ladle

COLD CHAIN CHECKLIST FOR GROCERS

Would you know if your freezers were hacked tonight?

Attackers have switched off supermarket refrigeration across Europe from the outside. Use this checklist to find your gaps before someone else does.

Up to 700
French supermarkets had refrigeration controls set to defrost overnight on Oct. 11.

8 countries
across Europe hit in two waves of attacks in just five weeks.

None lost
at France's blood service on Nov. 2, where alarms caught the change in time.

The lesson: the controller can't be your only alarm

In most hit stores, the hijacked controller was also the system meant to raise the alarm, so nobody knew until opening. Check each box you can answer yes to with confidence. Every unchecked box is a gap worth closing.

1 Know your refrigeration controls

- [ ] **We know which controllers can be reached from the internet.**
  Ask your refrigeration contractor directly, and get the answer in writing.
- [ ] **We know who has remote access, and it's limited.**
  Several attacks came in through a refrigeration supplier, not the store itself.
- [ ] **None of our controllers are past end of life.**
  Many hit units were legacy models that no longer get security updates.

2 Have an independent set of eyes

- [ ] **Something separate from our controllers alerts us if temps climb.**
  If a hacked controller is also your alarm, you'll find out at opening.
- [ ] **Our temperature monitoring doesn't ride on our store network.**
  Keep it apart from your POS, back office and refrigeration controls.
- [ ] **We can pull temperature records for any night.**
  Insurers, inspectors and your own team will all ask what happened, and when.

Two more sections on the back: your response plan and your insurance.

3 Be ready to respond

- [ ] **We know exactly who gets the 2 a.m. alert.**
  Name a person and a backup for every store, and keep the list current.
- [ ] **They can act within minutes, not hours.**
  Fast action is what saved France's blood service from losing product.
- [ ] **We have a written plan for a warm case.**
  Who moves product, who calls the contractor, how discards get documented.

4 Ask your insurance broker

- [ ] **Our spoilage cover pays if a cyberattack caused the loss.**
  Many property policies exclude losses with a cyber cause.
- [ ] **Our cyber policy doesn't exclude spoiled stock.**
  Many cyber policies exclude physical damage, and spoiled food counts.
- [ ] **We're covered for lost sales while we restock.**
  And we know any patching or monitoring conditions we must meet.

WHERE LADLE FITS

ComplianceMate CTM by Ladle gives you a second set of eyes.

- ✓ Wireless sensors inside your coolers, walk-ins and freezers, separate from the refrigeration controls
- ✓ A temperature reading every 10 minutes, around the clock
- ✓ Alerts by email, text and in-app the moment temps drift out of range
- ✓ A cellular gateway option that runs off your store network entirely
- ✓ Sensors store readings if the signal drops, so there are no gaps
- ✓ A full temperature history you can export for inspectors and insurers

We can't stop someone attacking a refrigeration controller. We make sure you find out in minutes, with a clean record of what happened.

Unchecked boxes? Let's talk.

Book a cold chain risk review with the Ladle team.

ladle.com/demo

(800)-64-LADLE · info@ladle.com

Based on public reporting, Oct. to Nov. 2026 (Reuters, CNBC, Cybersecurity Dive, The Connexion, Insurance Business, Lockton). For general guidance only. Not insurance or legal advice.

Ladle. Serve them better.™