

**MINIMUM STANDARD FOR REEFER CONTAINER PROCEDURE**

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**Purpose:**

The spirit of this document is one of **continuous improvement** to ensure product carried in reefer containers is handled correctly and will successfully be exported and sold for best value in the market. This document defines the minimum processes and checks that need to be followed as a container moves from the container depot to the vessel. The main focus is on **preventative actions** and clearly defining what and who must be involved in this value chain. This document does not replace any contracts or SLA between various parties, nor does it try and appropriate blame when things go wrong.

**Scope:**

1. Container booking
2. Export Documentation - Line
3. Container Depot
4. Road Haulier (Depot to Pack Store)
5. Exporter/ Pack Store/ PPECB
6. Road Haulier (Pack Store to Export Terminal/Container Depot)
7. Export Container Terminal
8. Export Containers Stored at Depot
9. Container Temperature Readings
10. Reporting Procedure
11. Tailboard Inspections
12. Directs to Vessels

**Definitions:**

Pack Store	The place where the product is stuffed into the container.
Haulier	The enterprise which owns and/or operates the trucks and/or trailers that transport the containers, and includes the drivers and subcontractors who transport on the enterprise's behalf,
Line	The Shipping Line that operates the containers.
Depot	The company that stores and prepares the empty container prior to collection.
Export Terminal	The area where a container is stored after passing customs and prior to being placed on the vessel. At present being managed by SAPO or Fruit Produce Terminal Cape Town

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**Occupational Healthy and Safety:**

The health and safety of all people who enter the premises of any of the businesses mentioned in the document is paramount. On entering any premises each person does so at there own risk and must be aware of:

- the ruling Occupational Health and Safety Act,
- each businesses' Health and Safety procedures

It is the responsibility of each person to take the due care needed and to follow all Health and Safety rules.

**Minimum Standards**

PROCESS BY SERVICE PROVIDER	DEADLINES/IDENTIFICATIONS	RISK AND LIABILITIES
<b>1. Container Booking</b>		
<p>Exporter to book container with the Line.</p> <p>The correct temperature and temperature booking code, point of loading etc must be clearly stated (i.e. use PPECB Q67 format)</p>	<p>24 to 48 hrs prior to load time</p>	<p>Exporter/Agents/Lines</p>
<b>2. Export Documentation</b>		
<p>Before stamping the CTO with the date and time, ensure booking and CTO details correspond.</p>	<p>Special shipments to be identified with a stamp on the CTO. A special shipment is a</p> <ul style="list-style-type: none"> <li>• controlled atmosphere container,</li> <li>• a cold steri container</li> <li>• or a super freeze container.</li> </ul>	<p>Exporters/Agents/Line</p>
<p>All export CTO documents or other applicable transport documents must reflect the product, temperature setting, temperature regime codes and ventilation settings.</p> <p><b>All copies must be legible.</b>                      In the absence of release instruction from the line the CTO, with the line's stamp, to be used as an official release.</p>	<ul style="list-style-type: none"> <li>• Container release to reach depot by 2pm.</li> <li>• Pre-draw from 15h00 - 23h00.</li> <li>• A release done after 2pm will only allow a container to be pre-drawn after 23h00.</li> <li>• Documents to be handed in daily to SAPO before 17h00.</li> <li>• Depots where the yellow copies have information blotted out will not accept CTO's</li> </ul>	

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This is subject to the lines agreeing to this with the depots.		
<b>3. Container Depot</b>		
Prepare containers in-line with customers and cargo standards.	<ul style="list-style-type: none"> <li>Tracking as per agreement with customer or SOP of depots.</li> </ul>	Depots
Prior to loading, verify CTO details with release details for:	Truck queue to move every 7 minutes.	
<ul style="list-style-type: none"> <li>Container size &amp; type</li> </ul>	Mismatch/ discrepancies to be fixed within 15 minutes.	
<ul style="list-style-type: none"> <li>Temperature setting</li> </ul>	<ul style="list-style-type: none"> <li>Do not load a mismatch.</li> <li>Report mismatch to responsible parties</li> </ul>	
<ul style="list-style-type: none"> <li>Vent setting</li> </ul>		
<ul style="list-style-type: none"> <li>Special instruction</li> </ul>		
At the time of loading:		
<ul style="list-style-type: none"> <li>Check if it is a valid reefer <ul style="list-style-type: none"> <li>Wash passed by PPECB (seal on door)</li> <li>PTI passed by Depot/PPECB</li> <li>Within date (sticker on unit - PPECB signature / stamp).</li> </ul> </li> </ul>		
<ul style="list-style-type: none"> <li>All old stickers must be removed from the containers.</li> </ul>		
<ul style="list-style-type: none"> <li><b>Set:</b> temperature, vent, humidity, CO<sub>2</sub> &amp; O<sub>2</sub> where applicable according to PTI procedure. Check that the settings correspond with CTO and/ or Depot pickup slip.</li> </ul>	The loading of two 6 metre containers back to back is not recommended. Proper verification of settings is then not possible at loading points.	
<ul style="list-style-type: none"> <li>Temperature must be set in Centigrade (°C) as per CTO.</li> </ul>		
<ul style="list-style-type: none"> <li>Fill in customer commodity sticker if applicable.</li> </ul>		

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Before the truck is allowed to leave the depot, ensure:		
<ul style="list-style-type: none"> <li>That there are no discrepancies between release and CTO.</li> </ul>		
<ul style="list-style-type: none"> <li>All of the above processes have been duly followed and checked by the haulier and depot despatch clerk.</li> </ul>	It is recommended that the haulier verify all temperature settings with depot official before leaving the depot.	
Should there be any discrepancy no release will be allowed until approval is granted by customer/ line.	<p>If any discrepancy is detected the depot to create an alternative and provide sufficient space for offloading.</p> <p><b>SAPO to consider</b> a depot <b>“Alteration Approved”</b> stamp if container and seal numbers have be written down incorrectly on the CTO.</p> <p>The Stamp to have the words:  <b>“Depot Approved Alteration”</b>            Depot name:            Signature:            Name:            Date:</p>	
<b>4. Road Haulier (Container Depot to Pack Store)</b>		
Haulier collects empty container from depot and delivers to consignor. (Packer/ Exporter)		Haulier/Depot
Haulier to ensure they have stamped CTO from the line.		
Upon arrival at the depot check:		
<ul style="list-style-type: none"> <li>Depot pickup slip (if depot issues one) corresponds with CTO.</li> </ul>	Depots to provide sufficient lights in order to perform proper checks during night movements.	
<ul style="list-style-type: none"> <li>Although it remains the responsibility of the depot to have units set correctly, it is recommended that the depot despatch clerk confirm these settings to the haulier.</li> </ul>	Settings to be confirmed/showed as per CTO document to haulier, where applicable and includes: <ul style="list-style-type: none"> <li>Temperature</li> <li>Ventilation</li> <li>Humidity.</li> <li>Curtain for CA containers as well as CO<sub>2</sub> / O<sub>2</sub> settings</li> </ul>	

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<ul style="list-style-type: none"> <li>At the time of collection check that the correct container type and size is loaded. That the number of the loaded container corresponds with the container number as documented at the gate check.</li> </ul>		
<ul style="list-style-type: none"> <li>Verify that a PPECB approved units is released</li> </ul>	Yellow or Blue PPECB tags must be on the door	
<ul style="list-style-type: none"> <li>Check for and report any visible damage on the container according to the checklist:</li> <li>Depots must have adequate lighting and quick turnaround procedures in place, should it be necessary to change containers</li> </ul>	Check list to be used in order to ensure that box is in a good and sound condition, includes: <ul style="list-style-type: none"> <li>&gt; Punctures, tears in outside panels &amp; doors</li> <li>&gt; Dents &amp; damage to visible parts of the container</li> <li>&gt; Corner post to be intact</li> </ul>	
Never accept any container and / or leave the depot yard without checking and verifying the information on the pickup slip or yellow copy of the CTO.  If correct, sign the depot pickup slip or yellow copy of CTO.		
Prior to removing the container from the depot the haulier to check:		
<ul style="list-style-type: none"> <li>If you have the right container on the trailer with the correct CTO.</li> </ul>		
<ul style="list-style-type: none"> <li>That the unit is equipped with a cable and plug</li> </ul>		
<ul style="list-style-type: none"> <li>If a genset is attached to a container, switch it on and check that it is running properly and all temperature settings are verified between haulier and depot dispatch clerk.</li> </ul>	The haulier must check that unit is fully functional prior to leaving the Depot.	Containers must not be run on gensets if empty except to check if running properly or at the Pack Store under Exporter/PPECB's supervision.

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<b>5. Exporter/ Pack Store/ PPECB</b>		
Ensure that the container has a PPECB seal and a valid PTI sticker from both PPECB and/ or Depot.	<ul style="list-style-type: none"> <li>• Yellow or Blue PPECB tags</li> <li>• Yellow or White PTI stickers</li> </ul>	Pack Store/Agent/Exporter/Haulier
Never start loading without receiving proper documentation from the haulier and ensuring that all details are correct.	Hauliers to report or warn Pack Store and Depot should any problems occur on unit/container after dispatch from Depot.	
Before loading the cargo into the container, PPECB, or the exporter / packer must ensure that the product being loaded conforms to the information on the CTO and / or other transport document.	<p>Should any documentation changes need to be made then special arrangements need to be in place in order for Export Terminal to accept these units and correctly place in stack.</p> <p><b>CTO may only be voided/spoilt if there is a POD or vessel change only.</b></p> <p>Original CTO to be VOIDED/ SPOILT by Pack Store by putting a single line across the CTO and writing the word "CANCELLED". A note under the word "CANCELLED" must state what has changed e.g. "New POD to be Tilbury" in order to assist the person attaching the new CTO to the old CTO.</p> <p>A new CTO to be printed and passed by CTO operator and handed to haulier before the container is delivered into the Export Terminal. Haulier to check that the Amending CTO has been changed according to the note on the Original CTO.</p>	The Line must ensure that any changes are communicated to all parties concerned.
<b>Check the following:</b>		
<ul style="list-style-type: none"> <li>• Temperature / Ventilation setting against CTO</li> </ul>	Pack Store to check with haulier that unit cable and plug is still in place.	
<ul style="list-style-type: none"> <li>• Temperature regime code.</li> </ul>		
<ul style="list-style-type: none"> <li>• Cross check Partlow chart, where applicable.</li> </ul>	Pack Store to have power to verify temperature.	
<ul style="list-style-type: none"> <li>• Cross check Line/Depot's Reefer Sticker.</li> </ul>		

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<b>PROCESS BY SERVICE PROVIDER</b>	<b>DEADLINES/IDENTIFICATIONS</b>	<b>RISK AND LIABILITIES</b>
<p>If any of the <b>above checks</b> are found to be incorrect <b>do not load</b>. The Depot/Line must be contacted and given a chance to correct the settings prior to the container entering the Export Terminal or container storage area. The depot/line will organise the change and might call on PPECB or other parties to verify the change (depending on their arrangements and contracts).</p>	<ul style="list-style-type: none"> <li>• All correction of temperature and setting related problems will be done at the pack store, if store within 20 km radius, or via applicable container depot. Only as a last resort, subject to time constraints, before entering the export terminal or storage area at an agreed location.</li> <li>• All changes under genset conditions must take place at Pack store. Should the Line allow any third party to reset any settings, then these setting changes need to be reconfirmed in the Export Terminal. (Consider a stamp indicating that a change needed to be done to bring container setting in line with CTO)</li> <li>• Pack store to notify Depot of any changes so that it can be verified.</li> <li>• PPECB to double check correction in terminal.</li> </ul>	
<p>If cargo is not available for respective container the Pack Store/ Exporter must contact the Line/ Agent who will give instruction to:</p>		
<ul style="list-style-type: none"> <li>• Return empty to depot or</li> </ul>		
<ul style="list-style-type: none"> <li>• Authorise change i.e., temperature/ vent setting at loading point.</li> </ul>		
<ul style="list-style-type: none"> <li>• Amending document to be faxed to the loading point. (A new document).</li> </ul>	<p>If documentation changes are needed then special arrangements must be in place so that SAPO can accept these units and correctly place in the stack.</p> <p>Original CTO to be VOIDED/ SPOILT by Pack Store by putting a single line across the CTO and writing the word "CANCELLED". A note under the word "CANCELLED" must state what has changed e.g. "New POD to be Tilbury" in order to assist the person attaching the new CTO to the old CTO.</p> <p>A new CTO to be printed and passed by CTO operator and handed to haulier before the container is delivered into the Export Terminal. Haulier to check that the Amending CTO has been changed according to the note on the Original CTO.</p>	

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<b>6. Road Haulier (Pack Store to Export Terminal/Container depot)</b>		
<p>Haulier to ensure that container doors are properly closed and sealed when collecting full container from Pack Store and delivers to the Export Terminal/Container depot.</p>	<ul style="list-style-type: none"> <li>• Hauliers to report or warn export terminal/Container depot should any problems have occurred on the container after departure from Pack Store.</li> <li>• Due to lack of security at A check and cable theft problem the Haulier to               <ul style="list-style-type: none"> <li>○ Check the cable and plug on arrival at a check.</li> <li>○ Then confirm to export terminal at A-check that cable and plug are still on unit</li> </ul> </li> <li>• And that doors are properly closed</li> </ul>	Road Haulier/SAPO
<p>Deliver full container to stack or depot as quickly as possible</p>		
<b>7. Export Container Terminal (SAPO &amp; Other)</b>		
<p>Haulier driver hands CTO document in at A Check reception to confirm the booking and check documentation.</p>	<p>If information is wrong or incorrect unit will not be allowed into reefer stacking area. Driver to contact Line as per detail on transport documentation</p>	Export Terminal/Haulier/Operator
<p>Haulier proceeds to the P check for the physical check. Check for</p> <ul style="list-style-type: none"> <li>• damages,</li> <li>• correct closure of doors</li> <li>• if a cable/plug is on unit.</li> </ul> <p>The container number, seal number, truck registration number, ISO code and container position is captured on the hand held terminal.</p> <p>The TID is printed and collected by the driver before proceeding to the off-load area at the reefer yard.</p>	<p>If any defect is found, then container will not be allowed to proceed.</p> <p>Haulier to contact Line as per detail on transport documentation.</p> <p>Special arrangements could be provided by export terminal in the future in the form of a holding area.</p>	
<p>Container is stacked and plugged in within 1 hour by export terminal reefer staff, under direct supervision of Reefer Co-coordinator.</p>		



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<b>PROCESS BY SERVICE PROVIDER</b>	<b>DEADLINES/IDENTIFICATIONS</b>	<b>RISK AND LIABILITIES</b>
Temperature setting will be verified with export document at the time of powering up.  <b>If found to be incorrect then unit will be switched off and relevant Line to be contacted.</b>		
The reporting process will be as per Export Terminal procedure- point 10 below.	See reporting lines	
Container temperature is monitored every 4 hours 24/7. Any deviations will be reported to the Lines representative/ technician	All alarms to be reported to the Line	
<i>All third party visitors to terminal must adhere to export terminal procedures &amp; safety policy</i>		
<b>8. Export Containers Stored at Container Depot</b>		
The depot will not accept any full live reefers without proper notification of the following details:		Depot/Haulier
<ul style="list-style-type: none"> <li>• Customer will be responsible for account.</li> <li>• Container numbers</li> <li>• Temperature</li> <li>• Vent setting</li> <li>• Commodity</li> <li>• Special Instruction</li> </ul>		
On arrival at the container depot, the haulier must report to gate for verification and has to ensure that the gate / depot is made aware of full live reefer prior to entering the off loading point. Driver to report on any defects on unit or container and confirm status of cables and plug		
The depot must stick the live reefer sticker on the container.		
Verify reefer details with pre-notification and only accept reefer if details are verified 100%.		

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<p>Plug container onto power (within one hour) and verify temperature against CTO.</p> <p>Any errors / deviations, switch off container, contact customer/ Line and action fault.</p> <p>Containers to be monitored by depots as agreed with customer/ Lines.</p>		
<b>9. Container Temperature Readings</b>		
As per clause 7 & 8		Third Parties/ Export terminal
Third Party companies will monitor customers / Lines containers as agreed between them.	Once a day for non special and twice a day for specials.	
PPECB to audit readings and Export Terminal's documentation during daily audits at all the terminals	<p>ADHOC within 24 hours.</p> <p>PPECB will physically audit container set points on a spot check basis, seeing that not all units can be seen by them.</p>	
<b>10. Reporting Procedure – EXPORT TERMINAL</b>		
Container temperature deviation:	(Acceptations are when container is in defrost mode but all settings are correct as per documentation).	Export Terminal Operator /Depot/PPECB
<ul style="list-style-type: none"> <li>• The Export Terminal reefer coordinator will switch off the container and report immediately to senior cargo coordinator.</li> </ul>		
<ul style="list-style-type: none"> <li>• Senior cargo coordinator will telephonically contact the nominated Line as per contact list and PPECB. <ul style="list-style-type: none"> <li>○ Time of call-out to be logging</li> </ul> </li> </ul>	Line/PPECB to contact Exporter and await further instructions.	
<ul style="list-style-type: none"> <li>• Line to contact technician of specific depot</li> <li>• The technician must report to the reefer office and complete the visitation report and thereafter will be escorted to the faulty container.</li> <li>• If technicians cannot repair unit, he must report the fault to the respective Line</li> </ul> <p>If the container is stacked 2/3 high the container will be</p>	<ul style="list-style-type: none"> <li>• Malfunctions to be attended to within 1.5 hours from call.</li> <li>• In the case where unit cannot be repaired the Line to contact Exporter and PPECB.</li> <li>• Technician to complete technical report and hand a copy to Export Terminal for own record</li> </ul>	

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placed in a convenient and safe position by Export Terminal for the technician to work on.	<p>purposes.</p> <ul style="list-style-type: none"> <li>• PPECB must be informed of outcome</li> <li>• PPECB and Exporter to decide on next steps, i.e. unpack repack or re-inspections or even dispensation process.</li> </ul>	
Container temperature change request by cargo owners:	Official booking change	
<ul style="list-style-type: none"> <li>• These requests must be channelled via the Lines booking desk.</li> </ul>	Booking desk to inform Terminal Operations who in turn will contact Depot reefer technician to change settings, should it be required.	
<ul style="list-style-type: none"> <li>• All changes must be requested in writing to the service provider.</li> </ul>	Amendment of export documentation	Lines/ Export Terminal /PPECB
<b>11. Tailboard Inspections - Re-inspection of Cargo</b>		
The same procedure that applies to Import and Export containers will apply to TBI's		Export Terminal /Lines/Third Parties
Line to inform customers and all parties must meet at the reefer office i.e Export Terminal, Container Operator, Customers, Customs and PPECB.		
Inspection done by PPECB and Maintenance Sub-Contractors:	PPECB to report findings to Exporter	
<ul style="list-style-type: none"> <li>• The PPECB rep and nominated maintenance sub-contractor must report to the reefer office in line with procedures as indicated in point 10 above.</li> </ul>		
<ul style="list-style-type: none"> <li>• All private persons enter the terminal at their own risk.</li> </ul>		
<ul style="list-style-type: none"> <li>• The same procedure will apply to import reefer containers. Report to Customs and Line</li> </ul>		
<b>12. Directs (After Stack Arrivals)</b>		
Checks as per paragraph 7	Any deviation will not be allowed into terminal	Export Terminal /Line
If any deviation is discovered then the container must be unplug and contact vessel agent.	Deviations onboard at time of coupling must be reported by Vessel prior sailing	
<ul style="list-style-type: none"> <li>• Line to issue corrective action to vessel and / or depot call out technician.</li> </ul>	Changes to be done within 1 hour. Agent to inform PPECB/Exporter	

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PPECB