

COLD WARRIORS ON THE FRONTLINES

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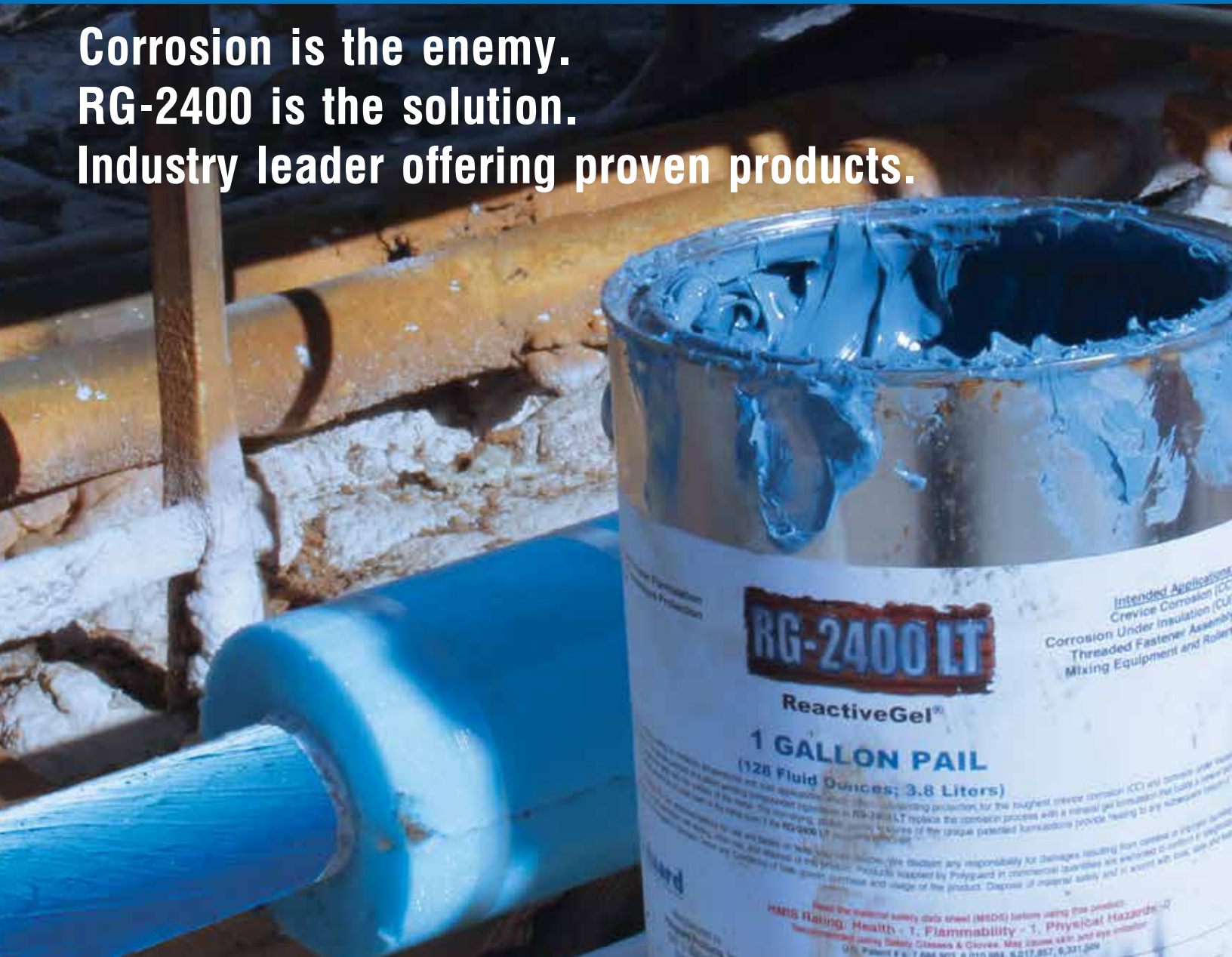
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About the Cover

Read the messages of gratitude and support from cold chain companies around the world to their essential workers, the cold chain warriors, who come to work every day to keep the food supply chains moving. Also learn what GCCA resources are available to support member companies as they manage operations during the pandemic. (Photo courtesy of Lineage Logistics, Inc.) See the article on page 12.

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LEADOFF

MESSAGES FROM GCCA LEADERS

Stronger Together: The Cold Chain on the Frontlines

WHEN I FIRST GATHERED MY THOUGHTS FOR THIS LEADOFF MESSAGE IN EARLY MARCH, I WAS FOCUSED ON HOW TO BEST CONVEY THE MESSAGE I HAD FOR MEMBERS OF THE INTERNATIONAL REFRIGERATED TRANSPORTATION ASSOCIATION (IRTA). It was a message of encouragement to become a Certified Cold Carrier. This is the transportation issue and I introduced the certification program in this column a little less than a year ago – it seemed a perfect time for an update.

A few weeks later, as COLD FACTS was ready to go to press, our world had changed.

COVID-19 was impacting the most fundamental of human needs – shelter and sustenance. Millions of people suddenly had to figure out the logistics of how to get food, medicine and other necessities of life in this new world, ideally without leaving their shelter.

It is common in a time of fear and uncertainty to want to gather close, to protect and to shelter with family.

It is a feeling shared by the thousands of men and women around the world who are the food supply chain, who are leaving the safety of home and the security of family every day because they must.

We are warehouse workers, logistics experts, transportation providers and construction professionals all keeping the food supply chain moving and building capacity into the system.

We ensure continuity and security by moving food to those who need it, even with a nearly worldwide shut down in place.

We are now all members of a community that are putting ourselves at risk, so others, near and far, can eat.

We are cold warriors on the frontlines of a devastating war.

We are the lead story on primetime news when our industry leaders reassure the public the food supply chain is secure.

We are classified by our governments as critical to the country's infrastructure because the GCCA promoted the essential role our companies and workforce play in keeping the global food supply chain running.

For a summary of all the COVID-19 related support and resources GCCA has available to its members worldwide, see the article on page 12. There, you can also find a snapshot of what some member companies were doing in the early weeks of the pandemic to pay tribute to the heroism of their teams. The next issue of COLD FACTS will feature lessons learned, best practices and how COVID-19 has changed the food supply chain, but for now we are celebrating those that are keeping the food supply chain moving.

And because this is the Transportation Issue, I encourage you to read about the IRTA Certified Cold Carriers on page 18. These companies have taken those extra steps to demonstrate their commitment to industry best practices and the integrity of their customers' brand. During these challenging times, a shipper's confidence in a carrier's sanitary transportation practice is paramount.

We are the members of IRTA, IARW, CEBA and WFLO.

We are stronger together and we will get through this together. 🤝



TODD LANTER
IRTA CHAIR

COLDFACTS

COLD FACTS magazine is published every other month by the **Global Cold Chain Alliance (GCCA)**, an organization that unites partners to be innovative leaders in the temperature-controlled products industry. The GCCA Core Partners are:

The **International Association of Refrigerated Warehouses (IARW)**, which promotes excellence in the global temperature-controlled warehouse and logistics industry.

The **World Food Logistics Organization (WFLO)**, which delivers education and research to the industry and empowers economic development by strengthening the global cold chain.

The **International Refrigerated Transportation Association (IRTA)**, which cultivates, fosters and develops commercial and trade relations between all those engaged in the transportation and logistics of temperature-controlled commodities.

The **Controlled Environment Building Association (CEBA)** represents the design and construction industry specializing in temperature-controlled facilities that prioritize product safety best practices. We are the source for best practices of building and maintaining the thermal envelope.

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While the material in this publication has been compiled with care, the Global Cold Chain Alliance (GCCA) has not validated all of the information contained herein and does not assume any responsibility for its use, accuracy, or applicability. As used above, GCCA shall mean the organization, GCCA Core Partners, and each organization's directors, officers, employees, volunteers, members, and agents.





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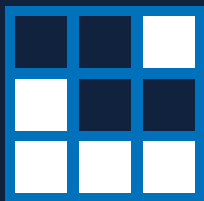
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RELIEF BILLS FOR BUSINESS

*U.S. government takes unprecedented actions
in response to COVID-19.*

By Lowell Randel

In the wake of the COVID-19 global pandemic, the United States government is taking unprecedented actions to mitigate the economic impacts. While GCCA and its food industry partners have been successful in securing recognition that cold chain companies are essential businesses that support the nation's critical infrastructure, many businesses have been forced to close their doors or significantly change their operations. As a result, Congress and the Trump Administration have come together to pass a series of relief bills to support both workers and businesses.

It is important for GCCA members with operations in the United States to understand the actions taken and how they may impact their business.

Families First Coronavirus Response Act

Signed into law on March 18, the Families First Coronavirus Response Act (FFCRA) requires certain employers with less than 500 employees to provide their employees with paid sick leave or expanded family and medical leave for specified reasons related to COVID-19. Small businesses with fewer than 50 employees may qualify for exemption from the requirement to provide leave due to school

closings or childcare unavailability if the leave requirements would jeopardize the viability of the business.

The provisions went into effect on April 1, 2020, and apply through December 31, 2020. Employers must post, in a conspicuous place on its premises, a notice of FFCRA requirements and cannot discharge, discipline or otherwise discriminate against any employee who takes paid sick leave under the FFCRA.

The FFCRA requires that covered employers must provide to all employees:

- Two weeks (up to 80 hours) of paid sick leave at the employee's regular rate of pay (up to \$511 per day/per employee) where

the employee is unable to work because the employee is quarantined (pursuant to Federal, State or local government order or advice of a health care provider), and/or experiencing COVID-19 symptoms and seeking a medical diagnosis; or

- Two weeks (up to 80 hours) of paid sick leave at two-thirds the employee's regular rate of pay (up to \$200 per day/per employee) because the employee is unable to work because of a bona fide need to care for an individual subject to quarantine (pursuant to Federal, State, or local government order or advice of a health care provider), or care for a child (under 18 years of age) whose school or child care provider is closed or unavailable for reasons related to COVID-19.

A covered employer must also provide to employees that it has employed for at least 30 days:

- Up to an additional 10 weeks of paid expanded family and medical leave at two-thirds the employee's regular rate of pay (up to \$200 per day/per employee) where an employee is unable to work due to a bona fide need for leave to care for a child whose school or child care provider is closed or unavailable for reasons related to COVID-19.

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Covered employers qualify for **dollar-for-dollar** reimbursement through tax credits for all qualifying wages paid under the FFCRA. Qualifying wages are those paid to an employee who takes leave under the Act for a qualifying reason, up to the appropriate per diem and aggregate payment caps. Applicable tax credits also extend to amounts paid or incurred to maintain health insurance coverage.

Coronavirus Aid, Relief, and Economic Security Act (CARES Act)

On March 27, Congress passed the Coronavirus Aid, Relief, and Economic Security Act (CARES Act). The \$2.2 trillion stimulus bill is intended to help shore up the economy and provide relief for businesses, including small businesses, and most individuals.

Congress designed many of the provisions to free up cash so that businesses can keep their workforces employed while the business navigates and weathers the impact of the coronavirus. Below are some of the key business-related provisions included in the 895-page bill.

Paycheck Protection Program (PPP)

The Paycheck Protection Program is a federal loan program intended to help small businesses keep their employees on the payroll and to provide funds to operate their businesses. Small businesses can get a Paycheck Protection Program Loan ("PPP Loan") from their bank and use it to pay payroll, health care benefits, rent, interest on an existing mortgage, utilities and interest on debts incurred before February 15, 2020. If the business meets certain requirements, a portion of the loan can be forgiven with no tax consequences.

- Loans can be made up to the lesser of 2.5 times the prior 12 months average "payroll expense" or \$10 million.
- Loans are term loans with up to 2 year maturity.
- The loans will carry a 1 percent fixed interest rate and payments are deferred for 6 months.
- No origination fees will be charged to borrowers and no collateral or personal guarantees will be required.
- Loans made under SBA's Disaster Loan Program on or after January 31, 2020 may be folded into the PPP Loan.
- With appropriate documentation, an amount equal to eight weeks of post loan closing "payroll expense," mortgage interest on real estate or equipment

"Covered employers qualify for dollar-for-dollar reimbursement through tax credits for all qualifying wages paid under the FFCRA. Qualifying wages are those paid to an employee who takes leave under the Act for a qualifying reason, up to the appropriate per diem and aggregate payment caps."

loans, rent and utility payments can be forgiven without tax consequence to the borrower, subject to the employer maintaining certain employee and compensation thresholds.

- For purposes of determining the PPP Loan and amount of debt forgiveness, "payroll expense" includes state and local (not federal) payroll taxes, commissions and tips, leave, group health costs, paid retirement benefits, salary (wages but not to exceed \$100,000 for any single employee) and independent contractor costs. Utility payments include electricity, gas, water, transportation, telephone and internet.

Members considering PPP loans are encouraged to contact their financial institutions as soon as possible. Interest in the PPP program has been very high, so it is important to get your application in quickly. The program was originally funded at \$349 billion, but with the high demand for PPP loans, Congress is considering additional investments in the program.

Employee Retention Tax Credit

For larger businesses, or small businesses opting against a PPP loan, the CARES Act provides the ability to obtain a refundable tax credit against the employer's social security taxes. The Employee Retention Tax Credit (ERTC) is equal to 50 percent of the first \$10,000 of wages paid to an employee between March 13, 2020 and December 31, 2020, up to a maximum credit of \$5,000 per employee. For employers with 100 or fewer employees, all employee wages and payments made for health care coverage (subject to the \$10,000 limit) paid during a period in which there was a severe coronavirus impact, can be included in the credit calculation. For employers with

more than 100 employees, only wages paid to employees not performing any services (whether in person or remotely) to the company due to the virus can be included in the calculation. The severe impact standard necessary to qualify for the payroll tax credit is either more than 50 percent reduction (compared to the same quarter in the prior year) in gross receipts or the business has fully or partially suspended its operations due to orders from an applicable government authority due to the coronavirus.

Payroll Tax Payment Deferred

Small businesses that did not have all or part of a PPP Loan forgiven can defer payment of the employer's share of payroll taxes on wages paid for the period ending December 31, 2020. Payment of the deferred amounts is staged over two years – 50 percent is due December 31, 2021 and the balance is due on December 31, 2022.

It is expected that additional economic relief measures will be taken by the government in continued response to the pandemic. As this article was written, GCCA was actively working with policy makers and food industry partners on proposals to provide additional support and recognition for workers in critical infrastructure industries such as the cold chain.

For the latest updates and additional resources, members are encouraged to visit the GCCA's Coronavirus Webportal at: www.gcca.org/coronavirus. 📧

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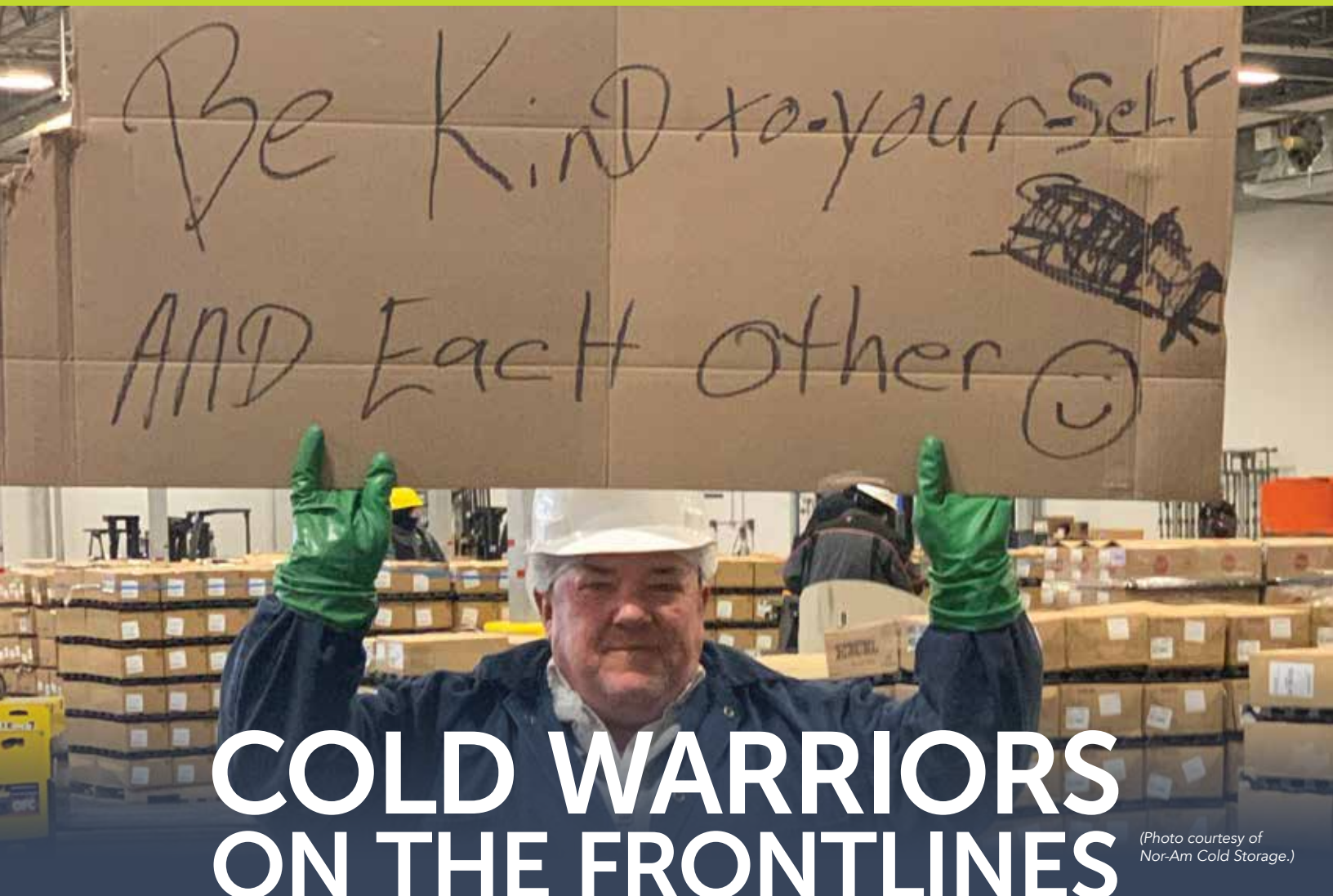
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COLD WARRIORS ON THE FRONTLINES

(Photo courtesy of Nor-Am Cold Storage.)

The cold chain industry confronts COVID-19 head-on.

“The cover article of the last issue of COLD FACTS addressed global trade turbulence and noted that in January 2020, trade tensions had eased a little. The United States and China had agreed to phase one of a trade deal and the risk to many global supply chains subsided.

Or so it seemed.

The First Three

On January 7, Chinese authorities identify a novel coronavirus, initially named 2019-nCoV – four days later the Wuhan Municipal Health Commission announced the first death caused by the coronavirus.

COVID-19 quickly spreads within and beyond the country’s borders. Thousands fall ill, employees stay home from work and quarantine measures take effect.

The World Health Organization’s first situation report on January 20, confirms cases in Japan, South Korea and Thailand.

On the last day of January, the first case is confirmed in Europe. A Chinese couple, originally from Wuhan, had traveled to Italy two weeks earlier.

At the beginning of February, informed by what its member companies are going through in China and other Asian countries, the Global Cold Chain Alliance creates a COVID-19 Rapid Response Guide.

By mid-February, the GCCA European Regional Committee is holding weekly discussions as a precursor to postponing the GCCA European Cold Chain Conference, scheduled for mid-March.

The experiences of GCCA member companies, with boots on the ground across Europe, add to the growing body of COVID-19 facts, strategies, resources and best practices collected by the Association. GCCA launches

a COVID-19 Web Portal with resources to support member companies. Translations in Portuguese and Spanish are also posted as Latin America prepares for the onslaught.

On February 22, the first person in Italy succumbs to the virus.

COVID-19 lands in Latin America four days later, when Brazil confirms a case in São Paulo.

On February 29, the first death in the United States, due to the virus, occurs.

On March 11, the World Health Organization declares COVID-19 a global pandemic.

Two days later, U.S. officials from every part of the food chain – fresh produce suppliers to refrigerated warehouses – meet outside of Washington, D.C. to discuss responses to the pandemic, including ideas for how to bolster parts of the system against disruptions.

On March 15, a New York Times article notes, “The aisles and aisles of empty store shelves give the appearance that the United States, improbably and alarmingly, is running out of food.”

In the article, GCCA Vice President of Government and Legal Affairs Lowell Randel responds, “Will there be some hiccups and might you go to the store and not see everything every time? Yeah. But that’s a short-term disruption and not an indicator that the overall supply chain is not functioning.”

That same day, Randel repeats the message on the U.S. cable news business network CNBC. “We are not in a food shortage here in the United States or globally... the food supply chain is strong and operating well. It has a lot of redundancies in it, it is very strong and resilient.”

Respected journalists and 24-hour cable news outlets discuss the robustness of the cold chain, food security and the selfless dedication of truck drivers and grocery shelf stockers with an enthusiasm previously reserved for politics and sports heroes.

On March 19, GCCA and its food industry partners successfully secure recognition that cold chain companies are essential businesses that support the nation’s critical infrastructure.

The men and women of the cold chain will continue to work through shut downs and quarantines.

That day, Italy becomes the country with the highest number of confirmed COVID-19 deaths in the world.

That was the first three months of the pandemic.

Cold Warriors on the Frontlines

In the United States, 95 percent of the food produced and manufactured in the United States or imported into the country goes through third-party warehouses and distribution centers before it reaches consumers.

All GCCA Alliance members – design-build firms working on food facilities, third-party logistics companies, such as cold storage warehouse and transportation companies – are a critical link in the cold chain for the country’s food supply. GCCA members also play a critical role in storing and distributing food for hospitals, military bases and government programs, including the National School Lunch program.

As much of the world prepared to shelter in place, the men and women of the global cold chain went to work.

They are the cold warriors.

“None of us could have imagined beginning 2020 in this way, but one thing is clear: the men and woman who are on the front lines of ensuring that our cold chain remains ‘open for business’ deserve special recognition,” says Greg Lehmkuhl, President & CEO of Lineage Logistics. “From warehouse team members, to safety and maintenance personnel, to truck drivers to operations leadership, they have all stepped up in such a remarkable way during this time of great uncertainty to ensure families have access to safe food and supermarket shelves remain full.”

Lehmkuhl is by no means alone in his admiration and respect for the men and women of the cold chain who are risking their lives on the front line of the COVID-19 pandemic.

Tony Leo, CEO and President, Warehousing Group at RLS Logistics says, “We don’t sell a product, we sell service and that service is only as good as the great people who work for us. Our team members are essential to the nation’s infrastructure – families everywhere are counting on them.”

In a message to his cold crew, United States Cold Storage President and CEO Larry Alderfer praises their camaraderie, ingenuity, flexibility and innovation. “To all the customer service reps, the shipping and receiving clerks, the folks in maintenance and engineering, everyone in logistics and transportation, to our truck drivers, our repack operators, to the folks in HR and IT, to everyone in accounting and finance and to the folks on the floor driving forklifts, picking orders, loading trucks,



(Photo courtesy of Vector Logistics.)



(Photo courtesy of Table Bay Cold Storage and Logistics.)

managing inventory – thanks again from the bottom of my heart for all that you’re doing.”

Fred Boehler, President and CEO of Americold pointed out the important role the cold chain plays in getting food on grocery store shelves has never been more visible. “At Americold, our nearly 13,000 associates have been hard at work each day to ensure we provide access to food for communities around the world,” said Boehler. “I am so proud of their dedication. I want to thank each of them for everything they are doing to keep our business running and help keep each other healthy and safe.”



(Photos courtesy of Nor-Am Cold Storage.)

Not just company leaders are recognizing the teams that make it all possible.

Marissa Molland Operations Manager of the Nor-Am Cold Storage facility in Le Mars, Iowa, says, “In a world with so much uncertainty, there is one thing we are sure of – that is the resiliency of our team. Thank you for showing up and working hard to keep the cold chain moving!”

A number of managers at Interstate Warehousing facilities sent messages to their teams, but Jay Klika, General Manager at the company’s facility in Franklin, Indiana, also has a message of gratitude for the home team.

“Interstate family, this is our time to shine and I can’t thank you enough for your hard work, long hours and the dedication you’ve shown during these times,” says Klika. “To the families, we also thank you for your love, encouragement, sacrifice and for handling the home front so your

GCCA Coronavirus Webportal

GCCA members are hard at work ensuring the food supply chain continues to function effectively – difficult to do during this pandemic. New information on how the cold chain industry is responding to COVID-19 comes out regularly, as do new resources to help you solve your business challenges.

GCCA published a webportal for you to help you run your operations.

Resources include:

- COVID-19 Rapid Response Guide – answers many questions including what to do if an employee tests positive
- Employee ID badge templates – customizable to your company, confirms that your employees are designated federally as “essential,” encouraging local authorities to allow your employees to get to and from work.
- Regional updates – a section of information pointing to resources around the world for updates in specific geographic regions.
- Links to ask questions – There are several ways you can get the information you need – asking staff, asking your peers on GCCA’s private message boards and asking the WFLO Scientific Advisory Council questions.
- Webinar archives – GCCA is holding regular webinars updating members on the current situation as well as reviewing new tools and resources available to you; these sessions are archived and available on the webportal.

If there are additional resources you need, please contact Erin Grady at egrady@gcca.org.



family members can keep battling, day in and day out, to provide for our communities.”

The teams at refrigerated warehouses are not the only cold chain warriors recognized and honored for their commitment and sacrifice. The men and women across the world who are building refrigerated warehouses are indispensable to the cold chain and the effort to keep food moving.

“As for our team’s commitment, I could not be more proud – there is a tremendous amount of social responsibility in being deemed Essential Business. This is something our team has not just accepted, but has embraced with the belief that we can help save the country and make it stronger for our future,” explains Jake Stefan, LEED AP BD&C, President, ARCO Design/Build – BTS, Inc. “Their dedication to finding effective and creative ways to get the job done for our clients has only been outdone by their undying commitment to keep everyone, including the public, healthy and free of COVID-19. ARCO is lucky to be who we are in the industry we are in, but we are blessed to have the team we do.”

Marko Dzeletovich, Founder and President of Coldbox Builders, Inc. expresses his praise and gratitude to all of the front line workers who remain in full action on essential construction and maintenance projects that

keep the food and pharmaceutical cold chains moving forward in these difficult times. He notes capacity was already tight prior to the pandemic and now more than ever, their work helps to keep essential products flowing to all.

“You are original equipment manufacturers, material suppliers, manufacturers, construction laborers, carpenters, electricians, plumbers, mechanics, technicians, foremen, project administrators, site superintendents, project coordinators and project managers who keep these projects moving forward,” Dzeletovich says. “You are all very brave to leave your homes and families every day to work on the front lines of these essential projects. Our whole industry is proud of the contributions you are making during these uncertain times. We thank you all.”

Temperature-controlled carriers around the world are sending messages of support and gratitude to their drivers. Sometimes the gratitude takes a more practical form. While noting that more than ever, they are truly essential to America, Midwest Refrigerated Services shows their pride in their drivers by filling the drivers’ lounge with snacks and microwavable food and this message. “During these times, we understand that it’s more difficult to eat on the road, so we wanted to make it easier for you to eat here, at your home away from home.



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(Photo courtesy of Midwest Refrigerated Services.)



(Photo courtesy of CCS Logistics.)

Thank you for your essential service to MRS and to the country! Please stay safe and enjoy!”

In South Africa, Ina Botha, Executive Director of CCS Logistics distributes food parcels to drivers and other team members saying, “You are our heroes! We appreciate everything you do to ensure we provide safe food to the nation.”

FFE Transportation Services, Inc. has a message for their drivers and the cold chain at large. “We are extremely proud of all of the professionals that are engaged in the overall logistics industry. From the warehouse professionals to dispatchers and customer services leaders to the extremely important drivers that deliver the goods that are so important and so needed throughout our great country – without each and every one of you, we would not be able to step up and accomplish all that we have done during this disruption and every day.”

In Europe, Jon Miles, Country Director of NewCold Advanced Cold Logistics, notes with pride that the NewCold team have stepped up to the mark again and been virtually faultless in ensuring that their customers get their products delivered on time and in full, for the best chance of maximum availability on shelf. Says

Miles, “A big thanks to the NewCold team, and to all of the key workers trying to keep the country fed, watered, fit and healthy in these unusual times.”

In Mexico, Luis Jorba Servitje, Chief Executive Officer of Frialsa Frigoríficos SA de CV acknowledges that since COVID-19 started, they understood the significance of their role in dealing with the emergency, and they pledged to do their best to support their customers and to support México.

“Each of our Frialsa employees is vital in that effort and I thank you for being with us every day, attending to the demand and needs of our customers and our families,” says Jorba Servitje. “We still don’t know when we’ll resume our normal activities, what we do know is that thanks to you and your work, we will succeed. We’re in this together and together we’ll move on. Gracias!”

GCCA Advocacy

The global food supply chain remains strong though many companies continue to grapple with COVID-19 disruption issues including employee shortages, lack of supplies and scarcity of test kits.

Because of these ongoing challenges, the Association continues to advocate on behalf of the membership globally, as well as add to the list of resources and tools available to assist members in keeping the food supply moving.

COVID-19 Webportal

The GCCA developed a webportal that includes a wide range of resources to help members. The Coronavirus webportal continues to be updated daily and is the Association’s way to share information, provide updates and communicate association

initiatives. (See the sidebar on page 14 for other resources available on the webportal.)

The GCCA COVID-19 Rapid Response Guide (v.8) is updated weekly and Spanish and Portuguese versions are also posted on the webportal. The guide includes direction on how to respond to a positive test in a facility as well as FAQs, best practices and templates for communication with employees and customers.

GCCA is hosting weekly member webinars every Thursday with new information to review important updates and allow members to ask questions. Past webinars addressed legal issues (one for U.S. members and one for Brazilian members) and one, conducted in Spanish, examined lessons learned in Europe and the United States that would benefit the Latin American cold chain industry. Future webinars are listed on the webportal as past webinars are archived there as well.

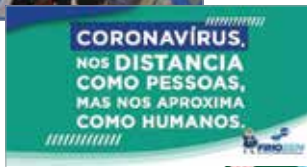
There are additional resources on the web portal for small business owners, transportation providers and general contractors.

Workforce

Design-build firms working on food facilities, cold storage warehouses and distribution centers storing, handling and transporting food (for human and animal consumption) have all been deemed part of the critical infrastructure in many countries worldwide. GCCA has created an Employee ID Template to download and modify for GCCA member companies and for employees to carry with them while traveling to and from their facility.

In the United States and some other countries, many distilleries have transitioned to making hand sanitizer. GCCA partnered with The Distilled Spirits Council (DISCUS), which launched an online portal to assist hundreds of distillers who are producing hand sanitizer to help solve shortages created by the pandemic. Acknowledging that hospitals and the medical industry are first in line for the product, GCCA asked that food supply industry workers, as essential service workers, be some of the next in line. DISCUS created an interactive map to help member companies find a location near them.

GCCA has also created a new place to connect job seekers to openings at member companies – see the Careers in Cold Chain page on the COVID-19 webportal. The Association is working to get the word out that the



companies of the cold chain are hiring for critical jobs – during and after the pandemic.

Have Capacity?

Some food processors/manufacturers have called GCCA looking for excess cold storage capacity they can use. If you have space, please contact Alice McKinnon at amckinnon@gcca.org.

Construction Projects Delayed?

Some CEBA members are experiencing issues with work sites being shut down because of government shelter in place/stay at home orders. Contact the GCCA as it is taking an assertive lead with local/state/regional leadership in permitting your projects going forward.

Getting the Word Out

An Advocacy Section on the COVID-19 web-portal provides links to news clips discussing GCCA advocacy efforts. Recently, IARW Board Member and President of Associação Brasileira da Indústria de Armazenagem Frigorificada (ABIAF) Francisco Moura and GCCA Brazil Director Isabela Perezza were interviewed on a local TV station, getting the word out about the stability of the food chain and the great work members are doing in Brazil. Members around the world are using GCCA's online community to share ideas, collaborate, find solutions and more.

An Essential Chain

“Throughout these times, there is one thing that has been consistent and that is the dedication and effort of the people involved in logistics in



(Photo courtesy of Juliana Walsh-Kugel.)

the cold chain,” notes Miles. “Often taken for granted and not even thought about most of the time by the general public, there are tens of thousands of people up and down the country working every day to keep the retail freezers stocked so that we can all pick up what we need, when we need it. I really hope that from this point on we will always appreciate the key workers and continue to cough and sneeze into tissues/hankies and wash our hands more often, while looking out for our neighbors and those who are vulnerable in our society.”

Today, the world is different. There are signs on people’s lawns listing the essential

workers they are grateful for – truck drivers and warehouse workers are on the list. There are heart signs drawn by children and hung in their window for their corner grocer.

Thank you to the tens of thousands for all of your efforts to keep the world’s food supply safe, protect the food families love and help it get to where it needs to go. 🤝

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CERTIFIED
COLD CARRIER



CERTIFIED COLD DOWN THE ROAD

Reflections on the first year as a Certified Cold Carrier.

In a COLD FACTS article last summer, participants in the Certified Cold Carrier pilot program reflected on their experiences.

The pilot participants had not been certified for long, but they spoke of plans to use the new certification status in driver recruitment efforts and marketing materials to current and future customers. They wanted confidence they were compliant and validation that their documentation and processes met the stringent guidelines for best practices set by the International Refrigerated Transportation Association (IRTA).

Almost a year later, we circle back to the pilot participants to see if their certification expectations are being met.

But first, a refresher on the Certified Cold Carrier.

A Look Back

To help carriers meet the requirements of the U.S. Sanitary Food Transportation Act of 2005 (2005 SFTA) and the FSMA (Food Safety Modernization Act of 2011), the IRTA Board of Directors approved the development of a Certified Cold Carrier in 2018. Note – while country laws differ, no matter where you are located on the globe, aligning your company with FSMA best practices is highly beneficial.



Congebec is one of the newest Certified Cold Carriers. (Photo courtesy of Congebec, Inc.)

IRTA, a core partner of the Global Cold Chain Alliance, worked with cold chain industry professionals and other stakeholders to develop the Refrigerated Transportation Best Practices Guide, which Cold Carrier certificants agree to use.

The Guide spells out industry best practices to help shippers, loaders, carriers by motor or rail vehicle, and receivers involved in transporting human and animal food to use documented sanitary practices to ensure the safety of that food.

Proof of knowledge of the carrier's management team and driver training are integral components of the Certified Cold Carrier program. Each certificant submits a copy of their company's quality assurance manual as well. Those manuals must contain information on procedures, monitoring, and inspections, among other things.

The certification provides an added layer of confidence – and documentation – that carriers are doing their utmost to ensure the safety and sanitation of perishables shipments, and protecting their customers', and their own, brand.

Certified Recruitment Tool

A year ago, Travis McCain, Vice President of Sales for FFE Transportation Services, Inc., said becoming a Certified Cold Carrier was a very big deal and they were certainly going to use their certification in recruiting.

He said, "Being a Certified Cold Carrier sets us apart from other haulers and shows we take our work and our drivers very seriously, above and beyond sign-on bonuses."

Today, McCain says promoting that the Certified Cold Carrier is very important to the company, is itself, a recruitment tool. "It

Certified Cold Carrier Benefits

- Review and improve company practices for the sanitary and safe shipment of perishables
- Re-engage management and drivers
- Demonstrate your organization's commitment to sanitary transport of food
- Differentiate your organization from its competitors as an industry leader
- Show your dedication to furthering the transportation and supply chain industries

is very valuable to share with potential new drivers, it shows that we are committed to best practices, to our company and to the industry as a whole – we're invested in the business and invested in them."

McCain says in addition to potential recruits, the importance of being a Certified

Safety Excellence



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FFE incorporates the Certified Cold Carrier logo into the company's marketing materials.

Cold Carrier is a message point they use in customer conversations.

They promote their certification in all marketing materials including on Twitter, Facebook and Instagram.

Aside from driver recruitment and marketing value, McCain says the company continues to follow all the procedures they initiated last year. For instance, they still reinforce Certified Cold Carrier protocols on the weekly drivers' calls, in quarterly training for drivers and in company-wide quarterly messages.

"Another great benefit of certification and all the training it entails is that we've seen a reduction in freight claims specific to damages and loading procedures," McCain notes. "Having our Standard Operating Procedures firmly in place has had both operational and financial benefits already."

Align with the Best

KeHE Distributors, LLC was motivated to become certified last year because the company wanted to validate their internal documentation and processes met and exceeded the stringent guidelines set forth in the IRTA Best Practices Guide.

"We publically announced we were a Certified Cold Carrier to all our audiences, through our social media platforms to our online community, and through our Impact Report," explains Ari Goldsmith, Vice President of Marketing at KeHE. "We received positive feedback online from our certification announcement."

Goldsmith says the company believes in being fully transparent in its business practices, not only with business partners, but also with the community. The KeHE Impact

Report showcases the company's efforts to better serve people, planet, purpose and profit throughout the company.

"It's part of our B Corp code of conduct and being a Certified Cold Carrier is a function of that."

Extra Level of Protection

Not long after Great Plains Transport became certified, Lee Neal, Vice President of Business Development, said he thought becoming a Certified Cold Carrier was a tremendous opportunity for the company and thought the ROI was twofold.

And a year later?

"Certification is great," says Neal. "We have Certified Cold Carrier indicated on our email signatures, letterhead, invoices and any day now, the stickers for our trucks will be delivered."

Neal says they sent notices of their certification to industry publications and through social media. He says with every new customer, discussions about audits and certifications naturally lead to conversation and explanation of the company's Certified Cold Carrier status. "I know we've gotten some new customers because of the certification."

All new drivers are introduced to, and tested on, Certified Cold Carrier protocols as part of new driver orientation and onboarding, Neal notes.

"It's not just new drivers that go through the certification process, all our drivers do as well as management," Neal points out. "One of my drivers has been in the business for 40 years and he said he learned a few things he didn't know that he didn't know."

Neal adds, "Our drivers are really impressed by the process and we are looking at creating a card for them to carry to the effect of, 'This Driver is Cold Chain Certified,' which would be a good for a year until they recertified."

Going forward, Neal believes the Certified Cold Carrier will become a major part of food manufacturer requirements of their carriers.

"It's another level of protection for the food manufacturers to know their carrier is certified in the full cold chain process. It sends the clear message we take food safety very seri-

ously, we follow the protocol exactly and we stress that to our drivers.”

New Onboard

It does not have to take a year to see the benefits of being a Certified Cold Carrier. Congebec Inc. completed its certification on the first day of 2020 and Lamiaa Mohamed, Director of Transportation and Logistics at the company says the process has already validated their operational best practices.

“The Certified Cold Carrier completes the safe and secure food chain and ensures that carriers are following the same processes with the same high quality and standards that are followed at production and in the temperature-controlled facility,” Mohamed says. “It assures our customers that we are committed to doing our very best to secure their products at pick up, in transit and at delivery.”

Mohamed said they were encouraged to become a Certified Cold Carrier because all of the company’s temperature-controlled warehouses are audited and certified and recognized for best practices.

“We want to be part of the bigger picture and be one of the gears pushing for a most sanitized industry,” Mohamed explains. “It proves we are a vital part of our organization and society.”

Certified Cold Carrier Program Participants*

- Charger Logistics Inc.
- Congebec
- FFE Transportation Services
- GFA Rail Services, Inc.
- Great Plains Transport
- JB Hunt
- KeHE
- Midwest Refrigerated Services, Inc.
- Sethmar Transportation Inc.
- Trailiner
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WOMEN IN TRUCKING

Leaders see progress in drawing women to transportation careers.

By Gina Veazey

COLD FACTS asks two women, who advocate for the value that women bring to trucking and transport organizations, to reflect on the challenges and opportunities women encounter, both behind the wheel and in the multitude of other roles that attract them to the industry.



Left: Ellen Voie, Women In Trucking Association Inc.

Right: Jacqueline Brotherton, Oxford Cold Storage.

As Transport Manager for Oxford Cold Storage in Melbourne, Australia, Jacqueline Brotherton spends time talking to transport companies, truck drivers and dealing with Chain of Responsibility Compliance. Brotherton is also chair of Transport Women Australia Limited, which recently celebrated its 20th anniversary. The organization supports and represents women in the transport industry. In 2019, it awarded four scholarships sponsored by Daimler Truck and

Bus Australia Pacific and initiated a memorial award for services to the industry by a female. “I can spend part of the day or week in suits and stilettos and the remaining time is spent in jeans and steel-cap boots,” says Brotherton. On the other side of the globe, Ellen Voie is President and CEO of the U.S.-based non-profit Women In Trucking Association Inc., an organization that promotes the employment of women in the trucking industry, removes obstacles that might keep them

from succeeding and celebrates the successes of its members. Voie founded the organization in March of 2007 and now serves as its president and CEO. She personally advocates widely for transportation companies to tap women for a range of roles. “I travel over 125,000 air miles annually to speak at carrier conferences, trade shows, technology events and corporate programs on how to attract and retain, as well as promote women in transportation careers,” she says.

Q: How did you become interested in the transport industry?

Jacqueline Brotherton: In 1970, my parents purchased a rundown general store and turned it into a roadhouse. It was the last fuel stop before the Queensland border, so illegal road trains wanting to make the border before sunrise used it as a fuel stop. I fell in love with the industry and the trucks.

Ellen Voie: I was one of the lucky people whose mom told me I could do anything I wanted, and there were no “girl” careers. She encouraged me when I took shop class instead of home economics.

In 1978, I was hired at a steel fabricating plant, where I worked in the drafting department. In 1979, my bosses asked if I wanted to transfer into the traffic department. I didn’t have a clue what was involved in “traffic,” but they doubled my salary and sent me to school. We had three plants and three trucks of our own, and I was in charge of hiring, firing and managing the three drivers.

Q: What changes have you seen for women in trucking during your career?

JB: When I joined the transport industry, there were very few women. Those that were in it were wives or daughters of the owners or drivers. There were no role models to follow. That is why it is so important to show a pathway into the industry now.

EV: The culture shift. Years ago, carriers insisted they only hired the best person for the job, and age, gender and ethnicity were not a factor. They didn’t realize there wasn’t a level playing field. The trucks were designed for men. The truck stops were designed for men. Even the uniforms were designed for men. When we started pointing these disparities out, they began to listen. Now, trucking companies, manufacturers, schools and technology companies see the value women bring to the industry and have started targeting women as drivers, leaders, technicians and more.

Q: Thanks to Hollywood, perhaps, when people think about trucking and transport, they tend to conjure up a romanticized image of a driver out on the open road. Is that what the industry is about for women?



A double road train that runs triples and quads from far North Queensland to Western Australia and returns via the iconic Nullarbor, a 13-day round-trip trek. (Photo courtesy of a Oxford Cold Storage.)

JB: I do not think it is anything like that; especially not “Smokey and the Bandit” or “Convoy,” but it is a great job with a certain amount of freedom and independence. You get to travel and be paid for it. You are part of an industry that is essential to everyday life and the economy of the country, and you can earn a good income to support your family.

EV: While women appreciate the open road, the beautiful scenery, and the independence, that’s not what attract them to a career in trucking.

Women come into the trucking industry for money – just like men! About 83 percent of female commercial drivers are urged to get a CDL and learn to drive by a family member or friend who is already in the industry. She is familiar with the lifestyle and the challenges. Additionally, the typical female driver is about 50 years old. Her children are usually grown and have moved on. She earns her CDL and goes out on the road with her husband or boyfriend or other family member.

Q: Do you feel that women encounter barriers that men do not encounter when entering the transport and trucking industry – and if so, what are they and what is being done to change that?

JB: I have been told that I live in a glass bubble, and that there are barriers to entry that men do not encounter. I have also heard that women are perceived as not being strong enough to load and unload, are not capable

of driving large trucks, and should not be doing linehaul (OTR). I am sure that this perception is limited and it is slowly changing as more women join the industry. The pay gap is a deterrent if you are not a truck driver.

Transport Women Australia Limited has several initiatives that are helping break down these barriers – Women Driving Transport Careers, a female-only driver course, and a new mentoring program that has just launched.

EV: For female drivers, the playing field is not quite level. Although it’s not difficult to get a job as a driver, it can be more difficult for some women to get financing if they want to purchase a truck. We are working with an organization called ES to help women purchase a truck or expand a fleet.

Also, while men and women have the same challenges regarding safety, women prioritize their personal safety much more than other issues. Safety includes the maintenance of the equipment to avoid breakdowns, the culture of the company in regard to operating in inclement weather and the location of the loading docks in safe and well-lit neighborhoods. In our research, we found that women ranked their level of safety (on a scale of 1 to 10) at 4.4. This is unacceptable. We need to ensure that all drivers are safe.

The Women In Trucking Association is addressing this issue in a number of ways. We have initiated a three-year study with the Federal Motor Carrier Safety Administration to study crimes against female drivers. We also partner with the Survive Institute to offer self-awareness/self-defense courses



From left: Women in trucking Alison Cardwell, Jodie Teuton, Angelique Jones, and Susie De Ridder. (Photos courtesy of Women in Trucking Association.)

for our members. We've created an "Anti-Harassment Employment Guide," which is free to our corporate members. We're working with truck manufacturers to install alarm systems in the truck cab in the event of a break-in. Finally, we work closely with truck stops to provide a safe parking environment – well lit, fenced and sometimes with guards present.

Q: What qualities set the women apart who succeed in the industry?

JB: I think they need to be independent, decisive, flexible and able to ask for advice when needed and to accept advice when given. They need to be humble enough to understand that they do not know everything. They do not need to be "one of the boys," but they do need to be authentic and able to do the job competently.

EV: Many female drivers are also motorcycle enthusiasts. These are women who are comfortable being in a male-dominated environment. They embrace the freedom of riding their motorcycle and the sound and strength of the vehicle. Those are the women who become successful as a driver.

Q: What is your greatest hope for the future of women in the trucking industry?

JB: My hopes are that women play a larger part in leading roles in the industry, that we encourage all women to see what an exciting

industry it is, that the sky is the limit once you are in the industry.

I hope that many women follow in the footsteps of people like Ellen and myself, who have had such wonderful careers in trucking and are passionate about it.

EV: My vision is to see more women driving trucks, fixing trucks, buying trucks and operating trucks! We need to reach beyond the

industry and show those who might not be familiar with trucking that there are great careers in our industry. 🌐

GINA VEAZEY is a writer and editor based in Rehoboth Beach, Delaware, who specializes in leadership and change.

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A Woman in Trucking

Sharee Taylor was born in Culcairn, in New South Wales, Australia. In 2004, she began her truck driving career with Cold Xpress and now drives for Roadmaster Refrigerated Transport Pty Ltd.

She shares her thoughts on being a woman in trucking.

CF: How did you become interested in trucking and what was your very first job in the industry?

ST: I did a few interstate trips with my partner and really enjoyed the variety of destinations and people you meet. Just having no one over your shoulder, putting some tunes on and enjoying the scenery while singing your heart out ... is a little slice of freedom.

While working at a gas station, I found an ad for a local/regional truck driver, no experience required. Even though I'd never driven a manual shift in my life, I thought why not give it a go? I learned how to drive a manual truck on the job. Hooley dooley, that was certainly an experience.

My very first job was driving a little refrigerated van, doing a variety of multi-drop deliveries. I absolutely loved the variety of regional and metro runs, plus all the different people you get to have a chinwag (chat) with.

CF: What is the biggest challenge in being a woman truck driver?

ST: Proving you are worthy of the job – you have to work 10 times harder to prove yourself. The attitude toward women in the industry has certainly come a long way in the last 15 years, but accepting help, or making the kind of mistakes most drivers will experience throughout their careers, is still viewed at times as a gender weakness.

I don't feel negatively about my profession. Much like any profession, if you prove yourself and do the job like anyone else and have a good attitude, you'll have an amazing career ahead of you.



CF: What do you like most about your profession?

ST: I love driving trucks and overcoming the challenges that go with it – there is always something to learn. Then there is amazing and beautiful Australia that we get to see from the seat of our mobile office/home. It gives me a sense of freedom. I love the weird and wonderful people I meet along the way, the culture of brotherhood where you help out if you can and the amazing friendships I make.

CF: What's the best professional advice you wish someone had given you?

ST: Believe in yourself, you can do anything you put your mind to. If something isn't working out, stop what you're doing, reset and take a deep breath ... and have another go. We all have good and bad days.

Also, never let harassment or bullying slide, no matter how small it may seem.

CF: What's your favourite thing to do when you're not driving a rig and why?

ST: After work, I enjoy putting on headphones and going for a long walk, or going to the gym and doing a boxing workout. It's a great way to de-stress and wind down before sleep.

Otherwise, spending quality time with friends and family is important. It can be hard on relationships when you sleep the day away and work through the night.

And, the mobile phone certainly gets a workout.



(Photo courtesy of Vector Logistics.)

CHALLENGES AHEAD FOR SOUTH AFRICAN COLD CHAIN

Regional GCCA office ready to take them on.

By Karen E. Thuermer

In recent years, the cold chain industry in South Africa has developed and expanded rapidly. Along with this has come challenges.

For those reasons, and as part of its expanding global footprint, the Global Cold Chain Alliance (GCCA) opened its newest regional office in Cape Town in May 2019, to serve members locally and strengthen the region's temperature-controlled supply chain. The office, named GCCA South Africa, serves South Africa as well as nearby nations.

Lizelle van der Berg is Director of GCCA South Africa. She is charged with signing up new members in the regional temperature-controlled refrigerated warehouse space, holding networking and educational gatherings, called "Cold Connections," for small groups of cold chain stakeholders, planning training for the industry and getting to know

the whole environment in order to formalize the industry.

"I'm excited to be representing GCCA in South Africa, where cold chain capacity is growing and strengthening," says van der Berg. "Initial market research shows more than 100 cold storage facilities operating in the region."

GCCA will work throughout the region to strengthen the cold chain and maintain product integrity and quality between rural areas and more populous cities.

Historic Developments

Since its roots in 1892 when exporters shipped peaches from South Africa to Europe, the

South African cold chain industry has developed into a multibillion-dollar trade.

Over the past decade, the industry has seen huge growth in capacity. While no hard data currently exists, estimates are there is 3 million cubic meters of refrigerated space with just over 20 percent of that comprised of dedicated facilities for fresh/chilled products for distribution to the local market and export. The South African cold chain encompasses a mixed model of pure commercial, multi-user facilities and producer/importer in-house facilities.

For many years, the agricultural industry was controlled very tightly through agricultural boards, which bought up and stored excess product to regulate the market and wholesale prices. This changed, however, after South Africa's first democratic election in 1994, when the nation opened its borders and was able to import from anywhere.

Simultaneously, scores of people from neighboring nations came to South Africa to share in its rising prosperity and growth opportunities. Political stability and freedom led to a burgeoning middle class, resulting in a dramatic increase in demand for fresh, frozen and refrigerated food and a need for more temperature-controlled warehouse capacity and distribution services.

On the other hand, set-backs in the history of South Africa's cold chain continue to impact the industry today. For instance, a severe drought in 1992 resulted in a flood of meat exports into South Africa, which overloaded the public refrigerated warehouse (PRW) capacity. Consequently, importers and their customers began building their own refrigerated warehouses – at first for in-house use only and then expanded to include public refrigerated space as well.

With this growth came the need for quality standards such as the requirement introduced in the early 1990s that all export facilities must be HACCP (Hazard Analysis and Critical Control Points) certified according to European and United States Department of Agriculture (USDA) standards. Later, retailers and fast-food outlets introduced their own standards and protocols to safeguard the integrity of their cold chain.

From 2005 onwards, the trend to outsource distribution began to gain momentum, starting with smaller regional facilities backed



CCS Logistics at Duncan Dock, Capetown, South Africa. (Photo courtesy of CCS Logistics.)

by the capacity of large PRWs. By 2010, the rush was on to build huge refrigerated distribution centers (DCs).

Today, many smaller private refrigerated warehouses still exist, but the trend is towards large corporations with multiple facilities and big capacity. In the past six years, South Africa's five major supermarket groups have invested heavily in new DCs for perishables.

Each year new cold storage facilities are coming on-line – either as PRWs or for fruit production. These include CA (controlled atmosphere) for apples and pears and sterilization of citrus for export. Many are concentrated close to the Ports of Durban, Port Elizabeth and Cape Town. All private refrigerated temperature-controlled facilities that handle exports must be registered with the Perishable Product Export Control Board (PPECB) and are inspected and certified annually.

“The Johannesburg/Pretoria area, with its dense population, has an even spread of public cold stores and those in-house at processing plants,” said John Ackerman, Founder/Editor of South Africa-based publication, Cold Link Africa. “More and more stores are now opting for mobile racking systems for a better utilization of floor space.”

Fragmented Industry

The refrigerated transport industry is somewhat fragmented. It mainly performs long haul transport between major cities or between the ports and inland factories/distributors while companies that specialize in distribution have their own vehicles that operate from DCs to end-destinations.

Much of the regional industry is consolidating due to its highly competitive nature and wafer-thin margins. To keep business, companies are practicing more self-regulation and enacting higher standards.

The refrigerated transportation industry is also a combination of different models. They include large retailers like Shoprite, Pick 'n Pay, Woolworths and Spar that operate their own transport. Another transportation model is distribution centers that operate on behalf of many food producers, consolidating stock, selling to and taking orders from retailers and delivering to those retailers as well as QSRs (quick service restaurant), convenience stores, independent shops, etc.

Current Challenges

As the South African cold chain expands, growth and efficiency are inhibited by numerous factors. Challenges include infra-

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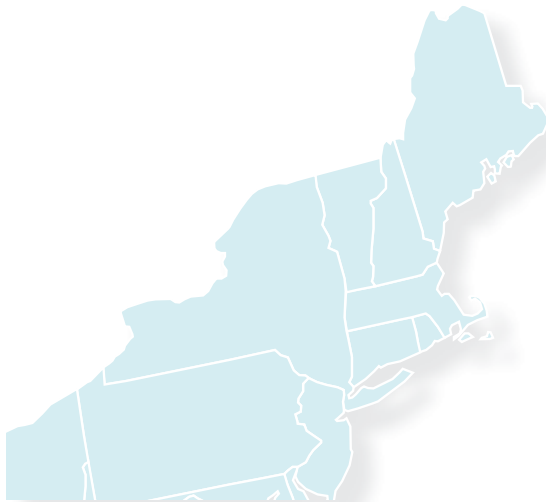
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Above: A group of cold chain operators from Angola and Ghana on a study tour visited South African cold chain facilities including Table Bay Cold Storage.
Below: A panel discussion on fire risk insurance challenges hosted by GCCA South Africa.



structure to support a higher level of expertise when dealing with temperature control equipment. Another is the expansion of vertically integrated companies that are not as interested in working in a collaborative manner. Vertically integrated business models have lower upfront costs, but this does not promote a unified industry.

Attracting quality talent is another challenge. The industry needs more skilled workers with proper training to maintain machinery. Entrance barriers are, however, experience and education. Many local temperature-controlled facilities recognize and support more training, especially basic knowledge of refrigeration and operations. Feedback from these facilities indicates one way that they can maintain talent is by developing or participating in certificate training

programs that would certify workers as warehouse professionals.

In addition, energy is very unreliable and expensive, especially in Johannesburg, and transport costs are high, which can encourage food processors to build their own refrigerated facilities.

Consequently, energy efficiency is the number one factor in refrigeration design today. “An unreliable energy supply from the single national grid is of concern to all users of refrigeration installations, which try to maintain temperatures 24/7,” said Ackerman. “Large investments in solar panels on roofs and standby diesel-powered generators have been made to cope with power outages.”

Planned selective blackouts are expected to continue over the next several years to conserve electricity.

South Africa has also experienced extreme droughts over the past five years, which threaten water supply to temperature-controlled facilities. Compounding the problem is a nationwide failure to maintain existing infrastructure and supply new infrastructure to meet growth. This has forced the cold chain industry to rethink recycling, harvesting and reducing consumption through technology.

Meanwhile, the insurance industry is squeezing temperature-controlled facilities through the cost of fire cover and contributions and forced co-payments.

GCCA SA

In February, GCCA South Africa hosted a panel discussion on fire risk insurance challenges for temperature-controlled facilities. Seventy attendees from across the country attended. Topics included the global re-insurance market and how it impacts South Africa, the way insurers/reinsurers look at the refrigerated warehouse industry, the insulation core type/performance of insulated panels and risk from an engineering point of view, as well as the minimum requirements and alternative solutions for fire risk cover.

“Work to address the many challenges impacting the cold chain continues at GCCA South Africa,” says van der Berg. “In terms of industry progress, South Africa has reached the point where they can transition into a well-developed system, but it requires proper training and communication. GCCA South Africa will serve as an entity to facilitate relationships and provide training and resource materials, as each company looks to expand.”

KAREN E. THUERMER is a freelance writer based in Alexandria, Virginia, who specializes in economic and logistics issues.

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Primus Builders completed a new refrigerated warehouse for United States Cold Storage in seven months. (Photo courtesy of Primus Builders, Inc.)



SUCCESS IN SEVEN

Primus design-builds USCS warehouse despite daunting deadline.

By Keith Loria

At the beginning of 2018, United States Cold Storage (USCS) found itself with an increased demand for its warehousing and logistics services in the Dallas-Fort Worth area, which required the addition of more cold storage space quickly.

United States Cold Storage closed on the land in Denton, Texas, for a new warehouse in early February. They needed to work with a builder with the caveat that the work would be completed by September 1 – just seven months later.

The company hired Primus Builders, Inc., to design and build a 262,555-square-foot facility in Denton, Texas. The company not only had the experience in building that United States Cold Storage was looking for, they had a reputation getting things done on time.

“United States Cold Storage is a recurring client and they came to us because we’ve done

very similar buildings for them,” says Grayson Long, Project Executive for Primus Builders. “Typically this type of building takes nine to 10 months, but they knew we knew the area and the subcontractor base, so they felt we were the people who could meet their tight deadline.”

Communication Matters

For the project to finish in this timeframe, most everything had to go right and a lot of strong communication was needed.

Long notes having clear, meaningful communication from the get-go established a sense of trust and partnership that lasted through the project. This involved regular

on-site meetings and weekly calls with United States Cold Storage to keep them up to date on the progress.

“Primus’ ability to communicate the benefits of the new facility, as well as the urgency to begin work, encouraged the City of Denton to complete the permitting process quickly and keep the schedule on track,” Long says. “Primus also communicated regularly with its in-house design team to deliver thoughtful design solutions.”

Up for the Challenge

The warehouse was designed using Revit, Primus’ BIM (Building Information Modeling) software, which allowed the architects, structural engineers and mechanical engineers to load all of their designs into one master model. By using this, Long says the team was able to work together to resolve any clashes before work began in the field.

As with any project, there were some hiccups along the way, but Long and his team were able to quickly find solutions.

For example, it was discovered the site contained expansive soils so the Primus team excavated all the soil and then moisture conditioned it and filled it back in lifts to get to the building pad elevation.

“We had run into a similar issue on a job we did for them and we ultimately had three crews working on this, which was a challenge to the schedule to get that built so we could start the foundation,” Long says.

The concrete pour for the shrink compensating floors took place in extreme heat, which required ice and chilled water mixed into the cement to slow the hydration reaction and ensure the integrity of the finished product.

“Weather was another issue and just coordinating subs on a daily and weekly basis,” Long says. “We were working night shifts, around-the-clock shifts during critical phases of the job, coordinating some to work early in the morning with light towers – stuff we wouldn’t normally do.”

For instance, the engine room had multiple large compressors and the underground plumbing and electrical looked like spaghetti, with hundreds of conduits underneath.

“Typically, when you have time, they dig that to the substrate you would need and put trenches in for all this,” Long explains. “Our superintendent just took it down another two feet, put everything on the ground and put flowable grout (instead of concrete), which cost more money but saved us probably three weeks.”

Also, in a warehouse like this, the company usually wants the electrical overhead for future maintenance issues, but because of the schedule, Long knew he would have to go underground with a lot of that electrical. That way, electricians could get main circuits and feeds in place weeks before normal.

By Design

Primus’ in-house BIM/VDC Manager Allen Beveridge worked closely with the team’s architects, structural engineers and mechanical engineers to maximize the efficiency of the facility’s design process.

Long explains each discipline designed their components in Revit (Primus’ Building Information Modeling software) and uploaded them to a master model. Beveridge



The plumbing and electrical in the engine room was encased in flowable grout instead of concrete to save time. (Photo courtesy of Primus Builders, Inc.)



The loading dock at the award-winning build. (Courtesy of Primus Builders, Inc.)



The conference room in the two-story office area. (Photo courtesy of Primus Builders, Inc.)

then ran the model through Navisworks (Primus' clash detection software) to identify any interferences.

"These conflicts were resolved in the design phase before construction began, saving USCS time and money," he says. "Innovation in the field came down to good old-fashioned problem solving."

Long also credits the use of the management system Last Planner for keeping things on track. This required all subcontractors meeting weekly to plan things out and ensuring there were no schedule mistakes in a six-week look-ahead schedule.

Long notes managing multiple crews was a common occurrence and it was not out of the ordinary to have 300 to 400 people working on-site at the same time. For example, two steel erection teams worked simultaneously in two different zones from 7 a.m. to 3 p.m., while those installing the insulated panels worked from 2 a.m. to noon and three refrigeration teams worked around the clock shifts, as did a trio of racking crews.

The company's on-site safety coordinator provided daily oversight, and also provided training to Primus team members and subcontractors who needed additional guidance. Long is proud to report that the project was finished with no incidents.

Meeting the Deadline

When the first trucks came on September 1, Primus had the warehouse substantially complete and operational, just as United States Cold Storage had contracted.

They knew from the beginning that the office space would not be finished, but they had temporary trailers on-site to get everyone up and ready.


"The finished project overall is one of our better-looking buildings from a quality standpoint and a site standpoint," Long says. "They were very happy to get in when they needed."

The final project included multiple convertible rooms with temperatures ranging from -20°F to 60°F; 25,000 racked pallet positions; two dock doors and five rail dock

doors; a locker room; a two-story office; battery charging areas and maintenance area with mezzanine.

Primus also implemented numerous sustainability features to reduce water consumption and optimize energy consumption, including LED lights, low-flush toilets and other modifications.

For Primus' big effort and success, the project was a runner up in the CEBA 2019 Built by the Best competition.

Visit www.gcca.org/builtbythebest for 2020 criteria and deadlines. 

KEITH LORIA is an award-winning journalist who has been writing for major newspapers and magazines for close to 20 years, on topics as diverse as sports, business and technology.

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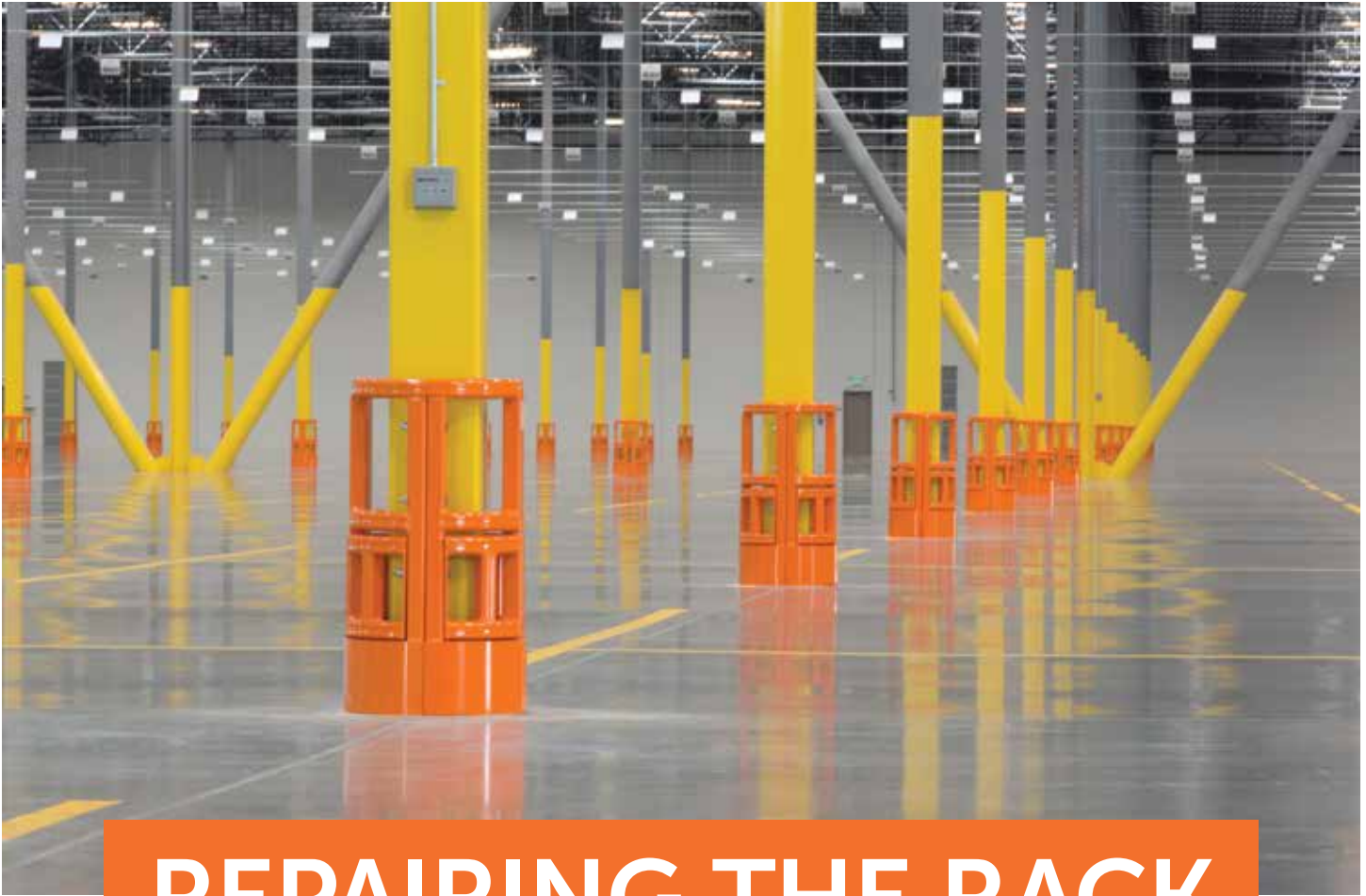
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REPAIRING THE RACK

Can warehouse rack systems be safely repaired?

By Keith Loria

The Rack Manufacturers Institute (RMI) sets the standards for industrial storage racks in North America and supports engineered pallet rack repair, even creating an industry group for qualified manufacturers.

However, many GCCA supplier companies sell new rack systems and feel repairing and using repaired racking can be dangerous.

In Favor of Repair

Mac Rak Inc. manufactures and distributes engineered pallet rack repair and protective guarding products. The company punches more than 30 different column punch types. It powder coats all its products to match the original paint color so the repair blends in with the existing system, preventing it from sticking out like a sore thumb.

Shawn MacDonald, President and CEO of Mac Rak Inc., contends every warehouse has a damaged rack. He says it is a byproduct of things including training, management attempts to increase productivity and competitive pay markets where new employee hires and turnover are high.

“Companies are required to provide a safe workplace and when rack damage occurs, the affected area must be unloaded and removed from service until the damaged component is repaired or replaced,” he says. “The only risk is not repairing a damaged pallet rack.”

Repair components must be manufactured by an RMI member company to ensure compliance. The components of any repair must be approved by a professional engineer familiar with the design and construction of pallet racking and the components must be as strong as the original undamaged section that is being replaced.

MacDonald notes the safety survey/audit is critical and is one of the first things that needs to be done.

“It must be performed by an experienced professional familiar with the design of pallet rack and knowledgeable of the RMI specifications found in MHI 16.1,” he says. “After determining the damage, the proper engineered repair component must be selected to address the future impact capacity required for the exact application.”

The materials need to be manufactured by a qualified RMI member company using

Opposite Page: (Photo courtesy of Damotech.)

industry compliant 55,000 psi min yield high steel of roll form column kits or hot rolled commercial quality steel on structural repair kits.

“The final step is the installation process that is performed by trained and certified installers,” MacDonald says.

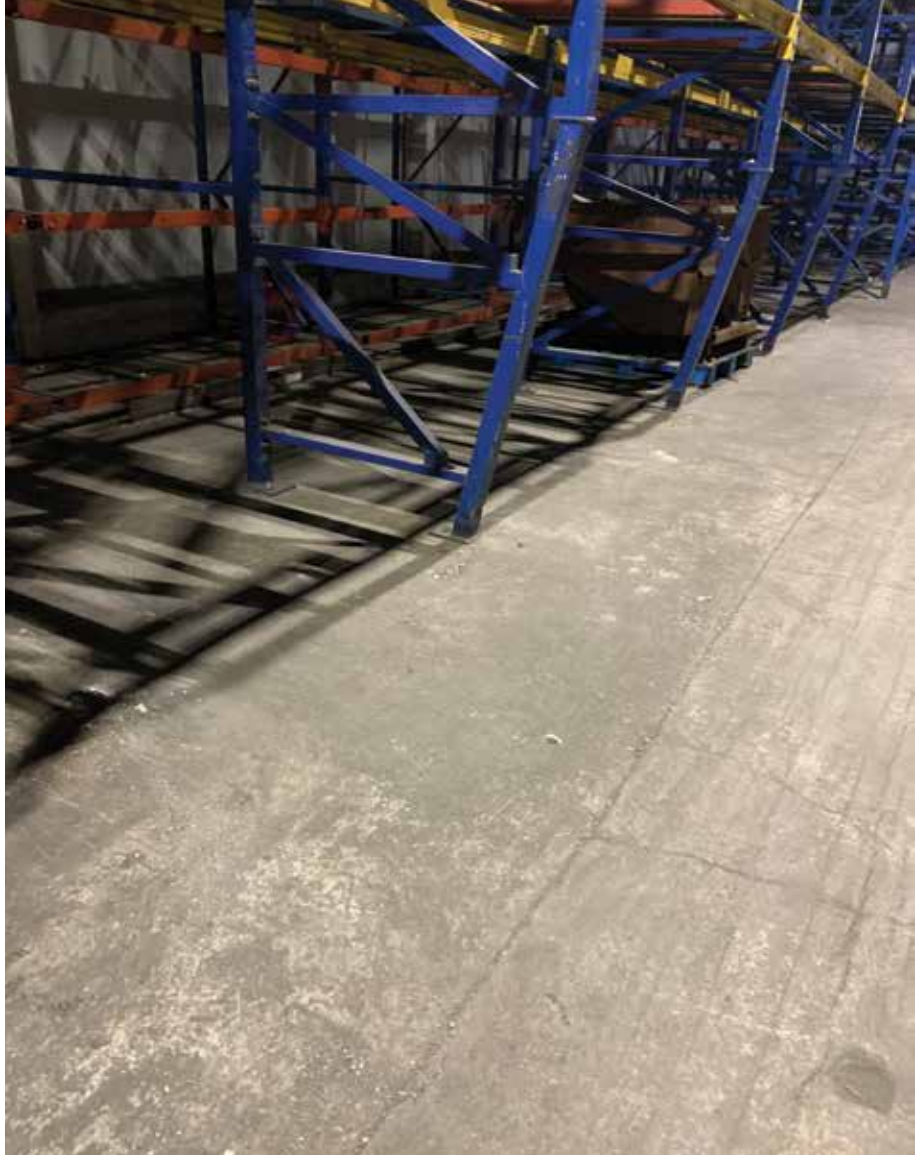
Damotech works with companies to address their rack safety concerns by providing engineering inspections, training, rack maintenance software, protection and repair solutions. The company repairs and protects damaged warehouse racks by removing the damaged portion of the rack, and replacing it with a custom unit that respects the original configuration of the rack.

“Our kits are bolted on, so no welding is done during the installation,” says Derek Zakaib, CMO, Damotech. “Once installed, the rack upright is protected against future impacts.”

The main challenges with rack repair, he notes, include altering the rack’s load capacity, respecting the racks configuration (identical brace pattern); consistency in the quality of installation; and certification and replacing with an engineered solution.

“Issues can arise when the unit does not properly fit on the rack, the repair unit does not respect the original configuration and braces are missing where the repair was performed,” Zakaib points out. “There are also problems if the repair is done by locally welding on-site, homemade and unapproved alterations.”

Zakaib says the repair should be performed by a crew that is familiar with installing rack repair solutions. And prior to the repair, look for any sprinkler systems running through the rack.



Repairing an overloaded rack system can lead to collapse. (Photo courtesy of Advance Storage Products.)

Be Compliant

Advance Storage Products is primarily a new rack supplier in the structural rack niche, offering heavy-duty, high-impact cold storage racks.

“We do repairs more as a manufacturer with our existing customers,” says John Krummell, the company’s President and CEO. “There are some that specialize in the rack repair business and that’s becoming rather niche within the industry because it’s sticky work.”

Krummell has been pushing rack safety within RMI for quite a while, heading up the organization’s blog, and feels there is a good evolution happening.

“Historically, a maintenance guy would go out and do what seems common sense to him and try to fix a rack, but these rack systems stay around for forever and they get moved and reconfigured and damaged, and as the systems change, they may be changed from the original engineered drawings,” Krummell notes. “You may be repairing an overloaded

system and not even know it without an engineering review.”

In this case, things aren’t being repaired correctly and that can lead to a collapse, which could cause catastrophic results.

“We’ve seen a big push in the industry these last four to five years and I’m pleased that customers know that repair work needs to be done under engineering supervision,” Krummell says. “You need to have a qualified engineer make sure the system is repairable and when doing repairs, look at the rack as a system, not just a component that needs to be fixed. You can’t just fix one piece because if you’re repairing an overloaded system, you’re not doing yourself much good.”

Additionally, Krummell notes you should follow good business processes to ensure the system is brought back to a like-new condition.

“If you have an older system and don’t have original engineering drawings, under the guidelines of RMI, that system has to be evaluated to the current standards, which are substantially different than 20 years ago,” he



Rack repairs should be done by crews that are familiar with installing rack repair solutions. (Photo courtesy of Damotech.)

says. “That system that may have been rated at 2,000 pounds 20 years ago, may only be 1,000 pounds under new codes.”

During a repair, sometimes things can go wrong, which is why having proper safety measures in place is vital to offer protection.

“An uneducated purchaser is the number one problem in the engineered repair business,” MacDonald says. “It goes wrong all the time when an end user or dealer shops price and compromises quality and/or industry compliance. Selecting a non-RMI member company will open your company up to liability concerns and lawsuits.”

Krummell recommends avoiding welding repairs because it is difficult to get qualified welders and it’s a big fire risk. Also, a repaired

rack system needs to be put back in square and level or else it will not be up to code and can be dangerous.

“There’s a huge safety factor built into rack safety design, and those are typically not fully loaded, but when you do have a collapse, it catastrophic,” Krummell says. “It’s one of those things that people ignore until its too late.”

Tips for Success

Engineered pallet rack repair is not a one trick pony. The consumer must have choices to meet their future impact requirements and their budget.

MacDonald notes it’s important to utilize an RMI associate member company that has met the most stringent requirements in the industry and choose the RMI member that

has the required repair kit choices and can match an existing structure. “It’s also important to understand that a damaged pallet rack is creating a serious safety hazard to your valuable employees.” @

KEITH LORIA is an award-winning journalist who has been writing for major newspapers and magazines for close to 20 years, on topics as diverse as sports, business and technology.

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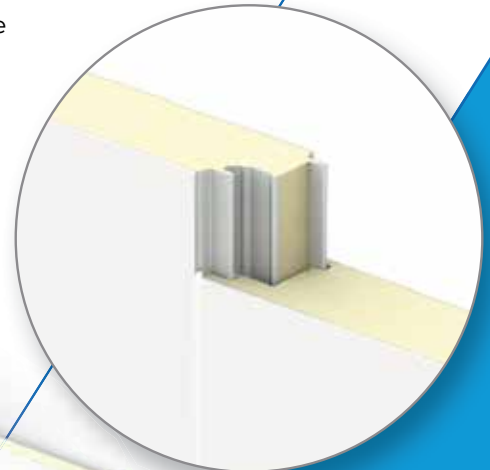


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COLD CHAIN DEVELOPMENT

NEWS ABOUT WFLO INTERNATIONAL PROJECTS



Attendees networking with exhibitors in the expo following the opening remarks and first education session.

FIRST EGYPT COLD CHAIN EXHIBITION

This column features news about key projects of the World Food Logistics Organization (WFLO), a GCCA Core Partner, and its work with members, aid organizations and international development partners to help emerging economies and lower-income countries meet the challenges that arise when growing a safe and efficient global cold chain.

The first Egypt Cold Chain Exhibition took place in Cairo in January 2020. It was hosted by the World Food Logistics Organization (WFLO), joined by the U.S. Agency for International Development (USAID) and Cultivating New Frontiers in Agriculture (CNFA). The event featured 23 exhibitors, 11 education sessions and more than 400 attendees.

The goal of the event was to support Egyptian agriculture by regional cold chain stakeholders with the opportunity to network and learn about new cold chain technologies and operational innovations.

The event was part of the Feed the Future Egypt, Food Security and Agribusiness Support (FAS) Project, a USAID/Egypt agriculture activity implemented by CNFA in cooperation with the WFLO.

Attendees represented all major sectors in the cold chain including packhouse owners and operators, exporters, agricultural associations and cooperatives and their farmer members, input suppliers, end-market retailers including supermarkets, as well as government officials and logistic agencies.

The event featured two main activities: educational seminars on various cold-chain-related topics and networking with international and local cold chain exhibitors.

Attendees benefited from learning about global best practices and technologies at the educational seminars, including the use of solar energy to power cold chain infrastructure, proper postharvest handling techniques, and design-build considerations for efficient facilities. They were also able to discuss the latest developments in modern cold chain technology with global equipment suppliers.

“Cold chain infrastructure helps to reduce agriculture post-harvest losses and enables the proper handling and storage of perishable products through the development of systems and best practices for the safe, efficient, and reliable movement of food,” said Dominic Graham, FAS Chief of Party. “Developing a modern, integrated cold chain has proven effective for agricultural development for many countries and offers the potential for economic growth in Egypt.”

GCCA Senior Director of Business Development James Rogers traveled to Cairo to support the organization, oversee the exhibition and present “Maximizing Your Cold Chain Business with Access to Resources,” highlighting best practices, technical services, educational opportunities and other resources that the GCCA provides to businesses worldwide to help strengthen the global cold chain.

GCCA Cold Chain Technical Advisor Rusty Eason also spoke on the benefits of “Using Solar Energy in Packing Houses and Agricul-



Dr. Saad Moussa from the Egyptian Ministry of Agriculture, Land and Reclamation addresses conference attendees.

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Dominic Graham, Chief of Party, FAS (right) next to Brinton Bohlin, USAID Egypt, Director, Office of Economic Growth as they greet attendees.

ture,” including the value of operational best practices and the need for a properly trained workforce. Eason is an advisor on the overall project and is a technical advisor for GCCA on numerous WFLO development projects.

The exhibition portion of the event provided significant value to attendees, connecting them with local and international companies specializing in various services, tools, and technologies. The 400 attendees took networking breaks in between education sessions to connect with peers. They discussed with participating exhibitors how they could grow the cold chain within Egypt and how



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Attendee discusses the latest developments in modern cold chain technology with an equipment supplier.

cold chain infrastructure can open new markets within Egypt as well as export markets.

GCCA members supported the event by participating as exhibitors and hosting some of the educational sessions. Participating member companies included Amana Contracting & Steel Buildings, DGrid Energy, LLC, Hepworth Industrial Wear Pty Ltd., Johnson Controls, Mayekawa Inc., Metaflex, SolarXIWorks, LLC and Twintec Group.

Attendance by cold chain operators in Egypt and the region at large far surpassed expectations from the Ministry of Agriculture and event organizers. All parties are hopeful for a continuation of activities and the opportunity to host the second annual Egypt Cold Chain Exhibition. ☯

Why is Cold Chain Development Important for Egypt?

Cold chain infrastructure helps to reduce agriculture post-harvest losses and enables the proper handling and storage of perishable products through the development of systems and best practices for the safe, efficient, and reliable movement of food. Developing a modern, integrated cold chain has proven effective for agricultural development in many countries and offers the potential for economic growth in Egypt.



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COOL SOLUTIONS

SCIENTIFIC ANSWERS TO COLD CHAIN CHALLENGES

This column highlights a cold chain question and answer submitted through the GCCA Inquiry Service to the team of experts on the WFLO Scientific Advisory Council (SAC).

To get instant advice from a private, online community of over 4,000 cold chain professionals, simply post your inquiry in the GCCA Online Community. All GCCA Members and their employees can access the GCCA Online Community at community.gcca.org/home. There are active forums for Construction & Engineering, Government Affairs, and Third Party Logistics.


If you are not a GCCA member, or are unsure how to post in the GCCA Online Community, contact the GCCA Inquiry Service at www.gcca.org/inquiry. GCCA Members can also browse the full archive of inquiries and responses in the GCCA Inquiry Service Archive. Access to previous inquiries is restricted to members of GCCA core partner organizations.

Q: Are there specific COVID-19 procedures related to unloading containers coming from outside of the United States?

A: There is very little worry related to shipping containers arriving from foreign origination. There have been no reported cases of illness from the COVID-19 virus that have arisen from food or food packaging.

The virus has a half-life of about eight hours on stainless steel at room temperature. It doesn't take too many days before any infectious particles should be inactivated.

Based on recent contacts with exporters, importers and international carriers, they are also not aware of any specific COVID-19 procedures related to unloading containers coming from outside of the continental United States.

Answer provided by WFLO Scientific Advisory Council Members Dr. Patrick Brecht, PEB Commodities; Dr. Donald Schaffner, Rutgers, The State University of New Jersey and Dr. Paul Singh, Michigan State University. 



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SAC MEMBER SPOTLIGHT



DR. DONALD W. SCHAFFNER
Extension Specialist in Food Science,
Distinguished Professor
Rutgers University

Donald Schaffner's research interests include quantitative microbial risk assessment, predictive food microbiology, handwashing and cross-contamination.

He has authored more than 170 peer-reviewed publications and numerous book chapters and abstracts. He has been the recipient of more than \$8 million in grants and contracts, largely in the form of competitive national grants.

Schaffner has educated thousands of food industry professionals through numerous short courses and workshops in the United States and dozens of countries around the world. He was awarded the International Association for Food Protection (IAFP) Elmer Marth Educator Award in 2009 for outstanding service to the public and IAFP in the area food safety and food protection education.

Schaffner has served expert committees, including service to US National Academy of Sciences and the World Health Organization (WHO) and Food and Agriculture Organization (FAO) of the United Nations, the Institute of Food Technologists (IFT) and US National Advisory Committee on Microbial Criteria for Foods (NACMCF).

He is active in IAFP, IFT, the Society for Risk Analysis (SRA), the American Society for Microbiology (ASM), and the Conference for Food Protection (CFP).


He was elected a Fellow of IFT in 2010, of the American Academy for Microbiology in 2014 and of the International Association for Food Protection in 2017.

He has served as an editor for the ASM journal Applied and Environmental Microbiology since 2005.

Schaffner was elected the Secretary of the IAFP in 2010, a five-year commitment including service as president of the organization in 2013-2014.




He is the co-host of a podcast on microbial food safety called Food Safety Talk at <http://foodsafetytalk.com>, and another short podcast on risk called Risky or Not available app <http://riskyornot.co>.

He holds a B.S. in Food Science from Cornell University and a M.S. and Ph.D. in Food Science and Technology from the University of Georgia. ☎



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Mexico City, Mexico

AUGUST 30-SEPTEMBER 2, 2020

129th IARW-WFLO Convention
Bonita Springs, Florida, United States

SEPTEMBER 28-30, 2020

Cold Chain Conference & Expo
Dallas, Texas, United States

OCTOBER 2020

WFLO Institute Australia
Melbourne, Australia

OCTOBER 19-21, 2020

**GCCA Brazil/ABIAF
Cold Chain Symposium**
Sao Paulo, Brazil

NOVEMBER 10-12, 2020

40th CEBA Conference & Expo
Rancho Mirage, California, United States

NOVEMBER 18-19, 2020

**GCCA Latin America
Cold Chain Conference**
Bogota, Colombia

NOVEMBER 18-20, 2020

European Cold Chain Connection
Brussels, Belgium

NOVEMBER 18-20, 2020

**GCCA European Warehouse
Council Meeting**

JANUARY 10-13, 2021

57th WFLO Institute West
Tempe, Arizona, United States

JANUARY 31-FEBRUARY 3, 2021

57th WFLO Institute East
Atlanta, Georgia, United States

APRIL 11-14, 2021

130th IARW-WFLO Convention
Austin, Texas, United States

*All events are subject to change due to COVID-19. Visit www.gcca.org/events for updates.

COLD CHAIN INNOVATIONS

TIPS FOR WATER CONSERVATION AND OPTIMIZATION FOR COLD STORAGE FACILITIES

Building codes and corporate-driven conservation are pushing the industry to use new, more-efficient designs and technology. Designing, building and operating facilities as done in the past may not be an option. This challenges an industry dependent on consistency. The strategies for water savings and energy savings are the same. They include employee awareness, eliminating waste, efficient designs and equipment, real time monitoring and improved controls, and consistent preventive maintenance.

Building systems must be designed to work at the most extreme conditions – this means the hottest, most humid day of the year. Depending on the building location and climate, the system could be running at optimum design for a very short time. The rest of the time the system and all its components are running inefficiently. This puts more stress on the system components and causes energy and water efficiency decline, more frequent equipment failures and increased operation and maintenance costs.

Items to consider for water conservation in new construction include: Condenser Coil Passivation, High Efficiency Equipment and

Advanced Controls, Increased Coil Surface Area, Adiabatic Condensers, Dry Condensers, Enhanced Water Metering, Flow Meters/Deduct Meters, and Smart Meters, Interval Meters, Advanced Metering Infrastructure. Many of the considerations for new facilities listed above apply to upgrading an existing building/system. However, upgrading the infrastructure, some of it inaccessible, and demolition/removal of the existing equipment are all added expenses.

When making water conservation efforts to an existing facility, operators should consider the following building operations and maintenance items: employee awareness, dock door and vehicular door maintenance, door management, evaporative condenser coil maintenance, coil scale buildup, water treatment, cycles of concentration, leak management, enhanced metering, improved controls, alternative water sources, and alternatives to water-based heat transfer.

For more information on general water conservation for buildings and an in-depth dive into all the topics outlined in this issue's Innovation Column, visit the GCCA website to download the Water Conservation and Optimization Whitepaper produced by Construction & Codes Committee.

Cold Chain Innovations, a column brought to you by Tippmann Innovation, features the latest technologies, cutting-edge solutions, and innovative practices that the cold chain industry has to offer. Featured in each issue of COLD FACTS Magazine, the Cold Chain Innovations section gives readers thought-provoking ways to optimize their supply chain and improve operational efficiencies. The information presented in the Cold Chain Innovation section is sourced from GCCA members. To feature your news, press releases or submit your idea for a future Cold Innovation article, contact James Rogers at jrogers@gcca.org or call 703.373.4300.



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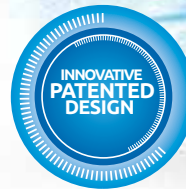
- Users can install & remove QFM themselves. This allows equipment to be moved to other locations or stored off season.

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- Remote Control - Change the cycle time remotely through API or web interface



THE FASTEST WAY TO FREEZE A PALLET

MEMBER NEWS

NEWS FROM MEMBERS OF GCCA CORE PARTNERS

A M KING is renovating an existing shell building for Martin's Distribution Inc., a Charlotte-based food distributor. The project is scheduled to be completed by May 2020.



AGRO MERCHANTS GROUP, a global leader in cold storage and logistics solutions, announced its plans to expand its cold store in Maasvlakte, in the port of Rotterdam. The strategic investment will bring the total capacity of the facility to more than 35,000 pallet spaces and will also expand the Border Inspection Point, both currently operating at full capacity.



FRIGO BREDA will open a new cold storage facility in June 2020 in the Port of Moerdijk, Netherlands. The new location will have a capacity of 70,000 pallets and creates a new headquarters for the company.



WI LOGISTICS promoted Tony Goleno to Vice President of Transportation Management of its subsidiary company, CWI Transportation. He will have the primary responsibility for expanding its non-asset transportation services business.



GFA RAIL SERVICES, INC. is the latest International Refrigerated Transportation Association (IRTA) member to attain the Certified Cold Carrier designation. This is a program designed to recognize carrier organizations for their commitment to sanitary and safe transportation of perishable products.



J.B. HUNT, a member of the International Refrigerated Transportation Association (IRTA), is one of the companies selected to serve on the White House's Transportation Great American Economic Revival Industry Group.

PLM's Don Durm is named Rock Star of the Supply Chain by Food Logistics magazine. This is the fourth time Durm, Vice President at PLM, has been recognized as a recipient. Durm is a member of the International Refrigerated Transportation Association (IRTA) Board of Directors.



REFRIGIWEAR worked with a large food distributor to reduce accidents and lower costs by creating "Warm Start" Kits for new employees. Their case study explores how outfitting new employees in a different color for their first 90 days saved the company money. refrigiwear.com/warm-start-kits

REPUBLIC REFRIGERATION announces Charles R. (Chuck) Taylor, P.E., has joined as Senior Vice President of Engineering. Taylor joins the firm with 36 years of experience in the industrial refrigeration industry in both design and construction. He is a member of ASHRAE, a former CO2 Committee Chairman, and currently sits on the board of directors of IIR.



VAPOR ARMOUR announces the establishment of the Adam Brown Sales Excellence Award to be awarded to the company's top U.S. sales representative every year. For 2019, Vapor Armour recognized Doug Brown and the Austin Brown Company as the top Vapor Armour U.S. sales team. 🏆



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Koel- en Vrieshuis Lintelo BV
Lichtenvoorde, Netherlands

Kwik Trip, Inc.
La Crosse, Wisconsin, United States

Lundsoe A/S
Svenstrup, Nordjylland, Denmark

Mid Atlantic Cold Storage
Jessup, Maryland, United States



IARW ASSOCIATE MEMBERS

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Mantis
Atlanta, Georgia, United States



IRTA MEMBERS

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Apopka, Florida, United States

**Glacio Cold Chain
Logistics Partners AS**
Rakkestad, Norway

Mid Atlantic Cold Storage
Jessup, Maryland, United States



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ASSOCIATION NEWS

NEWS ABOUT GCCA CORE PARTNERS

The **GCCA** Coronavirus Webportal has the tools and information you need to successfully navigate the COVID-19 pandemic. Resources will help you know what to do if an employee tests positive, provide you with employee ID badge templates showing local authorities that your employees are considered “essential” and encouraging relief from shelter-in-place orders and more. Visit www.gcca.org/coronavirus to access these resources.



GCCA members – warehousing, logistics and design-build companies – across the world protect the foods families love. We don’t just preserve food, we preserve trust. Members are looking to fill hundreds of jobs across the globe, so **GCCA** has created a central location where job seekers can access information at www.gcca.org/about/careers-cold-chain. If your company is not listed but you’d like it to be, contact Dan at dnappi@gcca.org.



GCCA is currently working with distilleries and organizations to get members hand sanitizer in response to increased demand and depleted resources due to COVID-19. Contact members of the Distilled Spirits Council of the United States to inquire about production for your facility. Visit www.gcca.org/handsanitizer to see a map of distilleries and download a request email template.



Did you finish a cold storage project between January 2018 and July 2019? The **CEBA** Built by the Best Award acknowledges association members for their expertise and innovation in constructing, renovating and/or modernizing controlled buildings. The award is open to project teams comprised of Contractor/Design-Build companies, Processor/End-User/Warehouse/Third-Party Logistics companies, and supplier sub-contractors that are association members. Any of these parties can submit an application. Applications due July 13, 2020.

In light of the evolving situation surrounding Coronavirus (COVID-19), and with the support of the **IARW-WFLO** Executive Committees, **GCCA** has made the difficult decision to reschedule the 129th IARW-WFLO Convention that was planned for May 5-8, 2020 at the Hyatt Regency Coconut Point Resort & Spa in Bonita Springs, Florida. The plan at print time is to host the IARW-WFLO Convention from **August 30 to September 2, 2020, at the Hyatt Regency Coconut Point Resort & Spa.**



According to the 2020 **IARW** North American Warehouse Employee Turnover Survey, the industry is experiencing an overall average turnover rate of 32.6 percent, a slight decrease from the 32.8 percent rate reported in the prior year’s survey. The survey report provides

the labor turnover rate overall and per geographic region. **GCCA** members may access the data at no charge in the Surveys & Market Research section of Resources at www.gcca.org.



CEBA’s 2020 conference will be held November 10-12, 2020, at the Westin Mission Hills Golf Resort & Spa, Rancho Mirage, California.



IRTA’s Certified Cold Carrier program was featured in the January/February issue of Food Logistics magazine. The article, written by IRTA board member Don Durm, Vice President of Customer Solutions for PLM Trailer Leasing, highlights the benefits of the certification. 📧



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Vince Free, CEBA Board Member, Sam Tippmann, TI Partner,
Rob Adams, TI Partner, Josh Koester, TI Partner

Tippmann Innovation Awarded Built By The Best Award from CEBA

Tippmann Innovation was awarded the Controlled Environment Building Association's 2019 Built By the Best Award, honoring the contractor who constructed the year's most innovative and complex temperature controlled facility.

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DON DICK IN MEMORIAM

IT IS WITH GREAT SORROW THAT THE GLOBAL COLD CHAIN ALLIANCE (GCCA) AND THE WORLD FOOD LOGISTICS ORGANIZATION (WFLO) ANNOUNCE THE PASSING OF DON DICK, 2019-20 CHAIRMAN OF THE WFLO AND CEO OF DICK COLD STORAGE. DON PASSED AWAY FEBRUARY 29, AFTER A SHORT ILLNESS.



No words can adequately convey what a great loss this is to the association and the industry. Don was such an admired leader in the cold chain industry, and was truly committed to the association. He gave his time freely, was passionate about the work WFLO was doing, and helped grow and strengthen the cold chain around the globe. The GCCA-WFLO team is very grateful to have had the opportunity to know and work with Don.

As Chairman of WFLO this year, many members were able to hear Don tell his story of how he ended up in the cold storage business, starting with his grandfather Elmer “Bobo” Dick, who created the Dick family fish business in the 1920s and was a mentor to Don.

Don joined the association more than 40 years ago, and has been a dedicated volunteer leader, serving on the WFLO board since 2011 and as the WFLO Chairman since April 2019. Don and his wife Peg were great friends of so many GCCA members, and they loved traveling the world with Don’s fellow board members. They enjoyed great wine, dropping in at local yacht clubs (Don was Admiral of the Columbus Yacht Club) and visiting art museums.

During Don’s tenure as WFLO Chair this year, he led the effort to create the first ever WFLO Institute in Australia. He attended the event and witnessed more than 30 cold chain professionals participate in the program.

He was active with WFLO’s international projects and fostered a deeper relationship between GCCA and the International Packaged Ice Association through his own ice business.

Along with IARW Chair Andrew Janson, and a member-driven Task Force, Don was a leading voice in developing the 2020-2022 IARW-WFLO Strategic Plan, which will help guide the associations now and into the future.

On behalf of GCCA Board Members and staff, we know you will join us in extending our deepest sympathies to Don’s wife Peg and the entire Dick family.

WFLO set up the Donald Dick Memorial Fund in honor of Don and his passion for the industry. @





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Deadline to enter is July 13. For more details, visit ***WWW.GCCA.ORG/BUILTBYTHEBEST***

Brought to you by CEBA, a Core Partner of the Global Cold Chain Alliance

The logo for the RETA National Conference 2020. It features a blue background with a sunburst pattern. In the center, there are three oranges: one whole and two sliced. To the right, a blue circle contains the text "Helping you keep food safe and cool, but education hot." Below the oranges, the word "RETA" is written in large, blue, 3D block letters, with "National Conference" in a red script font underneath. At the bottom, "2020" is written in white on a blue banner. The bottom section of the logo has an orange background with the text "SAVE THE DATE ♦ OCTOBER 27-29 ORLANDO, FLORIDA" in white. At the very bottom, there is a blue banner with the RETA logo and the text "Have fun, learn and earn PDH Credits" and "Technical Program • Workshops • Hands-On Sessions • Manufacturer Sessions". At the bottom left, it says "CERTIFICATION TRAINING | SOCIAL EVENTS | EXHIBITION".



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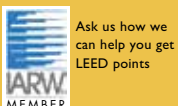
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