



refrigerated services: procedures

COUNT ON US TO KEEP THINGS COOL

Experienced refrigerated services companies have established standards and procedures for training and maintenance – for temperature control and a clean and sanitary environment.

Drivers and maintenance staff must be properly trained to handle perishable products – especially food. It makes sense for you to ask for a site visit, if possible, and to ask how the company meets all necessary requirements.



1. Can you provide a copy of your driver training manual, specifically the component on temperature control for refrigerated services?

The training manual should include a section covering all aspects of temperature control, including equipment operation (reefer specific), food safety, temperature-probing procedures, dealing with equipment failure, reefer display codes and their diagnosis, and fueling procedures.

2. How do you maintain your equipment and facilities for food safety?

A carrier should be able to provide equipment wash/sanitation guidelines for its refrigerated fleet and storage facilities. These guidelines should be in line with your own food safety requirements. For example, guidelines for fleets should include wash frequency (based on use *and* time), managing ad hoc or on-demand washing, solvent use, water temperature, and grey water catchment.

3. Are your reefers certified by the California Air Resources Board (ARB)?

If you are shipping to California, your carrier must use reefer units that meet specific in-use performance standards defined by state regulations intended to reduce emissions. Both carriers and shippers are liable for using non-compliant reefers. ARB maintains a list of “100 Percent Compliant Carriers” that you can check in addition to asking the carrier.

Visit <https://arber.arb.ca.gov/publicTCCReports.arb> for more information.