



## **SUBJECT:** Protective Service — Safeguards in Transit

Horizon Lines is dedicated to maintaining the cold-chain of all refrigerated cargo moving through our network and has established SOPs that require HL and Shipper representatives at each touch point to verify the reefer is set and operating properly, often seven or more times depending on the route and mode of transport as specified below:

### **1. BEFORE LOADING**

Loading Facility should start the reefer, set the temp and vent as directed by the Shipper and pre-cool the container. This ensures that container and genset are operating correctly before committing cargo and prepares the equipment to maintain the cold-chain.

### **2. TRUCK DISPATCH**

Truck Driver checks the Set Temp with Paperwork to ensure a match before pulling the load; if the Temps don't match, the Trucker should notify Loading Facility Point of Contact (POC) to determine the correct temp and have the Facility reset the reefer. If the reefer is not Operating within range, the Trucker should notify the Loading Facility POC and Dispatcher immediately.

### **3. AT THE RAIL RAMP**

'Protective Service' Vendors at the ramp (contracted by HL; not affiliated with the RR) receive a Pre-Note from HL Rail Ops, which gives them direction on Set Temp. If the Pre-Note/Set/Operating temps don't align, the reefer is put On Hold. SOP is to verify correct set temp with Shipper, notify them if reefer is not operating properly and input a CaptLog (service delivery note).

### **4. ON THE TRAIN**

'Protective Service' Vendors en route verify Operating Temp at designated stops. If not operating properly, a 'Hot Sheet' is sent to HL and the Vendor at the next stop and recovery is attempted. 'Protective Service' Vendors cannot stop a train or remove a reefer; their ability to access HL reefers en route are sometimes restricted by the Railroad's time and safety policies.

### **5. ORIGIN MARINE TERMINAL**

Mechanics verify Set Temp/Vent against Booking; if a match, reefer is Tagged for easier reference, but if not, HL POC will verify correct temp with the Shipper. If out of range, HL POC will determine whether to accept or reject the cargo, and a CaptLog is recorded to document the event.

### **6. ON THE SHIP**

Vessel crew verifies that Set/Tag/Operating temps match the Booked Temp on the Reefer Manifest. If no match, the Vessel notifies HL POC and Vessel Planning to verify the correct Set Temp with Shipper. If the Operating Temp is out of range, the HL POC is notified and the container is discharged if possible, or onboard recovery is attempted.

### **7. HL DOCUMENTATION**

Doc Representatives cross-check the Booked Temp against Shipping Instructions. If there is a discrepancy, the Rep verifies correct Temp with Shipper and either corrects the Shipping Instr. or notifies the HL POC at Origin & Destination and Vessel Planning that the Set Temp needs to be changed. A CaptLog is recorded to document the event.

### **8. DESTINATION MARINE TERMINAL**

Reefer Mechanics at destination plug the reefer into shore power upon discharge to verify that the Operating Temp is within range of the Set Temp before the reefer can be released to a waiting trucker.

Proper temperature and vent settings are always critical, especially during summer months when fresh produce is abundant and ambient temperatures are at their highest. Horizon Lines has developed specific commodity loading recommendations that are outlined in the ***Shipping Guidelines for Refrigerated Cargo*** (please ask your Horizon Lines Sales Representative for a copy).