



H W Coates Rugby

on 23-07-2019

**The assessment covered the
"Core" and "Transport Service Specific" elements
and has been carried out using the
Cefic - SQAS Transport Service Questionnaire and
Guidelines.**

Report:	87362a (Submitted)	Module:	Transport Service
Companyname:	H W Coates	Re-assessment:	23-07-2019 by D. Nielsen
Location:	Rugby (United Kingdom)	Expires on:	23-07-2022
Website:	www.hwcoates.co.uk	Company type:	Stand-alone, 10-50 employees

The SQAS assessment report is a statement of facts and this attestation does not express any appreciation of the company's performance. The SQAS Assessment is valid for 3 years.



0. Assessment Information and Scope

0.1. Assessment Information

0.1.1. Assessed Company

Name	H W Coates
Location (=Town/City)	Rugby
Country	GB
Postal code	CV21 1QN
Postal Address	Cosford Lane, Swift Valley Ind Est Rugby
Phone	+44 (0) 1788 578331
Website	www.hwcoates.co.uk
1. Contact Person	Mark Brimley
Email	mbrimley@hwcoates.co.uk
2. Contact Person	Neil Buck
Email	nbuck@hwcoates.co.uk
3. Contact Person	Andrew Colbourne
Email	acolbourne@hwcoates.co.uk
Headquarter's Name	H W Coates Ltd
Headquarter's Address	Ladywood House, Ladywood Works, Lutterworth, Leics, LE17 4HD
Type of company	Stand-alone
For headquarter, name subsidiaries	
For subsidiary, indicate the number of the report of the headquarter	
Company Membership: ECTA - FECC - CBA - Febetra - ANLIC - EFTCO - ...	CBA - RHA - UKWA
Total number of employees for all assessed activities (In a transport company the number of fully integrated drivers has to be included)	10-50

0.1.2. Assessor

Lead Assessor

Name	D. Nielsen
Assessment Agency	Transmarine Ltd.
Address	
Country	GB
Phone	+44 (0)7504 305 127
Mobile Phone	
Email	sqas@transmarine.eu

Other Assessors

Name(s)	-
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Observers

1. Name	
Company	
2. Name	
Company	

0.1.3. Activities Assessed

Road transport	Y
Tank cleaning	N
Intermodal terminal	N
Warehouse Activities	Y
Chemical distribution	N
Rail transport (Rail Undertaking/Rail freight forwarder)	N

0.1.4. Assessment

Assessment

First assessment	N
Re-assessment	Y
1. Report number	84407a
2. Report number	84407b
3. Report number	

0.1.5. Assessment dates and duration

Assessment dates and duration

	Date	Duration (number of days)
Core or ESAD Di assessment	22-07-2019	1

Specific assessment 1	23-07-2019	1
Specific assessment 2	24-07-2019	1
Previous Core or ESAD Di assessment		
Previous Specific assessment 1		
Previous Specific assessment 2		

0.1.6.

Scope of assessment - Core Activity

Core activity is included in this assessment	Y
Core activity is covered by other assessment	N
Assessment Date	
Report Nr	

0.2.

Assessed company profile

0.2.1.

Key Contacts

	Name	Location
General Manager	Mark Brimley	Rugby
Operations Manager	Neil Buck	Rugby
Quality Assurance Manager	Andrew Colbourne	Hinckley
Safety & Health Manager	Andrew Colbourne	Hinckley
Environmental Manager	Andrew Colbourne	Hinckley
Dangerous Goods Safety Advisor	Robert Symes	Hinckley
	Number Certificate DGSA	Valid until
	2927429/150114	15-01-2020
Security Advisor	Robert Symes	Hinckley

0.2.2.

Systems Certifications

Type	Accredited Certification Body	Scope	Registration Number	Expiry Date
Quality (ISO 9001, etc)	WQA	Warehousing, repackaging, national distribution and transport of packaged goods both hazardous and non-hazardous.	QS3343	31-07-2021
Environment (ISO 14001, etc)				
Occupational Health and Safety (OHSAS 18001, etc)				
Business ethics or other CSR system (SA 8000, etc)				
Energy (ISO 50001, etc.)				

Does your company publish a Corporate Social Responsibility Report? N

Has the company faced charges or been subject to legal proceedings related to business ethics (e.g. corruption and bribery, anti-competitive practices) in the past 5 years? N

Percentage of disabled workers out of total workforce (year n-1)

0.2.3.

Responsible Care

Is the company a member of an approved Responsible Care Programme? Y

If yes, which? CBA

If Other, specify

0.2.4.

Infrastructure

	Office building	Y
	Parking of empty vehicles/tanks/containers	Y
	Parking of loaded vehicles/tanks/containers	Y
	Toilets for own employees	Y
	Toilets for visiting operators/drivers	Y
	Showers for own employees	N
	Showers for visiting operators/drivers	N
	Canteen present for visiting operators/drivers	N
	Temporary storage of packaged products	Y
	Fuel storage and refuelling	Y
	Waste storage/treatment	N
	Railway connection	N
	Waterway connection	N
0.2.5.	Incident response	
	Description of onsite incident response team and equipment	Trained operators to deal with small scale spillages only. Large scale spillages are dealt with via HERS (Hazchem Emergency Response Scheme).
	Description of the local fire brigade (manpower, equipment, response time)	Fully-manned fire station, less than five minutes response based in Rugby.
0.2.6.	Emergency equipment	
	Description of emergency equipment that can be used for off-site HERS emergencies.	
0.2.7.	Valid Operating licence	
	Number	OD1043505
	Scope	Standard National
	Validity until	18/03/2020
	Are all activities within the scope of the assessment mentioned in the operating licence?	Y
	If not 'Yes' please specify	
0.3.	Transport services	
0.3.1.	Site information	
	Operational activities present at the site	Y
0.3.2.	Main Activities	
	Road transport service bulk liquids	N
	Road transport service bulk solids	N
	Road transport service packed goods	Y
	Intermodal transport	N
	Freight forwarder	N
0.3.3.	Subactivities	
	Temporary storage - transfer	Y
	Maintenance workshop	N
	Transfer (intermodal) terminal	N
	Fixed storage tanks present (also tanks for fuel station)	Y
	Tankcontainer heating	N
	Tank and/or trailer repair	N
	Empty container handling	N
	Full container handling	N
	Airfreight (linked)	N
	Shuttle service	N
0.3.4.	Geographical coverage	
	National transport	Y
	International transport	N
0.3.5.	Categories of drivers	
	Own company drivers	Y
	Number of own company drivers	9
	Fully integrated subcontractors	N
	Number of fully integrated drivers	
	Non-integrated subcontractors	Y
	Average number of non-integrated trucks per year	8
	Spot subcontracting	N
	Average number of shipments per year	
	Number of operators (others than drivers)	18
0.3.6.	Type of equipment	
	Own company trucks	Y
	Own company packed goods trailers	Y
	Own company bulk trailers	N
	Own company containers	N
	Own company container chassis	N
0.3.7.	Subcontractor services includes	
	Trucks	Y

0.3.8.

Trailers /tanks	Y
Containers	N
Products	
Tonnage of chemicals transported/handled per year	35000
Are dangerous goods transported/handled?	Y
% dangerous goods in regard to the total tonnage	35
Does the company handle/transport HCDG goods (ADR 1.10)?	Y
Classes of products transported	
Class 1 : Explosive substances and articles	N
Are these products High Consequence Dangerous Goods?	
Class 2 : Gases	N
Are these products High Consequence Dangerous Goods?	
Flammable gases : tank > 3000l Toxic gases (excl. Aerosols)	
Class 3 : Flammable liquids	Y
Are these products High Consequence Dangerous Goods?	N
Flammable liquids of packaging groups I and II : tanks > 3000l Desensitized explosives	
Class 4.1. : Flammable solids, self-reactive substances, polymerizing substances and solid desensitised explosives	Y
Are these products High Consequence Dangerous Goods?	N
Desensitised explosives	
Class 4.2. : Substances liable to spontaneous combustion	Y
Are these products High Consequence Dangerous Goods?	N
Packing group I : Tank > 3000l	
Class 4.3. : Substances which in contact with water, emit flammable gases	Y
Are these products High Consequence Dangerous Goods?	N
Packing group I : Tank > 3000l	
Class 5.1. : Oxidizing substances	Y
Are these products High Consequence Dangerous Goods?	N
Oxidizing liquids of packing group I : Tank > 3000l Perchlorates, ammonium nitrate, ammonium nitrate fertilisers and ammonium nitrate emulsions or suspensions or gels : Tanks > 3000l or Bulk > 3000l	
Class 5.2. : Organic peroxides	Y
Class 6.1. : Toxic substances	Y
Are these products High Consequence Dangerous Goods?	Y
Toxic substances of packing group I	
Class 6.2. : Infectious substances	N
Are these products High Consequence Dangerous Goods?	
Infectious substances of Cat A	
Class 7 : Radioactive material	N
Are these products High Consequence Dangerous Goods?	
Radioactive material see ADR table 1.10.3.1.3 for specs	
Class 8 : Corrosive substances	Y
Are these products High Consequence Dangerous Goods?	N
Packing group I : Tank > 3000l	
Class 9 : Miscellaneous dangerous substances and articles	Y
Transport/handling substances with specific properties	
CMR : Category carcinogenic, mutagenic and reprotoxical	N
Does the company transport dry products including plastics and polymers?	Y
Handling of food contact / food / feed products	N
The company chooses to be assessed against the Food(contact) & Feed chapter	
Handling of chlorinated solvents	N
Handling of Pharma products	N
Handling of Cosmetic products	N
Allergen free business	N

0.3.9.

Type of transport companies and tonnage transported

Type of transport	Number of subcontracted companies	Tonnage of chemicals transported (in tonnes per year)	% of chemicals transported
Own transport		10000	29%
FIS (Fully Integrated Subcontractors)	0	0	0%
NIS - SQAS assessed	0	0	0%

NIS - non SQAS assessed	8	25000	71%
SPOT - SQAS assessed	0	0	0%
SPOT - non SQAS assessed	0	0	0%
TOTAL		35000	100%

C	1.	Management System and Responsibility		Y/N
C	1.1.	Management Responsibility		
C	1.1.1.	Company Policies		
C	1.1.1.1.	Does the company have a current written policy reflecting management's active commitment to:		
C	1.1.1.1a.	- Safety & Health, Environment, Quality/customers requirements, Security, Behaviour Based Safety, Prohibition of drugs and Alcohol, Training development, Non conformance reporting? <i>Assessor: All policies are signed by the Managing Director, Tom Coates, and were last revised January 2019: Security Policy; Environmental Policy; Health & Safety Policy; Quality Policy and Objectives (includes training statement, audit statement, customer complaints and non-conformance reporting statement); Forklift Truck BBS; Driver BBS; Major Accident Prevention Policy (which also addresses non-conformance reporting); drugs & alcohol Policy is part of the employee handbook. In addition the company has: Stress Policy; Policy for the elimination of discrimination on the grounds of race, sex, marriage and disability and the promotion of equality of opportunity in employment with Coates; Ethical Procurement Policy; Modern Slavery Statement.</i>	RC	1
C	1.1.1.1b.	- Corporate Social Responsibility (CSR) requirements? <i>Assessor: The policy statement is signed by the Managing Director, Tom Coates, and was last revised January 2019. The Responsible Care Policy was also revised Jan. 2019.</i>	RC	1
C	1.1.1.2.	Are senior managers sufficiently visible and engaged in carrying forward the SHEQ&Sec message? <i>Assessor: Quarterly meetings of the Safety, Health, Environment and Quality Committee are held. The minutes of the last meetings were made available for review. These meetings are attended by: Directors, the warehouse manager and the transport manager, a driver and a warehouse operative. This ensures that issues raised by drivers or operatives are addressed and also that conclusions are shared with the workforce.</i>	RC	1
C	1.1.1.3.	Does the line management interact and constructively encourage employees to be actively engaged in SHEQ&Sec performance improvement? <i>Assessor: The main interaction route is through the Safety Committee meetings. All employees are encouraged to report near misses or non-conformances and any issues would also be discussed during the annual training and performance review.</i>	RC	1
C	1.1.2.	Roles & Responsibilities		
C	1.1.2.1.	Is there an organization chart and associated job description defining each individual's role within the organization, including their responsibilities for SHEQ&Sec and CSR? <i>Assessor: The organization chart was available for a review. Job descriptions were sampled and reviewed.</i>		1
C	1.1.3.	Legislation and other requirements		
C	1.1.3.1.	Is there proof available that the company stays abreast of all relevant legislation and legislative developments in the area of SHEQ&Sec and CSR and are persons formally designated or a source defined? <i>Assessor: The Group HSE Manager has been tasked with maintaining the legal register. A database is maintained on the intra-net, which is accessible to staff. The company subscribes to Croners, the HSE, RHA, CBA, CSSC, the Motor Transport Magazine.</i>	RC	1
C	1.1.3.2.	Is there a written procedure present which describes how legislative changes as detailed in the register of legal requirements are communicated and implemented in the company? <i>Assessor: procedure 4.6.2.1 applies</i>		1
C	1.1.3.3.	Is a regular review made of the system for compliance with legal requirements ?		1
C	1.1.3.4.	Does the Dangerous Goods Safety Advisor produce an annual report to Management on the Companies' activities in the transport of dangerous goods, in accordance with legal requirements and within six months after year end? <i>Assessor: 2018 report iss. 7.05.2019; 2017 report iss. 19.03.2018; 2016 report iss. 28. Feb. 2017</i>		1

C	2.	Risk management			Y/N
C	2.1.	Risk assessment and mitigation measures			
C	2.1.1.	Is there a process to assess and document the Safety, Health, Environmental, Security risks and working conditions , related to all activities of the company, considering following aspects ?			
C	2.1.1.a.	- start-up of new operations/activities (e.g. new products, new routes) ? <i>Assessor: Examples of new products from the last 3 years were made available for review. The company uses a detailed pro-forma, which also addressed the issues of COMAH lower tier limits, and includes an SDS review.</i>	RC		1
C	2.1.1.b.	- change of operations/activities (e.g. new products, new routes) <i>Assessor: examples were reviewed</i>	RCimp		1
C	2.1.1.c.	- periodic review of risks on current activities? <i>Assessor: The risk assessments are reviewed every two years, and input from the various units is considered by the HSE Manager.</i>	RC		1
C	2.1.2.	Are measures taken to control/mitigate all identified risks ? <i>Assessor: Based on the risk assessment matrix and list, the company has taken measures to address and mitigate the risks identified.</i>	RC		1
C	2.2.	Safety			
C	2.2.1.	Personal Protective Equipment (PPE)			
C	2.2.1.1.	Is there a written procedure defining what PPE has to be used under what circumstances ? <i>Assessor: A generic statement on PPE is included in the staff handbook. More specific instructions are included in the driver handbook and the warehouse operative handbook. Transport job cards or order pick notes would have instructions on product specific PPE. The spillage procedure addresses PPE requirement.</i>	RC		1
C	2.2.1.2.	Is the PPE regularly checked (before use and at set intervals) and replaced when required ?			1
C	2.2.1.3.	Are instructions and training provided when category III PPE or other specific precautions are needed and used? <i>Assessor: The only cat. III PPE in use are filter masks. A training module has recently been developed, but there are presently no training records.</i>	RC		0
C	2.3.	Health			
C	2.3.1.	Are current Safety Data Sheets, available on site from the manufacturers for all products transported and/or handled? <i>Assessor: The product acceptance procedure stipulates that SDS must be available. The company has processes in place to ensure that SDS on file are the latest version.</i>	RC		1
C	2.4.	Security			
C	2.4.1.	Is there a system to monitor entry, exit and to limit access to restricted areas of all personnel and visitors through positive identification ? <i>Assessor: Visitors would first report to the office entrance where they sign-in and are site inducted. Visitors are accompanied by staff at all times. Contractors are signed-in, site inducted and issued a permit to work. Drivers of lorries drive through the gate into the unloading bay, and then report to the office. The whole site is CCTV controlled.</i>			1
C	2.4.2.	Is there a written procedure in place, requiring documented periodical inspections, to identify breaches in the security of the buildings/premises? <i>Assessor: The checklist is completed monthly during the walk around, and they are archived.</i>	RCimp		1
C	2.4.3.	Has a risk assessment been conducted in the last twelve months, as a minimum frequency, regarding data on customers, products and operations and are measures taken to mitigate identified risks? <i>Assessor: Regular reviews of IT risks and audits are conducted and archived.</i>			1
C	2.4.4.	Is there an inventory of Information Technology assets containing confidential company data?			1
C	2.4.5.	Is there a proactive maintenance program on Information Technology assets handling information technology?			1
C	2.4.6.	Has the company evaluated the risk of unauthorized entrance (including refugees) to company premises, transport equipment, tank cleaning facilities, storage areas or information processing facilities on site? <i>Assessor: This is part of the security plan.</i>			1
C	2.4.7.	Is a system in place to ensure that communication dialogue and information exchange on security issues is appropriate? <i>Assessor: The company is a member of the Cross Sector Safety and Security Communications (CSSC) network.</i>			1
C	2.4.8.	Is a system in place to ensure that response to security threats and incident are defined?			1

Assessor: Any security incident would be reported and analysed during the safety committee meeting. An example of a recent security incident was available for review.

C	2.5.	Fair business practices	
C	2.5.1.	Has the company formalized the fair business practices ? <i>Assessor: A fair business practice policy is in place. All employees have been issued the staff handbook, which includes a chapter on fair business practices. A business risk assessment is part of the quality manual.</i>	1
C	2.5.2.	Are there mechanisms in place to ensure effective implementation of the anti-corruption and bribery policy (including for instance: conflict of interest, fraud, money laundering)? <i>Assessor: All capital expenditure has to be signed off by the Managing Director. The staff handbook contains a chapter "Code of conduct for employees" which addresses: ethics, conflict of interest, gifts and hospitality, scrap, damaged or surplus material. The reporting channel is detailed. The company does not have a whistle blower hotline. The Directors have reviewed the possibility of corruption or bribery and classed it as negligible.</i>	RC 1
C	2.5.3.	Are there mechanisms in place to ensure effective implementation of the anti-competitive practices policy? <i>Assessor: Every employee receives the staff handbook and signs for it. The staff handbook would be revised regularly and if re-issued, staff would sign again. A chapter in the handbook addresses anti-competitive practices. The internal financial audit addresses e.g. bid rigging.</i>	1
C	2.6.	Environment	
C	2.6.1.	Is the classification, storing, segregation, identification, protection and final destination of any generated waste, done according to legal regulations and only by legally approved waste management companies? <i>Assessor: Most waste generated is general waste. Any product specific waste would be quarantined, and a suitable disposal facility would be identified. The waste is mostly transported directly to the reception facility.</i>	1
C	2.6.2.	Has the company carried out a risk assessment taking into account the impact of company activities on soil and groundwater contamination? <i>Assessor: The site is fully bunded and all surfaces are concreted. All surface water is directed towards a main drainage channel, which has a shut-off valve fitted, so that spillages could be contained and pumped out.</i>	1
C	2.6.3.	Where plastic/flakes/powder are transported/handled in bulk or packaged forms, has the company signed up to "Operation Clean Sweep" or "Zero Pellet Loss" or similar programmes? <i>Assessor: The company is a member of the Operation Clean Sweep programme.</i>	1
C	2.6.4.	Has the company asked the applicable subcontractors to sign the programmes mentioned in 2.6.3 where the company transports/handles plastic/flakes/powder? <i>Assessor: The company has communicated the aim of Operation Clean Sweep, but has so far not formally requested sub-contractors to sign up.</i>	0
C	2.6.5.	Is there a programme in place to measure and reduce pro rata the use of the following resources in fixed installations?:	
C	2.6.5a.	- electricity <i>Assessor: Electricity consumption is measured. All lighting is being changed to LED and fixed lighting runs on 10% while idle and is activated through motion sensors. The company currently prepares for the ESOS assessment in August 2019.</i>	0
C	2.6.5b.	- fuel <i>Assessor: The fuel consumption is measured through e.g. the route tracking system. FLT consumption is also measured. As part of the ESOS assessment in August, reduction opportunities will be identified.</i>	0
C	2.6.5c.	- water <i>Assessor: Water consumption is monitored. Water is mainly used in the office building, and for livery washes. There is no formal programme in place to reduce water consumption.</i>	0
C	2.6.6.	Is a programme in place to measure and reduce pro rata the output of emissions? <i>Assessor: The company uses their planning software 'Roadrunner' to calculate GHG emissions. The calculation is based on the information on emissions supplied by the truck manufacturers, Volvo. In order to reduce the emissions, the company plans to renew tractor with the latest EU6 emissions classification. There are no dust emissions on site.</i>	0
C	2.6.7.	Is a programme in place to measure and to reduce pro rata the waste generated by the company activities? <i>Assessor: The quantity of waste is measured. The company now separates waste into categories in order to facilitate recycling.</i>	1

				Y/N
C	3.	Human Resources		
C	3.1.	Recruitment		
C	3.1.1.	Is there a written recruitment procedure which takes into account relevant experience, competence and education for all employees, including temporary staff? <i>Assessor: procedure 5.1.3</i>		1
C	3.1.2.	Have all operating personnel (drivers, operators, etc.) undergone a periodic medical examination where required by law or by the risk assessment of the job? <i>Assessor: At the time of the assessment, there is no legal requirement in the UK for a medical examination. New recruits complete a self-assessment form, and might be referred to an occupational health specialist for advice. If the COSHH assessment identifies the need for a medical assessment, the chemical would either not be used or if it is a product for storage, would then not be accepted into the warehouse. All drivers have to undergo their 45+ medical examination, and the records are sent to the DVLA. Staff working with IT screens are encouraged to see an Optometrist, if they experience problems.</i>		0
C	3.1.3.	Is there a written grievance and disciplinary procedure? <i>Assessor: The procedure is part of the staff handbook, and all new employees are trained during induction.</i>		1
C	3.2.	Training		
C	3.2.1.	Is there a training programme in place for all personnel that results in an individual training plan and are records available that the training plan has been implemented? Is the training plan reviewed annually? <i>Assessor: Training programme for: office staff; warehouse operators, and drivers. Training records for individual employees are maintained in files and samples were made available for a review.</i>	RC	1
C	3.2.2.	Are the following subjects being trained:		
C	3.2.2a.	- incident reporting, investigation and analysis? <i>Assessor: covered in the induction training</i>	RC	1
C	3.2.2b.	- dangerous goods handling? <i>Assessor: tailored training modules for different groups of employees</i>		1
C	3.2.2c.	- specific product or handling needs?		1
C	3.2.2d.	- use of PPE (Personal Protective Equipment)? <i>Assessor: The chemical awareness training module addresses generic PPE issues appropriate for the job.</i>	RC	1
C	3.2.2e.	- company emergency written procedures?	RC	1
C	3.2.2f.	- spill prevention and control? <i>Assessor: part of the chemical awareness training module. drivers attend ADR training courses</i>	RCimp	1
C	3.2.2g.	- Behaviour Based Safety (BBS) principles? <i>Assessor: Office staff attend a BBS awareness training, forklift drivers and lorry drivers are BBS trained during their induction and are assessed on a three year cycle.</i>	RC	1
C	3.2.2h.	- security awareness proportionate to the risk and their role within the business (Security of information should be included)?		1
C	3.2.2i.	- risk Assessment and risk Management? <i>Assessor: The induction training covers risk assessment and risk management topics, with respect to the job tasks and responsibilities. Warehouse operatives sign that they have attended the induction into specific risk assessments.</i>		1
C	3.2.2j.	- communication skills?		1
C	3.2.2k.	- all aspects related to prevention of bribery and corruption? <i>Assessor: as part of the induction training and employees sign that they have read the staff handbook.</i>		1
C	3.2.2l.	- training in awareness of fatigue and tiredness? <i>Assessor: Drivers are inducted and the driver handbook contains a chapter on fatigue; All transport planners are CPC holders, and had fatigue awareness training as part of their training module. Office staff and warehouse operatives are advised as part of their induction training.</i>	RC	1
C	3.2.2m.	- company ethics policy / code of ethics? <i>Assessor: As part of the induction training covering the staff handbook.</i>		1
C	3.2.2n.	- training and Awareness about impact of plastic/flakes/powder loss, where the company transport/handle these products <i>Assessor: Included in the generic spillage training module.</i>		1
C	3.2.3.	Is a first aid training programme defined for identified persons and implemented ? <i>Assessor: Three First Aiders are on site.</i>		1
C	3.2.4.	Are variances from the plan effectively followed up?		1
C	3.2.5.	Is the effectiveness of the training checked for each employee ?		1

C	3.3.	Behaviour Based Safety (BBS)		
C	3.3.1.	Has a BBS implementation plan, or an established programme, been set up with targets, resourcing and timeline? <i>Assessor: The driver BBS programme is outlined in QM document 6.6.19, and the Fork Lift Truck BBS programme is outlined in QM document 6.6.28. Office staff attend a BBS awareness programme.</i>	RC	1
C	3.3.2.	Have the respective responsibilities of all personnel in the implementation of BBS been identified? <i>Assessor: An outside company has been appointed for the driver BBS training programme. The forklift driver BBS training programme is conducted in-house. The responsibilities are defined and clearly communicated.</i>		1
C	3.4.	Labour Policy and human rights		
C	3.4.1.	Are specific mechanisms in place to ensure effective implementation of your company's Career Management and training policy? <i>Assessor: The recruitment process is transparent, assessments are conducted annually resp. 3-yearly. The company clearly prefers internal recruitment and development and would only recruit external candidates if they need special skills.</i>		1
C	3.4.2.	Are specific mechanisms in place to ensure effective implementation of your company's non discrimination policy? <i>Assessor: The policy statement clearly spells out the company commitment. The workforce is well balanced in terms of gender distribution, and the company relies often on applicants who had been recommended by staff.</i>	RC	1
C	3.4.3.	Are specific mechanisms in place to ensure effective implementation of the company's policy about child labour? <i>Assessor: A young workers risk assessment is in use. At the time of the assessment, the youngest employee is 19 years of age.</i>		1
C	3.4.4.	Does the company ensure that no forced, bonded or involuntary prison labor is employed? <i>Assessor: A new recruit has to submit: a P45, an NI number, references are checked, the address is checked, if not British, the right to work is verified, all wages and salaries are paid into bank accounts, drivers have their driving history checked.</i>		1

C	4.	On/Off Site Emergency Preparedness and Response		<input type="text" value="Y/N"/>
C	4.1.	Is there a written plan for dealing with on-site and off-site emergencies and potential crises?	RC	<input type="text" value="1"/>
C	4.2.	Does this written plan contain the following information :		
C	4.2a.	- individual responsibilities ?		<input type="text" value="1"/>
C	4.2b.	- arrangements for 24/7 hours coverage by trained responders ? <i>Assessor: The company have a contract with HERS.</i>		<input type="text" value="1"/>
C	4.2c.	- a list of the different parties to be informed with their contact details (customers, authorities) ?		<input type="text" value="1"/>
C	4.2d.	- a written procedure for handling the information towards the neighbourhood, the press and other interested parties of serious accidents/incidents that happened on site?		<input type="text" value="1"/>
C	4.3.	Is the emergency equipment maintained, tested or checked on a regular basis? <i>Assessor: Spill kits, eye wash bottles, emergency shower and First Aid Kits are checked by own staff. The fire extinguishers are maintained by a contractor. The fire hydrants were last tested in 2018 by the local fire brigade.</i>		<input type="text" value="1"/>
C	4.4.	Has there been a comprehensive test of the emergency plan for on-site and off site emergencies during the past 12 months ? <i>Assessor: A fire drill evacuation test is conducted at least once every year, last date: 30.04.2019 a spill exercise was last conducted in March 2019, which included recovery of spilled material and disposal of absorbent.</i>		<input type="text" value="1"/>
C	4.5.	Is there a documented business continuity plan and does this plan contain the customer contacts to be informed ? <i>Assessor: The plan must be read in conjunction with the emergency plan.</i>		<input type="text" value="1"/>

				Y/N
C	5.	Performance Analysis and Management Review		
C	5.1.	Non-conformance reporting, investigation, analysis and corrective action		
C	5.1.1.	Is there a documented system in place for recording non-conformances regarding :		
C	5.1.1a.	- accidents & incidents ? <i>Assessor: On the intra-net, a non-conformance file is maintained.</i>	RC	1
C	5.1.1b.	- breaches of security and threats?	RCimp	1
C	5.1.1c.	- unsafe behaviour & unsafe conditions ?	RCimp	1
C	5.1.1d.	- regulatory compliance? <i>Assessor: This would be recorded as an incident, investigated and reported.</i>		1
C	5.1.1e.	- product contamination ?	RC	1
C	5.1.1f.	- product discrepancies and shortshipments ?		1
C	5.1.1g.	- corruption & bribery ? <i>Assessor: The file is empty.</i>		1
C	5.1.1h.	- grievance and disciplinary findings? <i>Assessor: Four cases were reported in the last three years.</i>		1
C	5.1.2.	Is a detailed report on non-compliances provided to the responsible management, containing immediate cause, root cause and recommendations for corrective actions to prevent recurrence?	RC	1
C	5.1.3.	After an incident/accident are the employees and contractors concerned informed and if necessary trained with the aid of a Root Cause analysis?	RCimp	1
C	5.1.4.	Is there a procedure in place to inform the customer promptly of all non-conformances involving his shipments/products? <i>Assessor: Examples of communication with customers were made available. The communication could be by phone or e-mail.</i>		1
C	5.1.5.	Is the DGSA involved after an incident where dangerous goods were involved? <i>Assessor: The investigation report has a box which confirms that the DGSA has been involved and the annual DGSA report dwells on incidents.</i>		1
C	5.2.	SHEQ&Sec & CSR Objectives and Trend Analysis		
C	5.2.1.	Is there a process in place to monitor and analyse SHEQ&Sec & CSR data to identify trends, to set objectives and is there an action plan in place to achieve these objectives ? <i>Assessor: This is part of the safety committee meetings. The minutes of the meetings are circulated to the Managing Director.</i>	RC	1
C	5.2.2.	Has the Safety, Health, Environment action plan of the company been reviewed against the applicable Responsible Care Programme ? <i>Assessor: The company have won the Responsible Care award three times.</i>	RC	1
C	5.2.3.	Does the company promote the principles of Responsible Care to logistic partners? <i>Assessor: This is part of the haulage sub-contractor agreement. The company does not sub-contract other logistics partners.</i>	RC	1
C	5.3.	Management Review		
C	5.3.1.	Internal Audit		
C	5.3.1.1.	Is there a documented plan for internal auditing of all areas referred to in SQAS and covering compliance with applicable legislation and permits? <i>Assessor: An audit plan covering all group sites and departments was presented for review.</i>	RC	1
C	5.3.1.2.	For non-conformances identified in the audits, are action plans developed and are corrective actions taken ? <i>Assessor: In the audit report, the action plan and rectification time is defined. The Group HSE Manager in conjunction with the Exec. Director would monitor the action plan.</i>	RCimp	1
C	5.3.1.3.	Do those carrying out auditing have training and/or competence in auditing and evaluation techniques ? <i>Assessor: The group HSE manager has had auditor training through his NEBOSH qualification. The other internal auditors have attended in-house auditor training.</i>		1
C	5.3.1.4.	Are safety walkabouts carried out and documented by appropriate managers on a periodical basis? <i>Assessor: Monthly walk arounds are documented and archived.</i>	RCimp	1
C	5.4.	Management Review Meetings		
C	5.4.1.	Is a formal management review meeting held at least once a year to review the management system that includes, as minimum, the following inputs?:	RC	
C	5.4.1a.	- the status of actions of previous Management review meetings		1
C	5.4.1b.	- the DGSA Annual report (if applicable)		1

C	5.4.1c.	- the performance of subcontractors		1
C	5.4.1d.	- the effectiveness of the training programme		1
C	5.4.1e.	- the audit results		1
C	5.4.1f.	- the monitoring of trends of SHEQ, Sec &CSR KPIs, BBS KPIs and Responsible Care KPIs (if applicable)		1
C	5.4.1g.	- the extent of which SHEQ, Sec &CSR objectives have been met		1
C	5.4.1h.	- the effectiveness of the programmes about resources consumption optimization required by question 2.6.5 <i>Assessor: as part of the executive board meeting</i>		1
C	5.4.1i.	- the effectiveness of the programmes about emission reduction required by questions 2.6.6 <i>Assessor: as part of the executive board meeting</i>		1
C	5.4.1j.	- the effectiveness of the programme about waste reduction required by question 2.6.7 <i>Assessor: as part of the executive board meeting</i>		1
C	5.4.1k.	- the outcome of the last SQAS assessment (if applicable)		1
C	5.4.1l.	- the outcome of the emergency response drills <i>Assessor: This information would also be circulated to other depots, so that learning points can be shared.</i>		1
C	5.4.1m.	- recommendation(s) for improvements		1
C	5.4.2.	Did the senior management consider the recommendations of 5.4.1. and define an improvement action plan with allocated actions and due dates?		1
C	5.4.3.	Does senior management monitor progress versus targets on SHEQ&Sec & CSR matters at relevant management meetings?	RCimp	1
C	5.4.4.	Is there evidence that learning points from SHEQ&Sec issues are shared with the workforce ?	RCimp	1

			Y/N
6.	Management of Subcontractors		
6.1.	Subcontracting services		
6.1.1.	Subcontracting policy		
6.1.1.1.	Does the assessed company have a written process for subcontracting road transport and road transport related services (including the selection process, performance assessment and monitoring) ? <i>Assessor: The sub-contractor handbook (last revised July 2019) also defines the selection process in detail. Sub-sub-contracting is prohibited and performance assessment and monitoring is defined.</i>	RC	1
6.1.1.2.	Are the requirements and restrictions of the customer chemical companies (including spot subcontracting), reflected in the subcontracting written process? <i>Assessor: No HCDG are sub-contracted.</i>		1
6.1.2.	Fully integrated road transport subcontractors/drivers (FIS)		
6.1.2.1.	Are the fully integrated subcontractors used by the assessed company listed in an approved subcontractors/drivers list?		-
6.1.2.2.	Are written procedures in place to ensure that fully integrated subcontractors/drivers are covered in each part of the company's management system?	RC	-
6.1.3.	Non-integrated road transport subcontractors		
6.1.3.1.	Are the non-integrated subcontractors used by the assessed company listed in an approved subcontractors/drivers list? <i>Assessor: The list of approved sub-contractors is sorted by Coates depot.</i>	RC	1
6.1.3.2.	Does the assessed company hand out a driver manual as defined in 11.3.1 to drivers of non-integrated subcontractors or check that the subcontractor's handbook is consistent with its own ?		1
6.1.4.	Unplanned spot services by road transport subcontractors		
6.1.4.1.	When the assessed company has to deploy unplanned resources in the supply chain, are the minimum service requirements documented and requested of these road transport companies?	RCimp	-
6.2.	Performance monitoring of subcontractors		
6.2.1.	Performance criteria for Road Transport subcontractors		
6.2.1.1.	Is there a written agreement with each road transport subcontractor (FIS and non integrated subcontractors) that contains the requirements and standards relating to the following criteria:		
6.2.1.1a.	- compliance with all relevant national and international regulations and laws ? - operating licenses consistent with the activities and operations ? - drivers/operators holding valid ADR licenses/certificates? - working/driving hours compliance and keeping records? - drugs and alcohol policy ? - appointment and fulfilment of the duties of the DGSA? - vehicle inspection and testing? - adequate driver selection? - comprehensive insurance coverage ? - PPE/ emergency equipment? - security provisions as required by applicable legislation ? <i>Assessor: All of these requirements are listed in the sub-contractors handbook, which forms part of the agreement. A DGSA appointment is only required, if the sub-contractor transports ADR goods.</i>		1
6.2.1.1b.	- hose monitoring and testing ?	RCimp	-
6.2.1.1c.	- implementation of Behaviour Based Safety (BBS) on driving and loading/unloading according to the Cefic BBS Guidelines for safe driving and (un)loading?	RC	0
6.2.1.1d.	- Journey Plans including safe and secure vehicle parking?		1
6.2.1.1e.	- carry forward transport and customs documents to all service partners in the chain, including EIR (Equipment Interchange Receipt) if required ? <i>Assessor: Customs documents are not required, as Coates only plan and execute national transports.</i>		1
6.2.1.1f.	- use of emergency number / emergency response capabilities ?	RC	1
6.2.1.1g.	- vehicle preventive maintenance and statutory inspection of transport equipment ? <i>Assessor: The sub-contractor agreement stipulates this.</i>	RCimp	1
6.2.1.1h.	- use of approved tank cleaning stations ?	RC	-
6.2.1.1i.	- compliance with customers site requirements? <i>Assessor: Since the company only transport packaged goods, this only applies to load securing and cleanliness of the cargo compartment as well as any site specific PPE requirements.</i>		1

6.2.1.1j.	- adequate driver training criteria (e.g. product specific training, legal training, customer specific training)?	RC	1
6.2.1.1k.	- sub-subcontracting of haulage? <i>Assessor: Sub-sub-contracting is expressly forbidden.</i>		1
6.2.1.1l.	- handling and reporting of non-conformances (transport events)?	RCimp	1
6.2.1.1m.	- confidentiality of operational and commercial data ?		1
6.2.1.1n.	- has a system to collect data on transport Greenhouse Gas (GHG) emissions ?		0
6.2.2.	Performance monitoring process		
6.2.2.1.	Has the company a documented process for the evaluation and performance monitoring of all its service partners? <i>Assessor: An annual review meeting is conducted with each sub-contractor, which grades: service level; communications; documentation; equipment; driver appearance; responsiveness; customer liaison; training in BBS (if applicable)</i>		1
6.2.2.2.	For all service partners who are SQAS assessed: are they evaluated in their performance on the basis of the following packages :		
6.2.2.2a.	- SQAS Transport Service for all non-integrated road transport subcontractors? <i>Assessor: All sub-contractors are assessed through the annual review meeting. Should accidents or incidents have been recorded, in which the sub-contractor was involved, this would be addressed during the review meeting.</i>	RCimp	0
6.2.2.2b.	- SQAS Warehouse for warehousing services? <i>Assessor: The company does not sub-contract warehouse services.</i>		-
6.2.2.2c.	- SQAS Rail for Rail carriers?		-
6.2.2.2d.	- SQAS Cleaning for cleaning stations ?	RC	-
6.2.2.2e.	- When the SQAS reports for the cleaning stations are analysed, have the questions related to entry into a confined space been checked by the transport company? <i>Assessor: The company transports only packaged goods.</i>		-
6.2.2.3.	When non-integrated road transport subcontractors are not SQAS assessed, is the company using alternative assessment systems to evaluate their performance? <i>Assessor: A sample of sub-contractor assessment files was reviewed and found to be comprehensive. The review meetings are documented. The review of the minutes of safety committee meetings and management review meetings showed that sub-contractor performance is also discussed in these meetings.</i>		1
6.2.2.4.	When SQAS packages are not used, are the following criteria taken into account to evaluate the non-integrated road transport subcontractors?:		
6.2.2.4a.	- legal requirements as defined in section 6.2.1.1.a <i>Assessor: Copies of documents are kept in the sub-contractor file.</i>		1
6.2.2.4b.	- implementation of Behaviour Based Safety (BBS) on driving and loading/unloading according to the Cefic BBS Guidelines for safe driving and (un)loading <i>Assessor: BBS is not an exclusion criterion, as hauliers may have other driver training systems in place.</i>	RC	0
6.2.2.4c.	- drugs and alcohol policy <i>Assessor: self-assessment and part of the sub-contractor handbook</i>		1
6.2.2.4d.	- Journey Plans including safe and secure vehicle parking <i>Assessor: HCDG are not sub-contracted by Coates</i>		-
6.2.2.4e.	- carry forward transport and customs documents to all service partners in the chain, including the EIR (Equipment Interchange Receipt) if required <i>Assessor: As stipulated in the sub-contractor handbook and reviewed during the annual review meeting.</i>		1
6.2.2.4f.	- use of emergency number / emergency response capabilities <i>Assessor: As stipulated in the sub-contractor handbook the sub-contractor would either notify his own traffic office or out of hours contact the HERS number. Coates have a contract with HERS.</i>	RC	1
6.2.2.4g.	- vehicle preventive maintenance and statutory inspection of transport equipment <i>Assessor: Not presently checked/ assessed.</i>	RCimp	0
6.2.2.4h.	- use of approved tank cleaning stations	RC	-
6.2.2.4i.	- compliance with customers' site requirements <i>Assessor: As stipulated in the sub-contractor handbook and reviewed during the annual review meeting.</i>		1
6.2.2.4j.	- adequate driver training criteria (e.g. product specific training, legal training, customer specific training) <i>Assessor: As stipulated in the sub-contractor handbook and reviewed during the annual review meeting.</i>	RC	1
6.2.2.4k.	- handling and reporting of non-conformances (transport events) <i>Assessor: As stipulated in the sub-contractor handbook and reviewed during the annual review meeting.</i>	RCimp	1

6.2.2.4l.	- confidentiality of operational and commercial data <i>Assessor: As stipulated in the sub-contractor handbook and reviewed during the annual review meeting.</i>	1
6.2.2.4m.	- security provisions as required by applicable legislation <i>Assessor: No HCDG are sub-contracted. As stipulated in the sub-contractor handbook and reviewed during the annual review meeting.</i>	-
6.2.2.4n.	- has a system to collect data on transport GHG emissions? <i>Assessor: Not part of the sub-contractor agreement.</i>	0
6.2.2.5.	Does the assessed company retain documented evidence that compliance with the performance criteria :	
6.2.2.5a.	- was verified before the agreement, was signed with each road transport subcontractor and was repeated regularly ?	1
6.2.2.5b.	- is followed-up on a regular basis through dialogue and improvement action programmes with road transport subcontractors selected based on performance review? <i>Assessor: The annual review meeting is this regular dialogue.</i>	1

		Y/N
7.	Equipment: Specification, Inspection, Maintenance, and Calibration	
7.1.	Equipment specification	
7.1.1.	Is there a written specification for the purchase or lease of each vehicle/tank/tank container and associated equipment including the following items:	
7.1.1.a.	- air conditioning ?	1
7.1.1.b.	- roll-over detection warning system ? <i>Assessor: only packaged cargo is transported</i>	-
7.1.1.c.	- interlocking of the fifth wheel coupling? <i>Assessor: mechanical</i>	1
7.1.1.d.	- Electronic Stability Control ?	1
7.1.1.e.	- retro-reflective back and side markings ? <i>Assessor: Only fitted to trailers.</i>	-
7.1.1.f.	- forward distance alert system?	1
7.1.1.g.	- lane departure system?	1
7.1.1.h.	- driver falling asleep guarding systems?	0
7.1.1.i.	- blocking system for communication during rolling?	0
7.1.1.j.	- safe access to all loading/unloading equipment? <i>Assessor: the company does not operate skeleton chassis or transport tank containers.</i>	-
7.1.1.k.	- truck management system ?	1
7.1.1.l.	- remote controlled bottom valve when liquids are transported?	-
7.1.1.m.	- ground operated vent valve? <i>Assessor: no liquid cargo is transported</i>	-
7.1.2.	Is a DIN 80 PN 10 flange available between the outlet valve and the cap of every (un)loading connection?	-
7.2.	Equipment Inspection, Maintenance and Calibration	
7.2.1.	Equipment Inspection and Maintenance	
7.2.1.1.	Is there a documented programme for preventive inspection and maintenance covering the following items:	
7.2.1.1.a.	- tractor units ? <i>Assessor: 6-week intervals</i>	1
7.2.1.1.b.	- trailers ? <i>Assessor: Depending on the age of the trailer the service interval is 8 or 10 weeks.</i>	1
7.2.1.1.c.	- tanks/tank containers ?	-
7.2.1.1.d.	- pumps ?	-
7.2.1.1.e.	- compressors ? <i>Assessor: no compressors fitted</i>	-
7.2.1.1.f.	- tyres ? <i>Assessor: tyres are checked during every service. In addition a tyre service company is retained which would check the trailer and tractor tyres on a monthly basis on a Saturday.</i>	1
7.2.1.1.g.	- earthing points ?	-
7.2.1.1.h.	- twist locks ?	-
7.2.1.1.i.	- cargo securing devices and materials ? <i>Assessor: All of this equipment is checked by the driver daily and he confirms this on his daily start-up check list, which is an app on his smartphone.</i>	1
7.2.1.1.j.	- ADR equipment? <i>Assessor: This is checked daily by the driver and twice annually a detailed check will be conducted by transport office staff and documented.</i>	1
7.2.1.1.k.	- valves and relief valves ?	-
7.2.1.1.l.	- couplings ?	-
7.2.1.1.m.	- gaskets/seals ? <i>Assessor: no liquid cargo is transported</i>	-
7.2.1.1.n.	- gauges ? <i>Assessor: no liquid cargo is transported</i>	-
7.2.1.1.o.	- temperature control units? <i>Assessor: no liquid cargo is transported</i>	-
7.2.1.2.	Is there a written procedure and register in place for the periodic (at least annual) testing of flexible hoses, which includes the following elements :	
7.2.1.2.a.	- compatibility of the hose and cargo ?	-
7.2.1.2.b.	- identification of different types and numbering ?	-
7.2.1.2.c.	- periodic inspection and recording of results ?	-
7.2.1.2.d.	- periodic pressure testing ?	-
7.2.1.2.e.	- electrical conductivity ?	-
7.2.2.	Calibration of Measuring Equipment	
7.2.2.1.	Has the assessed company a register of measuring equipment to be	-

	calibrated?	
	<i>Assessor: The company does not have any measuring equipment in use.</i>	
7.2.2.2.	Are written calibration procedures and records in place, including the identification of the following measuring equipment ?	
7.2.2.2a.	- oxygen meters ? <i>Assessor: The company does not have any measuring equipment in use.</i>	<input type="text" value="-"/>
7.2.2.2b.	- flammable gas detectors ? <i>Assessor: The company does not have any measuring equipment in use.</i>	<input type="text" value="-"/>
7.2.2.2c.	- instruments for measuring concentrations of toxic gases and vapours ? <i>Assessor: The company does not have any measuring equipment in use.</i>	<input type="text" value="-"/>
7.2.2.2d.	- temperature gauges ? <i>Assessor: The company does not have any measuring equipment in use.</i>	<input type="text" value="-"/>
7.2.2.2e.	- tyre pressure gauges ? <i>Assessor: The company does not have any tyre pressure gauge in use.</i>	<input type="text" value="-"/>
7.2.2.2f.	- torque wrenches for tightening wheel nuts ? <i>Assessor: The company does not have any torque wrenches in use.</i>	<input type="text" value="-"/>

8.	Behaviour Based Safety (BBS or equivalent programme)		<input type="text" value="Y/N"/>
8.1.	Behaviour based safety for safe driving		
8.1.1.	BBS Training for Safe Driving		
8.1.1.1.	Is BBS taken into account when reviewing the training requirements of managers and planners ? <i>Assessor: A BBS introduction session is part of the induction training of managers or planners and the employee signs that they have participated.</i>		<input type="text" value="1"/>
8.1.1.2.	Have persons been formally selected and designated as qualified BBS trainers, in accordance with the requirements as defined in the Cefic/ECTA BBS guidelines ? <i>Assessor: An experienced driver trainer has been selected, who is a contractor. An internal trainer has been appointed to train warehouse operatives.</i>		<input type="text" value="1"/>
8.1.1.3.	Has the BBS driver training content (or equivalent system) and format (based on observation, coaching and interactive communication) been developed and is it in line with the Cefic/ECTA BBS guidelines? <i>Assessor: The company is presently on BBS level 2.</i>	RC	<input type="text" value="1"/>
8.1.1.4.	Has the BBS driver training frequency been defined and is it implemented ? <i>Assessor: The regular frequency of BBS training for drivers is three years. If an incident investigation uncovers the need for re-training, this would be taken into account.</i>		<input type="text" value="1"/>
8.1.1.5.	Is a personal BBS-record kept on each driver, including the fully integrated subcontractors, with the observations made on their behavioural skills ? <i>Assessor: All BBS records are kept in the respective driver file, and samples were made available for a review.</i>		<input type="text" value="1"/>
8.1.2.	BBS Results, Analysis and Monitoring		
8.1.2.1.	Are individual results from the BBS training communicated to the driver, preventive actions agreed, recorded and followed-up ? <i>Assessor: The results are communicated during the de-briefing after the assessment, and the driver signs that the results had been communicated.</i>	RC	<input type="text" value="1"/>
8.1.2.2.	Are key performance indicators identified and measured, such as :		
8.1.2.2a.	- accidents and incidents whilst in transit?		<input type="text" value="1"/>
8.1.2.2b.	- accidents and incidents at loading points?		<input type="text" value="1"/>
8.1.2.2c.	- accidents and incidents at unloading points?		<input type="text" value="1"/>
8.1.2.2d.	- Lost Time Injury Rate? <i>Assessor: This is part of the Responsible Care assessment.</i>		<input type="text" value="1"/>
8.1.2.2e.	- Personal Injury Rate?		<input type="text" value="1"/>
8.1.2.2f.	- average days of training per year? <i>Assessor: Documented in the training matrix.</i>		<input type="text" value="1"/>
8.1.2.2g.	- damages ?		<input type="text" value="1"/>
8.1.2.3.	Is an implementation programme in place for the observation and spot checking of drivers in relation to the performance of the driver? Are daily check lists recorded by drivers included in the spot checks? <i>Assessor: The driver BBS spot check, as defined in the guidelines, is not presently included in the BBS programme. The company considers a three year assessment interval as sufficient.</i>		<input type="text" value="0"/>
8.1.2.4.	Are the results and learning outcomes from BBS reflected in the refresher programmes ? <i>Assessor: The regular BBS assessment is defined by the company as the refresher training. The BBS driver refresher and the BBS warehousemen refresher addresses the KPI results.</i>	RCimp	<input type="text" value="1"/>
8.2.	Best Practice Guidelines for Safe (Un)Loading of Road Freight Vehicles		
8.2.1.	Has the management also adopted the Cefic/ECTA guidelines on "Best Practice Guidelines for Safe (Un)Loading of Road Freight Vehicles"? <i>Assessor: The gist of the document has been adopted into the company documentation. Due to the sheer number of delivery sites, these assessments are not always formally documented. The drivers would always conduct a brief assessment of a new site and verbally report this back to the traffic office.</i>	RC	<input type="text" value="0"/>
8.3.	Awareness of all service partners		
8.3.1.	Does the company promote and monitor the implementation of the following BBS principles with its service partners :		
8.3.1a.	- driving?		<input type="text" value="1"/>
8.3.1b.	- loading?		<input type="text" value="1"/>
8.3.1c.	- unloading?		<input type="text" value="1"/>
8.3.1d.	- cleaning?		<input type="text" value="1"/>

9.	Management of transport greenhouse gas (GHG) emissions	<input type="text" value="Y/N"/>
9.1.	Does the assessed company have a system to collect data enabling energy (fuel)-based calculation of its transport GHG emissions for all own trucks whose fuel is paid by the company ?	<input type="text" value="1"/>
9.2.	Does the assessed company have a system to calculate transport GHG emissions (expressed as CO2 equivalent per ton.km) using the data collected in question 9.1? <i>Assessor: The company uses their planning software 'Roadrunner' to calculate GHG emissions. The calculation is based on the information on emissions supplied by the truck manufacturers, Volvo.</i>	<input type="text" value="1"/>
9.3.	Does the assessed company have a system to collect data enabling energy (fuel)-based calculation of the transport GHG emissions from their Fully Integrated Subcontractors (FIS)?	<input type="text" value="-"/>
9.4.	Does the assessed company have a system to calculate the transport GHG emissions of the FISs based on data collected according to question 9.3?	<input type="text" value="-"/>
9.5.	Does the assessed company have a programme to reduce its transport GHG emissions, as per 9.2 and 9.4, that includes the following measures:?	
9.5.1.	Educational	
9.5.1.1.	Are transport planners trained in payload optimisation and empty mileage reduction? <i>Assessor: All transport planners are CPC holders (transport manager) and the issue of payload optimisation and empty mileage reduction is part of the syllabus. In addition, the company showed examples of internal discussions with depot managers and Directors addressing the trip optimisation.</i>	<input type="text" value="1"/>
9.5.2.	Transport equipment	
9.5.2.1.	State-of-the-art trucks?	<input type="text" value="1"/>
9.5.2.2.	Low-resistance tyres?	<input type="text" value="0"/>
9.5.2.3.	Tyre pressure monitoring system (TPMS)?	<input type="text" value="0"/>
9.5.3.	Alternative energy sources?	<input type="text" value="0"/>
9.6.	Does the assessed company collaborate with its customers to reduce transport GHG emissions? <i>Assessor: This issue is not currently being discussed.</i>	<input type="text" value="0"/>

10.	Security		<input type="text" value="Y/N"/>
10.1.	Security in transport		
10.1.1.	Does the company implement measures to ensure the security of the products and transport information throughout the chain of its service partners, including at :		
10.1.1.a.	- depots and vehicle parking?		<input type="text" value="1"/>
10.1.1.b.	- cleaning stations ?	RCimp	<input type="text" value="-"/>
10.1.1.c.	- at the interface with any subcontracted road transport company ?		<input type="text" value="1"/>
10.1.1.d.	- at the interface with intermodal transport?	RCimp	<input type="text" value="-"/>
10.1.2.	Is the handover/transfer of security, with the associated responsibilities, signed and documented ? <i>Assessor: A sample of the documentation attached to recent transport jobs was reviewed to confirm that hand over is signed and documented.</i>		<input type="text" value="1"/>
10.1.3.	Are devices, equipment or arrangements to prevent the theft of vehicles applied and are measures taken to ensure that these are operational and effective at all times ? <i>Assessor: The driver has his own key to lock the vehicle, the spare keys are kept in the office in a safe. The cabin is alarmed when locked. The vehicle can be tracked.</i>		<input type="text" value="1"/>
10.1.4.	Are truck cabs fitted with access control systems ?		<input type="text" value="0"/>
10.1.5.	Are trucks fitted with an engine starting control system ?		<input type="text" value="1"/>
10.1.6.	Are trailers irrespective of the type fitted with security device(s) preventing theft when they are decoupled? <i>Assessor: Drivers are under instruction not to uncouple trailers anywhere else other than Coates controlled depots or service workshops.</i>		<input type="text" value="0"/>
10.1.7.	Where applicable, has the company developed and implemented security provisions for transport of sensitive products (high value products, explosive precursors, chemical weapons precursors or illicit drug precursors)?		<input type="text" value="0"/>
10.1.8.	Is a procedure in place to ensure that security incidents regarding sensitive products are immediately reported to customers and authorities?		<input type="text" value="1"/>
10.2.	Security during handling of High Consequence Dangerous Goods		
10.2.1.	Has a security plan been developed and implemented for High Consequence Dangerous Goods (HCDG) in accordance with section 1.10 of ADR ?	RC	<input type="text" value="1"/>
10.2.2.	Does the company have measures to monitor the movement of HCDG whilst in transit ?		<input type="text" value="1"/>
10.2.3.	Are all fully loaded freight containers, tank containers, truckload and railcars containing HCDGs, sealed and the seal numbers provided separately (electronically or on paper) ? <i>Assessor: For one product, which is transported in aluminium cylinders (abt. 685 kg) is sealed. Any seal discrepancies would be thoroughly investigated. If a fully loaded freight container is received for de-vanning, the condition of the seal would be investigated.</i>		<input type="text" value="1"/>
10.2.4.	Are seal discrepancies for HCDG investigated thoroughly, the shipment rejected if necessary, security personnel notified and extreme care taken if there is evidence of seal tampering ?		<input type="text" value="1"/>
10.2.5.	Are drivers (own and FIS) required to call-in periodically if there is no localization by Electronic Tracking and Tracing Tools (e.g. GPS) available?		<input type="text" value="1"/>

11.	Control of operations		Y/N
11.1.	Customer Interface		
11.1.1.	Do you have information from the chemical customer to effect a safe collection/delivery? This should include as a minimum :		
11.1.1.1a.	- the split of responsibilities agreed between driver and operators at (un)loading site (BBS loading/unloading) ? <i>Assessor: All cargo transported is in packaged form and the driver is not involved in loading or unloading operations, other than strapping down.</i>		1
11.1.1.1b.	- handing in the ECD document?		-
11.1.1.1c.	- site access requirements including PPE? - checking the leakproofness of the closing devices after (un)loading ? - the documents accompanying the (un)loading process (before/during/after) ? - equipment requirements? - cargo securing ?		1
11.1.2.	Is there a written proof of the management commitment to support the driver according to the "Best Practice Guidelines for Safe (Un)Loading of Road Freight Vehicles " <i>Assessor: The SULID document is presently not in use.</i>		0
11.2.	Planning and Communication		
11.2.1.	Order Planning and Processing		
11.2.1.1.	Is there a written procedure for transport order processing , segregation of goods and vehicle scheduling ? <i>Assessor: A sample of documentation was reviewed. The maintenance schedule is adhered to. Tractors are serviced over the weekend, when Coates does not schedule trips, and the trailers are serviced with the driver waiting.</i>		1
11.2.1.2.	Has the company a documented process to control its services from loading point to delivery at the final consignee ? <i>Assessor: A sample of documentation was reviewed.</i>		1
11.2.1.3.	Are all customer instructions and requirements followed through the complete supply chain?		1
11.2.1.4.	Does the planning section communicate relevant information and instructions to the driver/subcontractor, including, but not limited to : - route criteria (including approved parking locations, tunnel codes) ? - additional national transport regulations in other countries (for international transport) ? - consignor/consignee details ? - product compatibility (multi loads) ? - product compatibility (previous loads) ? - customer specific HSE requirements? <i>Assessor: The transport planners communicate the necessary information to the driver. The company only transport nationally. Any segregation requirements would be communicated.</i>		1
11.2.1.5.	Does the company have, for all journey's exceeding 4,5 driving hours, a Journey Risk Assessment system in place that supports the driver to manage his journey, via a documented Journey Plan that contains the authorized route, known route hazards, safe and secure vehicle parking and authorized rest stops? <i>Assessor: The driver handbook instructs the driver, and the company has conducted a risk assessment which concluded that drivers should plan the route themselves and this includes stopping for breaks.</i>		0
11.2.1.6.	Are there written procedures in place to ensure that the maximum allowable weight in the various countries is not exceeded? <i>Assessor: Coates only conduct national transports.</i>		-
11.2.1.7.	When drivers are requested by consignors or consignees to draw a sample from the top of the vessel, is there a written procedure to provide feedback to the consignor or consignee, and that this communication is followed up?	RC	-
11.2.1.8.	When drivers are requested by consignors or consignees to work on top of the vessel and no (proper) fall protection is available, is there a written procedure to provide feedback to the consignor or consignee, and that this communication is followed up?	RC	-
11.2.1.9.	When drivers are requested by consignors or consignees to discharge a bulk truck or container directly into Drums or IBCs, is there a written procedure to provide feedback to the consignor or consignee and that this communication is followed up?	RC	-
11.2.1.10.	Do you receive and forward to all of your supply chain partners all the necessary instructions for multimodal shipments?		-
11.2.2.	Tank Cleaning		
11.2.2.1.	Have all cleaning stations of tankers/tank containers been assessed against SQAS for Cleaning Stations (or equivalent assessment system) ?	RC	-

11.2.2.2.	Has the company analysed the assessment reports of the cleaning stations used and agreed an improvement action plan, with defined responsibilities ?	RC	-
11.2.2.3.	Is it ensured that all the cleaning stations used have permits for the products cleaned ?	RC	-
11.2.2.4.	Is there evidence that relevant information about the previous load is provided to the cleaning station as a formal order?		-
11.3.	Operations		
11.3.1.	Driver instructions (Driver Manual)		
11.3.1.1.	Is there a drivers manual that is distributed to all drivers (own and FIS) in a language they can understand ?		1
11.3.1.2.	Have drivers (own and FIS) been trained in the content of the drivers manual ? <i>Assessor: as part of the induction training, confirmed through interview with a driver</i>		1
11.3.1.3.	Is the drivers manual updated regularly ? <i>Assessor: The manual is up-dated every 12 to 24 months, unless there have been legal changes which would require an amendment.</i>		1
11.3.1.4.	Are there detailed instructions in the available driver manual regarding the following topics?: <ul style="list-style-type: none"> - BBS principles - incident and near miss reporting - use of seat belt - use of company or private mobile phone - use of drugs and alcohol - actions to be taken in an emergency - security - inspection prior to loading - loading procedures - prescribed documentation, including instructions in writing, is on board - safety equipment required by legislation - after loading, verification that the vehicle and load have no obvious defects, leakages, cracks, missing equipment - after loading, verification that the vehicle is not overloaded - after loading, verification that danger labels and markings (orange plates) prescribed for the vehicles, have been affixed (ADR and IMDG goods) - operating/driving restrictions during bad weather conditions ? - actions to be taken if, during the journey, an infringement which could jeopardize the safety of the transport, is observed (ADR goods) - unloading procedures - observation of instructions/practices at loading and unloading sites and reporting of unsafe conditions - use of wheel chocks (to avoid uncontrolled vehicle movement) - defect reporting and rectification system - pre-start checklist - use of standard PPE - fall arrest harness - PPE for special products - entry into confined space? - If the container is used for bulk solids, is it tipped in stages, e.g., one ram at the time, to prevent product surge? <i>Assessor: Since the company only transports packaged goods, the following items are not mentioned in the driver handbook: fall arrest harnesses; entry into confined spaces; tipping of bulk solids.</i>		1
11.3.1.5.	Does the drivers manual contain, in addition, specific detailed instructions for BULK GOODS, regarding : <ul style="list-style-type: none"> - visual inspection of tanks, valves and hoses for cleanliness ? - correct hose connection and valve operation ? - correct operation of any transfer equipment ? - equipotential electrostatic bonding/earthing ? - the use of correct equipment to tighten couplings? - a check on gaskets and seals prior to use? 		-
11.3.1.6.	Does the drivers manual contain, in addition, specific detailed instructions for PACKAGED GOODS, regarding : <ul style="list-style-type: none"> - inspection of the cargo compartment for cleanliness and potential risks (e.g. nails) ? - stowage and cargo securing ? - product compatibility and segregation ? <i>Assessor: These items are addressed in detail.</i>		1
11.3.2.	Pre-Start Checks		
11.3.2.1.	Is a pre-start list filled in by the driver including the following		

items:		
11.3.2.1a.	- inspection of vehicle for damage ?	1
11.3.2.1b.	- lubricating oil level and pressure check ?	1
11.3.2.1c.	- brake operation ?	1
11.3.2.1d.	- condition of tyres ?	1
11.3.2.1e.	- lights ?	1
11.3.2.1f.	- inspection of vehicle for leakage ?	1
11.3.2.1g.	- tightness of wheel nuts ?	1
11.3.2.1h.	- fire extinguishers ?	1
11.3.2.1i.	- every PPE required ? <i>Assessor: Coates have a standard PPE requirement. For one chemical, additional PPE is needed, and the driver would have to collect this from the office before starting and the transport office monitors this.</i>	1
11.3.2.1j.	- wheel chocks ?	1
11.3.2.1k.	- eye wash bottles?	1
11.3.2.1l.	- drain seal and absorption material?	1
11.3.2.1m.	- emergency remote controls on bottom valve?	-
11.3.2.1n.	- no cracks in the front wind screen	0
11.4.	Administration	
11.4.1.	Controls of drivers	
11.4.1.1.	Is the driver (own and FIS) required to keep and to sign a daily worksheet that includes that the vehicle is fit for purpose? <i>Assessor: For the last 2 years, this has been done using a smartphone app. The transport manager monitors this through his online access of the data-base. The records are archived in the online data-base for at least 2 years.</i>	1
11.4.1.2.	Is there a system that checks on the maximum number of driving hours and minimum rests of driver by day/week/fortnight ?	1
11.4.1.3.	Does the company have a system to restrict the driver's use of communication devices during moving (Including message sending, mobile phone, GPS)?	0
11.5.	Temporary storage and internal transfer of packaged goods	
11.5.1.	Does the company have a specific written procedure for the transfer and temporary storage of goods ? <i>Assessor: The 'transit stock' procedure applies, which is part of the warehouse manual.</i>	1
11.5.2.	Are all goods on site stored and segregated as per legal requirements and are the correct product details available during internal transfer and temporary storage ?	RC 1
11.5.3.	Have the employees involved in the transfers of goods received appropriate training and have adequate personal protection?	1
11.5.4.	Is the transfer and temporary storage of liquid materials carried out in an area with an impervious surface ? <i>Assessor: All storage and handling areas are concreted.</i>	1
11.5.5.	Is there a written procedure for cargo securing according to the guidelines? <i>Assessor: The driver handbook contains information material and instructions on cargo securing.</i>	1
11.6.	Transport of dry products including plastics and polymers	
11.6.1.	Is there a written procedure in place which requires the driver to verify if, during loading and unloading, lost pellets are properly removed from the outside of the transport equipment before leaving the loading/unloading site? <i>Assessor: The standard spillage removal procedure is applied.</i>	1
11.6.2.	Are there written instructions and precautions that the driver must take into account when unloading polymers in bulk? <i>Assessor: No plastics are transported in bulk.</i>	-
11.6.3.	Are there written instructions and precautions that the driver must take into account when unloading bulk chemicals by tipping of Silo trucks/ Trailers, Silo Containers and bag-in-box containers? <i>Assessor: No plastics are transported in bulk.</i>	-
11.6.4.	If rotary valve is used for discharge: is it fitted with an interlocked safety guard to prevent access when the blades are in motion? <i>Assessor: No plastics are transported in bulk.</i>	-
11.6.5.	Are all twist locks checked before loading/discharge? <i>Assessor: No containers are transported.</i>	-
11.6.6.	Is the electrical resistance to earth of the earthing wire less than 10 ohms? <i>Assessor: No liquids are transported in bulk.</i>	-

			Y/N
12.	Specific types of Transport Services and their activities		
12.1.	Transfer Terminal for Container/Vehicle operations		
12.1.1.	Does the assessed company have the correct licenses to store and handle any hazardous contents of the transport units intended to be sent there.		-
12.1.2.	Does the terminal meet the customer's and/or the industry specific security requirements ?		-
12.1.3.	Does the terminal's rolling and lifting equipment meet the national legal requirements?		-
12.1.4.	Is there a documented programme for preventive inspection and maintenance for cranes, rolling and lifting equipment?		-
12.1.5.	Is there a documented programme for the training of drivers/operators of cranes, rolling and lifting equipment ?		-
12.1.6.	Is there a segregation plan applied when storing shipping containers? This must include loaded containers, empty uncleaned containers and empty clean containers		-
12.1.7.	Is traffic adequately managed (signs, road marks, flow directions, speed limits) and enforced?		-
12.1.8.	Are effective systems in place to ensure that no unauthorized persons are present in container handling areas ?		-
12.1.9.	Is a maximum stack height of tank containers / containers defined in a written procedure and enforced?	RC	-
12.1.10.	Are unaccompanied transferred units visually inspected for leaks and damage, both on arrival/departure through the EIR (Equipment interchange Receipt) and at regular intervals when temporarily stored?	RC	-
12.1.11.	Is there a containment system for leaks and spillages, which also allows for isolation from site drainage ?		-
12.1.12.	Is a system in place to follow-up the periodical test dates of tanks approved for the transport of dangerous goods ?		-
12.1.13.	Is there a system to monitor the entry and movement of vehicles on the terminal ?		-
12.1.14.	Is there proper fall protection available to work safely on top of tank containers to install portable handrails?		-
12.1.15.	Is the floor where the containers are stored impervious to prevent the possible spills draining through the ground/groundwater?		-
12.1.16.	Is there a procedure requiring regular documented inspection rounds in order to detect deficient flooring?		-
12.1.17.	Does the site have a skid, mobile unit or bunded segregated area to manage the small spillages which cannot be stopped or contained by absorbent materials etc.?		-
12.1.18.	For large spillages and significant loss, does the site have a location or equipment that could hold the "total lost" volume of a container?		-
12.1.19.	Is a written procedure present to evaluate all specific customers' requirements regarding the transfer and temporary storage of goods?		-

		Y/N
13.	Site Inspection and Site operations	
13.1.	Site inspection	
13.1.1.	Is the site properly secured with fences and gates, well lit and not accessible to the general public ? <i>Assessor: The site is properly secured with a wire mesh fence topped with barbed wire, approx. 6 ft. high. The gates are kept open during day time, and can easily be monitored from the traffic office, as well as the CCTV. In theory, members of the general public could enter through the exit gate. On that side of the building, only locked emergency exit doors are located. Staff and drivers would immediately challenge any member of the general public.</i>	0
13.1.2.	Is there a system to monitor the entry and movement of vehicles on site ? <i>Assessor: The traffic flow of vehicles is a well laid-out one way system. All visitors park their car in the visitor car park, and are not allowed to enter the site with their car. The CCTV enables monitoring of vehicle movements.</i>	1
13.1.3.	Are emergency exits marked on buildings and unblocked ?	1
13.1.4.	Are signs for site identification and public safety in place ?	0
13.1.5.	In the event of an emergency, is there an assured method for safe evacuation of all personnel and is this publicly displayed ?	1
13.1.6.	Is the emergency assembly point clearly displayed?	1
13.1.7.	Is there a site lighting system ?	1
13.1.8.	Is the site paved according to the requirements and the activities that are taking place ?	1
13.1.9.	Is the condition of roadways and parking area of an acceptable and safe standard ?	1
13.1.10.	Are there designated walkways away from truck traffic ?	1
13.2.	Site operations	
13.2.1.	Is there a documented programme for preventive inspection and maintenance covering the following items :	
13.2.1a.	- site compressed air system ? <i>Assessor: not fitted on site</i>	-
13.2.1b.	- storage tanks (including fuel) ? <i>Assessor: The fuel storage tank is externally inspected every time fuel is delivered. The inspection is conducted by the delivery driver and documented on the delivery document. There is no record of an internal inspection of the tank or the inner surfaces of the bund.</i>	0
13.2.1c.	- electrical installation ? <i>Assessor: The report of the last 5-yearly inspection dd. 9 Jan. 2017 was available for review, no defects listed.</i>	1
13.2.1d.	- fall protection equipment? <i>Assessor: no fall protection equipment is in use on site</i>	-
13.2.1e.	- other equipment subject to regulatory requirements such as elevators, forklift trucks, hoisting equipment, emergency equipment and installations, ...? <i>Assessor: All handling equipment, e.g. gas powered or electric forklift trucks, manual pallet trucks, scissor lifts and forklift lifting attachments are regularly inspected by a qualified insurance surveyor and all documentation is archived in the Zurich Insurance repository.</i>	1
13.2.2.	Are there comprehensive written procedures at the facility including work permit requirements, to ensure safety and to avoid exposure to hazardous materials, for the following operations :	
13.2.2a.	- entry into confined spaces ? <i>Assessor: There are no confined spaces in the warehouse.</i>	-
13.2.2b.	- breaking of containment (pumps/compressors/lines) ? <i>Assessor: The company only transports packaged goods and has no pumps or compressors fitted.</i>	-
13.2.2c.	- hot work ?	1
13.2.2d.	- work on electrical circuits/equipment (lock out system) ? <i>Assessor: The electrical system is standard 240V rated.</i>	-
13.2.3.	Are contractors, working on site other than logistics service contractors, provided with relevant health, safety, security, environmental and CSR information to ensure that on site services are performed safely? <i>Assessor: The CSR policy information is displayed on the induction video screen in the reception lobby, which all visitors and contractor have to watch and sign in the induction handbook.</i>	1
13.2.4.	Are there also comprehensive written procedures / instructions at the facility for the following operations :	
13.2.4a.	- clean up and disposal of chemical spillages ?	1
13.2.4b.	- parking segregation for vehicles carrying different classes of hazardous product ?	-

	Assessor: No tank trucks are parked on site. The company only accepts packaged goods.		
13.2.4c.	- safe loading/unloading practices ?	RCimp	1
13.2.4d.	- cargo securing ?		1
13.3.	Maintenance workshop		
13.3.1.	Are eyewash bottles and safety shower systems available in determined areas within the work area ?		-
13.3.2.	Are caution signs installed (no smoking, eye protection, helmet, etc.) and are staff using the required personal protection equipment ?		-
13.3.3.	Is a fall restraint system in place for workshop operators who carry out repair activities on top of tanks or (tank)containers?	RC	-
13.4.	Bulk Storage Tanks (Fuel, Fuelling Area and Waste Storage)		
13.4.1.	Are the storage facilities approved for the goods stored, identified/labelled accordingly, monitored and maintained? Assessor: The only tank on site is the fuel storage tank, which is labelled. The tank is placed in a bund, with sufficient capacity. A high level alarm is fitted which shuts off the pump of the delivery vehicle. In addition, if the level of the liquid inside changes without the pump operating, and alarm would sound.	RC	1
13.4.2.	Is explosion-proof equipment installed if handling flammables ? Assessor: The fuel storage tank is in the open air, not adjacent to a building.		-
13.4.3.	Is an impervious floor in place at the fuelling area?		1
13.5.	Vehicles and other equipment (trailers, tank containers, IBC's etc.)		
13.5.1.	Are the following items on the vehicles and equipment of an acceptable standard :		
13.5.1a.	- condition of the tyres ? Assessor: During the driver interview, the tyres were visually inspected and found to be in good condition.		1
13.5.1b.	- documentation in the cab ?		1
13.5.1c.	- condition of cargo securing devices ?		1

		Y/N
14.	Handling practices of Food, Food contact Materials and Feed Products	
14.1.	Is the company applying GMP, GMP+ and/or HACCP principles to the operations ?	
14.1.1.	Are there GMP/GMP+/HACCP (or similar) principles as part of the quality system ?	-
14.1.2.	Is there an adequate contamination and degradation prevention written procedure implemented and maintained based upon a risk assessment ?	-
14.1.3.	Does the management of change procedure consider the impact of changes on the final product quality, performance, composition and regulatory compliance status?	-
14.2.	Does the company's personnel policy comply with the special requirements for the handling of Food, Food Contact Materials / Animal Feed Products ?	
14.2.1.	Has the company qualified employees (including administrative personnel) according to a written criteria for the operations of Food, Food Contact Materials / Animal Feed Products?	-
14.2.2.	Have all (including administrative) personnel, involved in the handling and distribution of Food, Food Contact Materials / Animal Feed products been made aware of the health risks.	-
14.2.3.	Is there a person with the specific responsibility, the appropriate education and the appropriate authority to deal with Food, Food(contact) - Feed issues in your company ?	-
14.3.	Are traceability and product conformity issues sufficiently implemented in all processes ?	
14.3.1.	Is the company able to provide full traceability on product origin and product destination and its own operations ?	-
14.4.	Are there written procedures in place and documentation available to ensure consistency of product quality ?	
14.4.1.	Is it ensured that bulk transport equipment and containers received and delivered are properly sealed (if so required)?	-
14.4.2.	Are banned lists for particular products available?	-
14.5.	Are there appropriate precautions taken to avoid cross-contaminations and degradation during operations ?	
14.5.1.	Is it ensured that contamination/cross contamination through transport equipment is prevented ?	-
14.5.2.	Is the water and the disinfection products that comes into contact with the food, food contact materials / animal feed materials of a proven suitable quality?	-
14.5.3.	Is each piece of equipment designed and used in a manner that minimizes the potential for contamination or degradation of the product with lubricants, coolants, metal fragments, or other extraneous materials e.g. from pressurized air ?	-
14.6.	Are there adequate and appropriate hygiene measures maintained ?	
14.6.1.	Are sufficient hygiene measures documented, implemented, validated and maintained for personnel, cleaning, warehouses and transportation?	-
14.7.	Are written procedures in place for product complaint handling, product recall and incident management?	
14.7.1.	Is there a product complaint handling/non conformity procedure?	-
14.7.2.	Is there a product recall procedure?	-
14.7.3.	Is the product recall procedure tested?	-
14.8.	Are written procedures in place for internal audits?	
14.8.1.	Is there a documented plan for internal auditing of all areas, referenced to the GMP/GMP+ and HACCP questionnaire?	-
14.9.	Are appropriate loading and unloading written procedures in place ?	
14.9.1.	Is there a procedure in place that requires the driver/operator to open only one tanklid at a time during loading ?	-
14.10.	Is the entire equipment in contact with products designed to protect product quality?	
14.10.1.	Is the loading equipment in contact with products dedicated, or, are validated cleaning procedures applied between loadings ?	-
14.10.2.	Is the unloading equipment in contact with products dedicated, or are validated cleaning written procedures applied between unloadings ?	-
14.10.3.	Is all the equipment in contact with products identified ?	-
14.10.4.	Is all the equipment in contact with products capped and/or properly stored after the operation, according to written procedures ?	-
14.10.5.	Does the assessed company seal all valves and openings after loading ?	-

14.10.6.	Does the assessed company seal all valves and openings after cleaning ?	<input type="text" value="-"/>
14.11.	Are there appropriate written procedures in place in relation to Animal Feed?	
14.11.1.	Is there a written procedure in place for the cleaning regime in accordance with the GMP+ Animal Feed product database requirements?	<input type="text" value="-"/>
14.11.2.	Is there a written procedure in place on how to work with the GMP+ Animal Feed Product Database and its updates?	<input type="text" value="-"/>
14.11.3.	Is there a written procedure in place for the order planning in accordance with the GMP+ Animal Feed product database requirements?	<input type="text" value="-"/>
14.11.4.	Is there a written procedure in place to establish the Animal Feed product category of a new product to be transported?	<input type="text" value="-"/>
14.11.5.	Does the company have a written procedure in place to follow the GMP+ Animal Feed required steps, that would allow the re-use of cargo compartments, incl. tanks, after the carriage of any product included in the list of forbidden products?	<input type="text" value="-"/>

Comment of assessor:

Comments of assessed company:

Improvement Action Program:

Website reference: ---

Updated on: