

# ENFIT HQF CERTIFICATE

## High Quality Food, Feed and Chemical Certification for Cleaning Stations



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# 1 Introduction

## 1.1 Advantages of ENFIT-HQF certified cleaning stations

The cleaning station has a valid ENFIT HQF certificate (High Quality Food, Feed and Chemical Certificate) awarded by an authorised and independent certification company trained according to ENFIT standards. Cleaning stations that have successfully completed the ENFIT HQF certification are also members of the ENFIT association. This ensures that these cleaning stations participate in the association's continuous improvement program and are informed of changes.

The validity of an ENFIT HQF certificate is 2 years, after which, a follow-up certification is required. ENFIT HQF certified cleaning stations are entitled to receive a certificate with the ENFIT quality seal: "BASIC – BASIC PLUS - HIGH - or EXCELLENT" depending on the total number of points allocated to the cleaning station. The cleaning station operates according to ENFIT CLEANING STANDARDS, meaning it fully meets hygiene requirements for food transport containers, and also for feed and chemical transport containers. Furthermore, ENFIT CLEANING CODES are the same as the names of their respective cleaning programmes, programmes that vary based on the type of product transported in the food transport container. For Feed and Chemical cleaning the cleaning stations can use als the cleaning codes TCC (Tank Cleaning Codes) for chemicals.

The BASIC seal is awarded to cleaning stations that are on the way to continuous improvement, but have not yet achieved a minimum score of 50% or have not done the full HQF certification. The BASIC PLUS seal is awarded to cleaning stations that have achieved a total score of 50% or more in the audit. The BASIC PLUS seal of approval is awarded to cleaning stations if they have successfully completed the HQF certification, but still have development potential in terms of technology or the building structure. HQF certification also includes the training of the staff and the validation and verification of the cleaning results. The seal of approval also applies to cleaning stations that may only have one cleaning lane or also clean other products (chemicals, animal feed or non-hazardous goods) on the same lane. This, however, is only permitted under certain conditions. Cleaning stations with the BASIC or BASIC PLUS seal of approval are allowed to issue the ECC-ENFIT Cleaning Certificate – BASIC or BASIC PLUS - as proof of their services.

The following, on the other hand, are some examples of requirements for HIGH and EXCELLENT ENFIT HQF seals of approval:

- Only drinking water is used for cleaning (BASIC and BASIC PLUS also)
- Cleaning agents and disinfectants do not pose any risks for the next loads/products transported and their food suitability must be proven and documented by a manufacturer certificate.
- The entire cleaning station (including cleaning equipment) is inspected every two years by the certification company as part of the certification process to ensure its hygienic usability.
- The quality of cleaning is proven by test cleaning. Certification is validated through a cleaning test run (with 3 transport containers) and additional inspections after cleaning to ensure cleaning quality. The aim is to create hygienic, microbe-free conditions verified through evaluation.
- Cleaning lanes for containers transporting food are separate from those transporting chemical products. This is a prerequisite for holders of a "HIGH" or "EXCELLENT" ENFIT seal of approval while not a prerequisite for cleaning stations with the "BASIC or BASIC PLUS" seal of approval (are often smaller stations).
- Rolling or "up-and-over" sliding doors serve as entrances and exits in cleaning areas.

- Adequate lighting conditions are provided for visually inspecting tank interiors.
- Ceilings and walls are clean, waterproof and washable.
- Floors are waterproof, easy to wash, non-slip, and highly abrasion-resistant with minimal joints.
- Concrete floors impermeable to water and chemicals are recommended. For improved cleaning, concrete floors can be covered with a special plastic coating or with stainless steel sheets that protect concrete floors from wear and damage/
- The ventilation installed is adequate for preventing mould-growth.
- A pest control system is set up in the cleaning station. All windows and openings fitted with insect repellent and fly screens and storage areas are equipped with rodent traps.
- Automatic, digital data documentation of cleaning parameters are retrofitted in cleaning stations and assure cleaning quality. Data documentation is digital, utilizing traceability systems with API interfaces, making cleaning services verifiable.
- Cleaning facilities include changing rooms and sanitary facilities.
- Cleaning agents and disinfectants are stored separately in secured areas.
- Building structures are made of stainless steel, plastic or galvanised metals to prevent corrosion.
- Food, feed or chemical transport containers are cleaned with CIP systems or automatic rinsing heads. All equipment (high-pressure equipment, steam generators, water softening technology, drying equipment, measuring systems, thermometers, drainage systems, pipes, etc.) are cleaned, maintained and checked regularly for proper functioning.

## 1.2 Scope and area of application

Testing and certification requirements apply to the conformity assessment procedures of testing and certification bodies for the issuance of "HIGH-QUALITY-FOOD-FEED AND CHEMICAL CLEANING STANDARD (HQF)" ENFIT certificate. The audit checklist and test criteria are designed for the performance of audits in tank cleaning facilities (i.e. cleaning stations). General procedures follow the overarching structure of: (1) certification request, (2) operator training, (3) auditing and (4) inspection. Test provisions for the certificate are based on the "European and International Guideline for Food Safety in the Supply Chain: Transport of Unpackaged Raw Materials and Foodstuffs in Food Transport Containers" (as amended).

Safe Food and Feed Supply Chain Certificates do not apply to the certification of individuals. Cleaning companies that commit to implementing certification measures may identify themselves as an ENFIT-certified company (a "certified cleaning station").

## 1.3 Aims

Every transport container for food or feed should thoroughly cleaned and (when necessary) disinfected after each transport. Correctly following these steps is the only reliable way to avoid contamination of transport container loads. For an added level of security, food or feed transport containers in which raw materials and food or feed stuffs are transported should also be certified (usually through the ENFIT-DIN 10 502-1 Inspection – a transport container food suitability inspection).

Logisticians and transporters are responsible for ensuring that the cleaning of food, feed and chemical transport containers is only carried out in suitable and regularly certified cleaning facilities. To better ensure the accountability of logisticians and transport companies for this responsibility, ENFIT has developed the "ENFIT HQF Certification", and transferred its certification scheme to an independent certification company, DNV (previously known under the name DNV GL), or others.

The aim of ENFIT HQF certification is to ensure that cleaning stations fully meet their responsibilities – information critical both for transport and logistic companies and of food, feed and chemical producers (loaders/unloaders). The ENFIT HQF certification certifies that the cleaning station meets strict ENFIT standards and requirements for a proper cleaning.

Successful completion of ENFIT HQF certification provides cleaning stations with a certification result (score) and a corresponding performance evaluation. The cleaning stations assessed with an ENFIT seal of approval are thus authorised to issue internationally valid ENFIT Cleaning Certificates (ECC - ENFIT CLEANING CERTIFICATE®) registered with the European Union Trademark Office as a registered certificate) and quality seals of approval as proof of their certification. An essential part of the ECC ENFIT CLEANING CERTIFICATE® is that the cleaning methods used for cleaning the transport container are listed in the certificate following ENFIT standards.

## 1.4 Terms and definitions

### **Application**

A written declaration containing all information necessary to fully carry out conformity assessment procedures.

### **Auditing**

The process/procedure for reviewing QM (Quality Management)/ QA (Quality Assessment) systems in regards to the fulfilment of specified requirements.

### **Certificate Re-assessment**

The issuing of a new certificate once the validity of a certificate expires (requires the requesting of a new contract).

### **Auditing principles**

A document containing specific requirements for products, processes, systems and/or the procedures for verifying these requirements.

### **Audit**

The establishment of defined characteristic values (scores) for products and processes.

### **Certificate holder**

Holder of a certificate issued by ENFIT

### **Certification**

The creation of a declaration of conformity by testing and certification bodies for products, processes or QM/QA systems.

### **Certification scheme**

A compilation of certification requirements in combination with auditing principles.



## 2 Testing and certification bodies

Testing and certification bodies approved for issuing "HIGH-QUALITY-FOOD-FEED AND CHEMICAL CLEANING-STANDARD (HQF)" certificates are designated by ENFIT. The "HIGH-QUALITY-FOOD-FEED AND CHEMICAL CLEANING-STANDARD (HQF)" certificate is a trademark of ENFIT. Testing and certification bodies act independently within the scope of the tasks assigned to them. Testing and certification bodies for the ENFIT HQF certificate are conformity assessment bodies specialized in testing and certifying products, processes and company-specific procedures, as well as in the auditing and certification of management systems. Testing and certification bodies are generally accredited, designated and/or notified for their conformity assessment activities.

### 2.1 Impartiality and non-discrimination

Testing and certification bodies operate impartially with conformity assessment procedures transparent for open for all interested persons to see. Testing and certification bodies are required to treat all applicants equally.

### 2.2 Confidentiality and data protection

Testing and certification bodies are responsible for keeping operational and trade secrets private along with all other personal data unearthed during application procedures and service provision. Only employees who can keep applicant business and trade secrets confidential are employed for certification and examination purposes.

Testing and certification bodies are entitled to store all data and results obtained from examination and certification in data carriers and/or in paper form and use/process them as part of their tasks. Testing and certification bodies are also entitled to publish data and results anonymously. If testing and certification bodies are required to do so by law, or if test and certification regulations or relevant regulation are permitting, testing and certification bodies can inform other bodies/authorities of certification results. This is particularly true in the case of the refusal, restriction, suspension or withdrawal of a certificate. In these cases, the public will only be informed if there is a legal obligation. The certificate holder or applicant will be informed of such action by the testing/certification body unless a legal norm precludes it.

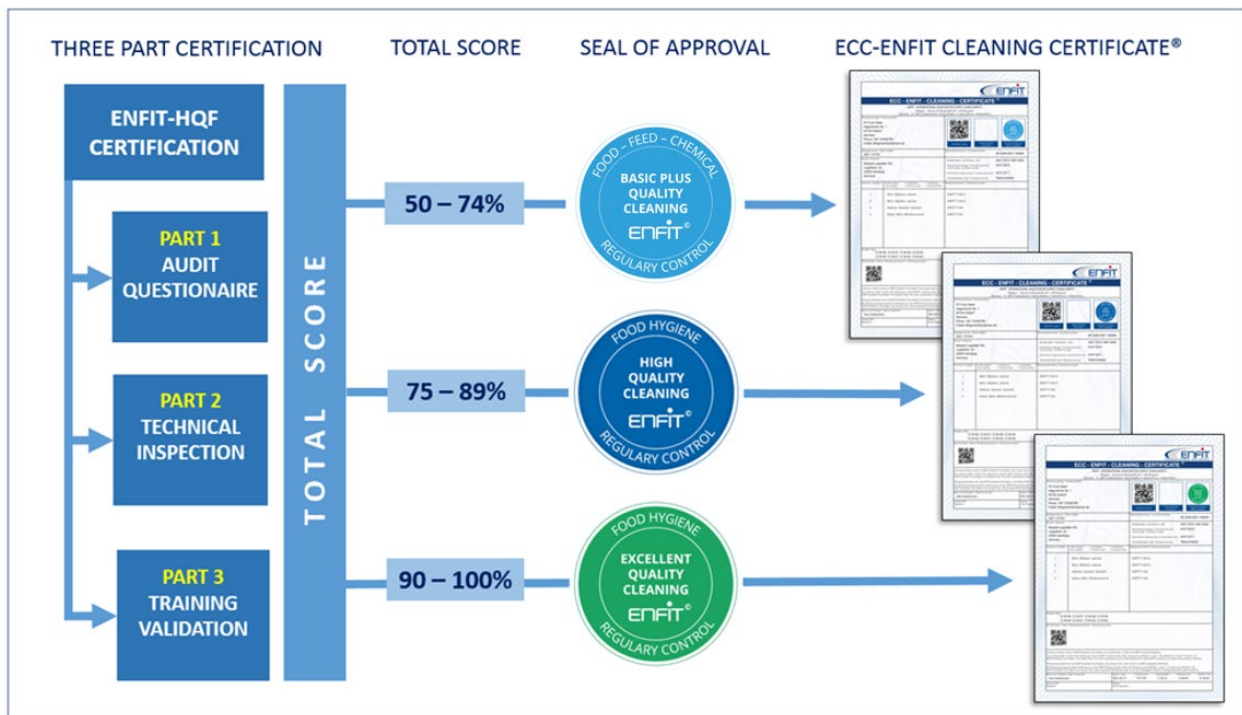
Where the testing and certification body is required to do so by law, it shall inform other notified bodies of the negative or positive results of conformity assessments. If a legal rule obliges to do so, the testing and certification body provides information on the examination and certification to competent authorities on a case-by-case basis. The certificate holder or applicant shall be informed, unless a rule of law precludes this. Testing and certification bodies are entitled to allow assessors of the accreditor and/or the authority granting the authorisation to inspect the documents and to participate in tests.

### 3 General procedures




#### 3.1 Certification scheme

Before a company can issue a cleaning certificate and certify a shipping container as ready-to-use, a three-part inspection program is carried out. The existing management system, the training level of management and employees as well as the successful implementation of guidelines and legal requirements for food safety and transport hygiene are checked and evaluated. During the certification process, the successful implementation of the personnel tasks is checked and evaluated. This includes order management, allocation of cleaning traces, identification of previous loads, selection of the cleaning program, manual and automatic execution of cleaning, documentation and checking of results, sealing and creation of cleaning certificates.

A technical and hygienic inspection of the cleaning station is also carried out. But not required for the BASIC Standard. This includes the visual inspection of water heaters, steam generators, storage tanks, pipes, pumps, rinsing heads, drying systems and all other auxiliary units and accessories. In addition, a water sample of the rinsing water is taken from a selected rinsing head in each cleaning lane and examined for microbiological contamination (legionella) in a qualified laboratory. In addition, several (at least three) cleaned transport containers are subjected to a detailed hygiene assessment during the audit and the cleaning result is checked by carrying out a wipe test with the CLEAN CARD. (Only for food and feed cleaning. After the audit, the results achieved are finally assessed and the ENFIT seal of approval is awarded depending on the results.





<b>HQF Certification Score: 50 - 74%</b>	<b>HQF Certification Score: 75 – 89 %</b>	<b>HQF Certification Score: 90 – 100%</b>
Trained staff in Hygiene and HACCP and cleaning	Trained staff in Hygiene and HACCP and cleaning	Trained staff in Hygiene and HACCP and cleaning
Using ENFIT cleaning programs	Using ENFIT cleaning programs	Using ENFIT cleaning programs
ECC-ENFIT Cleaning Certificate® BASIC PLUS	ECC-ENFIT Cleaning Certificate® HIGH	ECC-ENFIT Cleaning Certificate® EXCELLENT
Check cleaning technology	Check cleaning technology	Check cleaning technology
Check cleaning results	Check cleaning results	Check cleaning results
Mixed cleaning lanes food, feed and chemicals.	Separate cleaning lane food and feed. Separat lanes for chemicals.	Separate cleaning lane food and feed. Separate lanes for chemicals.
Constant improvements	HQF requirements mostly meet and constant improvements	HQF requirements fully meet and constant improvements
Contract processing not/or digital	Digital cleaning documentation	Digital cleaning prozess documentation (duration time, temperature, flow rate, pressure, eg.)
	Contract processing - digital	Contract processing – digital
ENFIT member	ENFIT member	ENFIT Member
Recurring audit every 2 years	Recurring audit every 2 years	Recurring audit every 2 years
		

### 3.2 Applications

Examinations, audits and certifications must be submitted in writing to the relevant testing and certification bodies. Information on what is required to submit is available from testing and certification bodies. Submitted documents must be written either in English or in German.

Applications are processed, within the limits of available capacity, in the order received. The client shall inform the Testing and Certification Body before conclusion of the contract if the product/system intended for testing/audit has already been the subject of a comparable contract with another notified body. A contract is set in place when the contract document is signed by both parties.

### 3.3 Scope of conformity assessments

The scope of conformity assessments is determined by the contract. Conformity assessments includes:

- a. Testing of technical installations and evaluation of company documents
- b. QA systems auditing and certification
- c. Designation of ENFIT certification mark

### 3.4 Commissioning of third parties

Testing and certification bodies are entitled to outsource their services to third parties. Third parties are obliged to keep client company and business secrets and personal data confidential. The commissioning or involvement of third parties can only occur after consultation with the client.

## 4 Conformity assessment procedures

### 4.1 Cleaning station inspection

The cleaning station inspection generally consists of an examination of company documents and an examination of cleaning station technical equipment. Not required for BASIC Standard. Examinations are carried out at a mutually agreed location. Any deviations must be agreed together with the testing and certification body and aids necessary for the examination must be provided free of charge.

At the request of the testing and certification body, the client must ensure that appropriate personnel are available to provide the necessary information. The testing and certification body is permitted to enter and inspect examination premises. The testing and certification body is responsible for drawing up a test report on the results of the inspection – of which the client also receives a copy. The testing and certification body reserves the right to retain documents or to have them stored by the client.

### 4.2 Cleaning station certification

Product certification is carried out on the basis of certification criteria, usually available in the form of a certification scheme. If a positive decision is reached after the cleaning station inspection, according to certification criteria, a certificate is issued by the testing and certification body (see ENFIT HQF certificate/ certification mark and HQF seals of approval). This declares the conformity of the QA system and cleaning station with certificate requirements according to the order. The client receives a copy of the certificate, or otherwise, is informed of a negative certification decision together and its reasons.

Before awarding a certificate to the client for the first time, the testing and certification body must carry out an initial inspection of the cleaning station (provided that the last inspection of the facility did not take place more than 12 months ago). A cleaning station inspection must be carried out once an ENFIT certification mark is awarded.

Should a certificate be granted, the certificate holder must:

- comply at all times with all certification requirements, including the implementation of changes when notified by the certification body;

- make all necessary arrangements to enable auditing and post-audit certification monitoring, including the examination of documentation and records and access to relevant sites, areas, personnel and subcontractors and
- make necessary arrangements for the investigation of complaints and the participation of observers.

The testing and certification body will be informed without delay (at minimum in written form) should there be any planned changes to technical annexes. The testing and certification body will decide in this case whether the certificate remains valid. The client shall bear the costs for re-examination should a fee-based re-examination be necessary. The cost is determined by the schedule of fees valid at the time of inspection.

The certificate holder is responsible for recording all complaints by third parties concerning health and safety and immediately taking and documenting appropriate measures and keeping all relevant document until, at the very least, certificate expiry. All above-mentioned records must be sent to the testing and certification body without delay.

The certificate holder is responsible for immediately notifying the testing and certification body (at minimum in text form) of any changes that could affect its ability to fulfil certification requirements, in particular any:

- name change,
- change in address or contact address,
- changes of legal form,
- change of ownership,
- closure of business or
- insolvency.

Should the certificate holder find that they no longer fulfil certification requirements, this too must be immediately reported to the testing and certification body.

### 4.3 Audit evaluation procedure

For the certification and award of an ENFIT certification mark, at least 80% of criteria must be met in relevant areas. Criteria marked with a “KO” (i.e. “knock-out”) are critical criteria that are required for certification whose non-fulfilment leads to audit termination.

### 4.4 ENFIT HQF certification criteria categories

- Quality Grading/ Company Policy
  - Quality-oriented company policy
  - Corporate structure
  - Internal audits
- Quality and cleaning safety management systems
  - Risk management
  - HACCP, chemical safety and ENFIT HQF authorized personnel
  - Hazard mapping (HACCP system)
  - Requirements for documentation
  - Record-keeping
  - Company targets and progress analysis and development
- Resource management
  - Recruitment guidelines for personnel
  - Staff training
  - Personal protective equipment (PPE)

- Behaviour-oriented occupational safety, (BBS), results, analyses, and monitoring
- Staff hygiene, staff safety
- Sanitary facilities, personal hygiene facilities and social services
  
- Service provision - general requirements of the cleaning station
  - Contract review and communication
  - Operating and work instructions
  - Responsibility of drivers and cleaning staff
  - Cleaning certificates, ECC-ENFIT CLEANING CERTIFICATE®
  - Procurement, suppliers and service providers
  - Special handling instructions
  - Handling of dangerous goods (cleaning and disinfecting agents, chemical product residues, etc.)
  - Traceability and tracking (digital bulkvision solution)
  - Maintenance and repair
  - ENFIT Cleaning procedures, cleaning programmes
  - Cleaning installations
  - Work instructions
  
- Cleaning facilities
  - Structural requirements
  - Specifications of cleaning technology and installations
  - Wastewater discharge
  - Air emissions
  - State of buildings, premises and fixed installations
  - Building technical specifications
  - Pest control
  - Order management (digital solution)
  - Waste management system
  
- Measurements, analytics and improvements
  - Internal audits
  - Operational inspection
  - Calibration, adjustment and testing of measurement and monitoring devices
  - Electrical installation
  - Procedure for complaints and claims
  - Procedure for non-conforming or noncompliant cleaning processes
  - Cleaning documentation
  - Record-keeping of complaints
  - Cleaning agents
  - Disinfectants
  - Corrective actions
  - Food defence and external controls
  - Food, Feed and Chemical Safety assessment
  - Site safety
  - Staff and visitor security and external Inspectors
  - Cleaning safety (Food Defense) and external controls
  - Technical inspection (inspection template)
  - Inspection of the cleaning results (Cleaning results template)

## 5 Use or publication of test reports, certificates and certification marks

Certificates are the property of certification bodies. Certificates, tests and audit reports are only legitimate when used in full with a date of issue and, if applicable, an expiry date. The use of ENFIT certification marks/ seals of approval by the testing and certification bodies for advertising purposes requires prior written consent. Documents must be reproduced in their entirety should certificates, test or audit reports be made available to third parties.

No misleading information may be provided regarding the certification and its scope. In particular, certifications must not be used in a way that could discredit the certifying body. The certificate holder may not make any statements about the certification that the certifying body may consider misleading or unjustified.

Certificates or certification marks can, however, be advertised in the following limited ways:

- by a certificate or mark for a specified QM system used only for the certified system/company or
- by a certificate or mark for a specified process used only for the certified process/company.

The client commits to using only valid certificates for any advertising or other statements in business transactions and to refrain from advertising or making statements with invalid, expired or suspended certificates. The right to use the certificates and marks expires when certificates become invalid. The certificate holder may no longer use a mark or advertise with it if the certificate has been withdrawn or suspended. All advertising materials must also be re-adapted should the scope of a certification be reduced. Certificates are owner-specific and may not be used by any other persons or companies. Furthermore, certificates for products are also product-specific – only to be used for tested products and by certificate holders.

### 5.1 Supplemental regulations for HQF seals of approval

Once granted an ENFIT HQF certificate, the certificate holder is authorised to utilise ENFIT HQF seals of approval (for an illustration of ENFIT HQF seals of approval please refer to point 11.1). The ENFIT HQF seal of approval allows the certificate holder to advertise that their cleaning station and tank cleaning processes are ENFIT-certified. ENFIT HQF seals of approval, however, may not be used to specify an individual product or in such a way to give the impression that manufactured products (or services) themselves are certified. Similarly, ENFIT HQF seals of approval may not be used on laboratory test reports, calibration certificates or inspection reports.

ENFIT HQF seals of approval must only be used for the certified area they are intended for (e.g. an individual cleaning company). In cases of doubt, the certified area must be explicitly indicated on the seal of approval. Critically, the seal of approval may only be used together with the name of the certificate holder.

Slight changes can be made to ENFIT HQF seals of approval but only to the degree that changes do not deviate from certificate contents (in regards to wording and informational details). Any deviation from certification mark plaques/ artwork requires the prior written consent of ENFIT.

The certificate holder may no longer use or advertise ENFIT HQF seals of approval if the testing and certification body has withdrawn or suspended the certificate or the certificate becomes invalid for any other reasons. ENFIT monitors the legality of certification mark/seal of approval uses and may inform other notified bodies or the public of inappropriate uses.

## 6 Certificate validity

### 6.1 Duration

The validity of certificates (including for QM systems) is limited to a maximum of two years – provided that there is no legal provision to indicate the contrary.

Certificates become invalid:

- a. once their validity expires,
- b. upon testing/certification contract termination,
- c. after control measures contract termination (provided that the contract is not aimed at personal protective equipment regulation and the certificate holder is able to prove within the notice period that a contract has been concluded with another notified body for implementation of control measures after the end of the contract) or
- d. after certificate withdrawal by testing and certification bodies.

### 6.2 Certificate withdrawal

The certificate may be withdrawn if:

- a. the holder of the certificate fails to fulfil or no longer fulfils obligations arising from testing and certification requirements or contract obligations concluded with the testing and certification body;
- b. it transpires that the holder of the certificate or his representative has deceived or attempted to deceive the testing and certification body or its representatives;
- c. misleading or otherwise inadmissible advertising is carried out (in particular with the certification mark or with the certificate), the certification mark or the certificate is misused or statutory provisions are not complied within the marketing of a product;
- d. in the case of QM systems, the requirements underlying the audit have changed in the light of the transitional periods (unless it was determined by a fee-based follow-up audit that the system complies with the amended requirements);
- e. in the case of QM systems, the certificate is used for operational areas for which it was not issued or
- f. deviations are subsequently found in the QM system which were not identified during the audit, or facts otherwise become known which conflict with the granting of a certificate.

Original certificates must be returned to the testing and certification body should any of the above circumstances or conditions hold true.

### 6.3 Certificate suspension or limitation

Rather than withdrawing a certificate, a testing and certification body may choose to suspend a certificate. In this case, the testing and certification body is entitled to suspend a certificate in order to investigate whether a withdrawal of the certificate is justified on the basis of existing indications. Certificates and seals of approval may not be utilized in any form by the certificate holder during the suspension. The testing and certification body is responsible for informing the certificate holder in writing after a final decision is reached whether the suspension will be lifted (potentially with certain conditions) or if the certificate will be permanently withdrawn. The testing and certification body is, alternatively, also entitled to restrict the scope of a certificate instead of withdrawing it. The testing and certification body is free to publish the suspension, restriction or withdrawal of a certificate.



## 7 Rates

Fees are charged for testing and certification body activities and for the use of the ENFIT certification mark according to testing and certification requirements. Fee amounts are set out in the respective schedules of fees of the testing and certification body and ENFIT.

## 8 Cleaning station design

Every cleaning station first and foremost requires a valid official permit for operation. Depending on the European Union member state, cleaning stations either have a specific environmental permit or a regional permit describing the environmental requirements they must meet. Nevertheless, every cleaning station must have in place a clear set of rules for dealing with environmental impacts (e.g. wastewater treatment, energy reduction, storage of chemicals, etc.).

It is essential that the infrastructure, cleaning lanes and equipment is of a high standard from a hygienic point of view to prevent contamination. Adequate measures and detailed plans to ensure this must be maintained and documented. Cleaning lanes, for example, must have a fixed assignment. This means that a distinction is made between cleaning containers that were previously loaded with food, feed or chemical substances. The cleaning of containers that carried a chemical load is not permitted in cleaning lanes assigned to food transports. This is to avoid cross-contamination with cleaning equipment. These high requirements apply to cleaning stations that have received the high or excellent seal of approval (separate cleaning lanes). The only exceptions are cleaning stations that have received the basic seal of approval. Here it is permitted to clean the food transport container on the same cleaning lane as the chemical transport container. To do this, it must be ensured that the cleaning technology is carefully cleaned before using it to clean a food transport container. As long as the cleaning station does not have separate cleaning lanes, it cannot receive a high or excellent seal of approval.

## 9 Other proceedings

### 9.1 Testing and certification regulation violation and contractual penalty

ENFIT is entitled to demand a contractual penalty of up to 10,000 euros in the event of culpable violations of testing and certification requirements, in particular, in the event of unlawful use of a certification mark, test report or certificate – depending on the severity of the violation.

### 9.2 Complaints, appeals, and arbitration proceedings

The testing and certification body receives and examines complaints about its functioning and appeals for decisions and, if necessary, takes appropriate measures. In the event of disputes regarding testing and certification body activities, contracting parties are entitled to appeal to a conciliatory body via the ENFIT office. The arbitration board is composed of the ENFIT office head as well as two other members and two deputy members elected by the ENFIT steering committee. The management of the conciliation office is the responsibility of the office ENFIT. By principle, members are obliged to maintain confidentiality in the cases they deal with. Biased members are replaced by substitutes if need be. The conciliation board is responsible for examining cases and may request documents from the testing and certification body and, if necessary, hold hearings. After completion of consultations, the conciliation board submits a conciliation proposal to the contracting parties which may be accepted or rejected by contracting parties.

## 10 Validity of certification requirements

All HQF testing and certification requirements, audit procedures and testing criteria are valid from December 2021 until a new document is published.






## 11 Certificate design and seals of approval

Sample illustration proportions must be maintained when reducing or enlarging a seal of approval. Additional graphic representations and inscriptions may not be linked to the seal of approval if they impair the character or message of the certification mark. If necessary, ENFIT seal of approvals can be adjusted to include additional information from the certificate. Appearances may deviate from samples in cases where there are such additions.

### 11.1 Sample seals of approval



## 11.2 Sample cleaning certificates – BASIC or BASIC PLUS

 <b>ECC - ENFIT - CLEANING - CERTIFICATE</b> © ENFIT - INTERNATIONAL ASSOCIATION SUPPLY CHAIN SAFETY Belgium: Avenue de Broqueville 40 • 1200 Brussels Germany: D- 49610 Quakenbrück • Grüne Straße 5 • www.enfit.eu • info@enfit.eu							
Reinigungsanlage / Cleaning station: PS Truck Wash Hilgendorfer Str. 1 45756 Holdorf Germany Phone: +49 123456789 E-Mail: hilgendorf@internert.de		 Certificate number		 Special cleaning procedures		 Certified according to ENFIT standards	
Auftragsnummer / Order number: 2021-121931			Dokumentennummer / Document number: DE-2346-2021-100006				
Kunde / Customer: Beispiel Logistiker XXL Logistikstr. 42 20095 Hamburg Germany			Behälterdaten / Identifikation / GID: 2021-7572-1987-5553 Kennzeichen Auflieger / Container-Nummer: HH-P 2210 Licence plate / Container number: Kennzeichen Zugmaschine / License plate truck: HH-P 2211 Transportbehälter Type / Transport unit type: Tankcontainer				
Kammer / Chamber:	Letzte Ladung Last Loading	2. Vorladung 2. Previous load	3. Vorladung 3. Previous load	Reinigungsverfahren / Cleaning procedure:			
1	Milch, Malzbier, Laktose			ENFIT P 200 A			
2	Milch, Malzbier, Laktose			ENFIT P 200 A			
3	Glukose, Speiseöl, Speiseöl			ENFIT P 200			
4	Sahne, Milch, Milchkonzentrat			ENFIT P 200			
Plombe / Seal: 12 34 56, 12 34 57, 12 34 58, 12 34 59, 12 34 60, 12 34 61, 12 34 62, 12 34 63,							
Bemerkungen / Notes / Reinigungsprogramm / Cleaning procedure: 							
Cleaning standard based on ENFIT-Guideline Food Safety in the supply chain, or other from ENFIT accepted Guidelines. The cleaning station confirms the cleaning by using the ENFIT cleaning codes. After cleaning the container is "clean". The definitions of "clean" is made in the ENFIT-Guideline Food Safety in the Supply Chain. Any other requirements by the client deviating from these ENFIT standards are marked in the cleaning certificate. Reinigungsstandard nach der ENFIT-Guideline Food Safety in der Supply Chain, oder anderer von ENFIT akzeptierter Richtlinien. Die Reinigungsanlage bestätigt die Reinigung mit den ENFIT Reinigungs-codes. Nach der Reinigung ist der Behälter „sauber“. Es gelten die Definitionen der ENFIT-Guideline Food Safety in der Supply Chain. Davon abweichende Anforderungen durch den Auftraggeber werden im Reinigungszertifikat gekennzeichnet.							
Name des Reinigers / Name of operator:		Datum / Date:	Check-in-time	Cleaning Start	Cleaning Ende	Duration Time	
Hans Saubermann		2021-03-19	10:15:29	11:02:10	12:08:05	01:06:05	
Unterschrift/ Signature:		Fahrer/ Driver Signature:					



## 11.2 Sample cleaning certificates - HIGH


 <b>ECC - ENFIT - CLEANING - CERTIFICATE</b>						
ENFIT - INTERNATIONAL ASSOCIATION SUPPLY CHAIN SAFETY Belgium: Avenue de Broqueville 40 • 1200 Brussels Germany: D- 49610 Quakenbrück • Grüne Straße 5 • www.enfit.eu • info@enfit.eu						
Reinigungsanlage / Cleaning station: PS Truck Wash Hilgendorfer Str. 1 45756 Holdorf Germany Phone: +49 123456789 E-Mail: hilgendorf@internert.de			 Certificate number	 Special cleaning procedures	 Certified according to ENFIT standards	
Auftragsnummer / Order number: 2021-121931			Dokumentennummer / Document number: DE-2346-2021-100006			
Kunde / Customer: Beispiel Logistiker XXL Logistikstr. 42 20095 Hamburg Germany			Behälterdaten / Identifikation / GID: 2021-7572-1987-5553 Kennzeichen Auflieger / Container-Nummer: HH-P 2210 Licence plate / Container number: Kennzeichen Zugmaschine / License plate truck: HH-P 2211 Transportbehälter Type / Transport unit type: Tankcontainer			
Kammer / Chamber:	Letzte Ladung / Last Loading	2. Vorladung / 2. Previous load	3. Vorladung / 3. Previous load	Reinigungsverfahren / Cleaning procedure:		
1	Milch, Malzbier, Laktose			ENFIT P 200 A		
2	Milch, Malzbier, Laktose			ENFIT P 200 A		
3	Glukose, Speiseöl, Speiseöl			ENFIT P 200		
4	Sahne, Milch, Milchkonzentrat			ENFIT P 200		
Plombe / Seal: 12 34 56, 12 34 57, 12 34 58, 12 34 59, 12 34 60, 12 34 61, 12 34 62, 12 34 63,						
Bemerkungen / Notes / Reinigungsprogramm / Cleaning procedure: 						
Cleaning standard based on ENFIT-Guideline Food Safety in the supply chain, or other from ENFIT accepted Guidelines. The cleaning station confirms the cleaning by using the ENFIT cleaning codes. After cleaning the container is "clean". The definitions of "clean" is made in the ENFIT-Guideline Food Safety in the Supply Chain. Any other requirements by the client deviating from these ENFIT standards are marked in the cleaning certificate. Reinigungsstandard nach der ENFIT-Guideline Food Safety in der Supply Chain, oder anderer von ENFIT akzeptierter Richtlinien. Die Reinigungsanlage bestätigt die Reinigung mit den ENFIT Reinigungs-codes. Nach der Reinigung ist der Behälter „sauber“. Es gelten die Definitionen der ENFIT-Guideline Food Safety in der Supply Chain. Davon abweichende Anforderungen durch den Auftraggeber werden im Reinigungszertifikat gekennzeichnet.						
Name des Reinigers / Name of operator:		Datum / Date:	Check-in-time	Cleaning Start	Cleaning Ende	Duration Time
Hans Saubermann		2021-03-19	10:15:29	11:02:10	12:08:05	01:06:05
Unterschrift/ Signature:		Führer/ Driver Signature:				

## 11.2 Sample cleaning certificates - EXCELLENT

<b>ECC - ENFIT - CLEANING - CERTIFICATE</b> ©																	
ENFIT - INTERNATIONAL ASSOCIATION SUPPLY CHAIN SAFETY Belgium: Avenue de Broqueville 40 • 1200 Brussels Germany: D- 49610 Quakenbrück • Grüne Straße 5 • www.enfit.eu • info@enfit.eu																	
Reinigungsanlage / Cleaning station: PS Truck Wash Hilgendorfer Str. 1 45756 Holdorf Germany Phone: +49 123456789 E-Mail: hilgendorf@internert.de		 Certificate number		 Special cleaning procedures	 Certified according to ENFIT standards												
Auftragsnummer / Order number: 2021-121931		Dokumentennummer / Document number: DE-2346-2021-100006															
Kunde / Customer: Beispiel Logistiker XXL Logistikstr. 42 20095 Hamburg Germany		Behälterdaten / Identifikation / GID: 2021-7572-1987-5553 Kennzeichen Auflieger / Container-Nummer: HH-P 2210 Licence plate / Container number: Kennzeichen Zugmaschine / License plate truck: HH-P 2211 Transportbehälter Type / Transport unit type: Tankcontainer															
Kammer / Chamber:	<table border="1"> <tr> <td>Letzte Ladung Last Loading</td> <td>2. Vorladung 2. Previous load</td> <td>3. Vorladung 3. Previous load</td> </tr> </table>			Letzte Ladung Last Loading	2. Vorladung 2. Previous load	3. Vorladung 3. Previous load	Reinigungsverfahren / Cleaning procedure:										
Letzte Ladung Last Loading	2. Vorladung 2. Previous load	3. Vorladung 3. Previous load															
<table border="1"> <tr> <td>1</td> <td>Milch, Malzbier, Laktose</td> <td>ENFIT P 200 A</td> </tr> <tr> <td>2</td> <td>Milch, Malzbier, Laktose</td> <td>ENFIT P 200 A</td> </tr> <tr> <td>3</td> <td>Glukose, Speiseöl, Speiseöl</td> <td>ENFIT P 200</td> </tr> <tr> <td>4</td> <td>Sahne, Milch, Milchkonzentrat</td> <td>ENFIT P 200</td> </tr> </table>	1	Milch, Malzbier, Laktose	ENFIT P 200 A	2	Milch, Malzbier, Laktose	ENFIT P 200 A	3	Glukose, Speiseöl, Speiseöl	ENFIT P 200	4	Sahne, Milch, Milchkonzentrat	ENFIT P 200					
1	Milch, Malzbier, Laktose	ENFIT P 200 A															
2	Milch, Malzbier, Laktose	ENFIT P 200 A															
3	Glukose, Speiseöl, Speiseöl	ENFIT P 200															
4	Sahne, Milch, Milchkonzentrat	ENFIT P 200															
Plombe / Seal: 12 34 56, 12 34 57, 12 34 58, 12 34 59, 12 34 60, 12 34 61, 12 34 62, 12 34 63,																	
Bemerkungen / Notes / Reinigungsprogramm / Cleaning procedure: 																	
Cleaning standard based on ENFIT-Guideline Food Safety in the supply chain, or other from ENFIT accepted Guidelines. The cleaning station confirms the cleaning by using the ENFIT cleaning codes. After cleaning the container is "clean". The definitions of "clean" is made in the ENFIT-Guideline Food Safety in the Supply Chain. Any other requirements by the client deviating from these ENFIT standards are marked in the cleaning certificate.																	
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Name des Reinigers / Name of operator: Hans Saubermann		Datum / Date: 2021-03-19	Check-in-time 10:15:29	Cleaning Start 11:02:10	Cleaning Ende 12:08:05	Duration Time 01:06:05											
Unterschrift/ Signature:		Fahrer/ Driver Signature:															



12 ENFIT HQF certificate audit questionnaire  
(with example evaluation fill-in responses)

<b>HQF – High Quality Food Standards and Assessment</b> Audit questionnaire template: Version 2021-01				
1	<u>Tank and Container Cleaning</u>	Total Points	Points Earned	Percentage Score
1.1	<u>Quality Grading/Company Policy</u>			
1.1.1	The company’s goals, quality requirements and applicable EU regulations are clearly defined and known by employees. These include: - General Foodstuff Law and Regulation, i.e.: EU Regulation 178-2002 - Foodstuff and Hygiene Regulation 852-2004 - DIN 10 502-1 concerning the inspection of foodstuff transportation containers - Consumer law/ LMIV food labelling information law for consumers - Personnel responsibility - Company policy Employees within the company are also fully made aware of all applicable laws and regulations.	5	2	
1.1.2	The company has clear company policies and quality requirements with which it trains its employees.	5	4	
1.1.3	There is a person within the company who is responsible for external communication and communication with the authorities and a separate person responsible for crisis management.	5	5	
1.1.4	The company has an up to date policy statement which promotes the active involvement of the highest management levels in adhering to EU community regulations, good process engineering (PE) and all other relevant hygiene regulations relating to the cleaning of food containers.	5	3	
1.1.5	The company keeps up to date with all changes in laws, reliably implements changes into daily work practices, and assigns personnel to be responsible for the process.	5	4	
1.1.6	A process for reviewing and implementing changes (in law and procedure) is in place.	5	4	



1.1.7 KO	The cleaning station has all necessary operating licenses.	5	5	
<b>Individual Assessment</b>		<b>35</b>	<b>27</b>	<b>77.1%</b>
<b>1.2</b>	<b><u>Company Structure</u></b>			
1.2.1	A management organization chart for the company is available for viewing.	5	5	
1.2.2	Those who are responsible for different areas are defined on the chart.	5	4	
1.2.3	The quality and cleaning management and/or HQF management is assigned directly to the highest management level.	5	5	
1.2.4 KO	Company management is responsible for company policy and goal setting. Resources are available to ensure that both quality requirements and customer needs are taken into account.	5	5	
1.2.5	Company management ensures that workers are clear on their duties and responsibilities and conducts a yearly review.	5	4	
1.2.6	There is a system in place to make all legal decisions and communicate/implement them to relevant work areas.	5	3	
<b>Individual Assessment</b>		<b>30</b>	<b>26</b>	<b>86.7%</b>
<b>1.3</b>	<b><u>Review of Company Management and Performance</u></b>			
1.3.1	Company management evaluates and reviews quality and cleaning management systems on a yearly basis including risk management, HACCP System and quality objectives.	5	4	
1.3.2	Procedures in the event of a crisis are clearly outlined (crisis management).	5	4	
1.3.3	Customer needs and expectations are clearly identified.	5	5	
1.3.4	Customer needs are taken into account when setting quality objectives.	5	5	
1.3.5	Company management sets and evaluates quality objectives and the infrastructure required to meet these objectives on a regular basis, at least once a year (e.g. in the form of an internal audit and/or company inspection). Aspects evaluated include: - building condition - supply and disposal facilities - machines and equipment.	5	3	

	The results of these evaluations are incorporated into maintenance and investment planning.			
1.3.6	<p>Company management sets and evaluates what is required to meet quality objectives for the working environment on a regular basis, at least once a year (e.g.: in the form of an internal audit and/or company inspection).</p> <p>Aspects evaluated include:</p> <ul style="list-style-type: none"> <li>- social and sanitary facilities,</li> <li>- security and protection (PPE) and</li> <li>- hygienic conditions.</li> </ul> <p>The results of these evaluations are incorporated into maintenance and investment planning.</p>	5	3	
<b>Individual Assessment</b>		<b>30</b>	<b>24</b>	<b>80.0%</b>

<b>2</b>	<b><u>Quality and Cleaning Safety Management Systems</u></b>	<b>Total Points</b>	<b>Points Earned</b>	<b>Percentage Score</b>
<b>2.1</b>	<b><u>Risk Management/ Cleaning Safety</u></b>			
2.1.1 KO	The basis of the monitoring system for cleaning safety is a systematic and all-encompassing risk management system and/or HACCP system. A HACCP system is used in the cleaning of foodstuffs and is based on the standards of the Codex Alimentarius and the 2020 ENFIT Guideline.	5	5	
2.1.2	The risk management/HACCP system encompasses all cleaning types and process ranging from contract acceptance to cleaning completion.	5	4	
2.1.3	The risk management/HACCP system handles different food products and associated activities in a differentiated manner. The self-monitoring system is calibrated to the cleaning risk of each particular case.	5	4	
2.1.4	A documentation system is set up for the creation of reports which address and examine discrepancies regarding:			
2.1.4.1	- accidents and incidents	5	3	
2.1.4.2	- breaches and threats to operational security	5	3	

2.1.4.3	- risk-prone behavior and unsafe conditions	5	3	
2.1.4.4	- adherence to statutory regulations	5	5	
2.1.4.5	- cleaning quality and quantity	5	5	
2.1.4.6	- service quality	5	5	
2.1.5	A detailed report detailing discrepancies is produced for all managers containing: - an investigation into the immediate causes of the discrepancies, - reasons for the discrepancies and - recommendations for future action to avoid discrepancy re-occurrence.	5	4	
2.1.6	After an accident/incident, affected employees/contract partners are informed and trained on the basis of a root cause analysis (if necessary).	5	4	
2.1.7	The customer (e.g. driver) is immediately informed of any discrepancies, which affect their contract/product.	5	4	
2.1.8	The authorized person is brought in after incidents involving dangerous goods.	5	4	
<b>Individual Assessment</b>		<b>65</b>	<b>53</b>	<b>81.5%</b>
<b>2.2</b>	<b><u>Risk Management/ HACCP/ HQF-Designated Representative</u></b>			
2.2.1	The company has a risk management, HACCP and HQF designated representative. The representative enjoys clear support from the company and has detailed knowledge of company processes.	5	5	
2.2.2	Designated representatives are fully trusted with risk management, HACCP policies, HQF requirements and their application. Representatives are able to identify, investigate and effectively deal with dangers and risks concerning cleaning safety. Furthermore, external experts are consulted should representatives have insufficient knowledge for the task at hand.	5	5	
<b>Individual Assessment</b>		<b>10</b>	<b>10</b>	<b>100.0%</b>
<b>2.3</b>	<b><u>Hazard Analysis/ HACCP System</u></b>			
2.3.1	The cleaning station clearly demarcates its responsibility to interior cleaning of transport containers within transport and logistics chains. An hazard analysis/HACCP system refers to this area of responsibility.	5	4	
2.3.2	Complete service descriptions are available to detail products and material groups and outline all relevant information relating to cleaning surety -- including operational, acceptance and cleaning conditions.	5	5	

2.3.3	Cleaning services flow charts are available and up-to-date for all services and are reliably updated in the event of any changes.	5	4	
2.3.4	A hazard analysis and evaluation are conducted for all dangers that could reasonably be expected and encompass, at the very least, physical, chemical and biological hazards (including allergen).	5	4	
2.3.5	The hazard analysis study takes into account the probability of hazards occurring as well as the range of health-damaging effects. The hazard analysis includes an evaluation of all potential dangers and a documentation of risk levels for each identified hazard.	5	4	
2.3.6	Company monitoring procedures are introduced and documented (e.g. for determining CCP/CP) for all steps of the cleaning process and require specific monitoring of risks to cleaning security.	5	5	
2.3.7	Limits for specific monitoring procedures are defined (e.g. limits for CCP/CP).	5	5	
2.3.8 KO	Where specific monitoring of CCPs is needed for cleaning safety, a CCP monitoring system is implemented with clear boundaries and documentation of irregularities.	5	5	
2.3.9	Appropriate correction procedures are carried out and documented as soon as limit exceedances are registered (e.g. CCP/CP), including the inspection of non-conforming cleaning processes.	5	5	
2.3.10	Verification procedures are in place to confirm the effectiveness of risk management/HACCP systems and take place at least once a year. Verification procedures include: - internal audits, - various processes and general evaluations and - complaint evaluations. The results of verification procedures are implemented into risk management/HACCP systems and communicated to company management. Irregularities or necessary changes to the cleaning process are examined to ascertain whether the desired procedure outcome and the respective required cleanliness and hygiene levels are achieved.	5	4	
2.3.11	Documentation contains all processes, procedures and results and matches company requirements in method and scope.	5	4	
2.3.12	Results are guaranteed traceable for at least 36 months.	5	5	
<b>Individual Assessment</b>		<b>60</b>	<b>54</b>	<b>90.0%</b>

<b>2.4</b>	<b><u>Documentation Requirements</u></b>			
2.4.1	The quality management system is documented in full and accessible to company employees and changes and reasons for changing decisive documents are traceable and clear.	5	4	
2.4.2	All documentation is up-to-date, correctly authorised and available at any time for viewing by affected workers. Documentation is stored electronically or in paper form and traceable with an authorised signature (if EDV supported).	5	4	
<b>Individual Assessment</b>		<b>10</b>	<b>8</b>	<b>80.0%</b>
<b>2.5</b>	<b><u>Record Handling</u></b>			
2.5.1	All relevant records for requesting products are carefully managed and easily accessible.	5	4	
2.5.2	Records are legible and authentic. Only authorised persons can access documents or add to them (protected through, for example, password regulation). This includes monitoring data which may be stored electronically (ICT).	5	5	
2.5.3	Documents are kept for at least three years as necessitated by legal requirements. The retention period is determined through a hazard and risk study.	5	5	
<b>Individual Assessment</b>		<b>15</b>	<b>14</b>	<b>93.3%</b>
<b>2.6</b>	<b><u>Goal and Trend Analysis</u></b>			
2.6.1	Procedures are in place for analysing key performance figures and identifying trends.	5	2	
2.6.2	A system is in place to measure and improve energy use.	5	2	
2.6.3	A system is in place to measure and improve water usage.	5	2	
2.6.4	Goals are defined, monitored and achieved following an action plan.	5	5	
<b>Individual Assessment</b>		<b>20</b>	<b>11</b>	<b>55.0%</b>

3	<b><u>Resource Management</u></b>	<b>Total Points</b>	<b>Points Earned</b>	<b>Percentage Score</b>
3.1	<b><u>Personnel Recruitment Policies</u></b>			
3.1.1	Procedural guidelines for employing personnel are in place and clearly outline employee experience, abilities and training. Temporary employees are also included in personnel recruitment procedural guidelines.	5	4	
3.1.2	All working employees are subject to a regular medical examination.	5	4	
3.1.3	Written guidelines are in place detailing disciplinary procedures.	5	4	
<b>Individual Assessment</b>		<b>15</b>	<b>12</b>	<b>80.0%</b>
3.2	<b><u>Personnel Training</u></b>			
3.2.1	The company arranges documented training programs for personnel and determines the training needs of its employees. Training program planning documents must include at the very least: - the training content, - the program interval (for cleaning security/hygiene: at least once a year), - employee responsibilities, - a course participant/training list (documentation of who has undertaken training and when), - the languages the training will be conducted in, - qualified instructors and - a reputable evaluation method for testing program participants. A basic training on cleaning safety must also be conducted prior to first carrying out work duties (for new employees).	5	4	
3.2.2	Documented training programs are applicable to all employees and their respective work areas.	5	4	
3.2.3	An annual employee training course is conducted on HACCP basic concepts and implementation and workplace safety (e.g. protection against infection) when cleaning the interiors of food transportation containers.	5	4	
3.2.4	The range of training content includes:			
3.2.4.1	a) personal and workplace hygiene	5	4	
3.2.4.2	b) clean work clothes and protective clothing	5	4	
3.2.4.3	c) separation of work and casual clothing (grey area)	5	4	
3.2.4.4	d) ban on working for sick employees	5	4	



3.2.4.5	e) occupational medical health examination	5	4	
3.2.4.6	f) application of cleaning processes	5	5	
3.2.4.7	g) implementation of operating instructions	5	4	
3.2.4.8	h) operating instructions for measuring devices	5	4	
3.2.4.9	i) conducting final inspections	5	5	
3.2.4.10	j) dealing with allergies	5	4	
3.2.4.11	k) safety requirements and product safety (food defence)	5	3	
3.2.5	Additional topics covered in the training program for operational staff include:			
3.2.5.1	- incident reports, investigations and analyses	5	4	
3.2.5.2	- dealing with hazardous materials	5	4	
3.2.5.3	- special requirements for products or for using specific products	5	5	
3.2.5.4	- personal protective equipment (PPE)	5	5	
3.2.5.5	- the company's emergency system	5	5	
3.2.5.6	- minimising and resolving product leakages	5	5	
3.2.5.7	- basic preventative safety behaviours/ behavioural-orientated work safety (BBS – Behaviour Based Safety)	5	4	
3.2.5.8	- risk awareness relating to operational security and its importance within the company	5	4	
3.2.5.9	- risk assessment and management	5	4	
3.2.6	A first aid training program is conducted for relevant personnel.	5	4	
3.2.7	Duties requiring specialized (technical) training are done by trained or qualified employees.	5	4	
3.2.8	Employee training is reviewed in terms of how closely employees are able to meet training objectives (training efficacy).	5	4	
3.2.9	Details of the course content, instructor and participants are well documented.	5	5	
<b>Individual Assessment</b>		<b>135</b>	<b>114</b>	<b>84.4%</b>
<b>3.3</b>	<b><u>Personal Protective Equipment (PPE)</u></b>			

3.3.1	Procedures are defined detailing which PPE should be used and under which circumstances.	5	4	
3.3.2	Personnel PPE is examined before use and at regular intervals and is replaced as necessary.	5	4	
<b>Individual Assessment</b>		<b>10</b>	<b>8</b>	<b>80.0%</b>
<b>3.4</b>	<b><u>Behaviour Orientated Workplace Safety (BBS) Results, Analysis and Monitoring</u></b>			
3.4.1	The individual cleaners will receive the results of their training and preventative measures are agreed, recorded and implemented.	5	3	
3.4.2	Key Performance Indicators (KPIs) are measured on an individual or group basis and validated. KPIs include:	5	3	
3.4.2.1	- accident statistics,	5	3	
3.4.2.2	- loss ratio during loading (container preparation) and	5	4	
3.4.2.3	- loss ratio of cleaning equipment	5	2	
3.4.3	The results of KPI indicators are thoroughly analysed and determining factors of KPI scores are identified.	5	3	
3.4.4	Cleaning employees are informed of their KPI results and trends at regular intervals and results are discussed at great length.	5	4	
3.4.5	The results and experiences from BBS are taken into account in later training programs.	5	4	
<b>Individual Assessment</b>		<b>40</b>	<b>26</b>	<b>65.0%</b>
<b>3.5</b>	<b><u>Personal Hygiene</u></b>			
3.5.1	The cleaning station has documented guidelines for personal hygiene including, where needed, to protect against infection. Guidelines contents cover, for example: - hand washing and disinfection - eating and drinking - smoking - treating flesh wounds (e.g. cuts, grazes). Guidelines are based on a process and product-orientated hazard analysis and evaluation of associated risks.	5	4	
3.5.2	Personal hygiene guidelines are observed and practiced by all relevant employees and external visitors (e.g. drivers, technicians, etc.). Adherence to guidelines is checked and monitored at regular intervals.	5	3	

3.5.3	Appropriate protective clothing for employees and external visitors corresponds with cleaning and loader requirements.	5	4	
3.5.4	All protective clothing is thoroughly cleaned on a regular basis. Protective clothing is either cleaned on-site by a contracted laundry company or by company employees in accordance with the results of process-orientated hazard studies and evaluations of associated risks.	5	4	
<b>Individual Assessment</b>		<b>20</b>	<b>15</b>	<b>75.0%</b>

<b>3.6</b>	<b><u>Sanitary Facilities, Personal Hygiene Facilities and Common Areas (Social Facilities)</u></b>			
3.6.1	Common areas and sanitary areas are easily accessible, suitable in size and infrastructure for the number of employees, and in a clean and intact condition.	5	3	
3.6.2	There are sufficient opportunities to practice good hand hygiene in the working areas of cleaning facilities as determined by hazard studies and risk evaluations.	5	3	
3.6.3	Hand hygiene facilities in sanitary areas contain, at the very least, the following: - running drinking water at an appropriate temperature, - liquid soap, - suitable hand-drying equipment, - hand disinfection equipment, - skin protection, - signs/pictograms and - zero-contact waste bins.	5	4	
3.6.4	Cleaning facilities have a changing room with washing facilities, showers and toilets for employees.	5	3	
3.6.5	Changing rooms are impeccably clean.	5	4	
3.6.6	The entrance to the changing rooms (which have wash facilities, showers and toilets) is placed away from the cleaning area (e.g. through spacious hallways/doors to separate them).	5	5	
3.6.7	Casual and work clothing areas (i.e. grey areas) are separated.	5	4	
3.6.8	There is a system in place for determining the building's status (in regards to sanitary, personal hygiene and social facilities).	5	2	
<b>Individual Assessment</b>		<b>40</b>	<b>28</b>	<b>70.0%</b>

4	<u>Service Provision</u>	Total Points	Points Earned	Percentage Score
4.1	<u>Cleaning Station General Requirements</u>			
4.1.1	Contract Review and Customer Relations			
4.1.1.1	Specific requirements between contact parties are shared, evaluated, accepted and reviewed before any cleaning agreement is reached. All provisions regarding cleaning quality and safety are appropriately communicated to all relevant personnel.	5	5	
4.1.1.2	There is a procedure in place for identifying transported products/ product residues and determining if cleaning them is within the jurisdiction or capabilities of the cleaning station (e.g. citric acid, alcohol or other regulated or dangerous goods which may require special handling, cleaning station certification or following specific government regulations).	5	5	
4.1.1.3	Product and location-specific cleaning instructions are available.	5	5	
4.1.1.4	Any changes to existing contractual agreements are clearly communicated and well documented.	5	4	
4.1.1.5	In the event of an incident endangering cleaning safety or quality, the cleaning facility has emergency call information (e.g. of the client and responsible authorities) on hand.	5	5	
4.1.1.6	Information on previous loadings includes the full product name -- if applicable, the chemical designation or the CAS product number (for preparations/mixtures: the CAS number of individual components) -- and/or the product's trade name.	5	5	
4.1.1.7	Product information (SGU aspects) for every cleaning product is available (e.g. safety sheet).	5	5	
4.1.1.8	There is dialogue between the cleaning department and the customer planning department within the cleaning station in regards to unaccompanied tanks and containers.	5	5	
<b>Individual Assessment</b>		<b>40</b>	<b>39</b>	<b>97.5%</b>
4.2	<u>Operating Instructions</u>			
4.2.1	Individual procedures for tasks performed in the cleaning process are specific, itemized and documented.	5	4	
4.2.2	Operating instructions are reviewed regularly.	5	4	

4.2.3	Operating instructions contain the:			
4.2.3.1	- safety instructions for operational employees (e.g. protective equipment),	5	4	
4.2.3.2	- comparison of vehicle identification and product label information with available contract information,	5	4	
4.2.3.3	- correct transfer of product information into the internal cleaning contract,	5	4	
4.2.3.4	- cleaning procedure for tanks, valves and hoses (based on product and product group)	5	4	
4.2.3.5	- drying procedures	5	5	
4.2.3.6	- inspection of the tanks, valves and hoses prior to cleaning	5	4	
4.2.3.7	- post-cleaning inspection	5	5	
4.2.3.8	- appropriate handling of product residue and waste (based on the product/ product group)	5	4	
<b>Individual Assessment</b>		<b>50</b>	<b>42</b>	<b>84.0%</b>

<b>4.3</b>	<b><u>Responsibilities of the Driver and Cleaning Staff</u></b>			
4.3.1	There is a formal order from the tank owner or authorized driver which contains:			
4.3.1.1	- the identification of the previous loading and loading proof, consisting of, for example, a valid CMR, corresponding movement document or a written explanation from the transport company (to be sent from their office -- via fax, email, or other methods -- and only contain one reference number),	5	5	
4.3.1.2	- a clear reference number (e.g. a CMR number or an order number from the last load),	5	5	
4.3.1.3	- the instructions for cleaning methods and their expected quality (if appropriate in relation to the next load),	5	5	
4.3.1.4	- the cleaning process for auxiliary equipment (hoses, tubes seals, filters etc.),	5	5	
4.3.1.5	- a safety warning (e.g. for tanks with raised pressure or a nitrogen atmosphere) and	5	5	
4.3.1.6	- no involvement of the driver in the cleaning process.	5	5	
<b>Individual Assessment</b>		<b>30</b>	<b>30</b>	<b>100.0%</b>

<b>4.4</b>	<b><u>Cleaning Document</u></b>			
4.4.1 KO	Recognised cleaning documents are used (e.g. ECC - ENFIT Cleaning Certificate -- or other similar documents).	5	5	
4.4.2	The CMR number or the clear customer reference number from the last load is on the cleaning document.	5	5	
4.4.3	Irregularities in the performed cleaning method are recorded in the client's cleaning document (which contains detailed cleaning instructions).	5	5	
4.4.4	Cleaning documents contain the following Information:			
4.4.4.1	- the name of the cleaning equipment used (and all other related relevant information),	5	5	
4.4.4.2	- a clear reference number,	5	5	
4.4.4.3	- a cleaning date,	5	5	
4.4.4.4	- an arrival time,	5	5	
4.4.4.5	- the customer name,	5	5	
4.4.4.6	- correct and clear information about the previous load (name of the product in each chamber),	5	5	
4.4.4.7	- vehicle/tank number information of the compartment to be cleaned,	5	5	
4.4.4.8	- the cleaner's name,	5	5	
4.4.4.9	- the driver's name,	5	5	
4.4.4.10	- the cleaning method in each compartment,	5	5	
4.4.4.11	- the cleaning procedure,	5	5	
4.4.4.12	- the departure time,	5	5	
4.4.4.13	- a list of the critical control points (CCPs),	5	5	
4.4.4.14	- seal identification numbers and assigned locations at attachment points (seal plan),	5	5	
4.4.4.15	- the measurement results of critical control points (ATP, turbidity [NTU], pH-value, conductivity and organoleptic test) and	5	5	
4.4.4.16	- a bar code which contains the cleaning document number, the information number and the year of issue.	5	5	

4.4.5	In the case of accompanied tanks/vehicles, the cleaning document is signed by the cleaning supervisor or shift supervisor after cleaning completion.	5	5	
4.4.6	Clear instructions are given to the cleaning supervisor to fill out the cleaning document correctly and completely and that all employees are subject to the consequences associated with misrepresenting information on the document or misuse of the document.	5	5	
4.4.7	The company has an accurate inventory of cleaning documents in which cleaning document numbers align with cleaning documents that have been used, are still in inventory, and have been destroyed or invalidated. The reason for destroying or invalidating cleaning documents is documented and approved by management personnel.	5	5	
<b>Individual Assessment</b>		<b>95</b>	<b>95</b>	<b>100.0%</b>
<b>4.5</b>	<b><u>Procurement/Suppliers and Service Providers</u></b>			
4.5.1	There is a procedure for the approval and monitoring of suppliers and service providers (internal and external) which includes risk-oriented evaluation criteria such as reliability, complaints, audits, certificates, as well as other required service standards.	5	4	
4.5.2	Supplier and service provider evaluation results are reviewed regularly (at least annually). Results of these reviews, as well as any resulting measures, are documented.	5	4	
<b>Individual Assessment</b>		<b>10</b>	<b>8</b>	<b>80.0%</b>
<b>4.6</b>	<b><u>Special Handling Instructions</u></b>			
4.6.1	The cleaning station has a procedure in place to prevent contamination and cross-contamination (caused by incompatible products in the cleaning process or in equipment/machines/storage areas). Contamination to be avoided includes that from emissions, exhaust gases, odours, foreign bodies, packaging materials, among other contaminants.	5	4	
4.6.2	Cleaning equipment is examined when potentially contaminated or damaged with an appropriate examination procedure (locking) carried out after each incident.	5	4	
4.6.3	In the case of special customer requirements requiring extensive care in cleaning (e.g. to ensure the absence of certain ingredients such as GMOs, allergens or pork), cleaning results are checked and verified for their effectiveness in meeting customer requirements.	5	4	



4.6.4	Specific guidelines for the safety of loaded foodstuff products and/or the environment (e.g. as per transporter requirements) are implemented should they be needed.	5	4	
4.6.5	Transport container openings are immediately secured with seals after cleaning following pre-arrangements and driver information under the cleaning company's supervision.	5	4	
<b>Individual Assessment</b>		<b>25</b>	<b>20</b>	<b>80.0%</b>
<b>4.7</b>	<b><u>Handling of Hazardous Material</u></b>			
4.7.1	The company's cleaning plant is checked for the presence of any hazardous materials or dangerous goods (as according to legal requirements). The types and amounts of hazardous materials/ dangerous goods are accounted for.	5	4	
4.7.2	The company has a designated person responsible for dealing with hazardous materials (when necessary).	5	4	
<b>Individual Assessment</b>		<b>10</b>	<b>8</b>	<b>80.0%</b>
<b>4.8</b>	<b><u>Traceability</u></b>			
4.8.1	A system for tracking cleaning procedures is in place and matched to the company and cleaning process.	5	5	
4.8.2	The tracking system is regularly tested (at least once a year) and its effectiveness is documented.	5	4	
4.8.3	The cleaning station maintains an up to date list of all customers and recurring loading points (if known). Cleaning instructions are matched to transporter requirements.	5	5	
<b>Individual Assessment</b>		<b>15</b>	<b>14</b>	<b>93.3%</b>
<b>4.9</b>	<b><u>Maintenance and Repair</u></b>			
4.9.1	An appropriate maintenance system is installed, employed and documented to record all critical equipment and facilities. This applies to both internal and external maintenance.	5	3	
4.9.2	Adherence to cleaning requirements is guaranteed and contamination is prevented during and after maintenance and repairs. All maintenance and repairs and resulting procedures are documented.	5	4	
4.9.3	All materials used for maintenance and repair work are suitable for their intended purpose (e.g. food grade greases, piping and hose materials).	5	4	

4.9.4	All failures in the maintenance system, machines and equipment are documented and are evaluated after adapting the maintenance system.	5	3	
4.9.5	Maintenance programs includes the following items:			
4.9.5.1	- boilers	5	5	
4.9.5.2	- heaters	5	5	
4.9.5.3	- pressure tanks	5	5	
4.9.5.4	- storage tanks (including waste containers, containers for cleaning solutions etc.)	5	5	
4.9.5.5	- pumps	5	4	
4.9.5.6	- pipes	5	4	
4.9.5.7	- hoses	5	4	
4.9.5.8	- cleaning heads	5	4	
4.9.5.9	- cleaning portals and associated equipment	5	5	
4.9.5.10	- water treatment system	5	5	
4.9.5.11	- exhaust air treatment plants	5	5	
4.9.5.12	- grounding points	5	5	
4.9.5.13	- electrical systems	5	4	
4.9.5.14	- emergency equipment	5	4	
4.9.5.15	- shut-off valves	5	4	
4.9.5.16	- safety valves	5	4	
4.9.5.17	- couplings	5	5	
4.9.5.18	- seals/gaskets	5	4	
4.9.5.19	- measuring instruments	5	4	
4.9.5.20	- protective masks	5	5	
4.9.5.21	- reliable and adapted availability of extinguishing water,	5	3	
4.9.5.22	- fall protection equipment,	5	3	
4.9.6	There is a system in place to monitor overdue preventive maintenance.	5	3	
4.9.7	All legally required inspections are documented for proof of completion.	5	4	

		<b>Individual Assessment</b>	<b>140</b>	<b>117</b>	<b>83.6%</b>
<b>4.10</b>	<b><u>Cleaning Procedure</u></b>				
4.10.1 KO	Cleaning procedural guidelines (e.g. temperature, pressure, cleaning product) which affect the quality and safety of cleaning processes are clearly defined and implemented.		5	5	
4.10.2	Attachments (e.g. of valves, adaptors, sealing caps, reducing adaptors and valves) are cleaned in designated cleaning locations and while disassembled.		5	5	
4.10.3	Warm water > 80°C is used.		5	5	
4.10.4	Cold water < 20°C is used.		5	5	
4.10.5	<i>Steaming occurs at a minimum of &gt; 93°C (the boundary for condensate temperature).</i>		5	5	
4.10.6	A suitable temperature, pressure, flow-through recording system is used to monitor cleaning status at appropriate intervals.		5	5	
4.10.7	Food transport containers are cleaned exclusively with drinking water (following 98/83 EU drinking water quality requirements).		5	5	
4.10.8	Pipes transporting drinking water are labelled to eliminate any confusion.		5	3	
4.10.9	Water quality is ensured through regular water analyses from the water supplier and through regular internal company analyses (meeting the requirements of EU 98/83 (appendix I) drinking water guidelines).		5	3	
4.10.10	Water transporting pipes and systems (ion exchangers, containers, pipes, heat exchangers, flushing heads, etc.) are regularly inspected to ensure they function and are disinfected as required (meeting the parameters of the 98/83 EU (appendix I) drinking water guidelines).		5	3	
4.10.11	A yearly review (as stated in the drinking water directive) is carried out for the drinking water installation according to section 14 for legionella and E. coli parameters.		5	3	
4.10.12	Anywhere where drying air is required, equipment undergoes regular maintenance and cleaning using the most appropriate methods.		5	5	
4.10.13	Cleaned transport containers are cooled with sterile water and dried with air that is low in biocontamination and free of oils or particles (by using a sterilizing filter or microfilter).		5	5	
4.10.14	Drying hoses are clean and sterile.		5	5	
4.10.15	A procedure is in place for monitoring drying air quality.		5	5	

4.10.16	In case of cleaning technique failure and irregularities (as compared to desired values), an emergency procedure with correction procedures is immediately implemented.	5	5	
<b>Individual Assessment</b>		<b>80</b>	<b>72</b>	<b>90.0%</b>
<b>4.11</b>	<b><u>Cleaning Equipment</u></b>			
4.11.1	Cleaning plans and (when necessary) disinfection plans are implemented based on a hazard analysis and risk assessment. Employees are trained in all relevant cleaning and disinfection plan procedures. Cleaning and disinfection plans contain: - employee responsibilities, - products to be used and their operating instructions, - the area to be cleaned or disinfected, - the cleaning intervals, - record keeping requirements and - hazard symbols (where needed or required).	5	3	
4.11.2	Cleaning and disinfection procedures and their effectiveness are recorded and reviewed. There are corrective procedures in place for the event that they are needed.	5	3	
4.11.3	Cleaning equipment is decontaminated after every cleaning (as per operating instructions).	5	4	
4.11.4	Outdoor areas and facilities are in a clean and orderly condition.	5	4	
4.11.5	There are up-to-date safety sheets and usage instructions for cleaning chemicals and agents which are available on-site at all times. Responsible employees are well-versed in the operating instructions.	5	5	
4.11.6	Cleaning equipment and chemicals are clearly labelled and are stored in such a way that unintended contamination or mix-ups are avoided.	5	4	
<b>Individual Assessment</b>		<b>30</b>	<b>23</b>	<b>76.7%</b>
<b>4.12</b>	<b><u>Operating Instructions</u></b>			
4.12.1	There are written procedural instructions in the company for the following points:			
4.12.1.1	- initial inquiry (for a new product),	5	5	
4.12.1.2	- product acceptance,	5	5	
4.12.1.3	- (employee) exposure to hazardous materials,	5	5	
4.12.1.4	- employee exposure to risks relating to contact with nitrogen,	5	5	

4.12.1.5 KO	- fall protection when working on tanks and other equipment,	5	3	
4.12.1.6	- cleanup and disposal of chemical spills and chemical contaminants and	5	4	
4.12.1.7	- use, content and completion of cleaning documentation in accordance with guidelines.	5	5	
4.12.2	There are comprehensive procedures in place at the facility (including employee training) that govern the conditions for issuing a work permit to ensure safety and avoid the risk of employees being exposed to hazardous substances for the following actions:	5	4	
4.12.2.1	- entering closed/enclosed spaces,	5	3	
4.12.2.2	- opening of closed spaces/systems,	5	4	
4.12.2.3	- welding, burning and soldering work,	5	5	
4.12.2.4	- other assembly and work at great heights and	5	5	
4.12.2.5	- work on electrical equipment/systems.	5	5	
<b>Individual Assessment</b>		<b>65</b>	<b>58</b>	<b>89.2%</b>
<b>5</b>	<b><u>Cleaning Facilities</u></b>	<b>Total Points</b>	<b>Points Earned</b>	<b>Percentage Score</b>
<b>5.1</b>	<b><u>Structural Requirements</u></b>			
5.1.1	The work area has no negative effects on cleaning safety and/or quality.	5	4	
5.1.2	All working areas are sufficiently lighted.	5	4	
5.1.3	Light fittings have shatter protection and are appropriately fitted so that the risk of breakage is minimised at all stages of the cleaning process (as glass breaking from light fittings presents a contamination risk for open containers and facilities).	5	4	
5.1.4	In the event of glass breakage or breakage of similar type material detailed procedures are implemented to resolve the issue. Procedural plans contain the bare minimum of: - cleaning methods, - methods to avoid contamination and - instructions for checking out and returning the equipment.	5	4	



5.1.5	All cleaning equipment is suitable for its purpose. Equipment parts are built in such a way that: - work can be conducted in a closed off, separated hall, - no dirt or debris (e.g. from non-secured outer surfaces) is detected during use, - condensation and mould are managed and - basic equipment cleaning is possible.	5	4	
5.1.6 KO	The food cleaning lane is separate and spatially separated from possible chemical and external washing lanes.	5	5	
5.1.7	Energy, machine and technical areas are separated from areas for cleaning equipment.	5	3	
5.1.8	The floors, walls and ceilings are in a proper condition.	5	3	
5.1.8.1	a) Walls and ceilings in cleaning area are waterproof, level and washable.	5	3	
5.1.8.2	b) Floors are waterproof, abrasion-resistant, non-slip, easy to clean and also free of moulds or fungi.	5	3	
5.1.8.3	c) The drains and gutters of the cleaning track drainage in the floor slab have are accessible and designed with appropriate slopes.	5	3	
5.1.8.4	d) Cleaning equipment is equipped with ventilation in such a way that no condensation can occur.	5	4	
5.1.9	Equipment (e.g. machines and pipes) are easily accessible for cleaning.	5	5	
5.1.10	Windows, doors and gates are functional and kept locked when not in use.	5	5	
5.1.11	Site safety and access to the cleaning facility is regulated in a risk-oriented manner with regard to cleaning safety requirements.	5	4	
5.1.12	A stopover in the case of cleaned, unlocked tanker trucks and outdoor containers being restricted to a minimum. Insofar as tanker trucks have to be outdoors (e.g. during transportation or stalling), it must be undertaken in consultation with the customer (driver), in the framework of a hazard analysis and assessment, and must guarantee and determine that there is neither a contamination risk nor any reduction in cleaning quality or safety.	5	4	
<b>Individual Assessment</b>		<b>80</b>	<b>62</b>	<b>77.5%</b>
<b>5.2</b>	<b><u>Equipment and Facilities/Systems Specifications</u></b>			
5.2.1	There are written specifications for the acquisition of essential equipment/facilities in accordance with national and international regulations.	5	4	

5.2.2	The use of commercially important equipment and facilities/systems as outlined in the specification is reviewed.	5	3	
<b>Individual Assessment</b>		<b>10</b>	<b>7</b>	<b>70.0%</b>
<b>5.3</b>	<b><u>Wastewater discharge</u></b>			
5.3.1	Wastewater discharge is monitored based on pre-determined requirements.	5	<u>5</u>	
5.3.2	Waste-water and pollutant measurements are documented as prescribed by law.	5	<u>5</u>	
<b>Individual Assessment</b>		<b>10</b>	<b>10</b>	<b>100.0%</b>
<b>5.4</b>	<b><u>Air emissions</u></b>			
5.4.1	Work area ventilation systems or waste-air treatment systems are installed for dealing with air emissions.	5	<u>5</u>	
5.4.2	Ventilation and waste-air processing systems are properly functioning and are regularly checked and maintained.	5	<u>5</u>	
<b>Individual Assessment</b>		<b>10</b>	<b>10</b>	<b>100.0%</b>
<b>5.5</b>	<b><u>General Buildings, Premises and Fixed Installations</u></b>			
5.5.1	Buildings are in good condition.	5	4	
5.5.2	Business premises are adequately lighted.	5	4	
5.5.3	Office and outside areas are well-maintained (clean, orderly, painted etc.).	5	4	
5.5.4	The site is well signposted with safety signs in place for the staff/public.	5	4	
5.5.5	There is a communications/evaluation alarm system (with redundant backup systems) on business premises.	5	3	
5.5.6	Property fences and gates are in good condition.	5	4	
5.5.7	The cleaning system (cleaning heads, pipes, et.) is adequately fixed according to requirements and activities carried out.	5	4	
5.5.8	The conditions of the roads and parking areas are of an acceptable and safe standard.	5	3	
5.5.9	Business premises are organized and located in such a way to ease vehicle entry and movement.	5	4	
5.5.10	Footpaths are clearly labelled and are separated from vehicular movement.	5	3	

5.5.11	Wheel chocks and jack stands are used when parking vehicles/tanks.	5	5	
5.5.12	An adequate fire extinguishing system and sufficient fire extinguishing capacity is present on company premises.	5	4	
5.5.13	Water for extinguishing purposes is sufficiently available on company premises.	5	4	
5.5.14	Inspection information for all facility operational safety systems are clearly marked.	5	4	
5.5.15	Entry to company premises and buildings is suitable for fire brigades.	5	5	
5.5.16	Cleaning station buildings have emergency exits.	5	5	
5.5.17	Emergency exits are easily operatable and recognisable.	5	5	
5.5.18	In the case of an emergency, a plan is in place and visibly displayed on company premises to safely evacuate all employees.	5	4	
5.5.19	In-house supply and disposal systems are protected from frost.	5	4	
5.5.20	There are methods in place to remove ice from company premises in the winter.	5	4	
5.5.21	Eye wash equipment and safety showers are available in work areas and placed in designated areas.	5	4	
5.5.22	There are appropriate warning and regulatory signs displayed throughout company premises (e.g. 'no smoking', 'safety glasses and helmets required', etc.).	5	4	
5.5.23	Business premises surface water drainage facilities and water retention capacity are appropriately allocated for company activities at all times.	5	4	
5.5.24	First aid stations are easily accessible and properly equipped to provide immediate first aid.	5	4	
<b>Individual Assessment</b>		<b>120</b>	<b>97</b>	<b>80.8%</b>
<b>5.6</b>	<b>Technical Building Equipment</b>			
5.6.1	Steam and hot water pipes are insulated or otherwise equipped to prevent accidental contact (that could cause burning).	5	4	
5.6.2	Cleaning equipment (including platforms, steam systems and pipes) is protected from colliding with towing vehicles or trailers.	5	3	
5.6.3	The cleaning platforms and steps are free from trip hazards. Work aids from above should be prevented from reaching lower work areas.	5	3	

5.6.4	Adequate lighting is available where needed (as required by the ATEX guidelines) for the transport and inspection of tanks.	5	4	
5.6.5	Appropriate equipment is available to safely access and work on the trailer.	5	3	
5.6.6	Appropriate equipment is available to size the trailer and to safely carry out cleaning work on the trailer.	5	3	
5.6.7	All safety procedures for transporting tanks are outlined in the access permit, easily accessible and implemented on company premises.	5	4	
5.6.8	The piping system and their valves are labelled in black and white or labelled in colour with their contents are listed.	5	3	
5.6.9	The entire cleaning system is sufficiently protected from and free of corrosion to ensure safe operation.	5	4	
5.6.10	All electrical pieces of equipment are in good condition.	5	4	
5.6.11	All pumps, pipes and valves are in good condition.	5	4	
5.6.12	Explosive class electrical equipment (incl. mobile phones) are suitable for use with combustible cleaning products (where applicable).	5	3	
5.6.13	An earthing system is installed and in used.	5	2	
5.6.14	There are adequate procedures in place to prevent vehicles from driving off without clear instructions from the cleaner.	5	4	
5.6.15	All floor drains are in place and undamaged.	5	4	
5.6.16	Floor drain output is separated from the public sewage system.	5	5	
<b>Individual Assessment</b>		<b>80</b>	<b>57</b>	<b>71.3%</b>
<b>5.7</b>	<b><u>Pest Monitoring and Pest Control</u></b>			
5.7.1	The company has a pest control system in place which meets the local legal regulations. It takes into account (as a bare minimum): <ul style="list-style-type: none"> <li>- the working area (possible pests),</li> <li>- the site plan and operating sites (bait plan),</li> <li>- pest methods employed and their operational instructions and safety guidelines and</li> <li>- the time elapsed between inspections.</li> </ul> The pest control system is based on a hazard analysis and evaluation of associated risks.	5	4	
5.7.2	The company has qualified, trained personnel and/or external service providers responsible for pest control. Necessary duties are outlined	5	4	

	within a written contract that is signed on-side should an external service provider be required.			
5.7.3	Pest monitoring/control inspections, procedures and recommendations are well documented and documents are dated and signed by both the service provider and client. Pest control methods employed do not negatively affect cleaning and pest control effectiveness is evaluated by means of intermittent trend analyses.	5	4	
5.7.4	Residual products are stored to minimize pest risk. Appropriate procedures are in place for these stored residual products and other areas at risk of pest infestation.	5	4	
<b>Individual Assessment</b>		<b>20</b>	<b>16</b>	<b>80.0%</b>
<b>5.8</b>	<b><u>Cleaning Contract Acceptance</u></b>			
5.8.1	Procedures are in place for accepting a cleaning contract and all relevant employees of the cleaning station are well-versed in them. These procedures, at the very least, contain general test criteria (e.g. identification of the product to be cleaned and of the vehicle/container) and guidelines for acceptance, rejection and conditional acceptance of the cleaning contract. Any deviations from test criteria are documented.	5	5	
5.8.2	Cleaning contracts are easily identifiable from one another. Cleaning happens in line with customer requirements taking into account residual products and next transporter's requirements (when they are known).	5	5	
5.8.3	A written agreement details the validity of the cleaning certificate issued.	5	4	
<b>Individual Assessment</b>		<b>15</b>	<b>14</b>	<b>93.3%</b>
<b>5.9</b>	<b><u>Disposal System</u></b>			
5.9.1	The most up-to-date legal regulations regarding waste disposal are implemented.	5	5	
5.9.2	Residual products/foodstuff waste and other waste is promptly removed, based on risk level, from areas where they accumulate.	5	5	
5.9.3	Waste containers are clearly labelled and are in a satisfactory condition.	5	5	
5.9.4	Accumulated residual material is separated from the cleaning equipment.	5	5	
5.9.5	Waste/ recyclable materials are collected separately on designated disposal routes. Waste and recycling disposal is documented by the company and exclusively carried out by an authorised third party.	5	5	
<b>Individual Assessment</b>		<b>25</b>	<b>25</b>	<b>100.0%</b>



6	<b><u>Measurements, Analytics and Improvements</u></b>	<b>Total Points</b>	<b>Points Earned</b>	<b>Percentage Score</b>
<b>6.1</b>	<b><u>Internal Audits</u></b>			
6.1.1 KO	Effective internal audits are conducted in accordance with established audit programmes and constitutes (at very minimum) of the requirements outlined in the HQF standard. The scope and frequency of internal audits are determined by means of a hazard analysis and risk assessment.	5	4	
6.1.2	Internal audits of employee duties -- critical for product safety -- are performed at least once a year.	5	4	
6.1.3	Auditors are experts and fully independent from the audited area.	5	5	
6.1.4	Company management and others responsible for relevant departments are informed audit results. Required corrective procedures and a time table for their implementation are documented and communicated to all affected employees.	5	5	
6.1.5	The form as well as the time at which corrective measures resulting from the internal audits are verified is established.	5	5	
<b>Individual Assessment</b>		<b>25</b>	<b>23</b>	<b>92.0%</b>
<b>6.2</b>	<b><u>Site Inspections</u></b>			
6.2.1	Site inspections are planned, risk-orientated and carried out at least once a year (e.g. cleaning inspections, hygiene inspections, inspections of risks posed by foreign bodies, personal hygiene, pest monitoring, technical equipment etc.).	5	4	
6.2.2 KO	At minimum, it is mandatory to carry out 3 test cleanings during site inspections that follow and are evaluated by the HQF audit framework. The HQF work sheet outlines further regulations under A 1000/2012.	5	5	
6.2.3	All irregularities and corrective procedures that occur during site inspections are well documented.	5	5	
<b>Individual Assessment</b>		<b>15</b>	<b>14</b>	<b>93.3%</b>
<b>6.3</b>	<b><u>Calibration, Adjustment and Testing of Measuring and Monitoring Devices</u></b>			
6.3.1	The company determines the required measuring and monitoring devices required to fulfil cleaning requirements. These devices are clearly labelled and documented.	5	3	

6.3.2	Measuring equipment is inspected, calibrated and adjusted at established intervals, according to recognised standards/methods and as a part of a wider monitoring system. The results of the inspection, calibration and adjustment are documented and/or issued in corresponding certificates if required. All required procedures for measuring devices, and when necessary, for processes and products, are dependably implemented.	5	3	
6.3.3	Test devices are clearly identified and calibrated, including:			
6.3.3.1	- oxygen meters,	5	5	
6.3.3.2	- explosimeters,	5	5	
6.3.3.3	- devices to measure the concentration of steam and poisonous gases,	5	5	
6.3.3.4	- temperature measuring devices and	5	5	
6.3.3.5	- equipment for monitoring waste-water (e.g. flow meters, analytical equipment, sampling devices, and devices measuring pH-value and temperature).	5	5	
<b>Individual Assessment</b>		<b>35</b>	<b>31</b>	<b>88.6%</b>
<b>6.4</b>	<b><u>Electrical Installations</u></b>			
6.4.1	The electrical system is adequately designed.	5	5	
6.4.2	Cleaning equipment is tested according to ATEX and national Health and Safety Regulations for the Workplace. Relevant areas are identified in the layout plan and communicated to all relevant employees.	5	<u>5</u>	
<b>Individual Assessment</b>		<b>10</b>	<b>10</b>	<b>100.0%</b>
<b>6.5</b>	<b><u>Handling Objections and Complaints</u></b>			
6.5.1	A system is in place do deal with objections and complaints.	5	5	
6.5.2	All objections/complaints are investigated by highly trained personnel. If the complaints are legitimate, then appropriate procedures are immediately implemented where needed.	5	5	
6.5.3	Objections/complaints are evaluated to devise preventative measures to avoid recurrence of the problem.	5	4	
6.5.4	The complaint evaluation is made available to relevant department heads and company management.	5	5	
<b>Individual Assessment</b>		<b>20</b>	<b>19</b>	<b>95.0%</b>
<b>6.6</b>	<b><u>Non-Conforming and Non-Compliant Cleaning Procedures</u></b>			

6.6.1 KO	There is an effective process in place to deal with non-conforming/ non-compliant cleaning procedures.	5	4	
6.6.2	The process for dealing with non-conforming/non-compliant cleaning procedures at the very least contains: - a hazard analysis and analysis of associated risks, - procedures for rejecting or cancelling a cleaning procedure, - Identification methods for cleaning requirements (e.g. product delivery and preliminary product checks) and - clearly defined employee responsibilities.	5	4	
6.6.3	The procedural regulations for managing non-conforming requests are understood by all affected employees.	5	4	
6.6.4	If there are non-conformities, corrective procedures are implemented as quickly as possible to guarantee that cleaning requirements are fulfilled. In addition, corrective processes and changes to cleaning processes are reviewed in detail and corrective processes are carried out until required levels of cleanliness and hygiene are achieved.	5	4	
6.6.5	The process for dealing with non-conforming cleaning processes is tested in terms of being practical, effective and punctual and is tested at least once a year (when no actual rejection of the cleaning contract took place). The test is suitable for examining the effective execution and delivery of the process.	5	4	
<b>Individual Assessment</b>		<b>25</b>	<b>20</b>	<b>80.0%</b>

<b>6.7</b>	<b><u>Cleaning Documentation</u></b>			
6.7.1	Details of conducted cleaning processes are recorded, archived and traceable for each individual container or tank. Most notably, the following information is available:			
6.7.1.1	a) warm water temperature	5	5	
6.7.1.2	b) cold water temperature	5	5	
6.7.1.3	c) pressure value range,	5	2	
6.7.1.4	d) cleaning agent concentration,	5	5	
6.7.1.5	e) condensation temperature range,	5	5	
6.7.1.6	f) chronological sequence of the cleaning process (according to the ENFIT process flow),	5	5	
6.7.1.7	g) comparison between the reference description and the provided parameters during cleaning and	5	4	

6.7.1.8	h) product-specific information.	5	4	
6.7.1.9	All information is documented automatically.	5	1	
6.7.2	A final cleanliness and overall check is carried out and documented. At the very least, the following are included:			
6.7.2.1	a) ATP measurement or CleanCardPRO	5	5	
6.7.2.2	b) pH-value measurement	5	3	
6.7.2.3	c) turbidity measurement	5	3	
6.7.2.4	d) conductivity measurement	5	3	
6.7.2.5	e) organoleptical measurement as stated in the 98/83 EU Drinking Water Directive	5	5	
<b>Individual Assessment</b>		<b>70</b>	<b>55</b>	<b>78.6%</b>
<b>6.8</b>	<b><u>Records</u></b>			
6.8.1	Records relating to all cleaning activities, cleaned products and cleaning processes performed over the last 3 years are stored and documented.	5	5	
6.8.2	All records related to cleaning process are kept (e.g. the customer's CMR number or email/fax with information on the previous load).	5	5	
6.8.3	Originals and copies of all cleaning documents are retained for at least 3 years.	5	5	
<b>Individual Assessment</b>		<b>15</b>	<b>15</b>	<b>100.0%</b>
<b>6.9</b>	<b><u>Detergents</u></b>			
6.9.1	Detergents are stored in a separate and locked room.	5	5	
6.9.2	All detergents are clearly labelled to avoid mix-ups.	5	5	
6.9.3	Detergent concentrations are carefully monitored.	5	5	
<b>Individual Assessment</b>		<b>15</b>	<b>15</b>	<b>100.0%</b>
<b>6.10</b>	<b><u>Disinfectants</u></b>			
6.10.1	Disinfectant concentration is carefully monitored during cold disinfection.	5	5	
6.10.2	Detergent residues in the container and rinse water are measured during cold disinfection.	5	5	
<b>Individual Assessment</b>		<b>10</b>	<b>10</b>	<b>100.0%</b>
<b>6.11</b>	<b><u>Corrective Procedures</u></b>			

6.11.1	There is a process to identify and analyse non-conformities with the objective to avoid what can be prevented by corrective or preventative measures.	5	4	
6.11.2 KO	Corrective procedures are clearly formulated, documented and implemented as quickly as possible to prevent a recurrence of a non-conformity. The responsibilities and deadlines for the corrective procedures are clearly defined.	5	4	
6.11.3	The performance of the implemented corrective procedures is documented and their effectiveness is examined.	5	4	
6.11.4	Corrective procedures are communicated to company management.	5	4	
<b>Individual Assessment</b>		<b>20</b>	<b>16</b>	<b>80.0%</b>

<b>7</b>	<b><u>Cleaning Safety (Food Defence) &amp; External Controls</u></b>	<b>Total Points</b>	<b>Points Earned</b>	<b>Percentage Score</b>
<b>7.1</b>	<b><u>Safety Assessment</u></b>			
7.1.1	Those responsible for cleaning safety (food defence) are clearly designated. Responsible persons are members of the management team or have access to highest levels of management and can prove they have sufficient knowledge in the area of cleaning safety.	5	4	
7.1.2	A hazard analysis and risk assessment of the risks associated with cleaning safety is conducted, documented and evaluated. Critical safety areas are identified based on this assessment and legal requirements. The hazard analysis and risk assessment are conducted yearly or when changes influence cleaning integrity. A suitable alarm system is defined and is regularly tested for effectiveness.	5	4	
7.1.3	If registration or inspection of the site is required for legal reasons, evidence of this must be provided.	5	4	
<b>Individual Assessment</b>		<b>15</b>	<b>12</b>	<b>80.0%</b>

<b>7.2</b>	<b><u>Site Security</u></b>			
7.2.1	Particularly safety-critical areas (on the basis of a hazard analysis and risk assessment) are adequately protected to prevent unauthorised entry. Access is controlled and entrances are monitored.	5	4	
7.2.2	There are procedures in place to protect against and identify cleaning manipulation.	5	4	
<b>Individual Assessment</b>		<b>10</b>	<b>8</b>	<b>80.0%</b>

<b>7.3</b>	<b><u>Employee and Visitor Security</u></b>			
7.3.1	The procedures for dealing with drivers and visitors include specifications for securing food cleaning operations. Drivers who have contact with the containers can be identified and respect the company's access policy. Drivers and external service providers are registered upon entry in the areas where containers are cleaned. They are informed about the rules and adequately controlled.	5	5	
7.3.2	All employees are trained in foodstuff cleaning safety (food defence) at least once a year or when the processes change. Training of employees is documented in detail. When hiring or dismissing employees, safety aspects are also taken into consideration in accordance with the relevant laws.	5	4	
<b>Individual Assessment</b>		<b>10</b>	<b>9</b>	<b>90.0%</b>
<b>7.4</b>	<b><u>External Controls</u></b>			
7.4.1	There must be a documented procedure for dealing with external controls and inspections by authorities. The procedure is well-known and implemented by the employees responsible for this.	5	5	
7.4.2	Regular/yearly checks are conducted by an external expert and documented.	5	5	
<b>Individual Assessment</b>		<b>10</b>	<b>10</b>	<b>100.0%</b>

- 5= fully available/complete
- 4= nearly fully available/complete
- 3= conditionally completed/carried out
- 2= rarely completed/carried out
- 1= incomplete/not carried out
- 5= cannot be evaluated, as not available or applicable

Overall score 1521  
 Max score 1800.00 1521  
**Total in % 84.50**

**KO = critical criteria required for certification**

*BASIC QUALITY CLEANING: 50 to 74%*  
*HIGH QUALITY CLEANING: 75 to 89%*  
*EXCELLENT QUALITY CLEANING: 90 to 100%*  
**FINAL RESULT = HIGH QUALITY CLEANING**