

# CREATING THE RIGHT CONDITIONS

HOW WE CUSTOMIZED THE COLD CHAIN FOR A SPECIALTY CUSTOMER

After conducting a thorough review, our customer—a global leader in health, nutrition and bioscience—identified the need for a new cold storage provider. But not without challenge. As a producer and distributor of specialized commodities, including algal oils and hazmat-classified biomass, they needed a provider who could handle materials with precision while maintaining compliance. Enter Lineage and our ability to quickly adapt and certify our cold chain infrastructure to meet our customer’s unique needs.

## THE PROBLEM

### SPECIAL STORAGE CERTIFICATIONS

As Class 4 Hazmat products, algal oil and algal biomass require strict safety protocols and specific certifications. Bringing a facility into compliance calls for quick action. This includes developing a comprehensive safety plan, training staff, coordinating with the local fire department and waste management services, and ensuring all regulatory requirements are met—all without delaying the customer.



*The challenge for a company like ours was identifying a strategically-located partner capable of delivering both the required quality standards and a safe operating environment — needs that not every cold chain provider is able to meet.*



PROCUREMENT LOGISTICS DIRECTOR – AMERICAS  
GLOBAL HEALTH AND BIOSCIENCE COMPANY

## THE SOLUTION

### A (SAFETY) PLAN FOR SUCCESS

Lineage identifies our Charleston facility as the most strategic location to support our customer’s storage and transportation needs. We commit to an ambitious four-month timeline to achieve full certification. This process involves comprehensive site assessments, product-specific training sessions, facility evaluations, emergency response planning, regulatory documentation and final certification.

#### The Timeline

### NOVEMBER

- Customer tours Lineage’s Charleston facility for site inspection
- Lineage reviews safety data sheets for potential hazards, safety procedures, and regulations

### DECEMBER

- Lineage visits customer production facility to learn about proper materials handling
- We develop Hazard Analysis and Critical Control Points (HACCP) plans and identify steps for preventing or mitigating safety hazards
- Customer auditor approves the Lineage facility
- Lineage registers with local fire department and waste management

### JANUARY

- Customer product arrives
- Lineage begins ongoing 24-hour Hazardous Waste Operations and Emergency Response (HAZWOPER) training
- Local fire department inspects algal storage
- Safety team reviews work instructions and provides support and guidance for SDS documentation, the development of HACCP plans, and the creation of Standard Work Instructions (SWIs)
- Quality assurance Manager verifies team members are properly trained and that all procedures are followed

### FEBRUARY

- Lineage receives International Maritime Dangerous Goods and Department of Transportation certification
- Local fire department approves Charleston site
- Yearly HAZWOPER refresher training scheduled

## THE RESULT

### SEAMLESS PRODUCT INTEGRATION

Everything goes according to plan. Today, Lineage’s Charleston location is now home to 3,400 pallets of product, which is serviced by a fully trained staff.

## YOUR COLD CHAIN, CUSTOMIZED

Unique products deserve unique solutions. Lineage not only understands specialty customers, but we also welcome them. For a cold chain provider that’s ready to go above and beyond for your business, Lineage has the people, expertise and resources standing by and ready to go.