructions issued by the trucking company. Such instructions shall include information required by this Code.

12.7 Cargo spaces

All deckhead, door and bulkhead panels shall be checked for integrity. The different equipment to distribute the cold air to the cargo and the fresh air system, which is required to exchange the air in the cargo space, shall be checked for condition and unrestricted function.

12.8 Reefer equipment

Prime condition of refrigerating equipment is paramount for successful results of transporting cargo under refrigeration.

The refrigeration machinery including devices and instruments for control and monitoring must be capable of maintaining the conditions required during the transport of refrigerated cargo. The term refrigerating equipment relates not only to compressors and connected mechanical equipment but just as much to the different media used in the process and equipment to distribute the cold air to the cargo. This includes the fresh air system required to exchange the air in the cargo space, floors and top delivery tunnels. Repair shall take place in such way that it does not obstruct the flow of air or creates leakages from large gaps.

12.9 Temperature Management

Proper temperature management in a reefer trailer is required to safeguard the quality of temperature control, monitoring of temperature and CO₂ in the cargo space and presenting these data. It is essential to control, monitor and present these parameters in a good, trustworthy and legible order to make sure the vehicle and its reefer machinery actually perform as expected.

Availability of general carrying instructions and information about proper care of perishable cargo will show the awareness of the owner, company personnel and driver(s) on how to handle refrigerated cargo.

12.10 Inspections

12.10.1. Pre trip

Before each trip the driver and company personnel shall carry out complete pre trip inspection to find problems that could cause a crash or breakdown. This activity must be recorded.

12.10.2. During the trip

The driver shall watch the gauges for abnormal readings and use sensory detection of abnormalities (noise, odor)

During stops the driver shall check the following critical items:

- Tires, wheels and rims
- Brakes
- Lights and reflectors
- Brake and electrical connections to trailer
- Trailer coupling devices
- Cargo securing devices
- Refrigeration settings

12.10.3. After trip inspection and report

The driver shall carry out after trip inspection at the end of each trip and file a vehicle condition report to the company / owner listing any problems found during the voyage. Therefore, the company becomes aware and can rectify the problems.

13. Requirement for trucking companies including these with storage facilities

13.1 General

13.1.1. Some trucking companies operate warehousing facilities and/or cold storage facilities where perishable cargo is stored. Knowledge for operation and management of such facilities under this Code is important.

13.1.2. Trucking companies and warehouses play an important part in loss prevention. They repeatedly handle cargo during shipping, receiving and final distribution. It is of paramount importance that handling is minimized as much as possible and that the equipment used for handling is suitable.

13.1.3. It is the intention of this Code to provide feedback to packing stations whose efforts will satisfy the basic need for a good unit which can withstand the forces during transport and handlings. Therefore it becomes necessary for the trucking companies that operate storage facilities to implement procedures and work practices that will provide this feedback.

13.1.4. It is required for a trouble free operation that the strength and maintenance of surfaces - inside and outside – be as required by the characteristics of the equipment being used and the cargo units being handled. Without such consideration, the wear and tear can be excessive leading to improper handling and damage to cargo.

13.1.5. Food safety has become increasingly important, which has resulted in the implementation of food safety management programs in the supply chain. Trucking companies with storage facilities are part of the supply chain and must be able to safely protect food from potential sources of contamination. For this purpose an analysis must be made of the potential food safety risks, which includes the hazards and the control measures.

13.2 Cargo handling equipment

The trucking companies, marine, rail and air cargo terminals that operate storage facilities are responsible for providing the equipment and for taking measures as mentioned below:

13.2.1 Trucks and trailers used shall be in compliance with section 12 of this Code

13.2.2. Forklift trucks for cargo handling in trailers and refrigerated trucks

Electric pallet jacks and forklifts are to be used inside the trailers. The equipment shall be within the following specification:

- Forklift with cargo not to exceed the weight of 5 metric tons on four tires of the pneumatic /semi pneumatic type. The front wheels shall not be less than 18 inches in diameter for handling of palletized cargoes not exceeding 1.3t/pallet. Forklifts with one rear wheel shall not be used. The maximum operating height of the forklift shall not exceed 2.10 m.
- When handling a pallet weighing 1 metric ton with a pallet jack, the front axle load shall not exceed 1.0 metric ton on two tines each with two solid neoprene wheels arranged in bogey suspension. The maximum weight on the steering wheel of the pallet jack shall not exceed 0.750 metric tons.
When handling a pallet weighing 2 metric tons with a pallet jack, the front axle load shall not exceed 1.550 metric tons on two tines each with two solid neoprene wheels arranged in bogey suspension. The maximum weight on the steering wheel of the pallet jack shall not exceed 1.20 metric tons.
- The suspension of the front wheels on the tines should permit smooth operation over uneven surface with all wheels maintaining contact with the floor.

13.2.3. Acid and hydraulic oil leakage from forklifts and pallet jacks

All hydraulic piping and batteries shall be checked at regular intervals for condition. Any hydraulic pipe or component which shows excessive wear or ageing should be replaced. Batteries of forklifts shall be checked after each use to ensure that no leaks will occur at the next use.

13.2.4. Pallet protectors & size of forklift tines

All forklifts used in trailers and warehouses shall be fitted with pallet protectors on the vertical face of the tines to eliminate damage to the palletized units. The tines of forklifts and pallet jacks should not protrude beyond the end of the pallet base such that they can cause damage to either the trailer's structure or the pallet adjacent to the one being handled. The width of the tines should be such that it will spread the pallet load over a large area. A tine width of about 10 cm is recommended.

13.2.5. Lighting

Lighting in warehouses shall be protected in such a way that it will not be damaged by the use of various equipment used for handling the cargo. Furthermore protection shall be provided to prevent the glass debris from damaged fittings of such lighting to fall on top of the cargo.

13.2.6. Aisle width

The width of aisles in spaces where cargo is stowed shall not be less than 4.5 m if the pallet handling is performed by either counter balanced forklifts lifting a single pallet or by counter balanced forklifts lifting 2 pallets at a time. This does not apply in the case of reach stackers and "narrow aisle" trucks which are becoming more common or where established methods of traffic patterns and traffic flow provide adequate protection from risk of collision.

13.3 Contamination of Cargo

13.3.1. The trucking companies that operate storage facilities shall frequently monitor the conditions and practices to ensure that proper sanitation conditions are maintained relating to protection of cargo from adulteration by lubricants, fuel, pesticides, cleaning compounds, sanitizing agents, condensate and other chemical, physical and biological contaminants. Particular attention shall be paid to bird and rodent droppings, insect infestation and cross contamination from other cargoes in storage at the same facility.

13.3.2. Cargo storage compatibility shall be considered for designation of storage locations in the warehouse and in trailers.

13.3.3 Areas for fumigation process shall be designated in the storage facilities

13.3.4. Consumption of food and liquids shall neither be permitted in produce storage areas which include trailer cargo spaces, nor consumption of confectionary or chewing gum.

13.3.5. Smoking should be prohibited anywhere in produce storage areas i.e. cargo spaces incl. cooler spaces.

13.4 Trucking Documents

Trucking documents shall be notated with the exceptions in accordance with the criteria in section 5.1 at the time of receiving of the cargo into the care and custody of the trucking company.

13.5 Responsibility

13.5.1. The trucking companies that operate storage facilities shall be responsible for all handling damages they have caused as referred to in section 5.1.

13.5.2. Proper procedures shall be in place for monitoring of exceptions at “Check point trailer in” and “Check point trailer out”, “Check point warehouse point in” and “Check point warehouse point out”. Such procedures shall be agreed with the shipping lines and terminals and shall apply to all means of transport in the trade, which call that port. A part of this procedure shall be for the trucking companies that operate storage facilities to provide advance information in writing to the other parties directly involved in the supply chain on the procedure that will be followed for the monitoring and recording of exceptions and what action will be taken if they observe damage caused by the delivering entity during cargo handover.

13.6 Other procedures for trucking companies

While the Code covers procedures and work practices at delivery of cargo to the trucking companies, there are numerous other handlings in the trucking companies that operate storage facilities where cargo not properly handled could be damaged. Trucking companies including those that operate storage facilities shall follow procedures and work practices, which follow the principles laid down in this Code.

13.7 Temperature Management

Proper temperature management in the care of trucking companies including those that operate storage facilities is required to safeguard the quality of temperature control, monitoring of temperature in chambers and presenting these data. It is essential to control, monitor and present these parameters in a good, trustworthy and legible order.

14. Measurement and Feedback for trucking companies

14.1 Control and Recording of Damage Code

14.1.1. Check Points for monitoring of condition of cargo

The following checkpoints shall be established during the loading and unloading of cargo to establish a clear handover of responsibility between the parties:

- Check Point Trailer-in
“Check point trailer-in” is defined as the position of the cargo at its final position in stow inside the trailer after all the handling by either the packing station, marine / rail terminal or warehouse.
- Check Point Trailer-out
“Check point trailer-out” is defined as the position of the cargo at its original position in stow inside the trailer before any handling by the unloading / receiving entity or as close thereto as practically possible.

While the handover of responsibility is defined in the above, the physical checking of the condition of the cargo is described in Section 4.2 Supply Chain Procedure. This shall also apply to Section 13.5. This is always done as close to the trailer as possible.

14.1.2 Check points for monitoring of condition at reception and delivery.

The following checkpoints shall be established at the receiving of cargo in the trucking companies that operate storage facilities for temporary storage and at delivery to the receiver of the cargo to record any exceptions:

- Check Point warehouse in
“Check Point warehouse in” is defined as the position of the cargo at the time of unloading of the cargo from a truck or rail wagon in the trucking company that operates storage facilities.
- Check Point warehouse out
“Check point warehouse out” is defined as the position of the cargo at the time of delivery of the cargo to the receiver i.e. at the time of loading of the truck for distribution – final delivery.

14.2 Report on Damages to Cargo

On completion of the cargo operations at each check point a report on damages will be generated and countersigned by the entities involved. The report should be in accordance with Appendix no.2.

14.3 Measurement

The trucking companies that operate storage facilities and stevedores shall record the damages at the checkpoints in a properly structured database. It should be possible to analyze the data by shipper, receiver, trade, package type and commodity.

The DMAIC process shall be established using the Six Sigma methods for improving quality.

For the following damage codes the measurement shall be done in pallets: D, E and the optional code X.

For the remaining codes the measurement shall be done in cartons.

The shipping lines active in a trade, trucking companies including these that operate storage facilities and stevedore shall set up joint DMAIC1 teams, which shall be responsible for improving the work processes and improving customer satisfaction through excellent outturns.

14.4 Feedback

The shipping line shall in coordination with the trucking companies/stevedores in the port of loading provide feedback to shippers on the quality of cargo units being received for shipment. This should be done on a regular basis and measures to improve, if necessary, agreed with the shippers.

15. Inspection and Certification of Reefer Trailers

15.1 Inspections

15.1.1. Each reefer trailer to which Section 12 of the Code applies shall be subject to the inspections specified below:

- An initial inspection before the reefer trailer is put in service or before the certificate required under section 15.2. is issued for the first time.
- A renewal inspection at intervals not exceeding two years with a grace period of 3 months.
- The inspections shall be carried out in accordance with the Guidance Notes issued by the 360 Quality Association.
- It is recommended that the inspection is completed in one visit. However it is accepted that the inspection is done in two visits within a period of not more than 3 months. The last visit shall be done within 3 months after the expiry date of the existing Certificate.
- Any additional inspections as determined by the 360 Quality Association.

15.1.2. The inspections of reefer trailers shall be carried out by duly qualified Officers of organizations approved by the 360 Quality Association.

15.1.3. In every case, the approved organization concerned shall fully guarantee the completeness and efficiency of the inspection and shall undertake to ensure the necessary arrangements to satisfy this obligation.

15.1.4. The equipment of the reefer trailer after inspection shall be maintained to conform with the provisions of section 6.

15.2 Issue of Certificate

15.2.1. A 360 Quality Certificate shall be issued after the initial or renewal inspection in accordance with the provisions of section 15.1.

15.2.2. Such Certificate shall be issued by the approved organization if the reefer trailer scores a minimum of 60% in each of the sections 12.2.1, 12.2.2, 12.2.3, 12.2.4, 12.2.5, 12.2.7, 12.4, 12.7, 11.8 and 12.9 and a minimum of 70% in total on the inspections mentioned in 15.1.

15.2.3. If the reefer trailer fails to meet any of the criteria mentioned under 15.2.2, these failed sections shall be corrected and re-inspected within a period of not more than 3 months before such Certificate can be issued. If the reefer trailer is re-inspected and fails the second time on these sections, a complete inspection of all items will be required

15.2.4. A copy of the Certificate shall be transmitted as soon as possible to the 360 Quality Association.

15.2.5. The 360 Quality Certificate shall be drawn up in a form corresponding to the model given in Appendix No. 5 of this Code.

15.3 Duration and validity of Certificate

15.3.1. The 360 Quality Certificate shall be issued for a period not exceeding two years from the date of expiry of the existing Certificate.

15.3.2. The renewal inspection has to be carried out within a time window of three months before until three months after the expiry date of the existing Certificate.

When the renewal inspection is completed within three months before the expiry date of the existing Certificate, the new Certificate shall be valid from the date of completion of the renewal inspection to a date not exceeding two years from the date of expiry of the existing Certificate.

When the renewal inspection is completed after the expiry date of the existing Certificate, the new Certificate shall be valid from the date of completion of the renewal inspection to a date not exceeding two years from the date of expiry of the existing Certificate.

When the renewal inspection is completed more than three months before the expiry date of the existing Certificate, the new Certificate shall be valid from the date of completion of the renewal inspection to a date not exceeding two years from the date of completion of the renew inspection.

15.3.3. A Certificate issued under section 15.2 shall cease to be valid if the relevant inspection is not completed within the period specified under section 15.1.1.

In the case of a transfer of a reefer trailer to another approved organization, the approved organization which had issued the current 360 Quality Certificate shall, as soon as possible, transmit to the approved organization copies of, or all information relating to the 360 Quality Certificate and copies of available inspection reports.

15.4 Approved Organization for inspection of the 360 Quality Code

15.4.1. An approved organization is an organization that can demonstrate successfully to the 360 Quality Association that:

- It is an organization which performs inspections of specialized reefer trailers and
- has an international network of Officers available with Surveyor qualification, and has presented a list of qualified Officers to the 360 Quality Association, and
- it has a system for following up the inspection and certification process which is acceptable to the 360 Quality Association, and
- it is legally identifiable, has adequate resources, sound financial management and shall demonstrate professional competence based on adequate training and experience of its officers and personnel, and
- it has structures and procedures to enable it to be independent and free to operate without undue influence from vested interests or otherwise.
- it has appointed a designated person who is overall responsible for 360 Quality inspections and Certification.

15.4.2. The work carried out by the organization shall be covered by a retrievable inspection report and the 360 Quality Certificate. The inspection report contains the inspection checklist with score calculation, photographs, motivation for deviations and a final conclusion about the certification of the trailer. The inspection reports will be treated as confidential and only reported to the principals.

15.4.3. The designated person checks and authorizes the inspection reports and is responsible for record keeping, access of the inspection reports and issuance of the 360 Quality Certificates.

15.4.4. The designated person takes care that the Officers of the organization are properly educated with regular refreshment courses and have sufficient experience with the inspections and with reefer vessels.

15.4.5. The designated person is the vocal speaking point in case of disputes and/or complaints.

15.5 Qualified Officers for carrying out inspections

15.5.1. A qualified Officer is a surveyor of an approved organization who has been specially trained to carry out inspections in section 15.1, and

- has at least 3 years experience as a marine surveyor with proven experience in the reefer transport industry, or
- has at least 5 years work experience as licensed Commercial driver class A and B in the United States of America and worked in the transportation industry for perishable cargoes for at least 3 years, or
- has at least 5 years service in law enforcement agency traffic bureau and/or safety inspections

15.6 Withdrawal of Certificate, special circumstances

15.6.1. Any user of a reefer trailer may report to the 360 Quality Association the repeated non-conformance of the standards contained in the 360 Quality Code by a reefer trailer. A non-conformance exists if a user reports that the reefer trailer fails to meet one or more of the criteria mentioned under

15.2.2. The 360 Quality Association will request the approved Organization that has certified the reefer trailer to verify the presence of a non-conformance reported in 15.6.1. If the complaint is upheld, then the Member will bear the costs of the inspection. If the complaint is not upheld, then the complainant will bear the costs of the inspection.

15.6.3. If a non-conformance as mentioned above is found to be present, the 360 Quality Association shall issue a notice to the Member requesting him to rectify the non-conformance.

15.6.4. The 360 Quality Association will withdraw the 360 Quality Certificate if the Member does not rectify the nonconformance within 3 months of receiving a notice to do so from the 360 Quality Association.

Note: This has been introduced to ensure that reefer trailers maintain the equipment mentioned in section 12 of the 360 Quality Code. Poorly maintained or inadequate equipment can prejudice the safe handling of cargo.

16. Inspection and certification of trucking companies and their storage facilities

16.1 Inspections

16.1.1. Each trucking company that operates storage facilities to which Section 13 of the Code applies shall be subject to the inspections specified below:

- An initial inspection before the certificate required under section 16.2 is issued for the first time.
- A renewal inspection at intervals not exceeding three years.
- The inspection shall be carried out in accordance with the Guidance Notes issued by the 360 Quality Association.
- Any additional inspections as determined by the 360 Quality Association.

16.1.2. The inspections of trucking companies that operate storage facilities shall be carried out by duly qualified auditors of organizations approved by the 360 Quality Association.

16.1.3. In every case, the approved organization concerned shall fully guarantee the completeness and efficiency of the inspection and shall undertake to ensure the necessary arrangements to satisfy this obligation.

16.1.4. The equipment of the trucking companies that operate storage facilities after inspection shall be maintained to conform with the provision of section 13.

16.2 Issue of Certificate

16.2.1. A 360 Quality Certificate shall be issued after the initial or renewal inspection in accordance with the provisions of section 16.1.

16.2.2. Such certificate shall be issued by the approved organization if the trucking companies that operate storage facilities scores a minimum of 60% in each of the sections 13.2.1, 13.2.2, 13.2.3, 13.2.4, 13.2.5, 13.2.6, 13.3.2, 13.3.4, 13.3.5 and 13.7 a minimum of 70% in total on the inspections mentioned in 16.1.

16.2.3. A copy of the Certificate and a copy of the inspection report shall be transmitted as soon as possible to the 360 Quality Association.

16.2.4. The 360 Quality Certificate shall be drawn up in a form corresponding to the model given in Appendix No. 6 of this Code.

16.3 Duration and validity of Certificate

16.3.1. The 360 Quality Certificate shall be issued for a period not exceeding three years.

16.3.2. When the renewal inspection is completed within three months before the expiry date of the existing Certificate, the new Certificate shall be valid from the date of completion of the renewal verification to a date not exceeding three years from the date of expiry of the existing Certificate.

When the renewal inspection is completed after the expiry date of the existing Certificate, the new Certificate shall be valid from the date of completion of the renewal inspection to a date not exceeding three years from the date of expiry of the existing Certificate.

When the renewal inspection is completed more than three months before the expiry date of the existing Certificate, the new Certificate shall be valid from the date of completion of the renewal inspection to a date not exceeding three years from the date of completion of the renewal inspection.

16.3.3. If a renewal inspection has been completed and a new Certificate cannot be issued or forwarded to the trucking companies that operate storage facilities before the expiry date of the existing Certificate, the approved organization may endorse the existing Certificate and such a Certificate shall be accepted as valid for a further period which shall not exceed three months from the expiry date.

16.3.4. A Certificate issued under section 16.2 shall cease to be valid if the relevant inspection is not completed within the period specified under section 16.1.1.

16.3.5. In the case of a transfer of a trucking companies that operates storage facilities to another approved organization, the approved organization which had issued the current 360 Quality Certificate shall, as soon as possible, transmit to the approved organization copies of, or all information relating to the 360 Quality Certificate and copies of available inspection reports.

16.4 Approved Organization for implementing 360 Quality Code

16.4.1. An approved organization is an organization that can demonstrate successfully to the 360 Quality Association that:

- it has auditors available with Auditor qualification, and
- it has participated in the inspection and/or development of cold chain related guidelines, rules or standards such as HACCP, IFS, ISO 22000, and
- it has a system for following up the inspection and certification process which is acceptable to the 360Quality Association, and
- it is accredited by an official national accreditation body, and
- it has adequate resources, sound financial management and shall demonstrate professional competence
- based on adequate training and experience of its officers and personnel, and
- it has structures and procedures to enable it to be free to operate without undue influence from vested interests or otherwise.

16.5 Qualified Auditors for carrying out inspections

- Post-harvest physiology
- Food microbiology
- Dairy technology (dairy microbiology/dairy chemistry)
- Food technology
- Food chemistry
- Food and nutrition

16.6 Withdrawal of Certificate, Special Circumstances

16.6.1. Any user of the trucking companies that operate storage facilities may report to the 360 Quality Association the repeated non-conformance of the standards contained in the 360 Quality Code by trucking companies that operate storage facilities. A non-conformance exists if a user reports that one or more conditions in the trucking company present an unacceptable risk during the handling of cargo for damage or contamination and is against the spirit of the 360 Quality Code (see note).

16.6.2. The 360 Quality Association will carry out an investigation to verify a non-conformance reported in 16.6.1.

16.6.3. If a non-conformance as mentioned above is found to be present, the 360 Quality Association shall issue a notice to the trucking company requesting them to rectify the deficiencies and carry out a inspection according to 16.1.1.

16.6.4. The 360 Quality Association may withdraw the 360 Quality Certificate issued by an approved organization if the trucking company does not rectify the non-conformance within 3 months of receiving a notice to do so from the 360 Quality Association.

Note:

This has been introduced to ensure that port trucking companies that operate storage facilities maintains the equipment mentioned in section 13 of the 360 Quality Code. Poorly maintained or inadequate equipment can prejudice the safe handling of cargo.

Appendix 2. Standard Report EDI Format, Loading Port Implementation Guide for Damage Report Delimited Files

The file to input Exception Report data is a standard Text File with a character to delimit data on each line and a "new line character" at the end of each line. The file consists of three types of data. There is one header line, an unlimited number of pallet data lines and one trailer line. The report should contain all pallets discharged, even those with no recorded exceptions. Mandatory means that for both the loadport and disport the information shall be included.

In both cases the semicolon delimiter can now be any delimiter. The delimiter is determined by the character in the sixth position on the first line of the file. So for example if the first line of the file starts with
ZDSOM+
then the delimiter is the plus sign (+)

and if the first line starts with
ZDSOM,
then the delimiter is a comma (,)

Please note that you must never select a character as a delimiter that exists in the data in the file. So for example you could not use a forward slash (/) because this exists in the N/A (not applicable) in the receiver column of your data.

By making this change it is now easier to create a text file from Excel where the default delimiters are either Tab (for Text files Tab delimiter) or Comma (for CSV files).

The Header line consists of the following items:

1. A text literal ZDSOM
2. The name of the port, using UNLOCODE
3. The name of the terminal
4. The name of the vessel transporting the pallet
5. A text literal denoting of the pallet has been loaded (L)
6. The trade
7. The voyage number (4 digits)
8. The date of arrival of the vessel (format CCYYMMDD)
9. The date of departure of the vessel (format CCYYMMDD)

There should then follow a line for each pallet reported. This line consists of:

1. The text literal PL (mandatory)
2. The pallet ID (mandatory)
3. The name of the shipper (mandatory)
4. The name of the receiver
5. The name of the commodity (mandatory)
6. The name of the mark (mandatory)
7. The name of the packing house (mandatory)
8. The name of the packing type (mandatory)
9. The Quantity of packages on the pallet (mandatory)
10. Exception code A. A number between 0 and the value of item 9 above
11. Exception code B. A number between 0 and the value of item 9 above
12. Exception code C. A number between 0 and the value of item 9 above
13. Exception code D. Accepted values 1 or 0. Zero if no exception recorded
14. Exception code E. Accepted values 1 or 0. Zero if no exception recorded
15. Exception code F. A number between 0 and the value of item 9 above
16. Exception code G. A number between 0 and the value of item 9 above
17. Exception code H. A number between 0 and the value of item 9 above
18. Exception code J. A number between 0 and the value of item 9 above
19. Exception code X. Accepted values 1 or 0. Zero if no exception recorded
20. The deck location of the pallet (mandatory)
21. The B/L number
22. The name of a discharge port (POD), using UNLOCODE

The trailer line consists of:

1. The text literal ZDEOM
2. The number of pallet lines in the message

An Example

```
ZDSOM;ARCOMP;EASA;A Vsl Name;L;CRSA;5011;20060313;20060314  
PL;123456789;A Shipper;A Receiver;A Commodity;A Mark;A Packing House;A Packing  
Type;72;2;3;5;1;0;;;0;4D;BL00001;NLRTM  
ZDEOM;1
```

Appendix 2. Standard Report EDI Format, Discharging Port

Implementation Guide for Damage Report Delimited Files

The file to input Exception Report data is a standard Text File with a character to delimit data on each line and a “new line character” at the end of each line. The file consists of three types of data. There is one header line, an unlimited number of pallet data lines and one trailer line. The report should contain all pallets discharged, even those with no recorded exceptions. Mandatory means that for both the load port and disport the information shall be included.

In both cases the semicolon delimiter can now be any delimiter. The delimiter is determined by the character in the sixth position on the first line of the file. So for example if the first line of the file starts with

ZDSOM+

then the delimiter is the plus sign (+)

and if the first line starts with

ZDSOM,

then the delimiter is a comma (,)

Please note that you must never select a character as a delimiter that exists in the data in the file. So for example you could not use a forward slash (/) because this exists in the N/A (not applicable) in the receiver column of your data.

By making this change it is now easier to create a text file from Excel where the default delimiters are either Tab (for Text files Tab delimiter) or Comma (for CSV files).

The Header line consists of the following items:

10. A text literal ZDSOM
11. The name of the port, using UNLOCODE
12. The name of the terminal
13. The Name of the vessel transporting the pallet
14. A text literal denoting of the pallet has been Discharged (D)
15. The trade
16. The voyage number (4 digits)
17. The date of arrival of the vessel (format CCYYMMDD)
18. The date of departure of the vessel (format CCYYMMDD)

There should then follow a line for each pallet reported. This line consists of:

23. The text literal PL (mandatory)
24. The pallet ID (mandatory)
25. The name of the shipper
26. The name of the receiver (mandatory)
27. The name of the commodity (mandatory)
28. The name of the mark
29. The name of the packing house
30. The name of the packing type
31. The Quantity of packages on the pallet (mandatory)
32. Exception code A. A number between 0 and the value of item 9 above
33. Exception code B. A number between 0 and the value of item 9 above
34. Exception code C. A number between 0 and the value of item 9 above
35. Exception code D. Accepted values 1 or 0. Zero if no exception recorded
36. Exception code E. Accepted values 1 or 0. Zero if no exception recorded
37. Exception code F. A number between 0 and the value of item 9 above
38. Exception code G. A number between 0 and the value of item 9 above
39. Exception code H. A number between 0 and the value of item 9 above
40. Exception code J. A number between 0 and the value of item 9 above
41. Exception code X. Accepted values 1 or 0. Zero if no exception recorded
42. The deck location of the pallet (mandatory)
43. The B/L number (mandatory)
44. The Name of a loading port (POL), using UNLOCODE

The trailer line consists of:

3. The text literal ZDEOM
4. The number of pallet lines in the message

An Example

```
ZDSOM;NLRTM;FTR 1;A Vsl Name;D;CRSA;5011;20060313;20060314  
PL;123456789;A Shipper;A Receiver;A Commodity;A Mark;A Packing House;A Packing  
Type;72;2;3;5;1;0;;;0;4D;BL00001;ZACPT  
ZDEOM;1
```



360 Quality Certificate

Issued under the provisions of the 360 Quality Code (2010)

By

(Full designation of the Inspecting Officer's Organization, approved by the 360 Quality Executive Committee)

Particulars of ship

Name of Ship:
Port of Registry:
Gross Tonnage:
IMO Number:

This is to certify:

- 1. That the ship has been inspected in accordance with the 360 Quality Code, and:
2. That the inspection verified that the ship complies with the 360 Quality Code.
3. That the inspection verified that the ship is certified for palletised cargoes: yes/no.

Completion date of the Inspection on which this Certificate is based (dd/mm/yy)

This Certificate is valid until unless revoked

The renewal inspection is allowed to be carried out within a period of 3 months before or after the validity date of this certificate. During this period the certificate will remain valid.

Issued at
Date of issue
Name of Inspecting Officer

Signature of Inspecting Officer



360 Quality Certificate

Issued under the provisions of the 360 Quality Code

By

(Full designation of the Inspecting Officer's Organization, approved by the 360 Quality Executive Committee)

Particulars of terminal

Name of terminal:

Address:

Owner of terminal:

This is to certify:

- 1. That the terminal has been inspected in accordance with the 360 Quality Code, and:
- 2. That the inspection verified that the terminal complies with the 360 Quality Code.

Completion date of the Inspection on which this Certificate is based (dd/mm/yy)

This Certificate is valid until unless revoked

Issued at

Date of issue

Name of Inspecting Officer

.....
Signature of Inspecting Officer