

# How clean is your product?

The movement of unclean products between regions of the world seriously risks the introduction of non-indigenous pests and diseases into new environments. Ultimately, it is the destination country's quarantine authorities that determine if a product is clean enough to be discharged and delivered.

## Here to help

Although the customer has responsibility to ensure that the product is clean on delivery, you are not alone. WW Ocean is here to help.

Wallenius Wilhelmsen Ocean (WW Ocean) always evaluates the condition of all products by visual inspection and ensures that all units being loaded on its vessels are clean. If any product is considered not to match up to the regulatory guidelines of the destination country, after thorough re-inspection, WW Ocean follows the following procedure:

- **WW Ocean Customer Service** will contact the customer, and inform about availability of local cleaning services.
- **The customer will be responsible** for coordinating those services and all associated costs.
- **After the product has been washed**, and if the unit is considered clean, WW Ocean Customer Service will notify the customer that the unit has been cleared for loading.
- **If the product is not considered clean** by WW Ocean, it will have to be cleaned again. WW Ocean Customer Service will notify the customer accordingly.

**NOTE:** Products cleared for loading by a WW Ocean representative should not be considered as quarantine cleared for discharge port. All products are subject to quarantine inspections and clearance at discharge port. If the authorities in the country in which the product is being discharged, or in transit ports, determine that the product requires further cleaning, the customer will be responsible for the additional costs for those services or any potential customs fines.

It is the customer's responsibility to ensure that their products are clean when they are delivered to a port for export. The following is a quick but invaluable guide to what to look out for in order to ensure your product is clean enough.

#### HELP US HELP YOU – BE ON TIME

It is important that products are delivered to the port early enough to ensure ample time to properly inspect and clean the unit in accordance with destination requirements. This is particularly true during winter months when a majority of the products received require washing before loading, especially those that have travelled over the road on an open conveyance.

#### 1/Food

There should be no evident traces of leftover or spilled food or drink. This includes food consumed by humans, or food carried as commercial produce.



#### 2/Oil and grease

All oil (e.g. stains or leakage), grease, soot etc. must be removed from inside and outside the product.



#### 3/Animal material

Especially important is to ensure the removal of all animal and insect life, dead or alive, including traces of any feces.



#### 4/Dirt

Road travel can throw up dirt. All traces of this, even from dirty water, must be washed and removed, paying special attention to the underside of the product.



#### 5/Plant material

Plant material such as twigs, leaves, bark, roots, grass or straw must be removed from inside and outside of the product.

