

## **Agenda**

**25 November 2021** 

- Welcome
- TT Club introduction
- Industry overview
- SMU ITCO collaboration update
- Regulatory considerations and drive for simplification
- TT Club claims analysis overview
- Trends and directions of European cleaning standards
- Q&A



## Established expertise

TT Club is the leading provider of insurance and related risk management services to the international transport and logistics industry.

- Over 50 years' experience serving the industry
- Comprehensive cover
- Loss Prevention and expert support
- Integrated global reach managed by Thomas Miller
- Membership advantages
- Our claims and underwriting executives work together as single team



## Creating added value

## Your dedicated Loss Prevention team



Peregrine Storrs-Fox
Risk Management Director
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Mike Yarwood

Managing Director Loss Prevention

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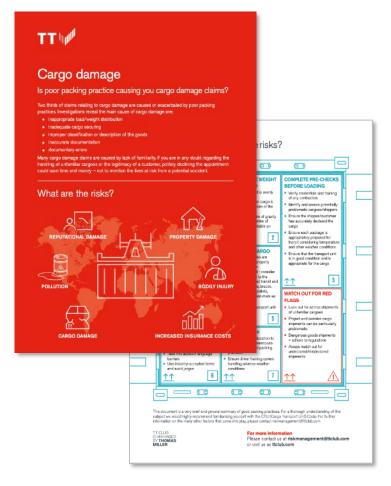
Laurence Jones
Risk Assessment Director
laurence.jones@thomasmiller.com
Sydney

- Analysing TT Club claims data to identify and communicate trends
- Providing technical and risk management advice focused on reducing claims occurrence
- Participating with key industry associations
- Delivering practical, accessible guidance
- Assisting improvement of risk assessment, mitigation and control
- Maintaining awareness of emerging risks
- Exploring digital opportunities to access big data to improve understanding of risk

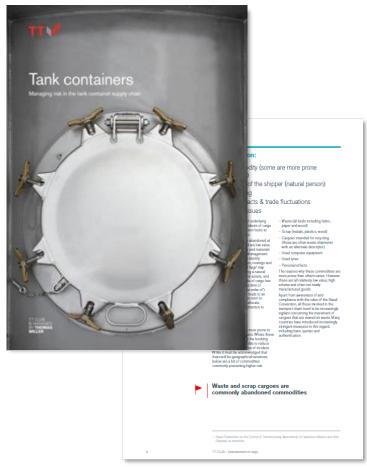


## **Publications**

## TT Brief



## StopLoss



## Joint industry reports





## William Leigh-Pemberton Chair Operations Division - ITCO



International Tank
Container
Organisation

TT Club Webinar 25.11.2021











## **Agenda**



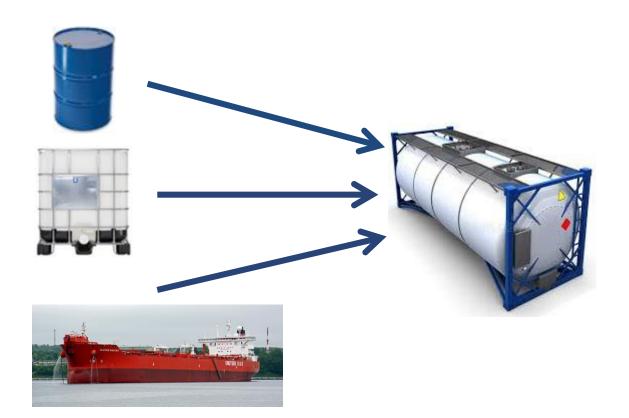
- 1. Introduction
- 2. ISOtank industry update
- 3. Current areas of concern
- 4. 2022 and beyond....



## Introduction



- ITCO trade body for the ISOTank industry
- Represents manufacturers, operators, lessors and ancillary service providers of ISOtanks





## **ITCO**

@ITCOtank Follows you

The ITCO mission is to promote and represent tank containers as safe, cost-efficient and flexible means of transport.

Joined June 2019

44 Following 60 Followers

Followed by cr

Tweets & replies Likes

♣ Pinned Tweet

ITCO @ITCOtank · 14 May

ITCO Animated Video launched today

ITCO produced an "Animated Video", aimed at highlighting issues relating to the use of single-use plastic - and promoting the environmental benefits of tank containers over flexibags

youtube.com/watch?v=hrgyZQ.

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## Bertschi – serving the chemical industry





**1,100 trucks** 



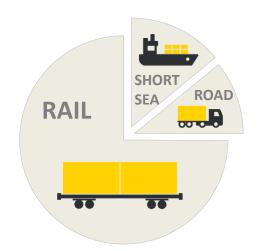
39,000 containers



3,100 team members



**Presence in 38 countries** 

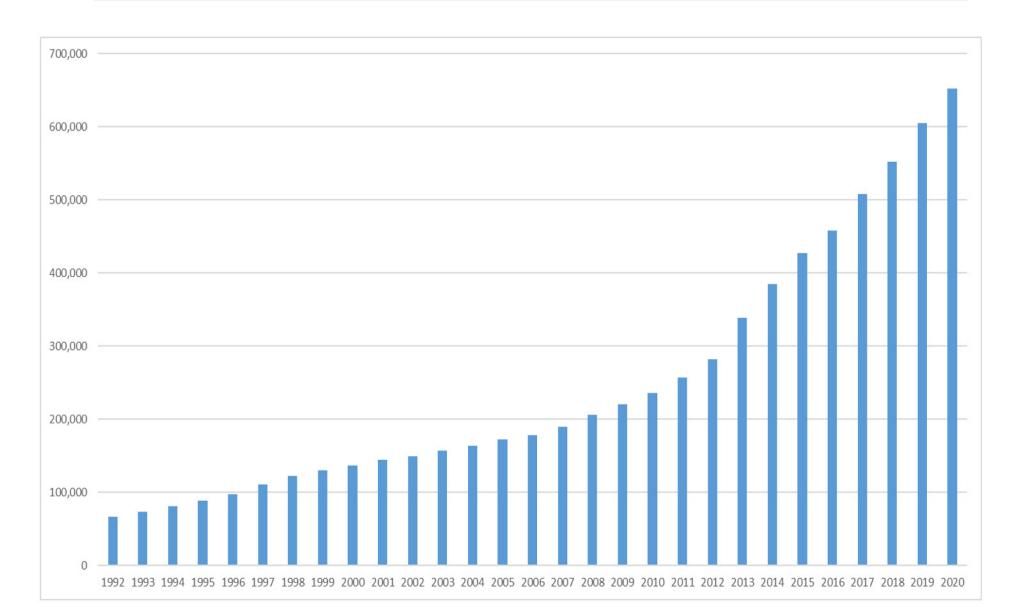






## Unbroken growth in our industry...



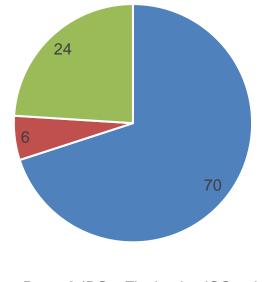


## Specialization trend - containerized liquid shipping

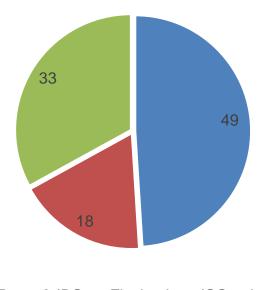


- Packaging inefficiencies of drums & IBC's in box containers
- Additional trend of migration from bulk tankers to container shipping (diversification of supply chain from single-source to multi-source)

Containerized Liquid Freight – 2011 (Drewry)



Containerized Liquid Freight – 2020 (Drewry)



## Flexitank volume growth unlikely to continue -



- Sustainability concerns reaching cargo shippers
- Each bulk bag worth approx. 7,500 shopping bags
- "Don't recycle, just don't consume" message cuts through







## Industry round-up (1) – rollercoaster 12 months



- Demand surge for ISOtank services (late 2020), arising from moves to diversify supply chain from single-source to multisource
- Collapse in profitability (end 2020) arising from instant unloading of containers, only to lead to record long ladenstorage times in mid-year 2021 and best-ever demurrage figures (J-I-T mode moves to stockholding mode finally)
- Trend of migration from Bulk tankers to tank containers arrested temporarily due to scarcity of container space
- Consolidation intensifies with last 12 months seeing deals involving -







## Industry round-up (2) – "revenge of supply"





- The Great Rethink:
- A. Safety and resilience over price. "Cost-down" in retreat.
- B. One supplier to multiple suppliers
- C. Regional supply over global supply
- D. Long term agreement over spot tenders, end of "tender cruelty" a chance to become part of the shipper's team rather than a dispensable supply partner.
- E. Buffer stock mentality over J-I-T concepts
- F. Arrival of CSCO in the Boardroom?



## **Challenges - ocean freight shock 2021**



Supply chain disruptions arising from Covid restrictions. Suez Canal, Ningbo / Yantian etc



**Demand boom mainly in the US** 

Limited new vessel entrance in 2021 (hardly anything built since 2016) but drastic increase in vessel sailings on key trades (incl vessels shifted to Transpacific)



Harbour capacity limitations + driver shortages – inland connections can't cope



Global congestion + slowdown (handling 2 x 5,000 TEU vessels takes longer than 1 x 10,000 TEU)



Limited capacity + stable / growing demand = rate increases



## Outlook 2022



- No relief from vessel space shortage: new capacity not till 2023, but customer demand remains strong.
- Almost zero tender offers by ship owners for 2022 "SOC" traffic because vessels are reserved 100 % for COC's >> added space unpredictability.
- Investment / expansion of ISOtank cleaning & repair depots has not kept pace with global fleet expansion >> serious capacity shortage.
- Inability for hauliers to expand capacity because of order lead times and driver recruitment issues >> serious capacity shortage.

## **TYPES OF HEADACHE**

Migraine:

**Hypertension:** 







Searching for cleaning / trucking capacity:









- Proclaim the importance of *partnership* between LSP and cargo owner, to create safe & secure supply chains - leave "costdown" and short-termism behind.



Thank you for your attention

Further information from ITCO Secretariat hicks@itco.org











# Reg Lee President - ITCO

## **Shanghai Maritime University**





## Sabine Schultes Senior Manager Transport & Logistics Safety CEFIC



cefic

TT Club Webinar November 25, 2021

Sabine Schultes

Senior Manager Transport&Logistics Safety



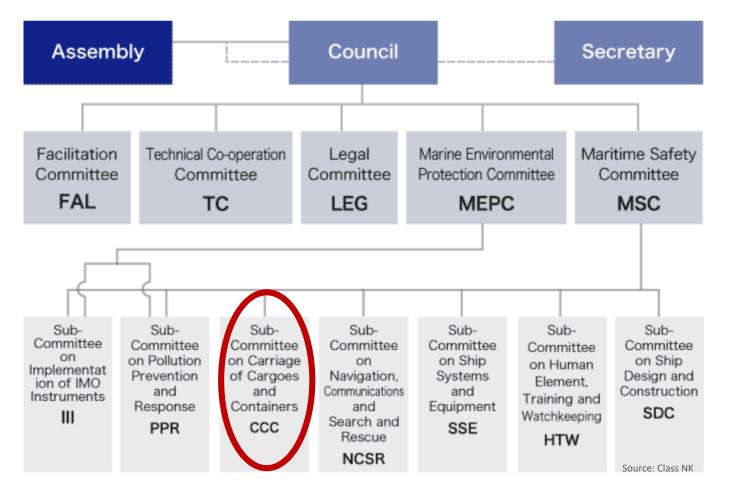


## Agenda

- Regulatory background @ IMO
- MSC Flaminia
- Consequences of Accidents
- How to drive simplification
- Key Take aways



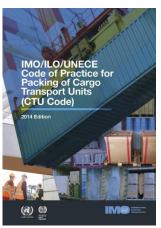
Regulatory background @ IMO

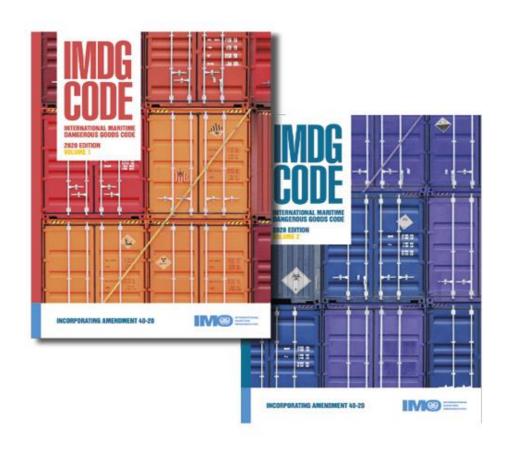




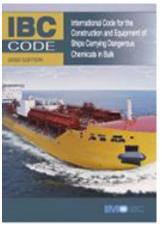
Regulatory background: Codes (examples)















## **MSC Flaminia**

- On July 14, 2012, with the M/V Flaminia, underway from New Orleans to Antwerp, smoke appeared from a cargo hold. When a 7-man team prepared to fight what they thought was a fire, a spark ignited the gases escaping from the ruptured tanks of divinylbenzene in the hold.
- The tanks had been stored in the New Orleans sun for 10 days before being loaded aboard M/V Flaminia, then stowed in the vessel near the ship's heated bunker fuel tanks. Experts testified that these conditions were causal factors in the chemical reaction and the explosion, and court found that only the cargo manufacturer and freight forwarder were at fault.







Photos: TT Club

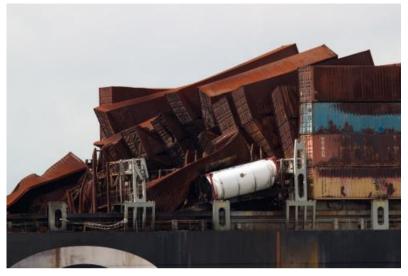
Example: MSC Flaminia

- As a result of this disaster, provisions for <u>polymerizing substances</u> subject to Special provision 386 were implemented and the section 7.3.7 IMDG Code was updated. Both shall help ocean carriers better prepare for the risks of carrying substances (particularly polymerizing substances) which need stabilization by chemical inhibitors and/or temperature control.
- → Special provision SP 386 (Extract from IMDG Chapter 3.3)

When chemical stabilization is employed, the person offering the packaging, IBC or tank for transport shall ensure that the level of stabilization is sufficient to prevent the substance in the packaging, IBC or tank from dangerous polymerization at a bulk mean temperature of 50°C, or, in the case of a portable tank, 45°C.

Where chemical stabilization becomes ineffective at lower temperatures within the anticipated duration of transport, temperature control is required. (...)







Photos: TT Club

## Consequences of Accidents

- As public perception of risk has changed, accidents put high pressure on regulators and authorities
- Stricter rules are expected asap after an accident, often resulting in hasty reactions (at CCC decision-making by consensus, details are discussed at E&T))
- Due to the lack of time, regulatory changes might be incomplete and/or difficult to realize
- Additional amendments in subsequent years lead to uncertainties and operational difficulties
- Requirements for cargo management increase, followed by delays and higher costs
- Further mishaps cause loss of trust between involved parties within the Supply Chain cargo rejections?
- Governments might react with stricter enforcement measures



## How to drive simplification

- Simplification does not necessarily mean less regulations!
- In order to apply regulations adequately, the text must be understandable for all involved personnel
- Decision bodies are National Authorities, Associations/Federations/NGOs have only observer status
- Influence on regulations requires proactive involvement of experts in the rulemaking process
- Feasible concepts and solutions from industry can have a positive effect on legal developments
- Provision of guidance material supports the implementation of requirements \*
- Transparent logistical processes (re)built trust in compliance and help to visualize distance to "black sheep"



<sup>\*</sup> https://cefic.org/guidance/transport-and-logistics/all-transport-and-logistic-guidance/

## Key Take aways

- Accidents lead inherently to stricter regulations
- 2. Practicability of rules requires proactive involvement of industry experts in the rulemaking process
- 3. Transparent supply chain processes are the foundation for compliance



Source: oneclearmessage.com



An accident where innocent people are killed is tragic, but not nearly as tragic as not learning from it.

Nancy Leveson



## Thank you.

## **Contact:**

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### **About Cefic**

Cefic, the European Chemical Industry Council, founded in 1972, is the voice of large, medium and small chemical companies across Europe, which provide 1.1 million jobs and account for 15% of world chemicals production. Cefic members form one of the most active networks of the business community, complemented by partnerships with industry associations representing various sectors in the value chain. A full list of our members is available on the Cefic website. Cefic is an active member of the International Council of Chemical Associations (ICCA), which represents

chemical manufacturers and producers all over the world and seeks to strengthen existing cooperation with global organisations such as UNEP and the OECD to improve chemicals management worldwide





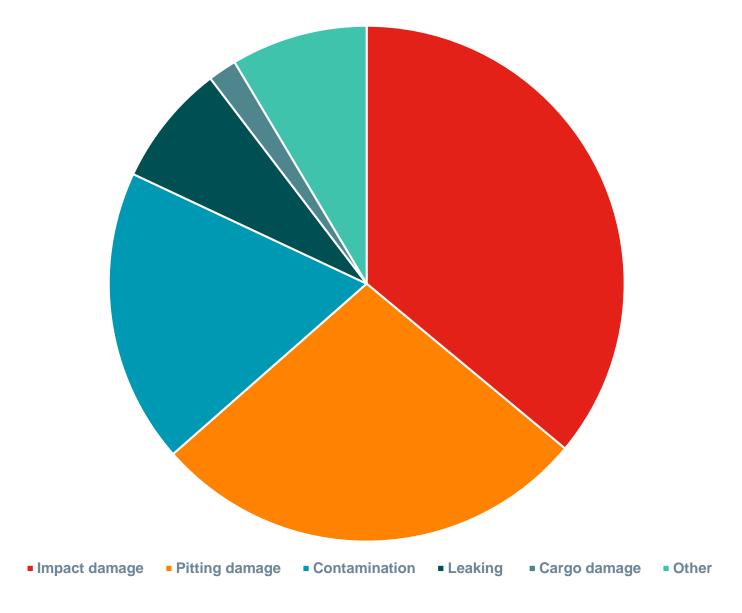


## Claims analysis

2020 Policy year data

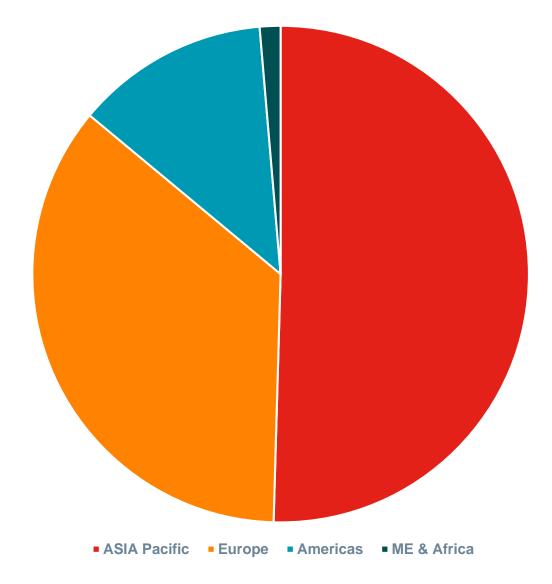


## Claim type overview



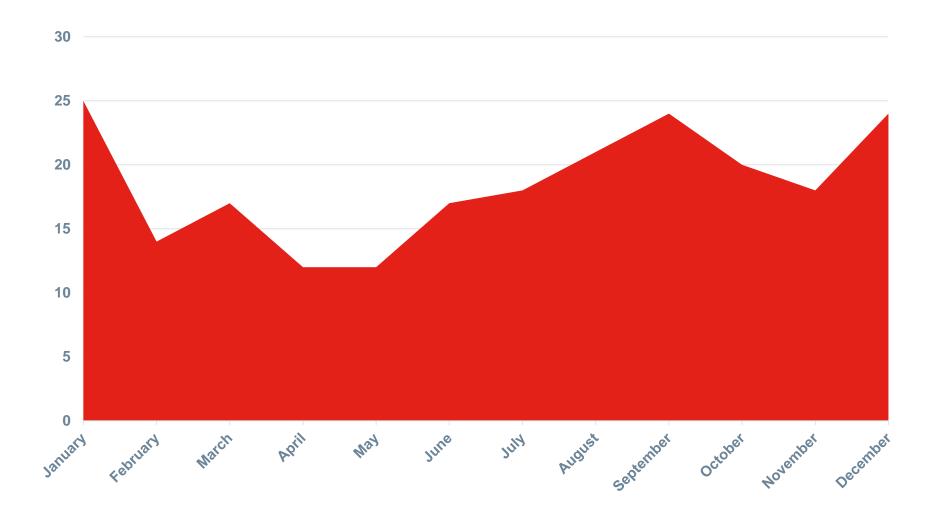


#### Claim location overview



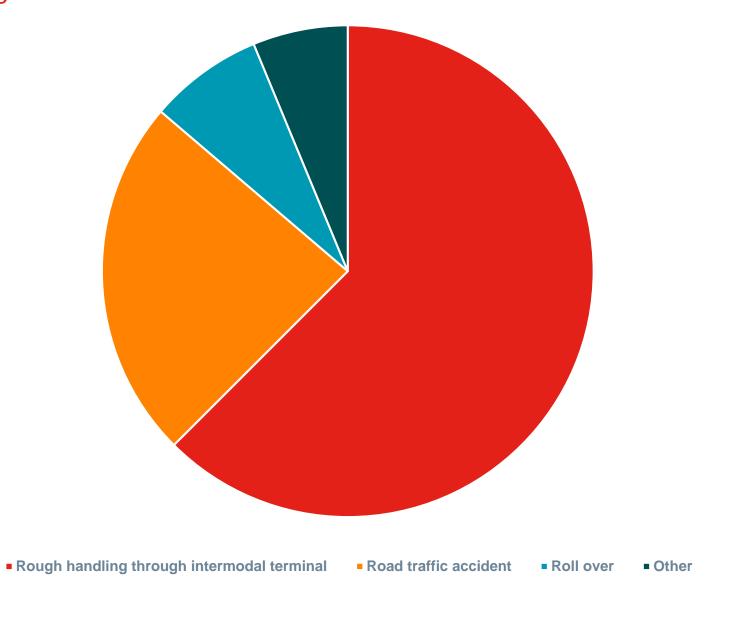


## Notified claims by month



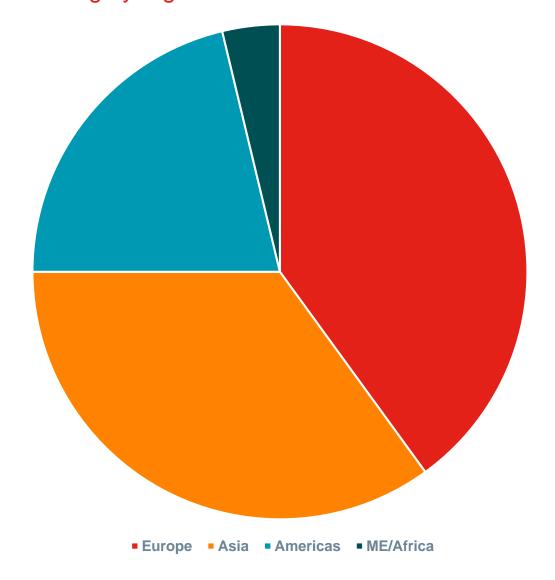


## Impact damage by cause



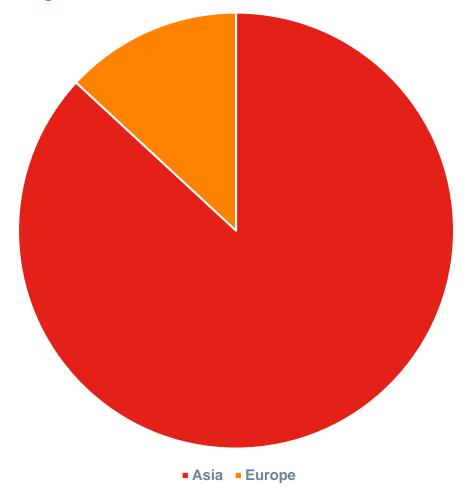


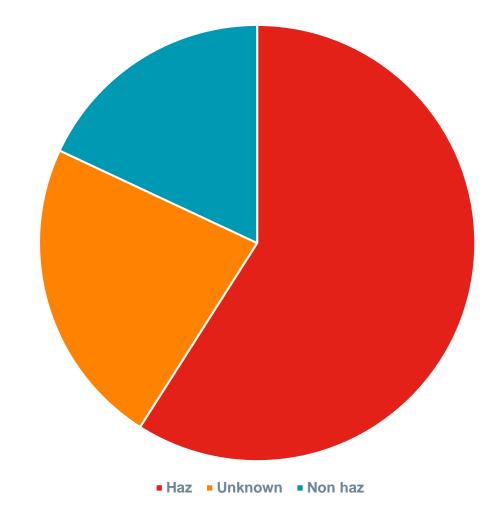
## Impact damage through rough handling by region





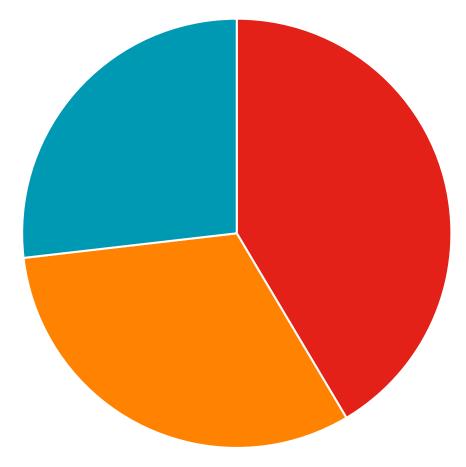
## Pitting damage claims







#### Contamination overview



- Alleged connected to last carried cargo
- Operational/Clerical errors
- Over heating, incompatible components, discharge into incorrect silo

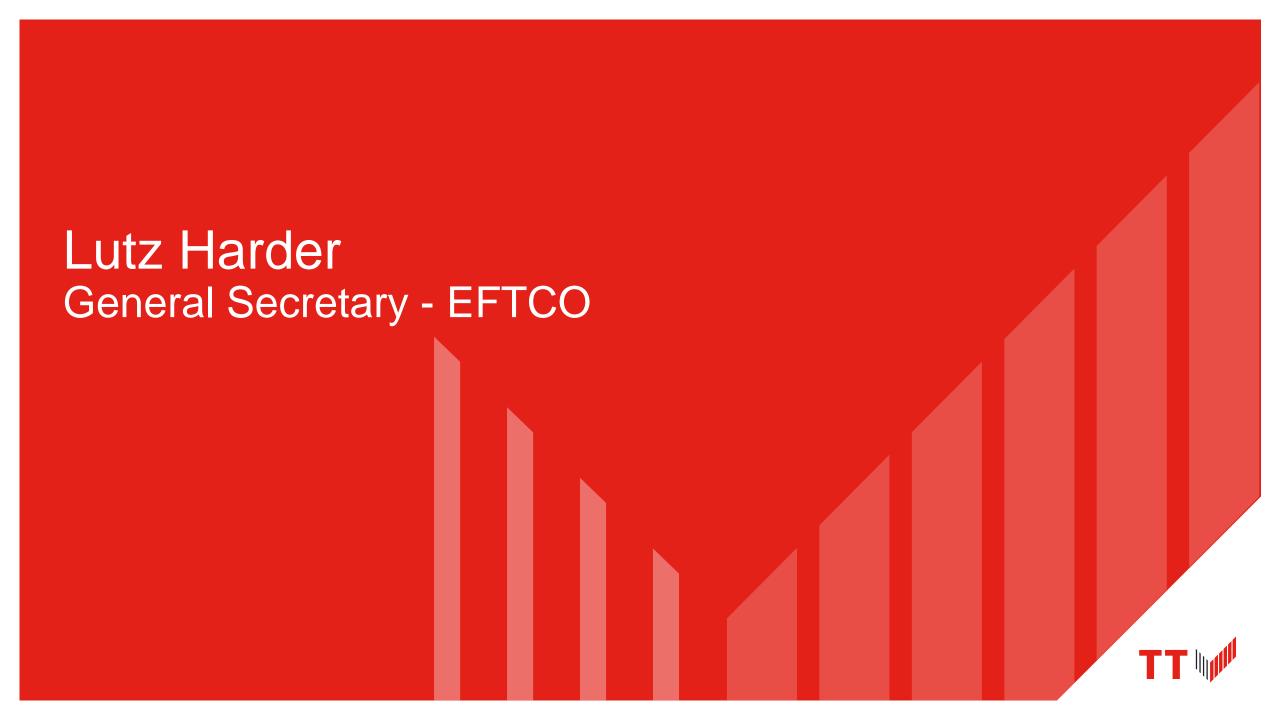


# Thank you

ttclub.com













# "EFTCO MEMBERS" The European Organizations

















http://www.eftco.org/about-us/our-members











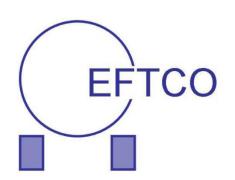












#### **EFTCO** Principles

Provide Tank Cleaning to the supply chain

Secure Safety at work and Quality

Protect Environment - Waste Control – Emission reduction

Control reliable, trustworthy and environmental friendly services of its members. Improve Food Safety & Defense

Define Cleaning processes (f.e. Polymer Cleaning Instructions)
Promote SQAS – cooperation with CEFIC – SQAS Audit is mandatory
EFTCO FOOD ASSESSMENT

Increase workers education and installations technical standards Develop a better understanding and practice in tank cleaning

Digitalization



**Quality Control and improvements** 

SQAS Safety and Quality Assessment for Sustainability

cooperation with CEFIC

FOOD SAFETY EFTCO Food Assessment

supplement to SQAS with 120 food related questions

**DIGITALIZATION Partner of ECLIC VzW** 

benefits for communication between all partners

GLOBAL Global Associated membership

outside the European Territory

EFTCO Global Member

POLYMER Polymer Cleaning instruction

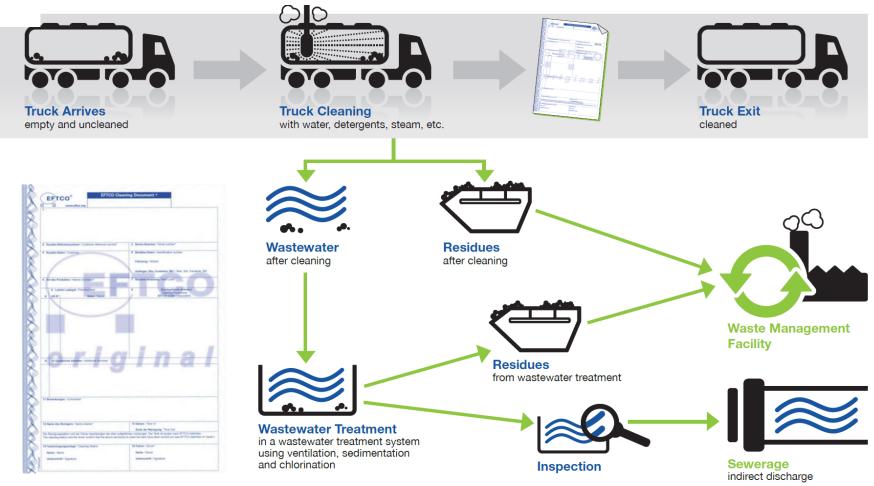
cleaning process to avoid product contamination

CLEAN SWEEP Operation Clean Sweep Plastics Europe

avoid pellet loss and reduce micro plastics in the ocean



#### "TANK CLEANING PROCESS in SUPPLY CHAIN"





#### "EFTCO CLEANING DOCUMENT"

the European standard

Documentation of the cleaning – owned by EFTCO

Unique numbering for traceability

"A tank shall be described as clean when there are no visible traces or odour of the last product or cleaning agent following an inspection from the man-lids".

Additional Service (preparation for next load) is possible and needs clear order by transport company / driver.

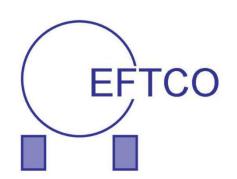
Cleaning service is recorded by EFTCO Codes in a multilingual format





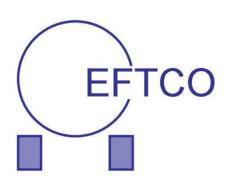
## "EUROPEAN CLEANING DOCUMENT" EFTCO CODES

Eith Tank orthry Eith Route Dogs Passhellon Eith Route Dogs Clearing of airmanic descring of the standard water cut of the inert clearing of the standard water cut of the ine	Е	Extras						F	Foodstuffs	P	Procedures	Н	Handlings
	E03 E04 E05 E10 E15 E16 E20 E25 E30 E36 E41 E50 E51 E52 E55 E56	Passivation Repair Degas Scouring Cleaning with handgun High pressure cleaning Brushing Recirculation Cleaning Steam drying Hot air drying: drying with air with T >60°C Dip tube Collectors Hose cleaning Cleaning of hose box Cleaning of spill box Cleaning of ancillaries In- & external hose cleaning over the full length with HP mole and draining the water out of the hose Internal hose box cleaning over the full length with a	E60 E61 E62 E63 E64 E66 E67 E68 E69 E70 E71 E72	ancillaries and components having contact with the product (discharge curve, reduction parts, lock- and anti-return valves)  Cleaning of airlines  Cleaning of air connections  Cleaning of air manifold  Internal cleaning of the lower airline with cold water and blowing the residual water out of the line  Internal cleaning of the upper airline with cold water and blowing the residual water out of the line  Pump cleaning of the upper airline with cold water and blowing the residual water out of the line  Pump cleaning  Cleaning of filter  Cleaning of rotary valve  Cleaning of manilids  Removal of manilid gasket  External cleaning of the micro-filter in the airline and internal cleaning of the filter body	E77 E78 E79 E80 E85 E90 E91	the air manifold with cold water and blowing the residual water out of the manifold Internal cleaning of the degassing valve with high pressure Cleaning with high pressure of fill- and discharge opening lids, rims included, lid and all joined parts Cleaning of all gaskets of fill- and discharge opening Dismantling of ancillaries Removal of labels Sealing Cleaning station checked that the seals, with the numbers mentioned on the ECD, are applied property on the tank. This does not imply any liability whatsoever on the part of the cleaning station.  Steam heating Hot water heating Electrical heating Livery	Code C E F H P	F50 F51 F60 F61 F62 F63 F64 F65 F85 Englis Clear Extra Food Hand	water only Food approved detergent Food approved sanitizing agent Turbidity measurement Conductivity measurement ATP measurement pH-value measurement Membrane filter test Allergen test Sanitizing with hydrogen peroxide Sanitizing with peracetic acid Food approved Cleaning sh ning agents s stuffs llings edures	P02 P09 P10 P11 P15 P20 P25 P26 P27 P30 P31	Cold (T=ambient) water spin in a complete cleaning cycle Hot water spin (T>80°C) Hot water spin (T>60°C) Hot water spin (T>40°C) CIP Cleaning Recleaning Toxic clean Kosher procedure Halal procedure Drying Drying with air at ambient Temperature  emicals sam	H60 H99	Handling out Movement on chassis Miscellaneous



## "EUROPEAN CLEANING DOCUMENT" EFTCO CODES

Α	В	С	D			G	Н
Code	English	Français	Deutsch	Nederlands	Italiano	Espanől	Português
C	Cleaning agents	Produits de nettoyage	Reinigungsmittel	Reinigingsmiddelen	Predetti per la pulizia	Productos Limpieza	Produtos de limpez
C01	Alkaline detergent	Détergent alcalin	Alkalisches Reinigungsmittel	Alkalisch reinigingsmiddel	Detergente alcalino	Detergente alcalino	Detergente alcalino
C10	Neutral detergent	Détergent pH neutre	pH neutrale Seife		Detergente neutro (pH 7)	Detergente neutro	Detergente neutro
C20	Acid detergent	Détergent acide	Saures Reinigungsmittel	Zuur reinigingsmiddel	Detergenta acido	Detergente acido	Detergente ácido
C30	Caustic soda	Lessive de soude	Natronlauge	Natriumhydroxide	Lisciva	Hidróxido sodio	Hidroxido de Sódio
C40	Hydrocarbon mixture	Mélange d'hydrocarbures	Kohlenwasserstoffgemisch	Koolwaterstof mengsel	Miscela di idrocarburi	Hidrocarburos	Hidrocarbonetos
C41	Kerosene	Pétrole	Petroleum	Petroleum	Petrolio	Petróleo	Petróleo
C42	Fuel	Fuel	Diesel	Diesel / gasolie	Gasolio	Diesel	Gasóleo
C50	Organic acid	Acide organique	Organische Säure	Organisch zuur	Acido organico	Ácido orgánic	Ácido Orgânico
C60	Solvents	Solvants	Lösemittel	Solventen	Solventi	Disolventes	Solventes
C61	Acetone	Acétone	Aceton	Acetone	Acetone	Acetona	Acetona
C62	MEK	MEK	MEK	MEK	Mek	MEK	MEK
C63	Butylacetate	Acetate de butule	Butylacetat	Butylacetaat	Acetato di butile	Acetato butilo	Acetato butilo
C64	Latex remover	Décapant Latex	Latex Löser	Latex verwijderaar Depinfectie middal Alter apperor de Alter thuim Unigetiider Diverse	Sapone per lattice	Producto para látex	Removedor de látex
C80	Sanitising agent	Produit de désinfection	Desinfektionsmittel	Desinfectie middel	Produtti per dicinfezione	Desinfectante	Desinfectante
C81	Hydrogen peroxide		What Coff Child I I C	Water au Sperox de	P ossigo (idroc mo		Peróxido de Hidrogénio
C90	Antifoam	Anti-mousse	ar ts had tr ra	Artischuim	Artischium	Anti s punt at e	Anti-espumante
C95	Deodorizer	Desodorisant	Duftstoff	Untgeurder	Deogorizzante	Desodorante	Desodorizante
C99	Miscellaneous	Autres	Verschiedenes	Diverse	Diversi	Diversos	Diversos
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E03	Passivation	Procinging	Preciniona	Description		Desirosión.	Passivação
E04	Repair	Réparation	Reparatur	Reparatie	Riparazione	Reparación	350113435
E05	Degas	Dégazage	Entgasung	Ontgassing	Degassaggio	Desgasificación	Desgasificação
E10	Scouring	Grattage manuel	Manuelle Arbeiten	Manueel uitschuren	Raschiatura manuale	Rascado manual	Limpeza manual
	Cleaning with handgun	Rinçage au pistolet a main	Reiniauna mit Handpistole	Reinigen met handpistool	Lavaggio con pistola	Lavado con pistola	Lavagem com pistola
E16	High pressure cleaning	Lavage à haute pression	Hochdruckreinigung	Reinigen met hogedruk	Lavaggio ad alta pressione	Lavado alta presión	Lavagem alta pressão
	Brushing	Balayage intérieur	Ausbürsten	Manueel uitborstelen	Spazzolatura manuale	Cepillado manual	Escovagem manual
E25	Cleaning in place	Rinçage en circulation	Kreislaufreinigung	Circulatiereiniging	Lavaggio a circuito chiuso	Lavado en circuito cerrado	Lav Circuito fechado
E30	Steam drving	Cáshana wana u	Dampftrocknung	Droogstomen	Asciugatura a vapore	Secado vapor	
E35		Séchage vapeur Séchage air chaud	Heisslufttrocknung	Drogstomen  Drogen met warme lucht		Secado vapor Secado aire caliente	Secagem a vapor
$\neg$	Hot air drying Hot air drying: drying with air	Séchage à l'air chaud : séchage		Drogen met warme lucht met	Asciugatura con aria calda Asciugatura con aria calda a	Secado aire caliente: secado	Secagem ar quente
E36		_	Heisslufttrocknung mit T>60°C				
E40	with T >60°C Dip tube	avec de l'air T>60°C Tube plongeur	Steigrohr gereinigt	T>60°C Bovenlosser	temperatura > 60°C Tubo pescante	con aire con T >60°C Tubo buzo	Tubo duches
	Collectors	Collecteur	Sammelleitung	Collectoren	Collettori	Colectores	Lavagem colectores
E50	Hose cleaning	Lavage flexibles	Schlauchreinigung	Reinigen slangen	Lavaggio tubi	Lavado mangueras	Lavagem colectores  Lavagem mangueiras
E51	Cleaning of hose box	Lavage riexibles Lavage porte-flexibles	Reinigung Schlauchkasten	Reinigen slangen Reinigen slangenkokers	Lavaggio tubi Lavaggio portatubi	Lavado mangueras Lavado Porta manguera	Lavagem mangueiras Lav. porta mangueiras
	Cleaning of spill box		Reinigung Schlauchkasten Reinigung Domdeckelbereich	Reinigen stangenkokers		Lavado Porta manguera Lavado Bocas Hombre	
$\neg \neg$	Cleaning of spill box	Lavage domes trou d'homme Lavage des accessoires	Reinigung Domaeckelbereich	Reinigen hulpstukken	Lavaggio passoduomo Lavaggio accessori	Lavado Bocas Hombre  Lavado accesorios	Lavagem boca homem
	la 8 automatica alamina	Lavage des accessories  Lavage interne et externe des	languing zuberio		Lavaggio accessori	Lavado mangueras interior y	Lavagem acessórios



#### "Polymer Cleaning Instruction"







#### Best Practice Guidelines for the Cleaning of dry bulk polymer transport tanks



ISSUE 2 - April 2018





"EFTCO CLEANING DOCUMENT" the European standard



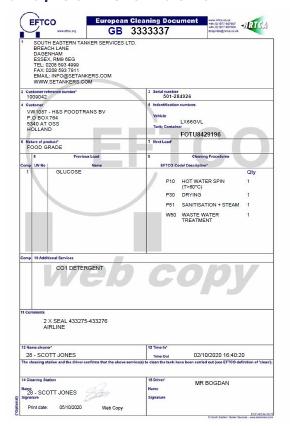
Original Document: Cleaning Station → Driver → Place of Loading



# "EFTCO CLEANING DOCUMENT" the European standard

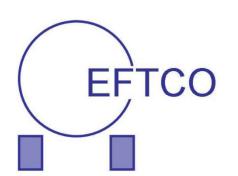
1 BREACH LA	O" STERN TANK	EFTCO Clea	3333			
DAGENHAN ESSEX, RM TEL: 0208 59 FAX: 0208 59	9 6EG 93 4999 93 7811	RS.COM WWW.SETANKE	RS.COM	SET		
2 Customer referer	nce number*	1009042	3 Seria	501-284926		
4 9W1087 - H8 P.O BOX 764 5340 AT OSS HOLLAND		NS BV	5 Identification numbers  LX66GVL  Vehicle FOTU8429196  Tank, Container			
FOOD GRAD  Nature of produ			7 Next			
	vious load GLUCOSE N		9	Cleaning Procedures		
			P10 P30 P51 W50	HOT WATER SPIN 1 (7-90°C) DRYING 1 SANITISATION + STEAM 1 WASTE WATER 1 TREATMENT 1		
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2 X SEAL 433	3275-433278	I g	13 Time Ir			
28 - SCOTT J	0275-433276  ONES  and the driver o	portion that the aboves service(a) to	Time O	ut ink have been carried out (see EFTCO definition of 'i		

Valid Original Document:
not changeable after given to the
driver
TT Club November 2021



Web Copy Document: not usable at place of loading - manipulation

Trends and Direction of European Standards in Cleaning



#### "Digitalization"

ECLIC forms a neutral governance structure to facilitate secure data sharing.

electronic EFTCO Cleaning Document (eECD) electronic proof previous load document(ePPT) electronic cleaning order (eCO)



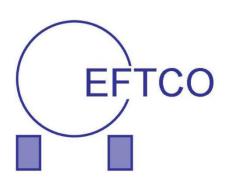
Electronic Previous Load Restrictions (ePLR)









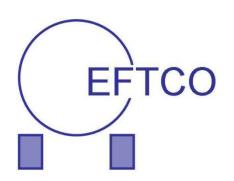


#### "Cleaning Order" in all European languages

o manhole

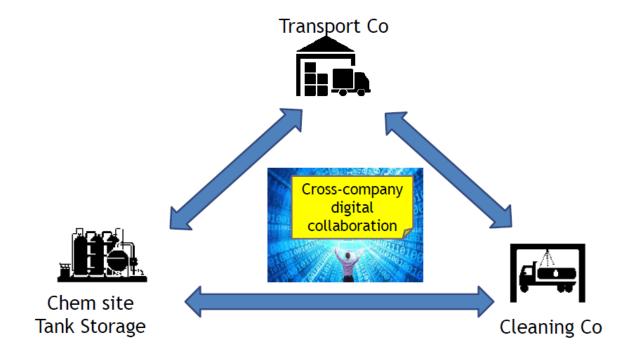






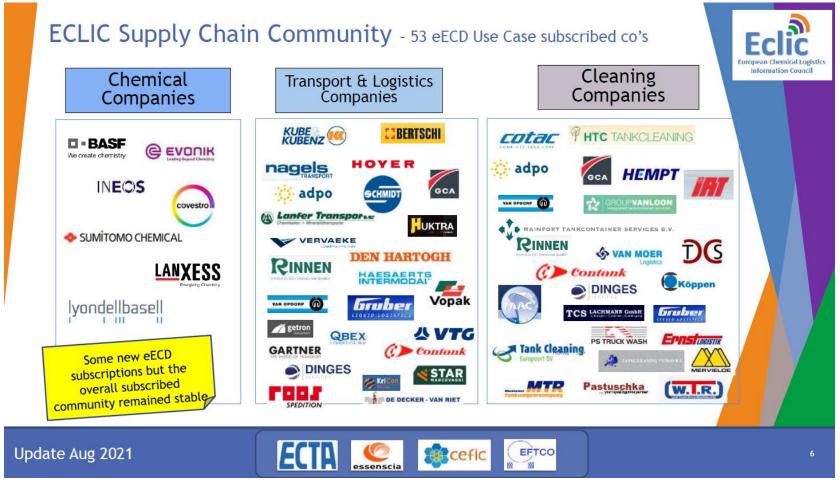
#### "electronic EFTCO CLEANING DOCUMENT"

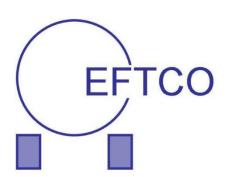
## How does the digital eECD process work today?





#### "electronic EFTCO CLEANING DOCUMENT"





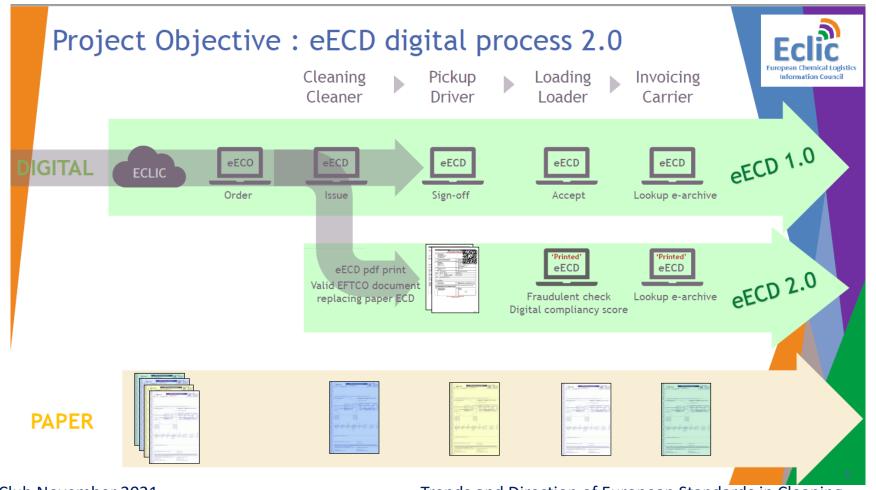
#### "electronic EFTCO Cleaning Document (eECD)"

Value of the eECD solution <u>from a shipper point of view</u> and that value goes way beyond the paper viewpoint itself:

- less risk for cross-contaminations and improved QA to end customers
- reduction of waiting times at "Gate check in" (pre-validation of eECD data before truck even has arrived!)
- automation and improvement of work processes and less risk of human/admin errors
- more transparency and real time visibility on the status of assigned & cleaned equipment
- auto-checks on EFTCO codes and cleaning requirements (eg polymer cleaning)
- acquire within your site logistics teams the mindset for eCMR and get ready before laws make it mandatory



#### "electronic EFTCO CLEANING DOCUMENT"





#### "EFTCO Food Safety and Food Defense"

#### No European general food cleaning guidelines

ISO 9001:2018

ISO22000:2018

Kosher

Halal

**HACCP** 

FSSC 22000

**ENFIT** 



EFTCO FOOD provides ONE assessments of the cleaning stations for food cleaning linked with SQAS



#### "EFTCO Food Assessment"

120 questions in 4 categories

Food & Safety Quality Systems
Requirements for Cleaning Stations
Work Processes
Personnel



A complete EFTCO Food Assessment consists of 3 parts

- 1. SQAS core with general management, quality and safety questions
- 2. SQAS tank cleaning with general tank cleaning questions
- 3. EFTCO food assessment questionnaire with food specific questions



#### "VISIONS"

Continue to improve cleaning quality and environment protection

Reduce accidents and event of death

Acting as a Global Association

Cooperation with Transport companies and Chemical/Food Industry with their associations:

ECTA / CEFIC / ITCO and others

Increase process automation and digitalization of communication

Prevent ECD (eECD) fraud use – secure high standards



# www.eftco.org

# Any questions?

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# Thank you

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