OPERATIONAL PERFORMANCE REPORT

Cargo hold cleaning & readiness · Santos and Itaqui · Year to date

REPORT REFERENCE	ISSUED	PERIOD	REVISION	SHEET
CW-OPR-2026-YTD	15 NOV 2026	JAN–NOV 2026 · YTD	A	1 of 5

YEAR TO DATE · JANUARY TO NOVEMBER 2026 · INTERIM, THE YEAR IS NOT CLOSED

Year-to-Date Operational Performance Report

Cargo hold cleaning and readiness in Santos and Itaqui, Brazil: 22 full hold preparations, every one a coal or fertiliser discharge followed by grain clean.

ISSUER	PORTS	SERVICE LINE	STANDARD
CARGOWARD Technical Desk	Santos · Itaqui	Hold & tank cleaning	Grain clean

READERS	BASIS
Owners · charterers · P&I · superintendents	Desk register, Jan–Nov 2026

00 KPI SUMMARY

YTD 2026 · 22 CALLS

HOLD PREPARATIONS	SANTOS	ITAQUI	FIRST-SURVEY PASS
22	14	8	100 %
Full ships, every hold, Jan–Nov	63.6 % of the calls	36.4 % of the calls	22 of 22 accepted first time

REJECTIONS	REWORK	BERTH WINDOWS MISSED	CLIENT RETENTION
0	0	0	95 %
No hold failed the official survey	No re-cleaning after the survey	Every ship ready on her window	Owners and operators returning

01 EXECUTIVE SUMMARY & YTD BREAKDOWN

SANTOS 14 · ITAQUI 8

From January to November 2026 the desk prepared the cargo holds of 22 ships in Santos and Itaqui. Every call was the same transition: a coal or fertiliser discharge followed by grain clean in the same port window. All 22 ships passed the first official hold inspection, with no rejection, no rework and no berthing window lost. This is a year-to-date report, January to November, not a closed annual account.



SANTOS · 14 CALLS · 63.6 %

ITAQUI · 8 CALLS · 36.4 %

PORT	PREPARATIONS	SHARE	DISCHARGED BEFORE	STANDARD REACHED	FIRST SURVEY
Santos	14	63.6 %	Coal or fertiliser	Grain clean	14 of 14
Itaqui	8	36.4 %	Coal or fertiliser	Grain clean	8 of 8
Total	**22**	**100 %**			**22 of 22**

01 TRANSITION MATRIX & RETENTION

COAL · FERTILISER > GRAIN

All 22 transitions went one way, from a dirty dry-bulk cargo to grain. Of the hold cleaning standards a bulk carrier is asked for, only hospital clean is stricter. The two previous cargoes fail a hold in different ways, and the desk plans for each:

PREVIOUS CARGO	HOW THE RESIDUE BEHAVES	WHAT FAILS THE HOLD	CONTROLLING STEP
Coal	Fine dust and an oily film that sea water smears instead of lifting	Black staining on frames, hatch cover undersides and the tank top	Approved alkaline cleaner, then a high-pressure fresh-water rinse
Fertiliser	Hygroscopic salts that take up moisture, cake on the steel and attack it	Crusts in brackets and corners, corrosion, pitting and loose scale	Dry removal, fresh-water washing, then de-rusting and touch-up coating

Retention. Client retention for the period was 95 %: nearly every owner and operator who used the desk for a hold preparation came back for a later call. Retention is the result of the controls in sections 03 and 04, not a separate effort.

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02 CORRIDOR ANALYSIS · SANTOS VS ITAQUI

ABOUT 2 400 KM APART

Santos

SP · 23°57'S

CALLS	14 of 22
CONSTRAINT	Tight berth windows at the grain terminals
WHERE	Mostly at the anchorage, awaiting berth
EFFLUENT	Nothing overboard at anchor (MARPOL Annex V)
LOGISTICS	Teams, kit and fresh water by launch

Santos is the busiest port in Latin America. A ship that is not ready when her window opens can lose it to the next ship and wait days for another, so most preparations are done at the anchorage, and the ship arrives alongside with her holds accepted.

Annex V allows residues and washing water overboard only en route and at least 12 nautical miles from land. A ship at anchor discharges nothing. Washing water is held on board, and residues and agents are recorded for a reception facility or for lawful discharge later in the voyage.

Itaqui

MA · 02°34'S

CALLS	8 of 22
CONSTRAINT	Spring tides above 6 m, strong streams
WHERE	São Marcos Bay, São Luís
TRADE	Fertiliser and coal in, grain out
CLIMATE	Rainy first half of the year

Itaqui has one of the largest tidal ranges on the Brazilian coast. Launch transfers, lifts and gangway work follow the tide, so the hold sequence is planned so that a missed tide window delays one task rather than the whole ship.

As a Northern Arc gateway, the ship that discharges fertiliser often loads grain at the same port, with no ballast passage in which the crew could clean. Rain and humidity slow drying and re-wet fertiliser residue in the brackets, so drying time is planned in, not assumed.

03 TRANSITION PROTOCOL · COAL & FERTILISER TO GRAIN

FAILURE POINTS

Most rejections at a grain clean inspection come from three places: the upper hold, where residue is hardest to reach; steel that fertiliser has corroded; and stains that coal leaves behind.

FAILURE POINT	MECHANISM	ANSWER
Upper underdeck frames	Frame tops, upper brackets, the topside slope and the cross deck sit 11 to 18 m above the tank top. Residue left there drops onto clean steel during loading, and surveyors look there first.	Mast lifts and reaching jets; the upper hold is cleaned before the steel below it.
Fertiliser hygroscopicity, pitting	Urea, potash, phosphates and compound fertilisers absorb moisture, cake into crusts and attack the coating, leaving pitting and loose scale.	Dry removal, a full fresh-water wash, mechanical de-rusting and touch-up coating.
Coal staining	Coal dust leaves a film that sea water and low pressure only spread around.	Approved alkaline cleaner, top-down, given its dwell time; fresh water at 500 bar.

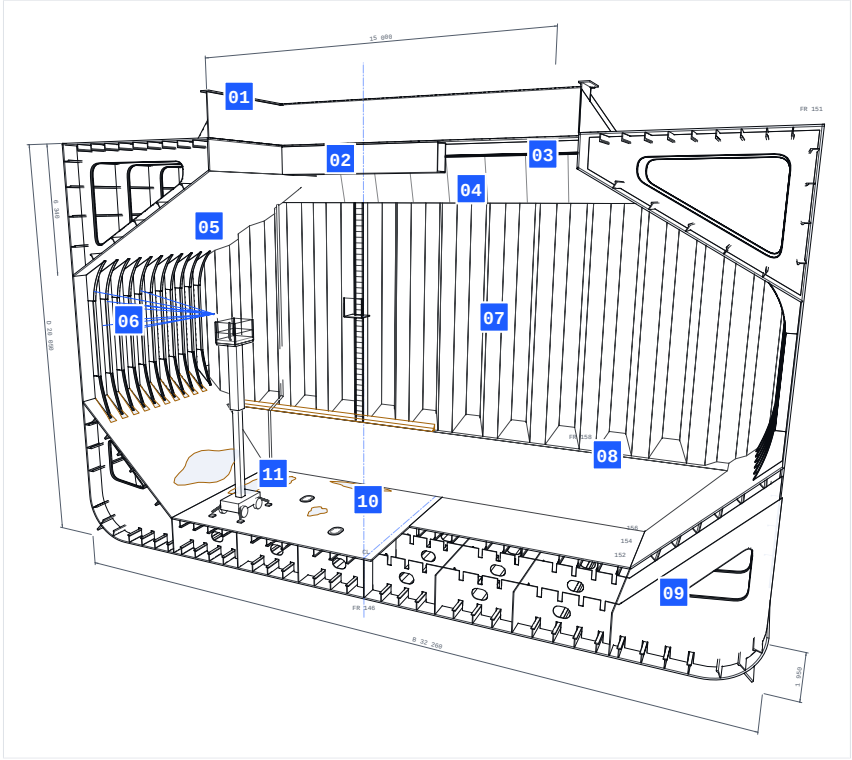
OPERATIONAL PERFORMANCE · CONTINUED

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03 THE HOLD, MEMBER BY MEMBER

CW-DWG-205 · REV C



MARKS · WASHING ORDER

01 Hatch side coaming
Top bar and drain channels; coal dust in the seals

02 Hatch end beam
Scale that can drop into the cargo

03 Cross deck beams
Overhead: coal film and crusts survive here

04 Upper stool
Ledges collect fertiliser

05 Topside tank slope
Highest steel; first place surveyors look

06 Hold frames and brackets
Bracket toes hold crusts; pitting

07 Corrugated bulkhead
Trough faces, staining

08 Lower stool, shedders
Ledge in front of the corrugations

09 Bilge hopper slope
Residue settles on the slope

10 Tank top
Grab damage, coating loss, scale

11 Bilge well
Last: emptied, cleaned, covered

CW Kamsarmax, No.4 hold, looking forward to the corrugated bulkhead: 32.26 m beam, 20.05 m depth, frames 850 mm apart, hatch 15 m wide. Marks 03, 05 and 06 are where coal stains and fertiliser crusts most often survive a wash. Drawing library, cargoward.com.

03 HOLD-BY-HOLD QUALITY GATES

6 GATES · EVERY HOLD

Every hold passes through the same gates in the same order. A hold moves to the next gate only when the current one is signed off, and the surveyor is invited only after the punchlist is closed.

GATE	STEP	WHAT IS DONE AND SIGNED OFF
1	Pre-mobilisation scope	Previous cargo, next cargo and the standard in the charter party; holds and their condition from the ship's photographs; port, stay and berthing window. The readiness target is agreed here.
2	Residues out dry	Sweeping, shovelling and lifting out before any water goes on. Bilge wells emptied, strum boxes cleared.
3	Approved chemical wash	After coal, an alkaline cleaner applied top-down and given its dwell time. Only agents with a safety data sheet and a declaration that they are not harmful to the marine environment.
4	Fresh-water wash, 500 bar	Top-down: hatch covers and coamings, cross deck, topside slopes, frames, bulkheads and stools, hoppers, tank top, bilge wells last. After fertiliser, the whole hold in fresh water.
5	De-rusting & touch-up	Loose scale and flaking paint removed mechanically; bare steel touched up with a coating suitable for grain and cured before inspection, in the same port window.
6	Drying & white glove check	Dry and odour-free; white glove along frames, bulkheads and tank top; bilge well covers in place; hatch cover undersides and seals clean. Punchlist closed before the surveyor boards.

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04 GOVERNANCE & RISK MITIGATION

DEMURRAGE · OFF-HIRE

A failed hold costs far more than the cleaning. A notice of readiness tendered before the holds are accepted may be rejected, so laytime does not start while the ship waits for a re-inspection. Under a time charter she may be off-hire for the same period. The controls are built around that exposure:

EXPOSURE	HOW IT ARISES	CONTROL
Demurrage, lost laytime	NOR rejected, re-inspection, berth window lost	Readiness target fixed at gate 1; surveyor invited only once the punchlist is closed
Off-hire	Ship not ready to load under the time charter	Quality gates per hold; de-rusting and touch-up in the same window
Laytime & cleanliness disputes	Times and condition argued after the event	Timestamped evidence dossier; times written into the statement of facts
Environmental findings	Washing water or residues handled outside MARPOL Annex V	Agents not harmful to the marine environment, retention on board, records for the Garbage Record Book

04 SINGLE-DESK EXECUTION

4 LINES · 24 PORTS · 24/7

No Cure, No Pay. The fee depends on the result. The holds have to reach the readiness target agreed in the pre-mobilisation scope and pass the survey, or the cleaning is not charged. Because the scope is fixed before the teams mobilise, both sides know what the holds must meet.

One desk for survey and agency. Hold & Tank Cleaning, Marine Surveys, Underwater Services and OPA / husbandry run from one desk in Santos across 24 Brazilian ports. The desk answers 24/7, with a coordinator replying within 15 minutes. A marine surveyor can pre-inspect the holds before the official survey, and an owner's protective agent can attend it and check the times recorded. A schedule change goes to one coordinator instead of four contractors.

04 EVIDENCE DOSSIER

PER HOLD

- [x] Photographs and video before, during and after, timestamped
- [x] Start and finish of every hold, logged as they happen
- [x] Chemicals used, with safety data sheets and non-HME statements
- [x] Washing water and residues: what was retained, recorded, landed
- [x] Punchlist per hold, closed and signed before the survey
- [x] Inspection time, result and the surveyor's name

In a laytime dispute the dossier supports the statement of facts. In an environmental audit it shows what was used and where it went.

04 QUALIFICATION & FRAMEWORKS

COMPLIANCE

SUPPLIER RECORD	Achilles registered · ID 00253721
DESK	Santos, since 1994 · 24/7 · < 15 min
COVERAGE	24 Brazilian ports
IMO	MARPOL Annex V · ISM Code interfaces
BRAZIL	NORMAM-401/DPC · ANTAQ
COMMERCIAL	No Cure, No Pay on the agreed scope

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05 TECHNICAL FAQ

GRAIN HOLDS IN BRAZIL

Q1 **What standard must a hold meet to load grain in a Brazilian port?**

Grain clean, as the charter party defines it: swept and washed down with fresh water, free of residues of the previous cargo, loose scale and flaking paint, dry and odour-free, with bilge wells clean and covered. The surveyor appointed by the shipper or charterer decides on the day; some destinations add an official inspection.

Q2 **Can holds be cleaned at the anchorage in Santos or Itaqui?**

Yes, and in Santos it is the usual way of keeping a berth window. It depends on the weather, the agent's clearances, launch logistics and keeping the washing water on board, since nothing may be discharged at anchor. In Itaqui, transfers and lifts are planned around the tide and the current.

Q3 **How is a survey rejection prevented?**

By finding everything the surveyor would find first. Each hold goes through the quality gates: upper frames before the steel below, loose scale removed and touched up, a white glove check done dry. The surveyor is invited only when every hold's punchlist is closed.

Q4 **What does No Cure, No Pay cover in hold cleaning?**

The result agreed before mobilisation: the holds in the scope reaching the standard and passing the inspection. If they do not pass, the cleaning is not charged. The scope (previous cargo, next standard, number and condition of holds) is fixed in writing before the teams go aboard.

NOTES

1. Year-to-date report for January to November 2026, issued before the year closes. Figures are the desk's register of full hold preparations in the period; a light sweep or crew-assist job is not counted.
2. First-survey pass: the holds accepted at the first official inspection, without re-cleaning. Client retention as stated by the desk for the period.
3. Regulatory references are summaries. The charter party, the surveyor's instructions and the applicable rules decide in each case.
4. Further reading on cargoward.com: hold cleaning standards, the cargo hold cleaning procedure, MARPOL Annex V and hold washing water, notice of readiness, statement of facts.

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cargoward.com/reports/operational-report-hold-cleaning-santos-itaqui-2026

LIVE LINK

The web edition of this report, with the interactive hold structure drawing and the references.

https://www.cargoward.com/reports/operational-report-hold-cleaning-santos-itaqui-2026