

	<h1>Claims Disposal</h1> <h2>Policies and Procedures</h2>		Document Number: 2P-SS-01.06
	Department: Claims	Effective Date: January 24, 2022	Revision No 3

Scope

This procedure covers the turn over process of for disposal/destruction of claims damaged cargo to Material Management Department (MMD). It also covers the process of their disposal/destruction.

This procedure does not cover the disposal of damaged cargo for branches and agencies.

Ownership

The Claims Supervisor/Manager is responsible for ensuring that this document is necessary and that it reflects actual practice.

Responsibility

The Business Development Manager/Sales/Customer Experience Specialist is responsible for:

- Coordinating with shipper/consignee for the final disposition of the cargo.

The Claims Assistant / Claims Supervisor is responsible for:

- Collating all needed documents as attachment (if any)
- Preparing Disposal Form (serve as a Certificate of Disposal)
- Forwarding of Disposal Form and supporting documents to Claims Supervisor / Claims Manager
- Forwarding of approved Disposal Form to Asset Management Specialist under the Material Management Department.

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- of
- Assisting Asset Management Specialist and 3rd party assessor in the inspection endorse cargoes
 - Assisting Asset Management Specialist in the Bidding and Disposal Process
 - Obtaining the Disposal Form from Asset Management Specialist
 - Filing the Disposal Form obtained from Asset Management Specialist

The Claims Manager / Supervisor is responsible for:

- Reviewing supporting documents (if any) and approving Disposal Form

Policies

1. Damaged cargoes rejected by the shipper/consignee must be kept safe in the warehouse of each BU or on designated area and must be physically checked once or twice a week to prevent the consumable items to expire.
 - 1.1 Claims Team must create/schedule a recovery program like selling activity of all claims items that are in good condition once a week as source of energy.
2. Damaged perishable cargoes (fish/meat) must be inspected and disposed within 24 hours after the rejection of the shipper or consignee.
3. Aged rejected cargoes from all BU that does not have any available documents must be properly endorsed to Claims Team for proper recovery, disposal or destruction.

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4. Sales/Operations/CX must coordinate with Claims Team for the damaged perishable items in their warehouses that are already considered claims items and are subject for rejection due to health and safety reasons.
5. All damaged items that are rejected by Shipper/Consignee/Claimant must be formalized via a letter/email as confirmation. Confirmation must include the description and quantity of cargoes, time, place and manner by which the damaged items are to be rejected (i.e. burying, burning, etc.)
6. Picture must be taken by Claims Assistant before, during and after rejection of damaged items.
7. Rejection must be supported by Cargo Incident Report (IR) and must properly filled up by the attending Claims Representative. All attesting parties must sign on the CIR.
8. A separate Certificate for Disposal (CFD) of damaged items must be prepared by Claims Assistant. It shall contain all the items to be inspected. This certificate shall signify the turnover of the damaged cargo to the Asset Management Specialist under the Material Management Department (MMD).
9. Duly approved CFD shall include the following documents:
 - FOR ENDORSEMENT OF DAMAGED/REJECTED CARGOES:
 - Cargo Incident Report (CIR)
 - Proforma Waybill (PWB)

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- In case of cargoes with no documents, certification from endorsing department duly approved by their Department Head.

- Final notice served by the Claims Assistant to the shipper/consignee.

- Only duly approved Disposal Form shall be forwarded to the MMD thirty (30) days prior to the scheduled date of inspection.

10. Disposal of damaged cargoes must be sole responsibility of Asset Management Specialist of the MMD.

11. During disposal of cargoes shall be witness by Asset Management Specialist and Claims Assistant.

12. Branch Claims Coordinator will follow disposal/ destruction process guidelines in Manila as follows:

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Documentation needed for reporting:

1. Conduct inventory of items before destruction approved by MNL.
 - Count per items is a must
 - get sizes
 - item description
2. Photographs is a must
 - pictures during destruction
 - pictures must show manpower, actual activity and location of activity
3. Information needed
 - Date of destruction
 - Location of destruction
 - Name of manpower who do the actual destruction
 - Disposition of the destroyed packaging
 - dump to garbage
 - sold to scrap buyer (with amount)

See guidelines on destruction:

Canned goods

- must be opened and food items must be mixed with sand to prevent from human consumption
- must be dump in the proper dumping area

Plastic bottles juices

- must be opened and liquid must be thrown to canal or gutter
- empty plastic bottles can be sold

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Bread fillings/ spread

- must be opened and take out the chocolate from the container
- mix the chocolates with sand
- glass bottles can be sold

Noodles

- must be opened and separated to the packaging with brand name
- can be consolidated or put into sack
- noodles can be sold to piggery or can be used for animal consumption
- throw the plastic packaging properly

Liquid in Tetra Pack

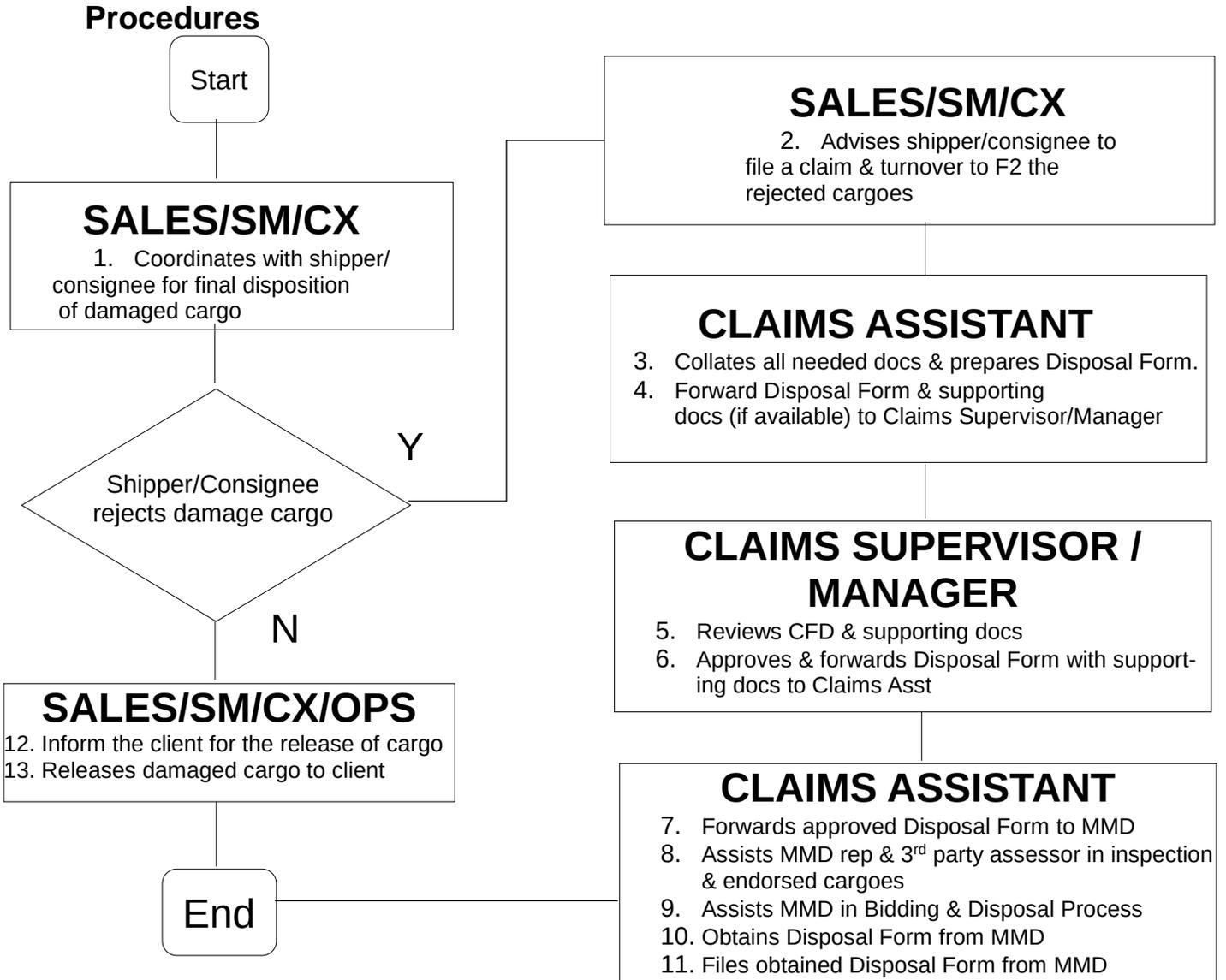
- Tetra Pack must be opened and destroyed
- Liquid must be thrown to canal or gutter

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