



## **WELCOME TO EV CARGO**

### **INDEX**

- 1.0 GENERAL INFORMATION – ALL CONTRACTS**
  - 1.1 Key Performance Indicators (KPI) & Targets**
  - 1.2 Pallet Management**
  - 1.3 Returns**
  - 1.4 Edits and Clearance**
  - 1.5 General POD Procedure**
  - 1.6 General Invoicing Guide**
  - 1.7 Health & Safety**
  - 1.8 Drugs & Alcohol Policy**
  - 1.9 Security**
  - 1.10 Food Safety**
  - 1.11 Pest Control in Warehousing Operations**
  - 1.12 EV Cargo Solutions Terms & Conditions & Appendix 1**
- 2.0 NFT OPERATIONS OVERVIEW**
- 3.0 MARS OPERATIONS OVERVIEW**
- 4.0 MARKS AND SPENCER OVERVIEW**
- 5.0 REFRESCO OPERATIONS OVERVIEW**
- 6.0 WHIRLPOOL OPERATIONS OVERVIEW**
- 7.0 AB INBEV OPERATIONS OVERVIEW**
- 8.0 ACCROL OPERATIONS OVERVIEW**
- 9.0 CYT OPERATIONS OVERVIEW**
- 10.0 GRACE FOODS OPERATIONS OVERVIEW**
- 11.0 ARDAGH GLASS OPERATIONS OVERVIEW**

## **WELCOME TO EV CARGO SOLUTIONS**

As a supplier to EV Cargo Solutions it is important that you understand and adhere to our procedures, enabling us to fulfil our responsibilities to our customers.

We have therefore produced this guide to help our Carriers understand what we expect of them. It covers the following areas:

- General information for all contracts
- Key Performance Indicators & Targets
- Edits, Clearances
- Returns
- PODs
- General invoicing guide
- Health & Safety Guide
- Goods-in-Transit Insurance requirements
- Security
- Food Safety
- Pest Control

### **1.0 GENERAL INFORMATION FOR ALL CONTRACTS**

- All delays must be notified to EV Cargo Solutions immediately whether on route to, or on site at, collection depots and customer delivery sites
- All collection and delivery arrival times are +/- 30 minutes of the booked time, unless otherwise stated
- All loading slots are subject to availability. Carriers must advise preferred collection time and either live load or stand trailer.
- Drivers must check all loads at the collection point to ensure the stock is safe to travel
- Drivers must request that seals are broken so that inspections can be carried out; if necessary the load will be re-sealed before the driver leaves the collection point
- Any refusal by depots to comply with a drivers request to break a seal must be communicated to EV Cargo Solutions for immediate resolution
- All refusals must be notified to EV Cargo Solutions before leaving delivery site. Out of hours deliveries to be notified by 09:00hrs next day
- All PODs must be fully completed and all stock accounted for before the driver leaves site
- The driver is responsible for ensuring the pallet count is correct, securing loads and curtains. NB: Multiple pallets may be loaded in one stack. Internal straps are required on certain contracts
- Trailers must be clean and suitable for the goods being carried and free from dirt, debris and odours at all times. Care must be taken when planning groupage loads so that chemicals, soaps and detergents, etc., will not come into contact with food products
- Drivers must check trailers as part of their daily check for the absence of signs of contamination such as pests or broken glass, etc
- **Drivers MUST always apply the parking brake when dropping a trailer**
- Drivers should have enough 'hours' to wait for a minimum of two hours at any collection or delivery point if required. EV Cargo Solutions must be notified before drivers leave site. All associated costs, rebooks and returns are to be negotiated by EV Cargo Solutions with the customer before drivers are authorised to leave site
- All claims for additional costs, demurrage etc. must be agreed at the time of the issue. Evidence may need to be provided to support claims, e.g. digital tachograph printout
- Passengers will not be allowed on any EV Cargo Solutions contract sites (collection or delivery points) unless directly employed by the company or on company business

## 1.1 KEY PERFORMANCE INDICATORS & TARGETS

### 1.1.1 KPI

Contract	On day	On time	Collect
Mars (Key Accounts)	100.00%	100.00%	90%
Mars	98.50%	95.00%	90%
Whirlpool STO	100.00%	100.00%	
Whirlpool (Key Accounts)	99.75%	99.75%	
Whirlpool	97.50%	97.50%	
Grace Foods	95.00%	98.00%	
AB InBev	99.80%	90.00%	80%
CYT	99.00%	98.00%	
NFT	99.00%	98.00%	
ARDAGH GLASS	100.00%	99.75%	
Refresco	99.50%	N/A	
Marks and Spencer	90.00%	90.00%	

### 1.1.2 TARGETS

- PODs -To be returned within 5 days of delivery date.
- Returns - Whole orders to be returned within 2 days of the delivery date
- Part orders to be returned within 7 days of the delivery date
- Clearance information must be sent to EV Cargo Solutions by 12:00hrs day following delivery. To include:
  1. Arrival time at delivery point
  2. Departure time
  3. Case counts
  4. Discrepancy information i.e. product codes and quantities
  5. Reasons for non delivery, i.e. late arrival, refusals

## 1.2 PALLET MANAGEMENT

### 1.2.1 CHEP BLUE PALLETS

All pallet collections from a CHEP site must have the driver wearing the following PPE, failure to have these items available may result in the driver being turned away from site.

- Hard Hat
- Safety Shoes
- High Visibility Jacket

All blue CHEP pallets are to be treated as one way.. Any pallets refused as stock returns must be accounted for and returned to the customer along with the stock as per the returns process. Any pallets that are not accounted for can be charged at the value of £10 per pallet.

If there are any issues with this process, EV Cargo Solutions Admin Department must be contacted immediately.

## 1.3 RETURNS

All refused stock must be returned to our customer within 5 working days. Whole Order Returns (WOR) must be returned within 48 hours. Contact the EV Cargo Solutions Returns Co-ordinator to arrange a booking for the return of all refused stock. Contract requirements are as follows:

**Mars**

- Mars WOR should be returned direct by the carrier to the depot of origin within 24 hours or to Ash Returns Depot near Melton Mowbray within 48 hours.
- The EV Cargo Solutions returns co-ordinator will contact carriers to ascertain the volume of returns, a proforma of everything to be returned must be sent through to the EV Cargo Solutions returns co-ordinator.

**Whirlpool**

- Refusals will be redirected to the nearest Whirlpool satellite depot.

**All other contracts:**

Details of the stock to be returned should be sent to the EV Cargo Solutions Returns Co-ordinator detailing:

- Original delivery references
- Stock codes
- Case counts
- Total pallet quantity.

Returns paperwork will be raised by EV Cargo Solutions. Copies of all PODs should accompany returned goods. Signed receipts for returned goods should be sent to the EV Cargo Solutions Returns Co-ordinator

**1.4 EDITS/CLEARANCES**

- **CLEAN DELIVERIES:** All clearance information must be entered on to KEWILL carrier portal day after delivery. Information should include:
  - Actual date and time of arrival.

Clearance information must be with EV Cargo Solutions by 12:00 the day after delivery - **09:00 for InBev**

- **CLAUSED DELIVERIES:** Information should be reported to EV Cargo Solutions in Excel format to the following email: [clearances@EV Cargo Solutionstransport.com](mailto:clearances@EV Cargo Solutionstransport.com). Information required includes:
  - Actual date and time of arrival.
  - Refused stock codes (off pallet information or delivery notes) & case quantities.
  - Reasons for refusals (damaged, missing, etc), late or other non-conformance.

**\*\*\*Please note: No product descriptions will be accepted\*\*\***

**1.5 GENERAL POD PROCEDURE**

All PODs must contain the customer's signature, printed name and date of delivery

All original PODs, including GRN paperwork must be returned to EV Cargo Solutions within 5 working days of the delivery date. Please see specific requirements in each contract section. Carriers should keep a copy of all PODs for a minimum of two years.

**1.5.1 ABInBev PODs**

ABInBev PODs must be returned within 72 hours of the delivery

## 1.6 GENERAL INVOICING GUIDE

*Please see specific details in the individual Customer Related Processes in the Carrier Information Pack (HIP)*

Delivery charges are calculated from the rate matrix for the relevant contract.

Associate carriers should invoice as per their ratecard or as per the rate quoted on the load confirmation sheet emailed by EV Cargo Solutions.

Invoices must be weekly (Sunday to Saturday) **by delivery date** and **by contract** for the total amount of deliveries undertaken during this week. More than one invoice per week is acceptable but must not contain jobs for different weeks.

**\*\*\*ONE INVOICE PER CONTRACT – NO MIXED CONTRACTS\*\*\***

**\*\*\*INVOICES MUST BE BY DELIVERY DATE – NOT COLLECTION DATE\*\*\***

Invoices should detail –

- ✓ Delivery date
- ✓ Delivery/customer reference number (*e.g. Mars DRQ.....number*)
- ✓ Collection depot (*e.g. Desborough, Skelmersdale, Raunds*)
- ✓ Destination
- ✓ Exceptional cost ID number (if applicable)

Additional costs are covered by the EV Cargo Solutions exceptional cost system which generates a unique number for each cost. This number must be quoted on all invoices with exceptional costs.

*(Exceptional costs are outside of normal contract charges, i.e., returns and rebook rates etc., and must be agreed in advance at the time the cost arises)*

Invoice separately for –

- Returns
- Demurrage
- Fuel surcharge (if applicable)
- Exceptional costs

*(Fuel surcharges will normally be emailed to carriers around the middle of each month once the John Hall price index is received. Surcharge rates can also be obtained by contacting the Finance dept at EV Cargo Solutions after the 15th of each month)*

All invoices must be dated as per the date on the cost sheet, e.g., cost sheet w/e DD / MM / YY  
(Cost sheets are only provided by agreement with EV Cargo Solutions Finance department)

### Common Mistakes

- X Delivery reference numbers omitted
- X Exceptional cost ID to support additional charges on invoice frequently omitted
- X Invoicing more than one contract on one invoice
- X Invoices with more than one weeks work

## 1.7 HEALTH & SAFETY GUIDE

### 1.7.1 INTRODUCTION

At EV Cargo Solutions, Health & Safety is our top priority. When a carrier applies to become a EV Cargo Solutions Associate, they are required to complete a H&S questionnaire. This is scored by the

EV Cargo Solutions H&S manager, who allocates a “pass” or “fail” to each carrier according to the score. There is a higher pass threshold for Partner carriers. Carriers who do not achieve a pass on the questionnaire will be contacted by the EV Cargo Solutions H&S manager to obtain further information. If, following this discussion, a carrier still has significant issues to address they will be given a period of 3 months in which to address them. They will be formally advised in writing of the areas they need to address

Carriers are expected to have certain H&S elements in place, namely:

- A nominated person with responsibility for Health & Safety (ideally with a H&S qualification)
- A written H&S policy (for companies employing five or more people)
- Written generic risk assessments covering the relevant areas of your business for companies employing five or more people (for example, risk assessments covering the drivers’ work, the warehouse, yard and the office environment)
- Risk assessments should cover the risks associated with the following activities:
  - Loading/unloading
  - Coupling/uncoupling
  - Drivers waiting for loads
  - Working at height
  - Reversing
  - Movement of vehicles
- Specific risk assessments are also expected in the following areas, where they apply:
  - Fire prevention
  - Control of Substances Hazardous to Health
  - Manual Handling
  - Welfare of staff
  - Lifting Operations and Lifting Equipment
  - Provision and Use of Work Equipment
- Driver training programme
- Driver manual/Safe Systems of Work
- Accident investigation procedures
- RIDDOR reporting procedures (Reporting of Incidents, Diseases and Dangerous Occurrences)
- Details of how the company keeps up to date with changing H&S legislation
- First aid arrangements
- Details of any H&S prosecutions in the past 5 years
- Personal Protective Equipment worn by drivers

Any queries relating to the above requirements should be addressed to the EV Cargo Solutions H&S Manager

#### **1.7.2 HEALTH AND SAFETY DETAILS FOR EACH CONTRACT AND SITE**

Details of H&S arrangements for delivery and collection sites are provided in the contract-specific part of the Carrier Information Pack (HIP). The vast majority of collection sites have site rules which are available to drivers on arrival, and carriers working for EV Cargo Solutions are expected to observe these rules

#### **1.7.3 MOBILE PHONES & HAND HELD ELECTRONIC DEVICES**

Carriers are required to have a policy covering drivers’ use of mobile phones, or similar hand-held electronic devices, at work in compliance with current legislation.

The following guidelines should be adhered to:

- At no time should a driver attempt to make a call, take any incoming calls or use a mobile phone for any purpose whilst driving which includes times when the vehicle is stationary but the engine is still running.
- Carriers should encourage the use of voicemail where possible
- Drivers should stop to check for messages, or to make calls, at suitable parking places
- Drivers should be made aware that sending or reading text messages whilst driving is prohibited
- Carriers should fit all vehicles in their fleet with completely hands free mobile phone kits.

## **1.8 DRUGS AND ALCOHOL**

Carriers are required to have a company policy in place to deal with drug and alcohol abuse. It should address the following areas:

- The dangers of substance abuse along with the serious consequences for health and safety of employees and the general public
- The prevention of substance abuse and its consequences
- Ongoing education and training to raise awareness of the effects and dangers of substance abuse

As part of the ongoing training employees should be made aware of the following:

- They must not report for work if under the influence of drugs or alcohol
- They may be tested for substance abuse during pre-employment and any medicals
- They may be requested to undergo 'incident' or 'due cause' testing where substance abuse is thought to be a probable cause following an accident/incident, or if behaviour or actions pose an immediate and obvious risk to the safety of others
- They are not permitted to use drugs or alcohol whilst on company business and this includes being away from the company premises during working hours
- That working under the influence of drugs and alcohol will be in breach of the Drugs and Alcohol Policy, which could result in disciplinary action in accordance with the company's disciplinary procedure if found to be in breach of this procedure

## **1.9 SECURITY**

### **1.9.1 OVERVIEW**

Security of loads should be a major consideration for carriers. Drivers should be informed when risks have been identified and training in security should be part of driver induction with refresher courses at regular intervals.

EV Cargo Solutions offers the following advice for carriers (Source: Home Office recommendations for carriers)

### **1.9.2 INSTRUCTIONS TO DRIVERS**

Instruct drivers to:

- **Verify with their transport manager any changes to a delivery address.** EV Cargo Solutions should be informed and will verify these changes with the customer
- Lock and secure their vehicle whenever they leave the cab
- Keep their keys on them when they are away from their vehicle
- Refuel on site before beginning their journey, if that's possible
- Report any irregularity in loading, locking or sealing, or in documents
- Check that their vehicle is correctly loaded

- Avoid routine stops for cigarettes, newspapers and so on
- Keep quiet about the nature of their loads or journeys
- Carry out a Daily Inspection of vehicle and trailer as usual paying particular attention to any damage to curtains or theft of stock when trailer has been parked up overnight

### **1.9.3 RECRUIT THE RIGHT DRIVERS**

It is important that you take on drivers who are honest and reliable, and it is worth putting some effort into finding the right employees. For agency drivers, use only reputable agencies that supply CRB criminal records-checked drivers. Some belong to trade organisations like the Recruitment and Employment Confederation (REC).

- Check references and previous five to ten-year history before you take on a driver.
- Make sure you speak to previous employers. (Don't rely on phone numbers given by the driver.)
- Tell applicants that false details on application forms may lead to dismissal.
- Check that the applicant's licence is valid and check for endorsements before you employ someone, and then at six-monthly intervals afterwards. Drivers should tell you of any changes to their licence as they take place.
- Check if the applicant has any prosecutions pending or is waiting for sentencing by a court.
- For agency drivers, ensure that the agency has carried out all the checks.

### **1.9.4 DRIVER TRAINING**

- Give drivers training in security measures for their vehicle and the company's premises.
- Security should be a daily routine in your workplace.
- Training drivers in the right habits will make security a normal part of their work.
- Check regularly that drivers understand and use the security equipment fitted to their vehicle. The same goes for security equipment on your premises.
- All employees and companies should know their responsibilities for each other in respect of security and company policy.

### **1.9.5 COMPANY POLICY**

- Build security duties and responsibilities into your company's contract of employment. Contracts should make clear that drivers will face disciplinary proceedings or dismissal if they fail to carry out these duties.
- Include your company's security instructions in the driver's introduction to the company and driver's handbook.
- Use tracking systems to provide alerts by geo-fencing high risk areas, routes and loads
- Use photo identification cards for drivers and keep signed photos of all drivers for your personnel records.
- Never disclose information to telephone callers without verifying who they are.

### **1.9.6 SECURE PREMISES**

A quarter of stolen trucks are taken from owners' own premises – that is why premises' security is so vital in fighting theft.

Your local police crime prevention officer will be able to offer you advice on securing your premises. So will your premises' insurer.

When you are planning your premises' security, consider the following areas:

- Perimeter protection (fences)
- Site access and its control (gates)
- Surveillance (lighting and effective CCTV)



- Guards
- Intruder detection
- Visitor control
- Limiting the number of keyholders
- Remote staff vehicle parking
- Vehicle key storage
- Controlled access to loading bays and control systems
- Personnel and vehicle search procedures
- Always make sure that any tools or equipment that may help criminals to steal trucks or loads are securely locked away when not in use.

### **1.9.7 SECURE TRUCK PARKING**

To ensure the safety of drivers and loads it is advisable to use secure truck parks where necessary. Drivers should ensure that they are in a well-lit area and within the scope of CCTV cameras where possible.

#### **Parking at other EV Cargo Solutions Carriers**

Some carriers offer parking at their sites for carriers carrying Mars products. Please ensure that your drivers treat these sites with respect and that they abide by all Health & Safety regulations for that site. See details in Section 3.16 Secure Parking in Mars Operations Overview

### **1.10 FOOD SAFETY**

Stock is sometimes taken into warehouses over the weekend, or refused stock is held until it can be returned to the customer, therefore carriers are required to have the following measures in place:

- A certified Food Grade warehouse
- A vehicle maintenance programme with focus on maintaining clean trailers which are free from any contaminants
- No eating in warehouse premises, on the back of trailer, or in any location where food could become contaminated
- Drivers must check trailers as part of their daily check for the absence of signs of contamination such as pests or broken glass, etc
- Carriers must have a glass policy in place to deal with incidents of broken glass. They should have best practice procedures in place including those for cleaning and inspection of trailers and keeping a broken glass log to ensure that food safety is never compromised.

### **1.11 PEST CONTROL IN WAREHOUSING OPERATIONS**

In order to protect our customers product at all times carriers are required to have adequate procedures in place for the control of pests in their warehouses. The following are guidelines from the Chartered Institute of Environmental Health document – Pest Control Procedures in the Food Industry.

#### **1.11.1 Pest prevention**

The most effective methods of pest prevention are through

- good hygiene
- stock management
- exclusion practices

A pest management programme should be established and maintained

It is important that Senior Management review the pest management programme on a regular basis.

It is recommended that all traps are checked at least once in every 24 hours. It is acceptable for site personnel to inspect the traps on behalf of the pest control company, provided that they are suitably trained and carry out the inspections as laid down by the pest control contractor. These checks should be recorded.

#### **1.11.2 Service contract**

There should be a service contract with a Pest Control company which is a member of a recognised trade association or body

#### **1.11.3 Pest control report**

Inspection reports must be concise and legible and easily retrieved and accessible to relevant personnel.

A typical pest control report will contain as a minimum:

- Treatment date
- Details of the pest control contractor and name of technician servicing the site
- Details of the customer and name of the contact person on site
- Type of visit: scheduled, follow-up, callout, etc
- Pests found
- Action taken

#### **1.11.4 Pest sightings log**

A record should be kept of any pest sightings, including those made by personnel other than those involved in pest management. This can be in the form of a book or a folder where the following information can be logged:

- Name of person making report
- Date and time
- Location
- Pest seen
- Any other relevant information

In addition to entering the sighting in the book, the sighting must be reported to the appointed manager in charge of pest management who will decide on further action. Where a pest control contractor is employed the sighting will normally result in a request for service. In the case of an on-going riddance programme the reports will provide information on the success of the treatment.

#### **1.11.5 Doors**

The loading and unloading of vehicles can mean that pests are able to enter via the loading bays or shutter doors because of the amount of time doors are left open, or because of the inadequate barriers that are in place. Doors should be closed when there is no activity in the area.

Fire exit doors should be constructed of metal, or have sheet metal over their outward facing surface. Rats and mice are easily able to gnaw through the bases of wooden doors and therefore gain access

Pests are opportunists and will make the most of an open door. Exit doors should be a good fit and self-closing

Roll-up doors should be fitted with a flexible bottom “seal” and T extensions to fit rail tracks.

#### **1.11.6 Water**

As rodents and birds rely on a supply of drinking water, sources of free water should be avoided. Seal off any disused water supplies and be aware of any roof leaks or rising damp.

Remove any pools on concrete bases or on flat roofs. Ensure gutters are free flowing and water cisterns are covered.

#### **1.11.7 Training**

Training for on site personnel on the identification and habits of the more common pests of the food industry can be given by the pest control contractor and is best achieved in the form of a brief presentation rather than distribution of literature.

#### **1.11.8 Information posters**

In addition to training sessions the posting of information at sensitive locations such as rest areas and goods-inwards doorways can act as a reminder of the requirements of the Pest Management Programme. These can remind staff of pest related risks and preventive measures such as:

- Door and window disciplines
- Hygiene and housekeeping
- Stock storage and rotation

## 1.12 EV Cargo Solutions Solutions Limited

### Terms & Conditions of Business for Transport Contractors

The following terms and conditions of business apply to the provision of transport services ("the Services") carried out by the above-named Contractor ("the Contractor") for EV Cargo Solutions Solutions Limited ("JSL"). All work carried out is subject to these terms and conditions except to the extent that changes are expressly agreed in writing. These terms and conditions replace any others previously agreed between the Contractor and JSL (together "the Parties"), including RHA and/or UKWA terms and conditions. Nothing in any proposal or correspondence is intended to create a partnership between them as defined by the Partnership Act 1890 or otherwise.

#### 1. Notification of jobs

- 1.1. All orders for Services will be communicated to the Contractor either electronically (by email or other means agreed between JSL and the Contractor) or by fax. The electronic or faxed information provides the complete record of the Services requested by JSL from the Contractor and the price agreed for undertaking the Services.
- 1.2. Communications in a form which cannot be substantiated by evidence in electronic or hard copy format will not be considered in the event of a dispute relating to the Services between JSL and the Contractor.
- 1.3. All delays in the receipt of a request to carry out the Services or in carrying out of the Services by the Contractor must be notified to JSL immediately.

#### 2. Invoicing, exceptional cost authorisation and payment terms

- 2.1. Provided that the Contractor has fulfilled the service and performance criteria in these Terms & Conditions, JSL will pay the Contractor on presentation of a valid invoice any sums owing for the Services in accordance with the payment schedule set out in appendix 1.
- 2.2. The following information must be supplied on each invoice, failing which the invoice will be returned for amendment.
  - Haulier name and address
  - Telephone and fax number
  - VAT number
  - Invoice date and haulier invoice reference number
  - Date of the service performed
  - EV Cargo Solutions job number
  - Name of JSL customer account
  - Collection and delivery details
  - Net and gross values
  - VAT

The Contractor must supply separate invoices for each JSL customer account.

- 2.3. Any exceptional costs over and above the standard tariff agreed for the work, including demurrage/rebook/cancellation charges must be authorised by the issue by JSL of an exceptional cost reference number. All exceptional costs must be notified and agreed at the time incurred. Retrospective claims for additional charges will not normally be accepted by JSL. The exceptional cost reference number must be quoted on the invoice when it is submitted, and clearly include the name of the person at JSL who authorised the exceptional charge.
- 2.4. Payment may be withheld if:
  - 2.4.1. The Contractor has not returned a valid proof of delivery document within the required timescales (as set out in the current Haulier Information Pack (HIP)) which demonstrates all goods have been received by the consignee; or
  - 2.4.2. There are liabilities outstanding to JSL or its customers relating to stock, pallets or other items of and for which the Contractor has taken custody and liability.
- 2.5. JSL reserves the right to contra any monies owed to it by the Contractor (including liabilities relating to customer goods, pallets or other items) from any payments due to the Contractor under these terms and conditions.

#### 3. Operating procedures

- 3.1. The Contractor agrees to undertake the job as notified by JSL and in accordance with JSL's H I P. This document can be found online at: <http://www.EV Cargo Solutionstransport.com/quality.cfm>. The Contractor will be issued, upon request, with log on details to allow access to this documentation.
- 3.2. The Contractor will be notified by email of any updates; the Contractor must comply with future updates unless they notify JSL that they are unable or unwilling to comply.
- 3.3. The Contractor must be compliant with all relevant legislation whilst carrying out work on behalf of JSL.
- 3.4. By signing these Terms and Conditions the Contractor accepts its obligation to provide the Services in accordance with the above-mentioned operating specifications and procedures.

#### 4. Service levels & performance requirements

- 4.1. JSL requires the Contractor to undertake all Services on the day and at the time specified on the job notification and in conjunction with the information supplied in the H I P. This includes the use by the Contractor of the appropriate type of equipment required for individual customers. Any variances to these requirements will be notified to the Contractor by electronic or fax communication.
- 4.2. If the Contractor cannot comply with the day and time requirements specified, they must contact JSL immediately to agree alternative arrangements.
- 4.3. If a consignment fails (i.e. is not accepted by the consignee) due to the Contractor presenting the consignment at a different day or time to that specified, the Contractor will be responsible for re-presenting the consignment to the consignee at an alternative time specified by JSL or returning the consignment to a location specified by JSL. These movements will be undertaken at the Contractor's own cost.
- 4.4. The Contractor must ensure that all pallets, stock, returns etc. are managed in conjunction with the customer-specific requirements stated in the H I P.
- 4.5. The Contractor will be subject to ongoing performance monitoring as part of JSL's Quality Management System. The Contractor will be advised if there are ongoing performance issues and given an opportunity to improve within agreed timescales. If the required improvement does not occur, JSL reserves the right to discontinue engaging the Services of the Contractor.

#### 5. Insurance requirements

- 5.1. The Contractor agrees to have in place appropriate liability insurance to cover any risks involved in any job undertaken for JSL.
- 5.2. In particular, but without limitation, the Contractor must have fully comprehensive Goods in Transit insurance cover (including loading and unloading) sufficient to cover the goods being transported on behalf of JSL. Details of current insurance requirements and per tonne/per consignment limits are shown in appendix 1.

#### 6. Health and Safety

- 6.1. The Contractor must comply with the customer-specific Health & Safety information and instructions supplied in the HIP. Any loss resulting from the Contractor's failure to pass this on to affected staff, or resulting from failure to follow the H&S information provided will be borne by the Contractor, not JSL.
- 6.2. Contractors remain responsible for carrying out their own risk assessments and complying with all other legal responsibilities under Health & Safety law.
- 6.3. The Contractor agrees to indemnify JSL against all costs claims damages or fines levied against JSL as a direct result of breach of the Health & Safety at Work Act 1974 or any subordinate legislation made under powers contained therein including any civil claim for breach of statutory duty under that legislation.

#### 7. Sub-contracting

- 7.1. It is JSL's preference that the Contractor undertakes the provision of the Services directly and avoids sub-contracting. However if it is necessary for the Contractor to sub-contract the Services:
  - 7.1.1 the details of the sub-contractor must be advised to JSL prior to commencement of the Services in order to enable JSL to implement the appropriate measures with its customer.
  - 7.1.2 the Contractor is required to pass all relevant information relating to the Services on to the sub-contractor, including all Health & Safety information and relevant information contained in the HIP.
  - 7.1.3 any loss resulting from failure by the Contractor to pass on relevant information will be borne by the Contractor.
  - 7.1.4 the Contractor shall remain liable to JSL as if the Contractor had performed the job itself.

#### 8. Administration requirements

- 8.1. The Contractor is required to comply with all the administration requirements as set out in the HIP

#### 9. Confidentiality & non-solicitation

- 9.1. The Contractor is under an obligation not to disclose to third parties any information relating to its association with JSL unless it is already in the public domain or permission to disclose to named party/parties has been given in writing by JSL.
- 9.2. The Contractor is expressly forbidden from contacting JSL's customers about commercial arrangements and from soliciting work from the customer directly or indirectly through contacts made whilst working on behalf of JSL.
- 9.3. The Contractor will be liable in damages to JSL for all loss flowing from a breach of this term by the Contractor.

#### 10. Governing law and jurisdiction

10.1.

These terms and conditions of business shall be governed by and construed in accordance with the laws of England and Wales and any dispute arising out of the engagement of the Contractor

or these terms and conditions shall be subject to the exclusive jurisdiction of the English Courts

Appendix 1 to Jigsaw Terms and Conditions											
Additional Charges by Contract											
Haulier											
Contract	Rebooks	Uplifts	Returns	Demurrage	Cancellation	Round Trip	Weekend	Bank Holiday	Ad Hoc	OOH	
Mars	60% FLR - 80% for re-collects	50% >6pmt - with delivery only	60% if WOR returned to the originating warehouse within 24 hours	£20 after 2 hours collection/delivery point	100% by agreement	None	N/A	FL only		None	
Whirlpool											
Bacardi	85% PR	80% PR	85% PR	£35 ph or part thereof after 2 hours	75% if cancelled on day of collection & no suitable alternative given.	180% PR	115%	125%		£35 xd charge within 35 mile radius.	
Grace Foods	85% PR	80% PR	85% PR	£35 ph or part thereof after 2hrs & with prior notification. (coll & del)	75% if cancelled on day of collection & no suitable alternative given.	75% PR	115% FLR	125% FLR		Handball deliveries extra £13.50 per consignment	
ABInBev	75% LR (non haulier fault)	Pre planned as per ratecard. Unplanned see ABInBev charges sheet.	See ABInBev charges sheet.	none	70% of FLR (if cancelled on day of collection & no suitable alternative given)	Pre planned as per ratecard. Unplanned see ABInBev charges sheet.	None	Boxing Day and New Years day only at 50%	See ABInBev charges sheet.		
Ardagh Glass	75% PR	80% PR	75% FLR	£40 ph or part thereof after 2hrs & with prior notification.	80% of PR if cancelled on day of collection and no suitable alternative offered	None	None	115% FLR	None	None	
CYT	80% PR	75% PR	75% PR	£40 ph as follows: 1-3 pallets after 45 mins 4-6 pallets after 1 hour 7-12 pallets after 1.5 hours 13-26 pallets after 2 hours	85%	None	120% FLR	125% FLR		FL rate between 18:01 and 05:59	
NFT	85% (non haulier fault)	100%	75% of the outbound pallet rate (non haulier fault)	£40 ph or part thereof after 2hrs	75% of LR if cancelled on day of collection and no suitable alternative offered	none	to be agreed	to be agreed	none	none	
Accrol	85% of the outbound rate (non haulier fault)	100%	£45 per pallet up to a maximum of 66.66% of the outbound rate	£31.50 or part thereof (in 15 minute increments) Subject to ontime arrival and after 2 hours on site, or after the booking, whichever is the lesser value	(by exception and where no alternative load offered) >12 hours of collection: no charge (unless notified out of hours: 18:00-06:00) 12-4 hours of collection: 66.66% of rate 4-0 hours of collection: 100% charge	none	none	none	none	none	
Refresco	75% of the outbound rate for non haulier fault	70%	70% of the outbound PR	Adhoc - agreed on a case by case scenario after 2hrs with ontime arrival	Adhoc	None	None	None	£45 xd charge	None	

<b>EV Cargo Solutions Solutions Ltd</b>	<b>No. 7.2 Appendix 8</b>	<b>CUSTOMER-RELATED PROCESSES HAULIER INFORMATION PACK</b>
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**Carrier Insurance Confirmation** (Appendix 1 of EV Cargo Solutions Terms & Conditions)

Ref: EV Cargo Solutions Solutions Ltd., Terms and Conditions (section 5.1 & 5.2 Insurance requirements)

Haulage Contractors are required to have in place the appropriate liability insurance to cover any job undertaken for EV Cargo Solutions Solutions Ltd. The Contractor must have fully comprehensive Goods in Transit (GIT) insurance cover (including loading and unloading) sufficient to cover the goods being transported on behalf of EV Cargo Solutions Solutions Ltd. Details of current GIT insurance and per tonne / per consignment limits are listed below.

All goods carried subject to RHA Conditions 1998.

<b>Contract</b>	<b>Requirement</b>	<b>Yes/No</b>
Grace Foods	£1,300 per tonne	
Ardagh Glass	£1,300 per tonne	
Refresco	£1,300 per tonne	

Minimum insurance per contract:-

\* Confirm as per your GIT cover

<b>Contract</b>	<b>Requirement</b>	<b>Yes/No*</b>
Mars	£7,000 per tonne	
Inbev UK	£6,000 per tonne	
Accrol	£2,560 per tonne	
Whirlpool	£50,000 per load (All Risks)	
CYT	£5,000 per tonne	
KNDL Wines	£6,000 per tonne	
KNDL All other	£2,000 per tonne	
M&S	£2,500 per tonne	
NFT	Per load risks	
Sainsburys	£2,500 per tonne	

Please confirm that you have the appropriate GIT cover by signing and returning to EV Cargo Solutions Solutions Ltd

Fax: 01530 838682

NB. This is in addition to receiving your copy insurance policies.

<b>Company</b>	
<b>Position in Company</b>	
<b>Signature</b>	
<b>Printed Name</b>	
<b>Date</b>	

<b>EV Cargo Solutions Solutions Ltd</b>	<b>No. 7.2 Appendix 8</b>	<b>CUSTOMER-RELATED PROCESSES HAULIER INFORMATION PACK</b>
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## 2.0 NFT OPERATIONS OVERVIEW

EV Cargo Solutions collect NFT customer orders from multiple sites across the UK and deliver them onward to NDC's and RDC's. NFT customers include but are not limited to Roxanne, Butchers, Pepsi Co and Heineken.

### 2.1 ORDER RECEIPT & CONFIRMATION

#### 2.1.1 Full & Part Load Orders

- Order are received via email on a D1 for D3 and D1 for D2 basis.
- Orders are received 7 days a week
- Orders are uploaded via the B2B and ebiz into the EV Cargo Solutions Transport Management System (TMS)

### 2.2 ORDER ALLOCATION & CONFIRMATION

#### 2.2.1 Full & Part Load Orders

- Orders will be allocated to carriers according to delivery destination area
- All carriers receive load confirmation via TMS or email
- All carriers are required to return collection date and time as soon as possible
- Loading slots are subject to availability and are based on a pre-determined loading schedule.
- Collection references will be confirmed to all carriers via TMS or email.

### 2.3 LOAD COLLECTION

- Site opening hours
- Carriers must report any issues at collection points to EV Cargo Solutions
- Drivers are responsible for securing loads & curtains
- Average turnaround for loading should be approx 1 hour
- All damage to trailers must be notified to the site duty manager and to EV Cargo Solutions before leaving site
- Trailers must be clean and suitable for the goods being carried and free from dirt, debris and odours at all times.
- Drivers must check trailers as part of their daily check for the absence of signs of contamination such as pests or broken glass, etc
- Pallet labels must not be tampered with or overwritten in any way in order to maintain traceability

### 2.4 LOAD DELIVERY

- Direct and multi-drop loads must be delivered on the pre-advised delivery day at the nominated booking time.
- All issues that may cause a delivery to miss the agreed delivery window **MUST** be advised to EV Cargo Solutions prior to the booking
- Drivers must report any delivery issues/discrepancies to EV Cargo Solutions whilst still at the delivery point
- All delivery notes must be signed by the delivery location prior to driver departing the site
- Drivers must ensure pallet paperwork is completed and report any discrepancies from the delivery point

<b>Revision Level :4</b>	<b>Page 15 of 78</b>	<b>Date: 7<sup>th</sup> July 2021</b>
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- Drivers must only deliver to the address on the paperwork. If drivers are requested to take goods to anywhere other than this address they must contact their transport office. The carrier must request authorisation from EV Cargo Solutions

## **2.5 HEALTH & SAFETY GUIDANCE – DELIVERIES AND COLLECTIONS**

- Drivers must wear safety shoes and a high visibility jacket or vest. Some sites require additional PPE, see section below
- Drivers must observe all site safety guidance displayed at sites visited, including any site rules, directional arrows, speed limits and signage
- Drivers must take great care when coupling and uncoupling, ensuring that the trailer handbrake is on to avoid the serious risks associated with a “runaway” trailer
- Drivers must take great care when moving around site on foot to avoid being struck by another moving vehicle. Drivers should use safe walkways where possible and wait only in safe areas
- Reversing should be kept to a minimum and great care should always be taken
- Drivers must ensure that the load is secure for transit prior to departure
- Drivers must report any injuries to the site contact and seek first aid/assistance if required. They should also contact their depot and advise the nature of the problem
- Drivers are not permitted to tamper with or use any equipment on site
- Drivers must observe all smoking restrictions
- Collection/delivery sites have restrictions relating to the carriage of passengers which must be observed
- Carriers must carry out a Risk Assessment for the likelihood of drivers/warehouse personnel sustaining an injury due to broken glass

## **2.6 DELIVERY CLEARANCES**

- All carriers delivering for NFT on behalf of EV Cargo Solutions **must adhere** to the following:
- All exceptions to the above delivery process, e.g. late/failed deliveries, transit damage etc., must be reported to EV Cargo Solutions at the time of occurrence
- All issues with loads at Customer delivery points must be reported and resolved before driver leaves site
- Clearance information must be with EV Cargo Solutions by 12:00 the day after delivery
- CLEAN DELIVERIES: All clearance information must be entered on to KEWILL carrier portal day after delivery. Information should include:
  - Actual date and time of arrival.
- CLAUSED DELIVERIES: Information should be reported to EV Cargo Solutions in Excel format to the following email: [clearances@EV Cargo Solutionstransport.com](mailto:clearances@EV Cargo Solutionstransport.com). Information required includes:
  - Actual date and time of arrival.
  - Refused stock codes (off pallet information or delivery notes) & case quantities.
  - Reasons for refusals (damaged, missing, etc), late or other non-conformance.

**\*\*\*Please note: No product descriptions will be accepted\*\*\***

## **2.7 PODs**

- All PODs should be returned to EV Cargo Solutions within 5 working days of delivery



- Partners should retain copies of all paperwork for 2 years

## **2.8 RETURNS**

- All refusals of stock must be reported to EV Cargo Solutions before the driver leaves the customer premises
- Full load refusals must be returned to the originating depot within 2 working days
- Part load refusals must be returned within 7 working days of the original delivery date or payment for return is not applicable
- All returns must be returned to the site of origin and **must have a copy of the delivery note and returns manifest attached to individual pallets**
- Drivers must obtain a receipt note for all goods returned to NFT sites
- Site return notes should be sent to the Returns Co-ordinator at EV Cargo Solutions

## **2.9 PALLETS**

NFT use CHEP pallets for all customer deliveries

All pallet collections from a CHEP site must have the driver wearing the following PPE, failure to have these items available may result in the driver being turned away from site.

- Hard Hat
- Safety Shoes
- High Visibility Jacket

All blue CHEP pallets are to be treated as one way. Any pallets refused as stock returns must be accounted for and returned to the customer along with the stock as per the returns processes. Any pallets that are not accounted for can be charged at the value of £10 per pallet.

If there are any issues with this process, EV Cargo Solutions Admin Department must be contacted immediately.

## **2.10 INVOICING**

- Delivery charges are calculated from the rate matrix for the relevant despatch site
- Carriers should invoice as per the TMS system load rate or as per the rate quoted on the load confirmation sheet emailed by EV Cargo Solutions.
- A weekly breakdown of costs will be circulated (to Partners only) by EV Cargo Solutions quoting the Trip Number
- Partners should check that weekly breakdown of costs statements are accurate and raise a separate weekly invoice (Sunday to Saturday) by despatch site for the total amount of all deliveries undertaken in this week. Invoices should detail each load stating delivery date, collection depot, destination(s) and cost, quoting the Trip Number from the Kewill system
- Associate carriers should invoice per the TMS system load rate or as per the rate quoted on the load confirmation sheet emailed by EV Cargo Solutions.
- Invoices must be weekly (Sunday to Saturday) **by delivery date** for the total amount of deliveries undertaken during this week. More than one invoice per week is acceptable but must not contain jobs for different weeks.
- Exceptional costs must be agreed in advance and invoiced separately quoting the Trip Number

## **2.11 FOOD SAFETY**

Stock is sometimes taken into warehouses over the weekend, or refused stock is held until returned to the customer, therefore carriers are required to have the following measures in place:

- A certified Food Grade warehouse
- A vehicle maintenance programme with focus on maintaining clean trailers free from any contaminants
- No eating in warehouse premises, on the back of trailer, or in any location where food could become contaminated
- Trailers must be swept before presenting them at the collection depot. Induction training for drivers should include a Safe Working Practice when they encounter broken glass. Carriers should adopt best practice procedures for dealing with glass breakages including procedures for cleaning and inspecting trailers and keeping a broken glass log to ensure that food safety is never compromised.

## **2.12 PEST CONTROL**

In order to protect our customers product carriers are required to have adequate procedures in place for the control of pests in their warehouses. Guidelines from the Chartered Institute of Environmental Health document – Pest Control Procedures in the Food Industry – can be found in Section 1.11 of this document.

Stock is sometimes taken into warehouses over the weekend, or refused stock is held until returned to the customer, therefore carriers are required to have the following measures in place:

- A certified Food Grade warehouse
- A service contract with a recognised pest control company
- A pest sightings log
- Training on pest control for relevant staff
- Well maintained buildings (no gaps under doors, holes in doors/walls, etc.)

## **2.13 GOODS IN TRANSIT INSURANCE**

The cover required is £2,000 per tonne

## **2.14 DEPOT INFORMATION**

<b>Tayto Corby</b> Bibby Distribution Max Park, Unit 2 Bangrave Road NN17 1NN  Open 24/7	<b>Roxanne Lichfield</b> Hangers 3, 4, 5 WOOD End lane Fradley WS13 8EL  Open 0600 mon -1400 Sat 1000 – 1600 Sunday	<b>Butchers Crick</b> Dockham Way Crick NN6 7TZ  Open 24/7
<b>Grole 1</b> Imperial Imperial Road Leicester LE8 6BB  Open 24/7	<b>Heineken Derby</b> Kuehne Nagel Derby Commercial Park Derby DE21 7BH  Open 24/7	<b>Pepsi Co Coventry</b> Siskin Drive Coventry CV3 4PW  Open 24/7
<b>Pepsi Co Leicester</b> Madeline Road		

<b>EV Cargo Solutions Solutions Ltd</b>	<b>No. 7.2 Appendix 8</b>	<b>CUSTOMER-RELATED PROCESSES HAULIER INFORMATION PACK</b>
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Leicester LE4 1BS  Open 24/7		
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## 3.0 MARS OPERATIONS OVERVIEW

### 3.1 OVERVIEW

Mars UK consists of Mars Petcare, Mars Confectionary, Mars Food, Mars Sugar and Mars Symbioscience. The businesses, combining confectionery, main meal and petcare products, is a major player in the UK's food processing sector with such well-known brands as Dolmio, Mars, Pedigree, Snickers, Uncle Ben's, Whiskas

Collection depots are at Desborough and Melton Mowbray.

The main delivery points are distribution centres and cash and carry outlets. Deliveries may also include co-packers, and inter depot transfers.

### 3.2 ORDER RECEIPT & CONFIRMATION

#### 3.2.1 Full & Part Load Orders

- Orders are confirmed Day 1 for Day 2 and Day 1 for Day 3 delivery seven days per week.
- Orders will either be received pre-booked or will be booked in with the delivery point by EV Cargo Solutions prior to allocation to partners

EV Cargo Solutions consolidates part load orders by area where possible according to bookings obtained. Customers occasionally request an order to move from the original planned delivery date. On occasion EV Cargo Solutions may request that an order move on a day with both the customer and account handlers consent, if there is low volume going to an area which can not be consolidated

### 3.3 ORDER ALLOCATION & CONFIRMATION

#### 3.3.1 Full & Part Load Orders

- Orders will be allocated according to delivery destination area
- Orders and load rates are communicated verbally with carriers and confirmed via EV Cargo Solutions Transport Management System (TMS) or e-mail
- All carriers are required to confirm acceptance as soon as possible
- The carrier should confirm the collection time, type of vehicle and request Stand Trailer or Live Load requirements with EV Cargo Solutions

### 3.4 LOAD COLLECTION

#### Melton Mowbray

- Stand trailers can be collected 24/7. Live loading is carried out between 22:00hrs Monday and 06:00hrs Saturday. Live loads outside of these times are available by arrangement
- If an empty stand is unavailable 4 hours before the slot or the load is not collected within 4 hours after the slot, the collection is classed as Late
- Live loads – the driver must arrive within one hour of booked collection time on Transwide
- Loads must not be collected more than 16 hours before the first booked delivery time

<b>Revision Level :4</b>	<b>Page 19 of 78</b>	<b>Date: 7<sup>th</sup> July 2021</b>
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- Arrive on time to collect all loads. Contact EV Cargo Solutions immediately with details of collection delays
- The driver must quote the collection reference number
- Trailers must be clean and suitable for the goods being carried and free from dirt, debris and smells at all times. Care must be taken when planning groupage loads so that soaps and detergents, etc., will not come into contact with food products. Trailers must be swept before presenting them at the collection depot. Induction training for drivers should include an SWP when they encounter broken glass
- Drivers must check trailers as part of their daily check for the absence of signs of contamination such as pests or broken glass, etc
- Stand trailers must be empty except for safely stacked Chep pallets that can be left on trailers
- Curtain sided vehicles are preferred. Box vehicles and trailers can only be used by negotiation
- Average turnaround for live loading is one hour. If loading is delayed the carrier is obliged to wait for two hours. After this, pulling out is at the discretion of EV Cargo Solutions
- Drivers are responsible for ensuring pallet counts are correct, ensuring that the load is both secure and intact. Internal straps must be provided. NB: Multiple pallets may be loaded in one stack.
- All damage to stock noted upon collection must be reported to the duty manager at the site, and to EV Cargo Solutions, before leaving site
- Passengers (including children) are not allowed on site
- Pallet labels must not be tampered with or overwritten in any way in order to maintain traceability

**Desborough**

- Live loads or stands trailers can be booked to collect 24/7
- Pre-loads must be collected within 4 hours of the booked slot on Transwide
- If an empty stand is unavailable 4 hours before the slot or the load is not collected within 4 hours after the slot, the collection is classed as Late
- Live loads – the driver must arrive within one hour of booked collection time on Transwide
- Collections should not exceed 16 hours before the first booked delivery time
- Arrive on time to collect all loads. Contact EV Cargo Solutions immediately with details of collection delays
- The driver should quote the collection reference number
- Trailers must be clean and suitable for the goods being carried and free from dirt, debris and smells at all times. Care must be taken when planning groupage loads so that soaps and detergents, etc., will not come into contact with food products
- The warehouse will provide all delivery documentation
- Rigid, boxes and tautliners are allowed (**height limit 4.6m**). The depot loading must be advised in advance when a vehicle under 7.5t is to be used. NB: Some Mars delivery locations will not accept deliveries on box trailers
- Carriers must report any issues at the collection point to EV Cargo Solutions, or to the gatehouse at Desborough
- Average turnaround for loading should be approx 1 hour
- If there is a delay in loading the carrier must wait for two hours. After this, pulling out is at the discretion of EV Cargo Solutions by negotiation with the customer
- Trailers are rear loaded
- Drivers are responsible for ensuring pallet counts are correct, ensuring that the load is both secure and intact. Internal straps must be provided. NB: Multiple pallets may be loaded in one stack.
- All damage to stock noted upon collection must be reported to the duty manager at the site, and to EV Cargo Solutions, before leaving site

- Passengers (including children) are not allowed on site
- Pallet labels must not be tampered with or overwritten in any way in order to maintain traceability

### **3.5 LOAD DELIVERY**

- Direct, multi-drop and groupage loads must be delivered on the pre-advised delivery day at the nominated booking time +/- 30 minutes. Any orders that are not delivered prior to 23:59 on the day of delivery are classed as a Failed Load, regardless of delivery time. The exception is Sainsbury orders, which are classed as a Failed Load if they arrive after 22:59 on the day of delivery (Sainsbury orders booked at, or after, 23:00 are classed as belonging to the following day's schedule)
- Drivers should be planned to accommodate tipping times of up to 2 hours for all deliveries.
- The exception is Tesco, Asda Chepstow & Morrison Bridgwater; drivers need 2.5 hours tipping time.
- All issues that may cause a delivery to miss the agreed delivery window **MUST** be advised to the Customer Service Team at EV Cargo Solutions in advance of the occurrence
- Drivers must report any delivery issues/discrepancies whilst at the delivery point
- All delivery notes must be signed by the delivery location prior to the driver departing the site
- Drivers must only deliver to the address on the paperwork. If drivers are requested to take goods to anywhere other than this address they must contact their transport office. The carrier must request authorisation from EV Cargo Solutions
- Care must be taken when planning part loads so that soaps and detergents, etc., will not come into contact with food products

### **3.6 COLLECTIONS & DELIVERIES DURING SUMMER MONTHS**

Carriers collecting ex Mars depots need to be aware that loads left standing in direct sunlight will cause heat damage to the product. During hot periods the depots will refrain from loading stands and live loading is preferred. Carriers are requested to:

- Arrive on time to collect stand trailer loads
- Contact EV Cargo Solutions immediately with details of collection delays
- Be aware that stand trailers may not be loaded and JIT loads may need to be live loaded, therefore allow plenty of time to load and go
- Stock must be kept on the trailer for the minimum amount of time, and if necessary, taken into carrier's warehouses, in order to protect the product.
- Advise drivers not to park trailers in direct sunlight where possible
- If there is a need to overnight the vehicle it must be parked in the shade during daylight hours

Morning collections will be loaded overnight onto stands whilst it is still cool but daytime collections will be live loaded.

### **3.7 HEALTH & SAFETY GUIDANCE – DELIVERIES AND COLLECTIONS**

- Drivers must wear safety shoes and a high visibility jacket or vest. Some sites require additional PPE, see section below
- Drivers must observe all site safety guidance displayed at sites visited, including any site rules, directional arrows, speed limits and signage
- Drivers must take great care when coupling and uncoupling, ensuring that the trailer handbrake is on to avoid the serious risks associated with a "runaway" trailer
- Drivers must also follow all on-site procedures (for example, key control and/or vehicle chocking) relating to safe loading techniques in order to avoid the serious risks associated with a "drive away" incident, where a trailer is pulled off the loading bay whilst still being loaded

- Drivers must take great care when moving around any site on foot as there is a risk of them being struck by another moving vehicle. Drivers should use safe walkways where possible and wait only in safe areas
- Reversing should be kept to a minimum and great care should always be taken
- Drivers must ensure that the load is secure for transit prior to departure
- Drivers must report any injuries to the site contact and seek first aid/assistance if required. They should also contact their depot and advise the nature of the problem
- Drivers are not permitted to tamper with or use any equipment on site
- Drivers must observe all smoking restrictions
- Many sites have restrictions relating to the carriage of passengers or pets which must be observed

### **3.8 SITE SPECIFIC HEALTH & SAFETY INFORMATION**

#### **Melton Mowbray - Asfordby Storage & Haulage**

**PPE:**

- Safety footwear and high visibility clothing must be worn

**Site rules:**

- Speed limit is 5mph.
- Engines must be switched off.
- Drivers may not enter the warehouse.
- Red airlines must be disconnected during loading and only re-connected when instructed to do so by the warehouse staff.
- Vehicles should sound alarm when reversing into warehouse canopies and Car Park locations and always keep between the guidelines provided

#### **Desborough**

**PPE:**

- Safety footwear and high visibility clothing must be worn

**Site rules:**

- Always **STOP** at security to sign in and out
- Always adhere to the speed limit for the site. Be observant for pedestrians and other vehicles.
- There are both one-way and two way traffic routes at the various sites. Follow the direction signs at all times. Be aware that shunters may travel the opposite way whilst carrying out their duties.
- Hi-viz vests and safety footwear must be worn at all times on site.
- Always park vehicles in designated parking bays only.
- Upon arrival, take your paperwork to the site gatehouse. Wait there until you are informed of your loading/unloading destination.
- You may only pull onto the dock when instructed to do so and the green external light is showing. If the light is red or there is no light showing, stop and return to the gatehouse to report the fact.
- Do not drive round yard with doors open.
- Once safely onto the dock, turn the engine off, and remain in your cab.
- Follow traffic light system at all times
- Red light – vehicle must not be moved under any circumstances
- Green light – vehicle may be moved slowly away from the loading bay
- Use of site MHE or dock levelers is **STRICTLY FORBIDDEN**.
- Before pulling off the bay, check for moving traffic and for pedestrians especially directly in front of your vehicle. If barn doors fitted, pull forward and close them, do not drive with them open.
- When it is clear to pull off the dock follow the 2-way traffic system.

- **Fire / Emergency Evacuation Procedures** - On hearing the continuous siren, evacuate the building by the nearest fire exit. **DO NOT** move your vehicle unless instructed to do so by site personnel. If you do not need to move your vehicle, proceed to the fire assembly points shown on your gatepass. If requested to move your vehicle, do so ensuring it is parked in a safe manner and not causing an obstruction.
- **Smoking on Site** - Once you enter the site, you may only smoke in authorised areas (**No smoking at all during emergency procedures**). If you need to access these areas, please beware of moving traffic on the circuit road and MHE in other areas.
- **Security** - You and your vehicle may be searched at any time whilst on our premises.
- **Accidents** - If you have an accident on site, report it immediately to a member of staff who will contact a First Aider and a Supervisor. An investigation will be carried out and you are obliged to assist.
- **Toilet Facilities** - These are available at security. If you need to access these areas, please beware of moving traffic on the circuit road.
- **Passengers & Minors (Under 18 years of age)** – Passengers & minors are not allowed on site.

## **SITE SAFETY RULES AND REGULATIONS FOR DRIVERS**

1 Bear Way, Magnetic Park, Harborough Road,  
Desborough, Northants, NN14 2WB  
Issued July 2013



Always adhere to the speed limit of 10mph for the site. Failure to do so may result in you being refused the access to the site in the future. Your haulier will also be notified



There is a two-way traffic route on site. Follow the directional signs at all times except when reversing up to a loading bay. Hazard warning lights are to be used when reversing.



Always give way to reversing vehicles, pedestrians, shunters and forklifts.



Always park vehicles where you have been instructed. If there is already a vehicle in your designated place, please report back to the gatehouse.



Always **STOP** at the barriers at the gatehouse and report to the Gatehouse before entering and leaving site.



No unauthorised passengers, children (under 18 years of age) or animals allowed on site.



Smoking is strictly prohibited on site except in designated areas.



High visibility jackets must be worn at all times. If you do not have your hi-vis vest on you will not be booked in.

### **IMPORTANT**



If a red light is showing you must not under any circumstances attempt to move your vehicle onto or off the bay.

If a green light is visible you are clear to move slowly away from the loading bay.

Always re-check lights as you pull away. (lights on right hand side of bay)

**All drivers must strictly comply with these rules.  
Any driver found not complying will be refused the access to the site in the future.**

1. While on site be aware of the potential hazards such as water, electricity, gas and traffic at all times. **DO NOT** get involved in any

13. When parking up an empty trailer ensure that the doors are left in the open position and secured. It is the responsibility of the driver to ensure

other activities, except those relating to you, your vehicle and your load. In case of a problem report to the Gatehouse immediately.

2. Always adhere to the speed limit of 10 mph for the site. Be observant for pedestrians and other vehicles at all times.

3. There is two way traffic routes on site. Follow the direction signs at all times. Be aware that shunters may travel the opposite way whilst carrying out their duties as may forklift trucks.

4. Hi-viz vests and safety footwear must be worn at all times on site. You will not be booked in or allowed on site if you are not wearing your Hi-viz vest.

5. You may only pull onto the bay when instructed to do so and the green external light is showing. The lights are located on the right-hand side of the vehicle. If the light is red or there is no light showing, stop and return to the gatehouse to report the fact.

6. Trailer doors **MUST NOT** be opened except when moving onto or off a bay, or when parking up and empty trailer.

7. Once safely on the bay, turn the engine off. If needed always use walkways provided. Always take the shortest route to get to the walkway.

8. **DO NOT** pull off the bay until you see the traffic light is green.

9. Use of the site Manual Handling Equipment (MHE), dock levelers or bay doors is **STRICTLY FORBIDDEN**.

10. Before pulling off the bay, check for moving traffic (remember to look in both directions) and for pedestrians especially directly in front of your vehicle. If the trailer doors are fitted, pull forward and close them, do not drive with them open.

11. When it is clear, pull off the bay, turn to the left and follow the two way traffic system.

12. No breaks may be taken on site unless authorised on an individual basis by a Shift Manager.

that the trailer brake is applied when dropping any trailer.

14. Aggressive and/or abusive behaviour will not be tolerated. Any instances which occur will be fully investigated and may result in you being refused the access to the site in the future. Your haulier will also be notified.

15. The procedure for airline uncoupling or disconnecting is: Red line, Yellow line then Electric lines.

16. The procedure for airline coupling or connecting is: Yellow line, Red line then Electric lines.

**Fire / Emergency Evacuation Procedures** – On hearing the siren, **DO NOT** move your vehicle unless instructed to do so by the site personnel. If you do not need to move your vehicle, proceed to the fire assembly point C (refer to the Site Map provided at the back). If requested to move your vehicle, do so ensuring it is parked in a safe manner and not causing an obstruction - then return to the assembly point.

**Smoking on Site** - Once you enter the site, you may only smoke in authorised area (refer to the Site Map provided at the back). **NO SMOKING ALLOWED DURING EMERGENCY PROCEDURES**. If you need to access the area, please be aware of moving traffic on the circuit road and MHE in other areas, stay on the walkway provided.

**Security** - You and your vehicle may be searched at any time whilst on our premises.

**Accidents** - If you have an accident on site, report it to the Gatehouse immediately. An investigation will be carried out and you are obliged to assist.

**Toilet Facilities** - These are available at the Gatehouse. If you need to access these areas, please be aware of moving traffic on the circuit road at all times, use walkway provided.

**Children (Under 18 years of age)** - Children are not allowed on site.

### 3.9 DELIVERY CLEARANCES

- Any exceptions to the above delivery process, e.g. late/failed deliveries, transit damage etc. must be reported to EV Cargo Solutions at the time of occurrence.
- CLEAN DELIVERIES:** All clearance information must be entered on to TMS carrier portal day after delivery. Information should include:
  - Actual date and time of arrival.
- CLAUSED DELIVERIES:** Information should be reported to EV Cargo Solutions in Excel format to the following email: [clearances@EV Cargo Solutionstransport.com](mailto:clearances@EV Cargo Solutionstransport.com). Information required includes:
  - Actual date and time of arrival.
  - Refused stock codes (off pallet information or delivery notes) & case quantities.
  - Reasons for refusals (damaged, missing etc), lates or other non-conformance.

### 3.10 PODs

- All PODs should be returned to EV Cargo Solutions within 5 working days
- Batches of PODs sent should include a summary of what is present. Any discrepancies will be queried on receipt and this will form a proof of receipt of that POD
- Partners should retain a copy of all paperwork for 2 years

### 3.11 RETURNS

- All refused stock must be reported to EV Cargo Solutions before the driver leaves the customer premises
- The driver should inform his company operator if a load or part load is refused; they in turn should inform the EV Cargo Solutions Customer Services Team whilst the driver is on site
- Whole order returns should be returned direct by the carrier to Melton Mowbray within 48 hours.
- The EV Cargo Solutions returns co-ordinator will contact carriers to ascertain the volume of returns, a proforma of everything to be returned must be sent through to the EV Cargo Solutions returns co-ordinator.



- Drivers will receive a site return note which the carrier must return to EV Cargo Solutions
- A copy of the POD must accompany returns

### **3.12 FOOD SAFETY**

Stock is sometimes taken into warehouses over the weekend, or refused stock is held until returned to the customer, therefore carriers are required to have the following measures in place:

- A certified Food Grade warehouse
- A vehicle maintenance programme with focus on maintaining clean trailers which are free from any contaminants

No eating in warehouse premises, on the back of trailers or in any location where food could become contaminated

- Drivers must check trailers as part of their daily check for the absence of signs of contamination such as pests or broken glass, etc
- Trailers must be swept before presenting them at the collection depot. Induction training for drivers should include a Safe Working Practice when they encounter broken glass. Carriers should adopt best practice procedures for dealing with glass breakages including procedures for cleaning and inspecting trailers and keeping a broken glass log to ensure that food safety is never compromised.

### **3.13 PEST CONTROL**

In order to protect our customers product at all times carriers are required to have adequate procedures in place for the control of pests in their warehouses. Guidelines from the Chartered Institute of Environmental Health document – Pest Control Procedures in the Food Industry – can be found in Section 1.11 of this document. Carriers are required to have the following measures in place

- A service contract with a recognised pest control company
- A pest sightings log
- Training on pest control for relevant staff
- Well maintained buildings (no gaps under doors, holes in doors/walls, etc.)

### **3.14 PALLETS**

All pallet collections from a CHEP site must have the driver wearing the following PPE, failure to have these items available may result in the driver being turned away from site.

- Hard Hat
- Safety Shoes
- High Visibility Jacket

Mars use CHEP pallets for all customer deliveries

All CHEP pallets are to be treated as one way. Any pallets refused as stock returns must be accounted for and returned to the customer along with the stock as per the returns processes. Any pallets that are not accounted for can be charged at the value of £10 per pallet.

If there are any issues with this process, EV Cargo Solutions Admin Department must be contacted immediately.

### **3.15 INVOICING**

- Carriers should invoice as per the TMS system load rate or as per the rate quoted on the load confirmation sheet emailed by EV Cargo Solutions.
- A weekly breakdown of costs will be circulated (to Partners only) by EV Cargo Solutions quoting the Trip Number
- Partners should check that weekly breakdown of costs statements are accurate and raise a separate weekly invoice (Sunday to Saturday) by despatch site for the total amount of all deliveries undertaken in this week. Invoices should detail each load stating delivery date, collection depot, destination(s) and cost, quoting the Trip Number from the Kewill system
- Associate carriers should invoice per the TMS system load rate or as per the rate quoted on the load confirmation sheet emailed by EV Cargo Solutions.
- Invoices must be weekly (Sunday to Saturday) **by delivery date** for the total amount of deliveries undertaken during this week. More than one invoice per week is acceptable but must not contain jobs for different weeks.
- Exceptional costs must be agreed in advance and invoiced separately quoting the Trip Number

### 3.16 KPIs

- Information concerning performance should be provided the next normal working day after delivery

### 3.17 SECURE PARKING

#### **Parking at other EV Cargo Solutions Carriers**

In an effort to create a safer network some carriers offer parking at their sites for carriers carrying Mars products who cannot get to their normal secure parking area. Please ensure that your drivers treat these sites with respect and that they abide by all Health & Safety regulations for that site.  
You should contact the depots direct:

#### **Jack Richards & Son, Northwich**

Contact Jason Ball Depot Manager on 01606 351 222 (jason@jackrichards.co.uk)

#### **Jack Richards & Son, Wisbech / Fakenham**

Contact Oli Mitchell Depot Manager on 01382 863 111 (oliver@jackrichards.co.uk).

#### **Elldis Transport, Consett**

Contact their Traffic Office on 01207 504511 to pre-advise

### 3.18 DEPOTS

<b>MARS</b>	
<b>Desborough</b> Great Bear Ltd Bear Way Magnetic Park Harborough Road Desborough Northants NN14 2WB	<b>Melton Mowbray</b> Ashfordby Storage Ltd Saxby Road Melton Mowbray Leics LE13 1BY

## **4.0 MARKS AND SPENCER OPERATIONS OVERVIEW**

Marks & Spencer Group plc is a major British multinational retailer headquartered in Westminster, London that specialises in selling high quality clothing, home products and food products. EV Cargo Solutions Solutions is responsible for the movement of Beers, Wines and Spirits between the M&S warehousing network.

### **4.1 OVERVIEW**

EV Cargo Solutions Solutions collect the M&S loads out of Bradford and deliver to the following 8 destinations;

- Barnsley
- Bristol
- Crew
- Cumbernauld
- Enfield
- Faversham
- Hemel Hempstead
- Thatcham

We also help with transporting the stock from British Pepper and Harbour Brewing to M&S Bradford. The loads are split in to two categories:

1. Full load (direct deliveries).
2. Multi drop (part load orders load planned by EV Cargo Solutions).

### **4.2 ORDER RECEIPT & CONFIRMATION**

#### **4.2.1 Full & Part Load Orders**

- Orders are sent through to us via the M&S email folder, this should be done once a day, but during busier times orders are sent through up to 3 times a day. These deliveries are for the following day, on a day 1 for day 2 basis.
- To get these files over to TMS we must create a standard B2B template, although any extra orders that are sent throughout the day will need to be manually created on TMS.
- Emails will be sent to M&S to confirm coverage or advise of any coverage issues.
- Every Friday M&S will send an email to predict work for the next 2 weeks.

### **4.3 ORDER ALLOCATION & CONFIRMATION**

#### **4.3.1 Full & Part Load Orders**

- Orders will be allocated according to delivery destination area.
- All Hauliers will receive load confirmation via email by 16:00 including collection references.
- EV Cargo Solutions will need to advise the Haulier of the collection date and time as soon as possible.

- Hauliers should confirm to EV Cargo Solutions whether they require allocated orders to be pre-loaded on a stand trailer or request a time to be live loaded. Loading slots are subject to availability and are based on a predetermined loading schedule. The Planning Team at EV Cargo Solutions will then return collection information back to M&S, via email.
- If a collection time will be missed for any reason by the Haulier, we can discuss with Bradford to see whether this can be loaded on a stand trailer, and then swapped with the empty trailer.

#### **4.4 LOAD COLLECTION**

- Site is open from Sunday 12:00 through to Friday 12:00, for collections.
- Any issues on collection must be reported to EV Cargo Solutions, who will then chase Bradford for an update.
- Hauliers will be given a collection reference, which they will need to quote upon collection. Hauliers that have the same collection each day at the same time will be given the same reference all the time, but Hauliers that aren't used as frequently will be given a different collection reference each time.
- Trailers are rear loaded only.
- Each driver is responsible for securing the loads and the curtains on their trailer.
- The average turnaround for loading is around 2 hours for the collection time.
- All damage to trailers must be notified to the duty manager and to EV Cargo Solutions before leaving site.
- There are facilities on site for overnight parking.
- Passengers are not allowed on site.

#### **4.5 LOAD DELIVERY**

- Direct and multi-drop loads must be delivered on the pre-advised delivery day at the nominated booking time
- All issues that may cause a delivery to miss the agreed delivery window **MUST** be advised to EV Cargo Solutions prior to the booking.
- Drivers must report any delivery issues/discrepancies to EV Cargo Solutions whilst still at the delivery point.
- All delivery notes must be signed by the delivery location prior to the driver departing the site.

#### **4.6 HEALTH & SAFETY GUIDANCE**

- Drivers must always wear safety shoes and a high visibility jacket or vest .
- Further information relating to site-specific guidelines is available in the Haulier Information Pack in the M&S file.

#### **4.7 DELIVERY CLEARANCES**

- All deliveries made for Premier Foods by EV Cargo Solutions **must adhere** to the following:
- Any exceptions to the above delivery process, e.g. late/failed deliveries, transit damage etc. must be reported to EV Cargo Solutions at the time of occurrence.
- Any issues with loads at Customer delivery points must be reported and resolved before drivers leave the delivery point.

- All delivery information detail should be keyed on to TMS on the day after delivery is made. Information required includes:
- Actual date and time of arrival.
- Clean or claused delivery.
- Refused stock codes (off pallet information or delivery notes) & case quantities.
- Reasons for refusals (damaged, missing etc), lates or other non-conformance.

**4.8 PODs**

- All PODs should be returned to EV Cargo Solutions within 5 working days of delivery.
- They are then collated scanned by EV Cargo Solutions and uploaded to TMS.
- The originals are no longer sent to PF. The PODs are available for view on the website for 2 years.
- Partners should retain copies of all paperwork for 2 years.

**4.9 RETURNS**

- There should be no returns on the M&S contract as all stock should be receipted by the receiving depot and then returned via the GIST network if there are any issues.

**4.10 PALLETS**

- No requirements

**4.11 KPIs**

- KPI's are produced and sent over to M&S daily, before 10am.

**4.12 DEPOT INFORMATION**

Marks & Spencer Prologis Park Newhall Way Bradford BD5 8LZ	British Spice Rhosili Road Brackmills NN4 7JE	Harbour Brewing Site B – Tretoil Farm Kirland Bodmin North Cornwall PL30 5BA
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## **5.0 REFRESCO OPERATIONS OVERVIEW**

### **1.0 OVERVIEW**

Refresco are the world's largest independent bottler for retailers and A-brands in Europe and North America. Refresco combine production of retailer brands and contract manufacturing for branded beverage companies on an effective multiuser production platform that benefits from scale advantages and additional services. The Refresco production platform covers over 60 manufacturing sites in Europe, US, Canada and Mexico providing customers with close proximity and reliable service across geographies. The Refresco global supply chain expertise and local innovation capabilities offer an almost unlimited variety of soft drinks, fruit juices and other beverages, manufactured to individual customer specifications and requirements.

The commercial and operational team are based at Kegworth

The main customers are distribution centres and cash and carry outlets. Deliveries may also include co-packers, and inter depot transfers.

### **2.0 ORDER RECEIPT & CONFIRMATION**

#### **2.1 Full & Part Load Orders**

- Orders are confirmed Day 1 for Day 2 and Day 1 for Day 3 delivery seven days per week.
- Orders are received into the system via EDI from the 1<sup>st</sup> B2B messaging hub; these are run through a package called ebiz which performs certain validation checks.
- Orders are then passed into TMS which then performs further validation checks.
- Orders will either be received pre-booked or will be booked in with the delivery point by EV Cargo Solutions prior to allocation to partners.
- SAP generates a collection reference. This reference must be quoted by the driver on arrival at the collection depot.

EV Cargo Solutions consolidates part load orders by area where possible according to bookings obtained. Customers occasionally request an order to move from the original planned delivery date. In this instance, the Refresco account handler responsible for that customer is informed by EV Cargo Solutions Customer Services. Similarly, on occasion EV Cargo Solutions may request that an order move on a day with both the customer and account handlers consent, if there is low volume going to an area, which can not be consolidated.

### **3.0 ORDER ALLOCATION & CONFIRMATION**

#### **3.1 Full & Part Load Orders**

- Orders will be allocated according to delivery destination area.
- Orders and load rates are communicated verbally and confirmed via TMS or e-mail.
- All carriers are required to confirm acceptance as soon as possible.
- The carrier should confirm the collection time, type of vehicle and if it is via a stand or a live load by entering the details into TMS. EV Cargo Solutions will then book the slot on SAP

### **4.0 LOAD COLLECTION**

#### **All Warehouses**

- Live loads or stand trailer collections can be booked to collect 24/7 from most sites with exception weekends at West and Nelson
- Stand Trailer available at West, Kegworth and Wincanton

- Live loads – the driver must arrive within one hour of booked collection time on SAP
- The driver should quote the collection reference number
- Vehicles must be clean, dry and free of taint or debris prior to arrival
- The warehouse will provide all delivery documentation
- Rigid, boxes and curtain sided vehicles are not allowed.
- Carriers must report any issues at the collection point to EV Cargo Solutions, or to the gatehouses
- Average turnaround for loading should be approx 1 hour
- If there is a delay in loading the carrier must wait for two hours. After this, pulling out is at the discretion of EV Cargo Solutions by negotiation with the customer
- Trailers are rear loaded
- Drivers are responsible for ensuring pallet counts are correct, ensuring that the load is both secure and intact. Internal straps must be provided. NB: Multiple pallets may be loaded in one stack.
- All damage to stock noted upon collection must be reported to the duty manager at the site, and to EV Cargo Solutions, before leaving site

## **5.0 LOAD DELIVERY**

- Direct, multi-drop and groupage loads must be delivered on the pre-advised delivery day at the nominated booking time +/- 30 minutes.
- Driver's should be planned to accommodate tipping times of up to 2 hours for all deliveries.
- Any orders that are not delivered prior to 23:59 on the day of delivery are classed as FTA's, regardless of delivery time.
- All issues that may cause a delivery to miss the agreed delivery window **MUST** be advised to the Customer Service Team at EV Cargo Solutions at the time of the occurrence.
- Drivers must report any delivery issues/discrepancies whilst at the delivery point.
- All delivery notes must be signed by the delivery location prior to the driver departing the site.

## **6.0 HEALTH & SAFETY GUIDANCE**

- Drivers must wear safety shoes and a high visibility jacket or vest. All speed limits and site rules must be adhered to.
- Further information relating to site-specific guidelines is available in the Haulier Information Pack in the Mars section.

## **7.0 DELIVERY CLEARANCES**

All deliveries made by EV Cargo Solutions **must adhere** to the following:

- Any exceptions to the above delivery process, e.g. late/failed deliveries, transit damage etc. must be reported to EV Cargo Solutions at the time of occurrence.
- Any issues with loads at Customer delivery points must be reported and resolved before drivers leave the delivery point.
- All delivery information detail should be keyed on to TMS by 12:00 midday on the day after delivery is made including weekends. Information required includes:
  - Actual date and time of arrival.
  - Clean or claused delivery.
  - Refused stock codes (off pallet information or delivery notes)
  - Cases delivered quantities.
  - Reasons for refusals (damaged, missing etc), lates or other non-conformance.

**8.0 PODs**

- All PODs should be returned to EV Cargo Solutions within five working days.
- These are scanned and uploaded to the EV Cargo Solutions website.
- The PODs are available for view on the website for 2 years.
- Batches of PODs sent in by carriers should include a summary of what is present. Any discrepancies will be queried on receipt and this will form a proof of receipt of that POD.
- Partners should retain a copy of all paperwork for 2 years.

**9.0 RETURNS**

- All stock that is refused must be reported to EV Cargo Solutions before the driver leaves the customer premises.
- The driver should inform his company operator if a load or part load is refused.
- They in turn should inform the EV Cargo Solutions Customer Services Team whilst the driver is on site.
- The EV Cargo Solutions returns co-ordinator will contact carriers to ascertain the volume of returns, a proforma of everything to be returned must be sent through to the returns co-ordinator.
- Drivers will receive a site return notes which the carrier must return to EV Cargo Solutions
- A copy of the POD must accompany returns

**10.0 PALLETS**

- All blue CHEP pallets are to be treated as one way.  
All pallet collections from a CHEP site must have the driver wearing the following PPE, failure to have these items available may result in the driver being turned away from site.
  - Hard Hat
  - Safety Shoes
  - High Visibility Jacket

**11.0 INVOICING**

- Delivery charges are calculated from the pallet rate matrix for the despatch site.
- Partners should check that weekly breakdown of costs statements are accurate and raise a separate weekly invoice (Sunday to Saturday) by despatch site for the total amount of all deliveries undertaken in this week. Invoices should detail each load stating delivery date, destination(s), trip reference, collection depot, exceptional cost trip number and the Mars OD number.
- Associate carriers should invoice as per the rate stated on the load confirmation sent by EV Cargo Solutions.
- Separate invoices should be raised for returns, demurrage, fuel surcharge and ex costs.

**13.0 KPIs**

- KPIs are required by Refresco on a weekly basis. These include measures on-time collection and delivery as well as measures of outstanding stock, oldest outstanding stock and number of physical adjustments. Information from carriers concerning performance should be provided the next normal working day after delivery.



**14.0 DEPOTS**

<b>External Warehouse</b>	<b>Address</b>
JBT	41, Inchmuir Road, Whitehall Industrial Estate West Lothian EH48 2EP
Bibby (Sainsbury PCC)	Bibby Distribution, Tuscany Way, Wakefield Europort, Whitwood West Yorkshire WF6 2UA
Grandstand (Morrisons)	Morrisons Grandstand Warehouse, Kenmore Road Wakefield WF2 0XF
William West	William West Distribution Lows Lane, Stanton-by-Dale Ilkeston, Derbyshire DE7 4QU
Armstrong (Aldi)	Magna 130, Wellington Parkway, Magna Park Lutterworth LE17 4XW
Armstrong (Aldi)	Dc1 Trax Park Decoy Bank South Doncaster DN4 5PD
Brackmills (Sainsbury's)	Great Bear Salthouse Road Northampton Northamptonshire NN4 7EX
Premier (Wrx UK)	Premier House, Oak Road, Wrexham Industrial Estate Wrexham LL13 9PQ
Marinetti (Wrx UK)	Mainetti Uk Bedwell Road Wrexham Industrial Estate LL13 0UT
Wincanton	Wincanton Doncaster Redhouse Rockingham way, Redhouse interchange Doncaster, South Yorkshire DN6 7FB Phone 01132 152000

## **6.0 WHIRLPOOL OPERATIONS OVERVIEW**

### **6.1 OVERVIEW**

Whirlpool Company is a leading global white goods manufacturer with production and distribution facilities both in the UK and Worldwide. All of the logistics operations in the UK are managed by Whirlpool's own organisation "Hotpoint Logistics" who are responsible for all the warehouse activities, satellite cross-dock facilities, bulk transportation and customer service teams.

Whirlpool Company is one of the top three household appliance manufacturers in Europe. Brands include Whirlpool, Hotpoint, Cannon, Ariston and Creda

The company's headquarters are based in Fabriano, Italy. There are several manufacturing locations in the UK supported by regional DCs and seasonal outbases

Loads are split in to four categories:

1. One way full loads (direct customer deliveries planned by Whirlpool)
2. Two way full loads (direct customer deliveries planned by Whirlpool)
3. Multi drop (part load customer orders load planned by Whirlpool)
4. Replenishment full loads "satellite trunking" (direct deliveries planned by Whirlpool)

Whirlpool's transport and customer services are based at Peterborough whilst admin teams are based at each regional DC. EV Cargo Solutions will be operating from 4 Whirlpool locations:

Peterborough  
Raunds

Sharpness  
Yate

This document serves to define the processes, interactions and communication lines across all sites according to EV Cargo Solutions's volume take-on

### **6.2 ORDER RECEIPT & CONFIRMATION**

- Orders are obtained by downloading them from the Whirlpool portal
- All orders are full loads i.e. the subsequent updates to orders will be shipment numbers and final unit quantities and should not affect the initial orders unless loads are cancelled due to stock issues
- All orders will be communicated to Carriers via EV Cargo Solutions Transport Management System (TMS) or email

### **6.3 LOAD COLLECTION**

- All issues for collection of loads must be communicated directly to EV Cargo Solutions
- Loads are collected by the driver quoting the shipment number (in the case of multiple numbers any one should be sufficient). Quoting the destination & booking time will be helpful
- Drivers must report to the gatehouse upon arrival and sign in where they will be directed to the transport office to collect the paperwork
- The Transport personnel will ask the driver for the trailer number
- Any obvious damage to trailers that prohibits loading must be notified to EV Cargo Solutions. There are security cameras in operation on site that could be used to determine liability for damages
- Live Load and Stand Trailer loading options are available but restrictions apply. There is a duty shunter on site available to shunt EV Cargo Solutions stand trailers during opening hours
- Mixed trailers i.e. internal heights 2.9m and 2.5m. Each site has **specific trailer height requirements** as follows:

- 2.5m height (minimal) = Peterborough
- 2.9m height (minimal) = Sharpness
- Mix = Raunds
- Double deck trailers and extra-long trailers are used for the Satellite trunking operation
- Box trailers will **not be loaded** unless specifically requested by the customer
- The loading normally takes approximately 2 hours, however, for certain customers there is a re-work requirement i.e. labelling as the stock is loaded. This re-work can increase the loading time to approx. 5 hours. These customers include -
  - DRL
  - Argos
  - B&Q
  - Crangrove
- Loading Slots are booked via EV Cargo Solutions
- There is a complete no smoking policy across all Whirlpool sites (this extends to smoking in cabs)
- Passengers & Minors are not permitted on site
- Pallet labels must not be tampered with or overwritten in any way in order to maintain traceability

### **7.3.1 Trailer Seals**

- Trailers will be sealed with 5 seals on the front and back curtains (on both sides) & back door / shutter
- Stand trailers will be sealed by the loaders
- Live loads will be sealed by the driver
- No vehicle will be allowed out the gate unless sealed
- Drivers may break seals on trailers to check the load and the security guard will reseal at the gatehouse. It is recommended that drivers check the load
- Drivers should ask for the seal to be checked and recorded “seal intact” at the delivery point. This will negate liability for stock issues (shortages etc)

### **6.3.2 Load Security**

- Loads must be strapped (using a minimum of **20 internal straps**) by the loaders on stand trailers and by the driver on live loading
- Loads do not generally move in transit but can move under violent braking or cornering
- Loaded trailers can be left on site but there are no facilities for drivers to night out
- Secure parking is scarce in the Raunds area

## **6.4 SATELLITE TRUNKING**

- The trunks service the Whirlpool Satellite depots with mainly home delivery goods that are promised to the customer on a next day delivery service. Due to the sensitive nature of these deliveries there is a **zero** failure tolerance for all deliveries i.e. 100% on time/on day delivery.
- Trunks will be delivered using double deck trailers where possible to reduce the amount of daily trips; otherwise standard trailers may be used.
- These destinations are serviced daily by EV Cargo Solutions –

Barnsley	Gateshead
Grangemouth	Trafford Park
Southall (Middx)	Plymouth
West Thurrock	Andover

Chepstow

Wednesbury

**6.5 LOAD DELIVERY**

- Direct and multi-drop loads must be delivered on the pre-advised delivery day. If an order specifies a specific delivery window or time this must be adhered to
- Any serious delays which may impact on the delivery should be reported to EV Cargo Solutions prior to delivery time and these should be reported to the EV Cargo Solutions Raunds onsite transport team or EV Cargo Solutions
- Carriers must report to EV Cargo Solutions Raunds onsite transport team or EV Cargo Solutions any delivery issues/discrepancies whilst at the delivery point. Drivers **must not** leave site until discrepancies have been resolved between EV Cargo Solutions and Whirlpool
- Drivers must not leave surplus stock from their delivery at the delivery point. EV Cargo Solutions must be informed and arrangements will be made to take this stock direct to the nearest Whirlpool satellite depot
- If shortages are identified at the delivery point EV Cargo Solutions will need a copy of the relevant POD as soon as possible
- Drivers must wait two hours before pulling out. Authorisation must be gained from EV Cargo Solutions first
- If loads have been loaded in the incorrect sequence by Whirlpool, EV Cargo Solutions must notify Whirlpool when at the first drop to negotiate off-loading and moving remaining stock on the vehicle
- Drivers must only deliver to the address on the paperwork. If drivers are requested to take goods to anywhere other than this address they must contact their transport office. The carrier must request authorisation from EV Cargo Solutions

**6.6 HEALTH & SAFETY GUIDANCE – DELIVERIES AND COLLECTIONS**

- Drivers must wear safety shoes and a high visibility jacket or vest
- Drivers must observe all site safety guidance displayed at sites visited, including any site rules, directional arrows, speed limits (15mph) and signage
- Drivers must take great care when coupling and uncoupling, ensuring that the trailer handbrake is on to avoid the serious risks associated with a “runaway” trailer
- Drivers must also follow all on-site procedures (for example, key control and/or vehicle chocking) relating to safe loading techniques in order to avoid the serious risks associated with a “drive away” incident, where a trailer is pulled off the loading bay whilst still being loaded
- Drivers must take great care when moving around any site on foot as there is a risk of them being struck by another moving vehicle. Drivers should use safe walkways where possible and wait only in safe areas
- Reversing should be kept to a minimum and great care should always be taken
- Drivers must ensure that the load is secure for transit prior to departure
- Drivers must report any injuries to the site contact and seek first aid/assistance if required
- They should also contact their depot and advise the nature of the problem
- Drivers are not permitted to tamper with or use any equipment on site
- Drivers must observe all smoking restrictions
- Many collection/delivery sites have restrictions relating to the carriage of passengers or pets which must be observed

**6.7 ADDITIONAL CARRIER INFORMATION – HEALTH AND SAFETY****OVERVIEW**

The Whirlpool contract consists of a number of different types of haulage movement, which in turn have different Health & Safety implications for drivers

There are trunk collections from the Raunds Distribution Centre, which is in Northamptonshire. These loads are then delivered to the Whirlpool satellite depots at Grangemouth, Gateshead and Plymouth. Other collections of customer deliveries are made from the Whirlpool sites at Yate (Bristol), Sharpness (Gloucester), Raunds, Peterborough. These are then delivered in to retail customers. Finally any returns are delivered to the above sites, plus Heywood, Andover, Barnsley, Tividale, Southall and West Thurrock.

On delivery, trunks are unloaded at their destination with the help of the driver. Drivers are also required to assist with unloading at the retail customers' premises. This document covers the Health & Safety implications of these activities.

### **GRANGEMOUTH, GATESHEAD AND PLYMOUTH**

There is a requirement for drivers to assist in off-loading at these sites. In addition to carriers' own in-house manual handling training, which is a requirement, Whirlpool also offers Product Handling training which can be arranged on request.

### **BARNSELEY**

#### **DRIVER SAFETY RULES – WHIRLPOOL BARNSELEY**

The following site safety rules must be adhered to by all drivers delivering stock on articulated vehicles.

- High visibility jacket or waistcoat and safety footwear must be worn at all times whilst on site
- All vehicles are to be reversed into the warehouse through the furthest bay door
- Before reversing in the driver must ensure that the vehicle is correctly aligned with the door and is straight. Vehicle must not be reversed into the warehouse at an angle.
- Once the vehicle is correctly positioned, get out of the vehicle and walk to the rear to confirm that no one is behind the vehicle. If the blue rubbish bin is within the reversing area ask the warehouse foreman to move it.
- Once happy that the area is clear inform the warehouse foreman that you are about to reverse and ask them to keep everyone clear of the reversing area
- Reverse into the warehouse until the front of the cab is level with the door and stop.
- Switch off the engine.
- Whirlpool warehouse staff must check & break trailer seals before the driver opens the trailer curtains for unloading.
- Once unloading has been completed close the curtains and exit the site.

### **FELIXSTOWE**

#### **DRIVER SAFETY RULES**

- No smoking
- No naked lights
- Beware of pedestrians and other vehicles
- Use hazard warning lights when driving on site
- Speed limit 5 mph
- Use the one way system o clockwise
- Key policy in place
- High visibility jacket or waistcoat and safety footwear must be worn at all times whilst on site
- **HANDBRAKES AND TRAILER BRAKES MUST BE APPLIED**
- Parking on access roads around site is forbidden

**IF AT ANY TIME WHILST REVERSING THE DRIVER FEELS THAT THERE IS A HAZARD OR ISSUE AT THE REAR OF THE VEHICLE THEY MUST STOP AND CHECK BEFORE CONTINUING**

### **UNLOADING AT RETAIL CUSTOMERS**

Twenty percent of retail deliveries on any given day could have a manual handling element as part of the unloading procedure. Please note that deliveries requiring vehicles with tail-lifts will be pre-booked.

### **CARRIER REQUIREMENTS**

Carriers must ensure that suitable and sufficient risk assessments, including the manual handling activities required for this contract, have been carried out. Drivers used on the Whirlpool contract also require manual handling training.

The overall speed limit at all Whirlpool sites of 15mph. Safety footwear and high visibility clothing must be worn.

### **ACCIDENT REPORTING**

Any accidents, incidents or near-misses experienced by staff working on the Whirlpool contract must be reported using the carriers' normal reporting processes. However EV Cargo Solutions requests that any such accidents, incidents or near-misses are also reported to the normal EV Cargo Solutions contacts so we can monitor any accident trends.

### **HEALTH AND SAFETY CONSIDERATIONS FOR DRIVERS**

#### **MANUAL HANDLING**

Correct manual handling is imperative, even for relatively light loads. Wear suitable clothes for lifting, including gloves and safety footwear. Make sure that your movement is not restricted by tight clothing. Protect yourself from back injury by following these good handling techniques:

- Stop and think – where is the load going to be placed? Plan the lift – remove obstructions. Slide the load towards you to get a feel for the weight of the box. If it feels too heavy, ask for help.
- Place the feet – create a stable base for lifting.
- Adopt a good posture – bend the knees (never the back), keep the back straight, lean forward over the load to get a good grip.
- Get a firm grip – try to keep the arms within the boundary formed by the legs.
- Keep it smooth – avoid jerky movements and keep control of the load. Avoid changing grip.
- Use the legs – use the muscles in your thighs to lift the load, and use your bodyweight as a counterbalance.
- Get half way, then stop – consider doing the lift in two sections, especially if it is from floor to shoulder height. Pause and place the load at waist height before starting again with a new grip.
- Move the feet – not your body.
- Keep close to the load – you can carry weight more safely close to the trunk. Avoid holding the load away from you as this puts unnecessary strain on the arms.
- Put down, then adjust – if the load needs to be positioned precisely.

#### **LIFTING WITH PALLET/PUMP TRUCK**

- Always check that the equipment is in good condition and is suitable for the job
- Check that the forks are not damaged, which can lead to injury
- Check that the rated capacity is suitable for the load to be lifted.

- Lean into the direction you are pushing/pulling; watch out for obstructions.
- Beware of turning too sharply, which can cause instability
- Do not mis-use
- Park with the forks in the lowest position and the handle is at the raised position
- Report defects immediately

AVOID the following situations which can cause accidents:

- Load not being on the centre of the forks, travelling on an incline crossways, not being on a smooth surface, lifting with one fork

### **USE OF SACK-TRUCKS**

- Make sure that the sack truck is not damaged and cannot cause damage to the pack or yourself
- Make sure that the product is tilted slightly and under the correct face to allow the sack blade to be inserted below the load
- Observe the stacking instructions and understand the handling symbols on the packaging, which may indicate the correct way to position the product on the truck
- At least 2/3rds of the top stacked product must rest on the back of the truck

### **USE OF TAIL-LIFTS**

Only drivers who have been trained in the safe use of tail-lifts should use them. Working on a tail-lift constitutes working at height (see below). Tail-lifts must be inspected every 6 months by a competent person under the provisions of LOLER (the Lifting Operations and Lifting Equipment Regulations 1998) and be inspected daily as part of the driver's daily checks. Defects must be reported and rectified.

### **WORKING AT HEIGHT**

Drivers standing on the trailer/vehicle bed, back of the unit or tail-lift from which they could fall and be injured - is classed as Working at Height. The following are the general guidelines issued to staff and drivers:

AVOID WORKING AT HEIGHT IF YOU CAN. Don't put yourself at risk.

Plan working at height before you do it. Ensure that things which could increase the risk of a fall are eliminated

#### a) Drivers working on tail-lifts

- Check that the load does not exceed the SWL (Safe Working Load) stated on the tail-lift
- Place any side guards in position before carrying out the operation
- Wear safety footwear
- Avoid walking backwards
- Do not stand too close to the edge
- Take extra care in wet, icy or snowy conditions when the tail-lift can become more slippery
- Use kick plates on the tail-lift designed to stop the load toppling over the edge, and always work within these plates
- Take care with stacked product as a toppled load can lead to a driver falling off the tail-lift

#### b) Drivers working on the trailer bed:

- If safe steps are provided use them instead of climbing up onto the trailer bed
- If you do need to access the vehicle/trailer bed, keep the curtain done up at one side, and stay at this side of the trailer – the curtain provides a barrier to stop you falling
- Keep away from the exposed edge at all times. Allow room to manoeuvre without going near the edge
- ENSURE THAT THERE IS NO FLT MOVEMENT whilst you are on the trailer bed, as this can increase the risk of getting crushed against a post, or shunted off the side.

- Take extra care when working in bad weather, as this can make the trailer/vehicle slippery
- Ensure you are wearing safety footwear to reduce the risk of slipping
- Take care to avoid the risk of the freight becoming a falling object which could injure you or others
- Stay on the trailer bed for as little time as possible
- Ensure that you have safe access and egress; do not jump down

**c) Drivers working on the unit**

- Take care getting up onto the unit; use the steps provided
- Always walk along the designated catwalk
- Always wear the safety footwear you have been issued with, which have non-slip soles and can help to prevent a fall
- Never stand on the fragile parts of the unit (these are normally indicated with a picture of a foot with a line through it, but use your common sense!)
- Take extra care in wet weather when the unit can become slippery
- Take care to ensure that parts of the unit have not become greasy; if they have then clean this up before standing on the unit
- Get down from the unit safely; do not jump.

## **6.8 DELIVERY CLEARANCES**

All deliveries made on behalf of Whirlpool by EV Cargo Solutions must adhere to the following:

- Any exceptions to the above delivery process, e.g. late/failed deliveries, transit damage etc. must be reported to EV Cargo Solutions at the time of occurrence.
- Any issues with loads at customer delivery points must be reported to EV Cargo Solutions and resolved before drivers leave the delivery point.
- Carriers must confirm to EV Cargo Solutions that **all** deliveries have been completed by 12:00 on the day following delivery.
- **CLEAN DELIVERIES:** All clearance information must be entered on to TMS carrier portal day after delivery. Information should include:
  - Actual date and time of arrival.
- **CLAUSED DELIVERIES:** Information should be reported to EV Cargo Solutions in Excel format to the following email: [clearances@EV\\_Cargo\\_Solutionstransport.com](mailto:clearances@EV_Cargo_Solutionstransport.com). Information required includes:
  - Actual date and time of arrival.
  - Refused stock codes (off pallet information or delivery notes) & case quantities.
  - Reasons for refusals (damaged, missing etc), lates or other non-conformance.

## **6.9 PODs**

- Carriers must return all PODs to EV Cargo Solutions within 5 days of delivery. A scanned copy of each POD should be forwarded to EV Cargo Solutions Northampton (details above) within 72 hours and the original should be returned to EV Cargo Solutions EV Cargo Solutions within 5 days of the delivery date.
- Email/Fax PODs within 72hrs
- As a minimum, POD copies should be kept by carriers for a minimum of 2 years.
- There are multiple delivery notes for deliveries and each note needs to be signed, printed & dated.

**\*\* IMPORTANT \*\***

- Suppliers' receipts are not to be accepted as proof of delivery.
- Drivers must not leave site until every delivery note is clearly signed.



- Carriers are liable for stock losses if PODs are not fully completed.
- No stock to be left without a signature on the delivery note supplied by Whirlpool.
- Contact EV Cargo Solutions for advice whilst the driver remains at the delivery point.

## **6.10 RETURNS**

### ***Trunk returns***

- Generally customer returns or good stock notified day one for day three delivery and returned on the return trip to Peterborough NB 'Good' stock may be requested to be taken directly to Raunds.
- Loads are generally not stacked (unless classed as 'good' stock) and trailers are sealed.

### ***Direct Delivery Refusals***

- To be taken directly to nearest Whirlpool satellite depot or back to depot of origin.

### ***Uplifts***

- Any goods to be uplifted are notified with orders.
- Drivers must complete a unit count, check against collection quantities and sign for accordingly.
- Returns are taken to Peterborough, unless otherwise instructed by Whirlpool.
- All refused/returns part loads to be treated as direct full loads.

The following may be requested in return situations:

- Redirecting returns to the nearest carrier depot for redelivery to the customer.
- Redirecting damages to the nearest Whirlpool Satellite depot to assess loss and damage.
- Returning stock from delivery point or carrier depot to back the point of origin.
- All refusals must be returned to requested destination in accordance to the timeframes stipulated by Whirlpool.
- All returns must be returned with a copy of the original delivery notes.
- All paperwork should be sent to EV Cargo Solutions at EV Cargo Solutions.

### **\*\* IMPORTANT \*\***

- All refusals must be notified to EV Cargo Solutions whilst the driver is at the delivery point.
- The driver must remain at the delivery point to await instructions.
- Carriers must **not** take stock off vehicles into carriers' warehouses.
- No other stock to be loaded with Whirlpool stock.

## **6.11 REGIONAL DEPOT INFORMATION**

<b>Depot</b>	<b>Opening Times</b>	<b>Loading</b>	<b>Trailer Requirements</b>
<b>Raunds</b>	Mon 0600 – Fri 2200	ST & LL	Mix. Minimum internal height 2.5m Maximum internal height 2.9m
<b>Peterborough</b>	Mon 0600 – Fri 2200	ST & LL	Minimum internal height 2.5m
<b>Sharpness</b>	Mon 0600 – Fri 2200	ST & LL	High Cube. Maximum internal height 2.9m
<b>Yate</b>	Mon 0700 – Fri 2345	ST & LL	High Cube. Maximum internal height 2.9m
<b>Felxtowe</b>	Mon 0700 – Fri 1600	ST & LL	Mix

**6.12 INVOICING**

- Delivery charges are calculated on a load rate basis from source point to postcode area; all rates relate to full loads only
- Multidrop deliveries are charged on a load rate to the highest paying postcode point plus an additional drop charge
- Carriers should invoice as per the TMS system load rate or as per the rate quoted on the load confirmation sheet emailed by EV Cargo Solutions.
- A weekly breakdown of costs will be circulated (to Partners only) by EV Cargo Solutions quoting the Trip Number
- Partners should check that weekly breakdown of costs statements are accurate and raise a separate weekly invoice (Sunday to Saturday) by despatch site for the total amount of all deliveries undertaken in this week. Invoices should detail each load stating delivery date, collection depot, destination(s) and cost, quoting the Trip Number from the Kewill system
- Associate carriers should invoice per the TMS system load rate or as per the rate quoted on the load confirmation sheet emailed by EV Cargo Solutions.
- Invoices must be weekly (Sunday to Saturday) **by delivery date** for the total amount of deliveries undertaken during this week. More than one invoice per week is acceptable but must not contain jobs for different weeks.
- Exceptional costs must be agreed in advance and invoiced separately quoting the Trip Number

**6.13 GOODS IN TRANSIT INSURANCE**

The cover required is £50,000 per load (All Risks)

**6.14 DEPOT ADDRESSES**

<b>WHIRLPOOL DEPOTS</b>	
<b>Raunds</b> Hotpoint Logistics Warth Park London Road Raunds NN9 6EJ	<b>Sharpness</b> Hotpoint Logistics Unit C Burma Road Sharpness Gloucester GL13 9UQ
<b>Peterborough</b> Hotpoint Logistics Morley Way Peterborough PE2 9JB	<b>Yate</b> Hotpoint Logistics Jackson Works Station Road Yate S17 5HR
<b>Gateshead</b> Hotpoint Logistics Unit 7, Folingsby Park Gateshead NE10 8YF	<b>Grangemouth</b> Hotpoint Logistics Unit 1D, West Mains Ind Est Grangemouth FK3 8YE
<b>Trafford Park</b> Hotpoint Logistics Acheson Way Trafford Park Manchester M17 1GA	<b>Southall</b> Hotpoint Logistics Unit 6/7 Waterway Park Swallowfield Way Rigby Lane Hayes UB3 1EY
<b>Wednesbury</b> Whirlpool Company Unit 4 Britannia Park Trident Drive Wednesbury WS10 7XB	<b>West Thurrock</b> Hotpoint Logistics Unit 3, Trade Link Waterglade Ind Est Weston Avenue West Thurrock RM20 3FJ
<b>Plymouth</b> Hotpoint Logistics c/o FR Hackworthy The Depository Elliott road Plymouth PL4 0SB	<b>Chepstow</b> Hotpoint Logistics Unit 12, Severn Link Dist Centre, Newhouse Farm Ind Estate, Newhouse Farm, Chepstow NP16 6UN
<b>Felixtowe</b> Whirlpool East Anglia Freight Terminal Felixtowe IP11 4HF	<b>Aylesford</b> Whirlpool Unit D Riverside Park Aylesford ME20 6WT

## **7.0 AB INBEV OPERATIONS OVERVIEW**

### **7.1 INTRODUCTION**

AB InBev is a worldwide brewing and drinks distribution company whose brands include Budweiser, Stella Artois, Becks, Leffe, Hoegaarden and many more.

EV Cargo Solutions are undertaking the Logistics operations for the South of the UK and work will include a mixture of stock transfers and customer deliveries

**The EV Cargo Solutions sphere of operations will encompass:**

- Stag Brewery in Mortlake, London
- Magor Brewery in Magor, South Wales
- Bristol Warehouse (operated by CM Downton)
- Sharpness Warehouse, operated by Howard Tenens (also known as Berkeley)
- Samlesbury Warehouse, Preston

### **7.2 ORDER RECEIPT & CONFIRMATION**

Orders are received as follows:

- **D1** (received day 1 for delivery day 2 )
- **D2** ( received day 1 for delivery day 3 )

### **7.3 ORDER ALLOCATION & CONFIRMATION**

- Orders will be allocated according to delivery destination area on a fixed allocation basis.
- Orders are communicated to carriers and confirmed via EV Cargo Solutions Transport Management System (JTMS) or e-mail.
- All carriers are required to confirm acceptance as soon as possible. Delay can affect slot availability
- The carrier should confirm the collection time with EV Cargo Solutions within 1 hour of receipt of orders and include the following information:
  - Stand trailer or Live Load
  - Drivers name
  - Vehicle registration

### **7.4 LOAD COLLECTION (See Site Specific collection details below)**

- Drivers will need to quote the load reference and destination of load.
- For multi-drop loads the driver will need load reference numbers for all drops
- Trailers must be empty with no returns from previous delivery or empty pallets.
- **Straps must be drawn back to the rear of the trailer prior to loading and also when dropping stand trailers**
- Any issues for collection of loads must be reported to EV Cargo Solutions
- Drivers are responsible for securing loads & curtains.
- The driver should arrive +/- 30 minutes of the specified time
- The driver will be given a delivery note and must check & sign for the number and where possible the condition of pallets. Any difference in quantity should be reported to EV Cargo Solutions
- Drivers must check the suitability of the load for transit and secure pallets with loading straps.
- All trailer damage must be reported to the duty manager on site and to EV Cargo Solutions before leaving site.

- In the event of a loading delay carriers should not leave site before notifying EV Cargo Solutions.
- Passengers are not allowed in vehicles entering any ABI sites

**Site Specific Collection details****Stag Brewery:**

- Opening hours: 1800 Sunday to 1800 Friday.
- Times outside of these hours and weekend collections are by negotiation
- Stand trailer and live load. Live loading only between 0600 - 1300
- Trailers are side loaded. **Straps must be drawn back to the rear of the trailer prior to loading**
- Drivers must leave stand trailers with the curtains fully opened.

**Magor Brewery:**

- Opening hours: 24/7
- Live load only (with the exception of core fleet operations)
- Trailers are side loaded. **Straps must be drawn back to the rear of the trailer prior to loading**
- Drivers must leave trailers with the curtains fully opened.
- Drivers must report to the loading office hatch and are not permitted in the loading office

**Sharpness Warehouse:**

- Opening hours: 0600 Monday to 1600 Saturday. Outside these hours by negotiation
- Live load only (with the exception of core fleet operations)
- Trailers are side loaded. **Straps must be drawn back to the rear of the trailer prior to loading**
- Drivers must open curtains fully

**Swindon Warehouse:**

- Opening hours: 0700 to 1700 Monday to Friday. Outside these hours by negotiation
- Live load only (apart from core fleet operations).
- Trailers are side loaded. **Straps must be drawn back to the rear of the trailer prior to loading**
- Drivers must open curtains fully

**Samlesbury Warehouse:**

- Opening hours: 24/7
- Live load and stand trailer operation
- Trailers are side loaded. **Straps must be drawn back to the rear of the trailer prior to loading**
- Drivers must leave trailers with the curtains fully opened.

**LOADS SHOULD ONLY BE PARKED IN DESIGNATED SECURE PARKING AREAS AND SHOULD NOT BE LEFT UNATTENDED**

**7.5 LOAD DELIVERY**

- Direct and multi-drop loads must be delivered on the pre-advised delivery day within +/- 30 minutes of the nominated booking time.
- All issues that may cause a delivery to miss the agreed delivery window **MUST** be advised to EV Cargo Solutions at the time of the occurrence.
- Drivers must report any delivery issues/discrepancies whilst at the delivery point.
- All delivery notes must be signed by the delivery location prior to the driver departing the site.
- In the event of a loading delay carriers should not leave site before notifying EV Cargo Solutions.

- Failed loads must be reported to EV Cargo Solutions as immediately.
- Drivers must only deliver to the address on the paperwork. If drivers are requested to take goods to anywhere other than this address they must contact their transport office. The carrier must request authorisation from EV Cargo Solutions

## 7.6 CUSTOMER DELIVERIES

- Driver Receives delivery note
- Driver delivers to customer
- Customer and driver check the quantity

No of Pallets	Unit of Measure	Quantity Ordered	Quantity Delivered	Customer Check
4	CS	288	288	
10	CS	720	720	

- Driver gets customer signature and fills in time and date boxes

Mr. T. W. H. Green, 100 Capetown Green, Luton LU1 3LS

Customer Signature for Full Goods	<i>T. W. H. Green</i>
Customer Name (Block capitals please)	T. W. H. Green
Time of Delivery	11
Date	15/8/11

- Driver must tick these boxes if the delivery includes empties or is clausured

If orders accepted & deliveries made subject to InBev without exception, all goods remain the property of InBev

Tick box to confirm Customer signature	<input checked="" type="checkbox"/>	IN CASE OF DEL
Tick box if delivery note has been accepted	<input type="checkbox"/>	01453 8

## 7.7 EMPTY KEG MOVEMENTS

- Empty kegs must be collected for the return leg on customer deliveries.
- The quantity collected must be recorded on the POD which has a section on it for the customer to record the quantity and type of keg returned
- Drivers should request empty kegs for return. Kegs should not be mixed on pallets. Pallets must be fit for purpose.
- Customers should complete section on POD denoting quantity and type of keg returned as per instructions from InBev
- The driver must ring Downton Traffic Office at Magor before leaving the collection point and give them clearance details for the delivery and the quantity of empty kegs being collected
- If, for any reason, empties will not be collected for the return leg of the journey the driver will give the reason for this.

## 7.8 COLLECTION OF ULLAGE

- Drivers will be issued with a collection note for Ullage collections and must only collect the quantity stated on this note
- Ullage kegs must be shrinkwrapped and any paperwork must be inside the shrinkwrap when presented on return to depot
- The driver must ring Downton Traffic Office at Magor before leaving the collection point and give them clearance details for the delivery and the quantity of ullage kegs being collected
- If, for any reason, booked ullage will not be collected for the return leg of the journey the driver will give the reason for this.

## **7.9 DELIVERY CLEARANCES**

All deliveries made for InBev by **must adhere** to the following:

- **Any exceptions to the above delivery process, e.g. late/failed deliveries, transit damage, etc. must be reported to EV Cargo Solutions at the time of occurrence. EV Cargo Solutions will now operate 24/7**
- Any issues with loads at Customer delivery points must be reported and resolved **before drivers leave the delivery point**
- Carriers with access to JTMS should key in all delivery information by **09:00** on the day after delivery and this includes:
- **CLEAN DELIVERIES:** All clearance information must be entered on to TMS carrier portal day after delivery. Information should include:
  - Actual date and time of arrival.
- **CLAUSED DELIVERIES:** Information should be reported to EV Cargo Solutions in Excel format to the following email: [clearances@EV Cargo Solutionstransport.com](mailto:clearances@EV Cargo Solutionstransport.com). Information required includes:
  - Actual date and time of arrival.
  - Refused stock codes (off pallet information or delivery notes) & case quantities.
  - Reasons for refusals (damaged, missing etc), lates or other non-conformance.

At each period end EV Cargo Solutions require all clearances on the final Saturday of the period, to include clearances for all deliveries up until 14:00 on the same day.

## **7.10 POD**

- All PODS – **original paperwork** - should be returned to the EV Cargo Solutions POD Administrator at EV Cargo Solutions within 72 hours / **3 working days** of the delivery. Payment will be withheld until documentation is received.
- Partners should retain all paperwork for 7 years.

## **7.11 RETURNS**

- All stock that is refused must be reported to EV Cargo Solutions before the driver leaves the customer premises.
- Any damaged stock must be returned, under no circumstances should carriers dispose of damaged stock.
- Carriers must liaise with the Returns Co-ordinator at EV Cargo Solutions to arrange for returns to be booked in
- Full load refusals must be returned to depot of origin within 72 hours of delivery.
- Part load refusals must be returned within 5 days of delivery.
- All returns must have a copy of the original paperwork attached, i.e. a POD.
- Drivers must obtain a receipt note (GRN) for all goods returned, i.e. a signed POD.

- All returns, including customer uplifts and pre-planned ullage collections, require the carrier to attain a returns note which must be clearly signed by the driver and a member of AB InBev warehouse team, to verify ABI's receipt of the goods.
- Site return notes should be sent to the Returns Co-ordinator at EV Cargo Solutions. Non-receipt of a returns note can and will lead to the stock value being claimed back from the carrier.

#### **7.12 PALLETS**

- Pallets are on a one-way trip basis

#### **7.13 INVOICING**

- Delivery charges are calculated from the postcode rate matrix for the despatch site.
- All Direct loads will be paid on a full load basis; Multi drop loads are priced to the highest rate delivery point plus an extra drop charge.
- Carriers should invoice as per the TMS system load rate or as per the rate quoted on the load confirmation sheet emailed by EV Cargo Solutions.
- A weekly breakdown of costs will be circulated (to Partners only) by EV Cargo Solutions quoting the Trip Number
- Partners should check that weekly breakdown of costs statements are accurate and raise a separate weekly invoice (Sunday to Saturday) by despatch site for the total amount of all deliveries undertaken in this week. Invoices should detail each load stating delivery date, collection depot, destination(s) and cost, quoting the Trip Number from the Kewill system
- Associate carriers should invoice per the TMS system load rate or as per the rate quoted on the load confirmation sheet emailed by EV Cargo Solutions.
- Invoices must be weekly (Sunday to Saturday) **by delivery date** for the total amount of deliveries undertaken during this week. More than one invoice per week is acceptable but must not contain jobs for different weeks.
- Exceptional costs must be agreed in advance and invoiced separately quoting the Trip Number

#### **7.14 HEALTH & SAFETY GUIDANCE – DELIVERIES AND COLLECTIONS**

- InBev operates a strict dress code – the wearing of shorts, trainers, flipflops ,etc, is not permitted
- Trailers must be clean and suitable for the goods being carried and free from dirt, debris and odours at all times
- Drivers must wear safety shoes and a high visibility jacket or vest. Some sites require additional PPE, see section below
- Drivers must observe all site safety guidance displayed at sites visited, including any site rules, directional arrows, speed limits and signage
- Drivers must take great care when coupling and uncoupling, ensuring that the trailer handbrake is on to avoid the serious risks associated with a “runaway” trailer
- Drivers must also follow all on-site procedures (for example, key control and/or vehicle chocking) relating to safe loading techniques in order to avoid the serious risks associated with a “drive away” incident, where a trailer is pulled off the loading bay whilst still being loaded
- Drivers must take great care when moving around any site on foot as there is a risk of them being struck by another moving vehicle. Drivers should use safe walkways where possible and wait only in safe areas
- Reversing should be kept to a minimum and great care should always be taken
- Drivers must ensure that the load is secure for transit prior to departure
- Drivers must report any injuries to the site contact and seek first aid/assistance if required. They should also contact their depot and advise the nature of the problem



- Drivers are not permitted to tamper with or use any equipment on site
- Drivers must observe all smoking restrictions
- Many collection/delivery sites have restrictions relating to the carriage of passengers or pets which must be observed

#### **7.15 SITE SPECIFIC HEALTH & SAFETY INFORMATION (in addition to the H&S Guidance above)**

##### **Sharpness Warehouse – Howard Tenens**

###### **PPE:**

- High visibility clothing must be worn before driver enters site. Safety footwear is required.
- Vending machine. No eating permitted outside of driver's cab. Toilet facilities available

###### **Vehicle Arrival – HT Security Gate**

- Drivers must quote a valid Inbev Load number and Destination.
- Drivers must be authorised on HT site if + or – 30 minutes off booking time.
- Drivers must have Photo Id.

###### **Vehicle Arrival – HT Operations Office**

- Drivers must quote a valid Inbev Load number and Destination.

###### **Vehicle Exit – HT Security Gate**

- All vehicles must stop at the gatehouse.

##### **Magor Brewery**

###### **PPE:**

- High visibility clothing must be worn before driver enters site. Safety footwear is required. Hard Hats are mandatory in the Warehouse & Logistics area
- Canteen available during opening hours. No eating permitted outside of canteen or driver's cab. Toilet and showers facilities available

###### **Passengers, Minors:**

- Passengers or minors who arrive at Magor with Haulage Contractors will not be permitted to enter the premises.

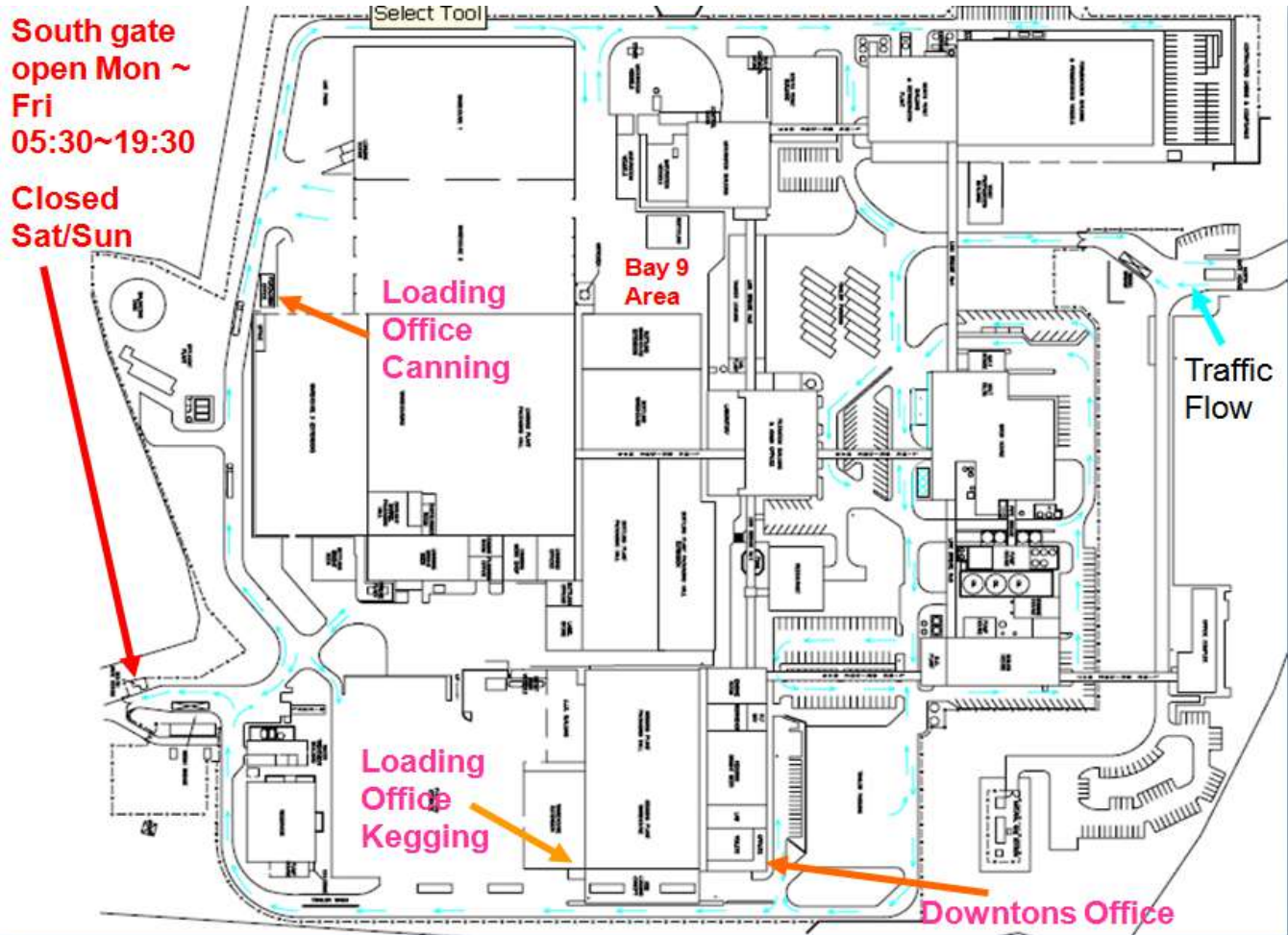
###### **Wheel Chocks:**

In an effort to enhance and also support the existing measures in place to prevent trailer runaways drivers must use trolley chocks on inclined loading bays.

The process is:

- The driver will be instructed at check in that there is an enhanced safety process in place whilst loading on inclined bays. These are Bays 1, 2 & 3 where the driver must use the provided wheel chocks.
- The driver will be instructed to collect and use the trolley chock on his vehicle – they are responsible for the fitment to the near side front cab wheel.
- The FLT drivers will not commence loading or unloading unless the wheel chock is in place.
- Upon completion of loading the wheel chock will be removed by the driver and returned to the holding area adjacent to the barrier.

**Magor Site Map**



**Samlesbury Site**

**InBev Samlesbury**



**SITE SAFETY RULES AND REGULATIONS  
FOR DRIVERS ATTENDING SAMLESBURY BREWERY  
DIRECTIONS TO INBEV OFFICES**




NAME	
COMP	
REG	
DATE	

DO NOT USE MOBILE PHONES  
WHILE IN CONTROL OF A VEHICLE

**RED AIR LINE MUST BE REMOVED  
WHILE LOADING- UNLOADING.**

**THE  
VEHI  
CLE  
MUS  
T BE  
TAG  
GED**



High visibility jackets, safety boots or shoes  
and hard a hat must be worn at ALL times  
When directed to do so, **ON THIS SITE**  
If you are short of any PPE report to  
TRANSPORT OFFICE



Always give way to reversing vehicles,  
pedestrians and shunters.



Smoking is strictly prohibited on  
site except in designated areas



Vehicles must only be parked  
in designated parking areas.



Always adhere to site signage  
particularly STOP sign

**IMPORTANT  
Drivers Please Note**

1. Hi-viz vests,
2. safety footwear and hard hats must be worn at all times in designated areas.
3. All drivers for Canning, Bottling and kegging must stop and report to the Loading office to receive authorisation from a member of staff prior to entering a loading/unloading bay.
4. Only the driver of the vehicle being loaded/unloaded should be in attendance during the operation.
5. Always adhere to the speed limit for the site, not exceeding 10mph at any time, and be observant for pedestrians and other vehicles.

6. There are both one and two way traffic routes on site. Follow signs at all times. Be aware that shunters may travel the opposite way whilst carrying out their duties.
7. Hand held mobile telephones and route planning devices are not to be used when driving vehicles at any time.
8. Loading/Unloading  
When your vehicle is being loaded or unloaded, if you are not in your vehicle cab, you must only stand in the designated safe area, **Green Zone**, at the front of your vehicle, or the designated Safe Zone away from your vehicle. If you need to access the **Red Zone** at the side of your trailer, you must only do so when the FLT driver is aware that you are entering the area, and only when there is no FLT in the **Red Zone**. Drivers should not stand or work on the vehicle bed whilst loading/unloading is being carried out. The curtains must not be adjusted while a FLT is in the **Red Zone**, they must always be cleared to allow FLT access and not held back.
9. Drivers of TILT trailers must not be present anywhere in the **Red Zone** surrounding their trailer, or standing on the bed of the trailer, if a FLT is within the **Red Zone**.

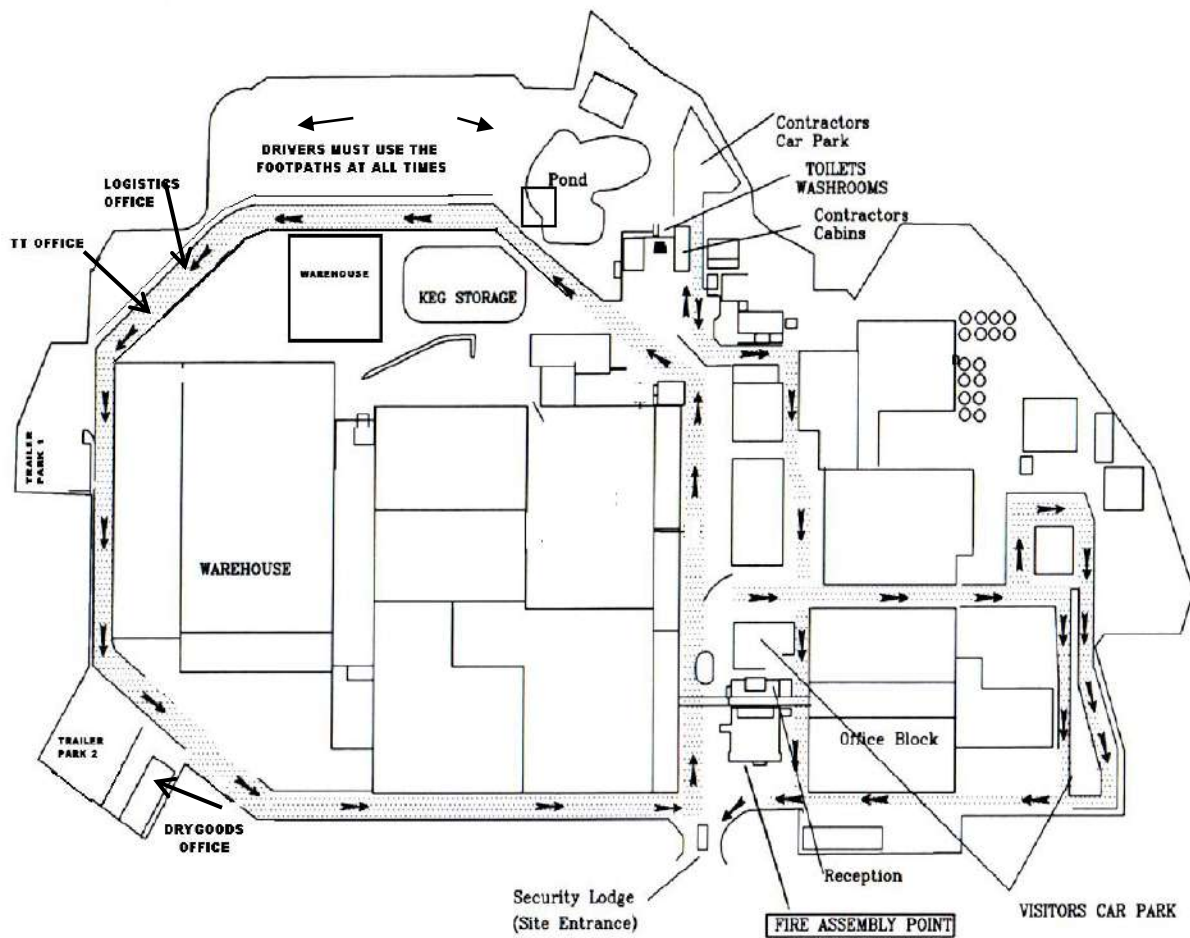
*Fire/Emergency Evacuation Procedure* - On hearing the Fire Alarm (continuous siren), evacuate the area by the nearest safest route. **DO NOT MOVE YOUR VEHICLE UNLESS SPECIFICALLY INSTRUCTED TO DO SO BY THE COMPANY. THE MAIN ROADS MUST BE KEPT CLEAR FOR EMERGENCY VEHICLES.**

*Toilet Facilities* - If you need to access these areas please ask a member of staff the safe way to the nearest toilet and only walk on designated pedestrian routes. Be aware of moving vehicles and Fork Lift Trucks operating at all times.

*Smoking on site* - To ensure the comfort and safety of all staff and visitors, we would ask that all drivers comply with the Company's Smoke Free Policy, which is effective in all areas of the site, apart from specially provided smoking shelters. If you are unsure of where you are allowed to smoke on site, please ask an InBev employee, who will direct you via a designated safe route to a smoking area.

*Accidents/Incidents* – If a driver is involved in an accident/incident on site, either vehicular or personal, it must be reported immediately to a member of staff. An investigation will be carried out and the driver is obliged to assist.

### **Samlesbury Site Map**



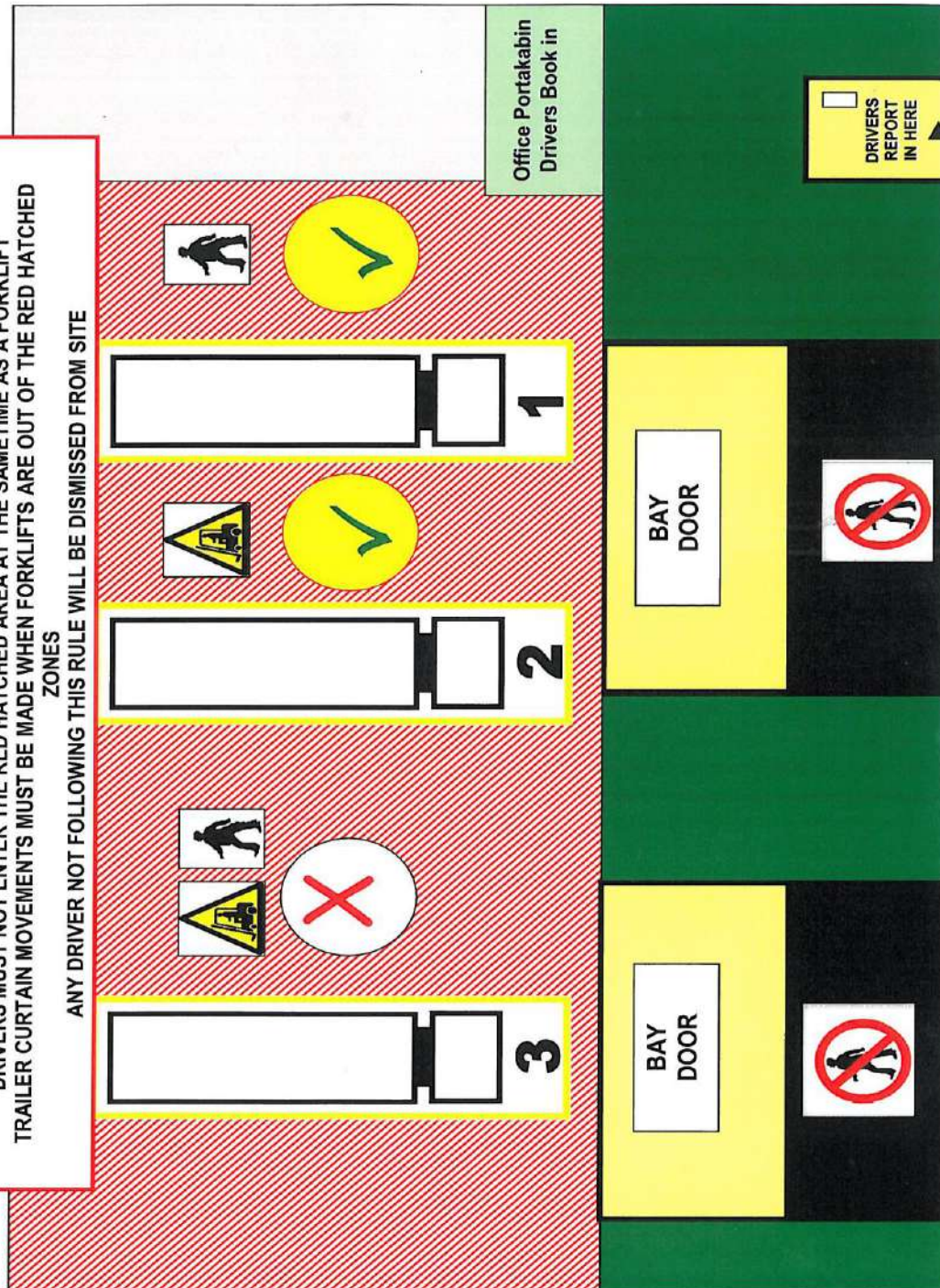
**All sites use Red and Green loading areas**

This is a **priority** for all InBev sites



## RED BAYS RULES FOR DRIVERS




DRIVERS MUST NOT ENTER THE RED HATCHED AREA AT THE SAMETIME AS A FORKLIFT  
TRAILER CURTAIN MOVEMENTS MUST BE MADE WHEN FORKLIFTS ARE OUT OF THE RED HATCHED  
ZONES  
ANY DRIVER NOT FOLLOWING THIS RULE WILL BE DISMISSED FROM SITE



Keg and Ullage Movements

The movement of kegs on customer deliveries and the collection of empty kegs and Ullage for return to InBev sites require specific equipment and training for drivers

- Under no circumstances should anything other than a keg trailer be used on keg movements
- Drivers must receive induction before carrying out any movement of kegs. We have included a Safe System of Work called 'Opening Curtains on Keg Trailers' and your drivers should read and sign that they have read it and fully understand the procedure

SAFE WORKING PRACTICE			
Location: Magor Brewery and other relevant locations			
Activity: Opening Curtains on Keg Trailers			
Applies to: Drivers and Shunters			
Hazards/Risks	Necessary Level of Training	Personal Protective Equipment	Precautions/Equipment
Struck by falling kegs/casks Interaction with fork lift trucks Contact with moving vehicles Weather conditions Struck by flying straps	Trained and competent drivers and shunters Site safety awareness where required	Hard hat Safety footwear Hi visibility jacket/vest Gloves Long trousers (No Shorts)	Safety zones in place in ABI keg loading/unloading areas Effective communication to be established between driver/shunter and FLT operator
Before Starting the Activity/Task			
Ensure trailer is correctly parked within loading/unloading area Establish communication with FLT operator where necessary			
During the Activity/Task			
Check outer curtain for sign of any bulges		✓	
If none observed undo front of curtain and all straps. Where possible pull the curtain from the rear as shown. If this is not possible open curtain using normal manner ensuring that leading edge is always in front of the driver.		✓	
Check the inner blue curtain for signs of bulges		✓	

If none observed move to curtain at front of trailer and physically look up inside the curtain for signs of any hazardous kegs/casks



**Loosen each strap but DO NOT release it. Check to see if there are any bulges/signs of loose kegs. If movement is observed DO NOT OPEN. Re-tension the curtain and seek assistance to replace keg.**

Look up inside the curtain for signs of any other hazards. If none observed release the straps and open curtain and move it to the front bulkhead. When moving the curtain ensure you stand out from the trailer and remain alert for the possibility of a keg falling



**Loosen each strap on the second curtain but DO NOT release it. Check to see if there are any bulges/signs of loose kegs. If movement is observed DO NOT OPEN. Re-tension the curtain and seek assistance to replace keg.**

Look up inside the curtain for signs of any other hazards. If none observed release the straps, open the curtain and move it to the front bulkhead ensuring you stand out from the trailer and remain alert for the possibility of a keg falling



**Loosen each strap on the third curtain but DO NOT release it. Check to see if there are any bulges/signs of loose kegs. If movement is observed DO NOT OPEN. Re-tension the curtain and seek assistance to replace keg.**

Look up inside the curtain for signs of any other hazards. If none observed release the straps, open the curtain and move it to the centre of the trailer ensuring you stand out from the trailer and remain alert for the possibility of a keg falling



Repeat the above process for the fourth curtain



Once all curtains have been opened undo the kites and secure everything in the correct manner.

**Front**





**Back**



**If bulges/hazards are observed**

Open outer curtain as normal

Liaise with FLT operator and ask them to gently push the keg/cask back into a safe position using the forks

Check that the hazard has been removed

Ensure that during this process full visible and verbal contact is maintained with the FLT operator at all times

If the hazard cannot be dealt with by the shunter/driver and FLT operators contact the traffic office who will advise on what action to take

**After completing the activity/task**

Hand over trailer to FLT operator for unloading

Where required move trailer to parking area once unloaded and ensure curtains and kites are fully secured in open position where necessary.

**7.16 GOODS IN TRANSIT INSURANCE**

The cover required is £1,300 per tonne

**7.17 DEPOT ADDRESSES**

<b>AB-INBEV</b>	
<b>Magor Brewery</b> The Magor Brewery Newport Road Magor <b>NP26 3RA</b>	<b>Samlesbury</b> The Samlesbury Brewery Cuerdale Lane Samlesbury Preston <b>PR5 0XD</b>
<b>Sharpness – Howard Tenens</b> Sharpness Distribution Centre Burma Road, Sharpness, Berkeley GL13 9UQ	<b>Bristol</b> Western Approach Business Park, Severn Beach, Bristol BS35 4GG

## **8.0 ACCROL PAPERS OPERATIONS OVERVIEW**

### **1. OVERVIEW**

Accrol is a leading tissue paper convertor based in Blackburn. Established in 1993, the company manufactures around 16 million units per week and supplies some of the UK's largest retailers, including Tesco, Aldi, Morrisons, Bookers and Wilkinsons.

One of Europe's largest independent soft tissue converters, Accrol employs more than 300 staff and has a manufacturing capacity in excess of 80,000 tonnes per annum. Accrol is a well invested, market leading manufacturer with a significant share of the UK market and an impressive customer base.

The 2 main sites are located at Blackburn and Leyland

Loads are split in to two categories:

1. Direct loads – we currently only undertake this volume
2. Groupage distribution loads – in scope, but currently not carried out by EV Cargo Solutions

### **2. ORDER RECEIPT & CONFIRMATION**

#### **2.1 Full Load Orders**

- Accrol will submit 2 order files on D1 at 12:30 and 16:00. Additional files might be sent
- Orders are received on a Day 1 for Day 3 basis – some orders have a longer leadtime
- Orders are received 5 days a week (Monday to Friday) by email and all orders are prebooked.
- Load cancellations should be confirmed by email by Accrol customer services department
- Load and order changes are to be logged onto the Change request Log and emailed over
- Any changes to loading schedules must be communicated back to Accrol
- Collections are booked by completing the collection schedule, which will be submitted to Accrol **at 16:30 – D1 for D3 +2**

### **3. ORDER ALLOCATION & CONFIRMATION**

#### **3.1 Full Load Orders**

- Orders will be allocated according to delivery destination area.
- Orders are communicated and confirmed via Blujay or e-mail.
- All hauliers are required to confirm acceptance as soon as possible.
- The haulier should confirm with EV Cargo Solutions the collection time, type of vehicle and if it is via a stand or a live load.

### **4. LOAD COLLECTION**

- Blackburn Alpha/Gamma and Leyland Sites are open 24/7 for collections. Blackburn Omega operates Mon – Fri 07:00 – 17:00
- Any issues on collection of loads must be reported to EV Cargo Solutions.
- Trailers are rear loaded.
- Drivers are responsible for securing loads & curtains.

- Use of stand trailers is encouraged wherever possible. (NB. when dropping stand trailers onto site, drivers must first report to transport office). **Drivers MUST apply parking brakes to trailers and curtains must be fastened**
- Average turnaround for loading should be around 1 hour.
- Drivers must leave stand trailers with the curtain clips opened.
- The driver should arrive within 1 hour window of the specified time; however any delays outside the specified collection time *must* be communicated immediately to Accrol.
- The driver should quote the load reference number.
- The driver will be given a delivery note and must check & sign for the number and where possible the condition of pallets
- All trailer damage must be reported to the duty manager on site and to EV Cargo Solutions before leaving site.
- The stock is double stacked, therefore curtain sided trailers are required with a minimum of 2.9 m internal height. Some Aldi orders will require at 3.05m internal height. This is specified within the shipment. Lidl can be loaded onto a standard curtain sided trailer as currently this is single stacked stock
- In the event of a loading delay hauliers are required to wait two hours. Hauliers should not leave site before notifying EV Cargo Solutions.

## **5. LOAD DELIVERY**

- All loads must be delivered on the pre-advised delivery day
- All deliveries to be made D3 unless prior agreements with end customer.
- Timed deliveries must be delivered within 30 minutes of the nominated booking time
- All issues that may cause a delivery to miss the agreed delivery window **MUST** be advised to EV Cargo Solutions in advance of the occurrence.
- Drivers must report any delivery issues/discrepancies to EV Cargo Solutions, whilst at the delivery point.
- All delivery notes must be signed by the delivery location prior to the driver departing the site.
- In the event of a delay in unloading the driver must wait two hours. Demurrage can be applied after the 2 hours providing the delay was reported and is in line with the contract charges
- Withdrawal after two hours is at EV Cargo Solutions / Accrol discretion.
- Any failures due to shot loads must be reported to EV Cargo Solutions as usual. Accrol should then be informed so a decision can be made to either return the load to stock or re-stack the load if possible and then obtain a rebook

## **6. HEALTH & SAFETY GUIDANCE**

- Drivers must wear safety shoes, high visibility jacket or vest
- Further information relating to site-specific guidelines is available in the Haulier Information Pack in the Accrol section
- The vehicles used for the transportation of the products must be suitable for the purpose.

## **7. DELIVERY CLEARANCES**

All deliveries made for Accrol by EV Cargo Solutions **must adhere** to the following:

- Any exceptions to the above delivery process, e.g. late/failed deliveries, transit damage etc. must be reported to EV Cargo Solutions at the time of occurrence.
- All delivery information for CLEAN deliveries should be keyed on to Blujay carrier portal on the day after delivery is made. Information required includes:
  - Actual date and time of arrival.
- Details of any CLAUSED deliveries must be sent in Excel format to the following email:  
[clearances@EV Cargo Solutionstransport.com](mailto:clearances@EV Cargo Solutionstransport.com)

Information required includes:

- Refused stock codes (off pallet or POD) and case quantities
- Reason for refusal (damaged, short, etc)

## **8. PODs**

- Accrol require 95% of PODs to be uploaded to their system within 5 working days and 100% to be uploaded within 10 working days
- All PODS should be uploaded onto Blujay by carriers or EV Cargo Solutions administrator within 72 hours of the delivery date.
- Partners should retain all paperwork for 7 years.

## **9. RETURNS**

- All stock that is refused must be reported to EV Cargo Solutions before the driver leaves the customer premises.
- Full stock refused must be returned to the depot of origin within 7 days
- All returns must have a copy of the original paperwork attached, i.e. a POD.
- Drivers must obtain a receipt note for all goods returned to the Accrol site, i.e. a signed POD.
- Contaminated stock may be disposed of on customer's premises at Accrol's discretion.
- 

## **10. INVOICING**

- Exceptional costs must be agreed in advance
- Additional charges are applicable under pre-defined circumstances. See Contract Charges
- Associate hauliers should invoice as per the rate stated on the load confirmation sent by EV Cargo Solutions.
- Charges as per base line matrix

## **11. KPIs**

- KPIs are required by Accrol on a daily, weekly and monthly bases

**12. DEPOT INFORMATION**

<b>ACCROL PAPERS BLACKBURN</b>	
Accrol Alpha / Gamma – Blackburn Davyfield Road Blackburn BB1 2LD  Accrol Omega – Blackburn Stancliffe Street Blackburn BB2 2QU	

<b>ACCROL PAPERS LEYLAND</b>	
Accrol – Leyland Lacashire Road Leyland PR23 6TU	

**9.0 CYT OPERATIONS OVERVIEW****9.1 INTRODUCTION**

Concha y Toro UK is a wholly-owned subsidiary of Viña Concha y Toro, one of the world's largest and most successful wine companies, and operates as a UK registered company in its own right.

Established in the UK in 2001, they now import over 6 million cases of wine from their parent company's wineries in Chile, Argentina and California.

Loads are split into 2 categories:

- Direct deliveries
- Groupage distribution deliveries

Deliveries are to Regional Distribution Centres, Cash & Carry outlets and independent retail outlets.

**9.2 ORDER RECEIPT & CONFIRMATION**

- Orders are received on a Day 1 for Day 3 basis (except IOM & Plymouth D1 for D4)
- Ordering is five days a week.

**9.3 ORDER ALLOCATION & CONFIRMATION**

- Orders will be allocated according to delivery destination area.
- Orders will be communicated and confirmed via EV Cargo Solutions Transport Management System (TMS).
- All carriers are required to confirm acceptance as soon as possible
- The carrier should confirm with EV Cargo Solutions the collection date & time and specify trailer requirement.

#### **9.4 LOAD COLLECTION**

##### **Lanchester – Abbotsford Road, Gateshead**

- The DC is open for collection Monday to Friday between 6pm – 6pm (last trl 5pm)
- There will be no loading between 6pm – 6am
- Site security 24/7
- Weekend / OOH collection by exception only (MUST BE PRIOR AGREED)
- Curtain sided vehicles are preferred
- Any collection issues must be reported to Lanchester (CYT to be kept in loop)
- Drivers are responsible for securing loads & curtains.
- Drivers must strap loads – 26 internal straps required
- No on site shunter – this will be reliant on carrier
- Average turnaround for loading should be around an hour.
- The entrance to the site is located between Tufnell's and Allied Bakery. There is no signage for Lanchester Wines for security reasons
- Drivers must report to gatehouse on arrival
- Driver must quote collection reference number to security upon arrival to site
- 5 MPH speed limit whilst on site
- Driver must not park on loading bays unless instructed by a member of staff
- The driver will be given a delivery note with 3 copies- Carrier should retain the white copy, Yellow copy should be given to the customer and a pink copy handed into security.
- All trailer damage must be reported to the duty manager on site and to EV Cargo Solutions before leaving site.
- In the event of a loading delay carriers should notify shift manager on site and EV Cargo Solutions.

##### **Lanchester – Durham**

- The DC is open for collection 24/5 between Sun 2200 – Fri 2200
- The site will be completely closed between Fri 2200 – Sun 2200
- Side loading only
- No box trailers – curtain sides only
- Any collection issues must be reported to EV Cargo Solutions
- Drivers are responsible for securing loads & curtains.
- On site shunter will manoeuvre trailers on site.
- Driver must quote CYT reference number to security upon arrival to site.
- Average turnaround for loading should be around an hour.
- 2 loading slots per hour.
- The driver will be given a delivery note with 3 copies- Carrier should retain the white copy, Yellow copy should be given to the customer and a pink copy handed into security.

- All trailer damage must be reported to the duty manager on site and to EV Cargo Solutions before leaving site.
- In the event of a loading delay carriers should notify shift manager on site and EV Cargo Solutions.

### **9.5 LOAD DELIVERY**

- Direct and multi-drop loads must be delivered on the pre-advised delivery day
- All deliveries to be made on D3 unless the end customer requests/agrees. EV Cargo Solutions must be informed if the delivery date changes
- Timed deliveries must arrive within ½ hour of delivery booking.
- All issues that may cause a delivery to miss the agreed delivery window **MUST** be advised to EV Cargo Solutions prior to delivery.
- Drivers must report any delivery issues/discrepancies to EV Cargo Solutions whilst at the delivery point
- All delivery notes must be signed by the delivery location prior to the driver departing site.
- In the event of a delay at delivery point drivers must communicate this to EV Cargo Solutions.
- In the event of a delay in unloading the driver must wait two hours. Withdrawal after two hours is at EV Cargo Solutions discretion.
- Any failures as a direct result of a shot load must be reported to EV Cargo Solutions immediately.
- Drivers must only deliver to the address on the paperwork. If drivers are requested to take goods to anywhere other than this address they must contact their transport office. The carrier must request authorisation from EV Cargo Solutions

### **9.6 HEALTH & SAFETY GUIDANCE – DELIVERIES AND COLLECTIONS**

- Drivers must wear safety shoes and high vis jacket or vest. Some sites require additional PPE, see below
- Drivers must observe all site safety guidance displayed at sites visited, including any site rules, directional arrows, speed limits and signage
- Drivers must take great care when coupling and uncoupling, ensuring that the trailer handbrake is on to avoid the serious risks associated with a “runaway” trailer
- Drivers must also follow all on-site procedures (for example, key control and/or vehicle chocking) relating to safe loading techniques in order to avoid the serious risks associated with a “drive away” incident, where a trailer is pulled off the loading bay whilst still being loaded
- Drivers must take great care when moving around any site on foot as there is a risk of them being struck by another moving vehicle. Drivers should use safe walkways where possible and wait only in safe areas
- Reversing should be kept to a minimum and great care should always be taken
- Drivers must ensure that the load is secure for transit prior to departure
- Drivers must report any injuries to the site contact and seek first aid/assistance if required. They should also contact their depot and advise the nature of the problem
- Drivers are not permitted to tamper with or use any equipment on site
- Drivers must observe all smoking restrictions
- Many collection/delivery sites have restrictions relating to the carriage of passengers or pets

### **9.7 SITE SPECIFIC HEALTH & SAFETY INFORMATION**

#### **PPE:**

- Safety footwear and high visibility clothing must be worn
- Speed limit is 10 mph
- Be aware of movements of pedestrians, fork lift trucks and vehicles whilst on site
- Use walkways where provided

- Cameras, mobile phones (with camera), or recording equipment must not be used on site without permission from management



## 9.8 DELIVERY CLEARANCES

- Any exceptions to the above delivery process, e.g. late/failed deliveries, transit damage etc. must be reported to EV Cargo Solutions at the time of occurrence.
- CLEAN DELIVERIES:** All clearance information must be entered on to TMS carrier portal day after delivery. Information should include:
  - Actual date and time of arrival.
- CLAUSED DELIVERIES:** Information should be reported to EV Cargo Solutions in Excel format to the following email: [clearances@EV Cargo Solutionstransport.com](mailto:clearances@EV Cargo Solutionstransport.com). Information required includes:
  - Actual date and time of arrival.
  - Refused stock codes (off pallet information or delivery notes) & case quantities.
  - Reasons for refusals (damaged, missing etc), lates or other non-conformance.

## 9.9 PODs

- All PODs should be returned to EV Cargo Solutions within 2 working days after the day of delivery to [pod@EV Cargo Solutionstransport.com](mailto:pod@EV Cargo Solutionstransport.com)
- PODs to be saved by customer reference and emailed with all related back sheets as 1 document per order number provided on the associate export sheet. Originals not to be posted if electronic copy already provided.
- Carriers are required to keep copies of the POD paperwork for 7 years.

## 9.10 RETURNS

- All refused stock must be reported to EV Cargo Solutions before the driver leaves the customer premises.
- Full stock must be returned back to depot of origin within 10 days.
- If damaged stock is identified at the delivery location the driver should try to identify the reason and record this on the POD.
- All damaged stock must be returned, under no circumstances should carriers dispose of damaged stock. As a minimum the necks of bottles should be returned
- All returns must have a copy of the original paperwork attached, i.e. a POD.
- Drivers must request a proof of return copy paperwork.
- Any damages must be reported to CYT with evidence of damage i.e. photos

## 9.11 PALLETS

- CYT operates a Chep pallet account on a one-way trip basis.

## 9.12 INVOICING



- Carriers should invoice as per the TMS system load rate or as per the rate quoted on the load confirmation sheet emailed by EV Cargo Solutions.
- A weekly breakdown of costs will be circulated (to Partners only) by EV Cargo Solutions quoting the Trip Number
- Partners should check that weekly breakdown of costs statements are accurate and raise a separate weekly invoice (Sunday to Saturday) by despatch site for the total amount of all deliveries undertaken in this week. Invoices should detail each load stating delivery date, collection depot, destination(s) and cost, quoting the Trip Number from the Kewill system
- Associate carriers should invoice per the TMS system load rate or as per the rate quoted on the load confirmation sheet emailed by EV Cargo Solutions.
- Invoices must be weekly (Sunday to Saturday) **by delivery date** for the total amount of deliveries undertaken during this week. More than one invoice per week is acceptable but must not contain jobs for different weeks.
- Exceptional costs must be agreed in advance and invoiced separately quoting the Trip Number

### 9.13 GOODS IN TRANSIT INSURANCE

The cover required is £5,000 per tonne

### 9.14 DEPOT INFORMATION

CYT	
<b>Lanchester</b> Greencroft Estate Tower Road Annfield Plain Stanley County Durham DH9 7XP	<b>Lanchester Wine Cellars Ltd</b> Abbotsford Warehouse Abbotsford Road Gateshead Tyne & Wear NE10 0EX

## 10.0 GRACE FOODS OPERATIONS OVERVIEW

### 10.1 INTRODUCTION

Grace Foods UK is one of the UK's most progressive food companies, supplying a comprehensive range of speciality and ethnic food products to the retail, wholesale and foodservice sectors throughout the UK and Europe.

Grace Foods UK is headquartered in Welwyn Garden City, north of London, where, in addition to office facilities, the company operates a 120,000 sq ft state of the art distribution facility comprising ambient, chilled and frozen storage facilities.

Grace Foods UK comprises three diverse food groups, each operating autonomously.

**Enco Products Limited**, Established in 1933 and now the UK's leading supplier of Afro Caribbean Food and Drinks; including market leading brands Encona & Nurishment. Enco also distributes the UK's Number 1 Caribbean brand Dunns River and the globally recognised Grace brand.

**Chadha Oriental Foods Limited** has been at the centre of Oriental cuisine for over 25 years, supplying specialist ingredients to retail and wholesale foodservice and industrial customers throughout Europe. Offering a wide range of products under our own Silk Road label and leading brands including Yeo's, Healthy Boy, Renuka, Nissin and many more.

### 10.2 ORDER RECEIPT & CONFIRMATION

**10.2.1 Full & Part Load Orders**

- Orders are received normally on a Day 1 for Day 3 basis but there could be an element of next day deliveries as exceptions
- Orders are received 5 days a week (Monday to Friday)
- Orders will either be received pre-booked or will be booked in with the delivery point by EV Cargo Solutions prior to allocation to carriers.

**10.3 ORDER ALLOCATION & CONFIRMATION****10.3.1 Full & Part Load Orders**

- Orders will be allocated according to delivery destination area.
- Orders are communicated verbally and confirmed via TMS or e-mail.
- All carriers are required to confirm acceptance as soon as possible.
- The carrier should confirm to EV Cargo Solutions the collection time, type of vehicle and state whether it will be stand trailer or live load.

**10.4 LOAD COLLECTION**

- The DC is open *for collection* 24/5 (closed Friday 2200hrs to Sunday 2200hrs).  
*N.B. No loading between 2200 & 0600. Stand trailers may not be collected over the weekend*
- Any issues for collection of loads must be reported to EV Cargo Solutions or the EV Cargo Solutions out of hours contact.
- Loads are back door loaded over dock levellers.
- Drivers are responsible for securing loads & curtains.
- Drivers must leave stand trailers with the curtain clips opened.
- The driver should arrive within 1 hours of the specified time
- The driver should quote the load reference number.
- Average turnaround for loading should be around an hour.
- The driver will be given a delivery note and must check & sign for the number and where possible the condition of pallets (N.B. some product may be shipped on layered pallets).
- Some loads will contain both blue & white pallets and drivers should check & sign for the quantities of both.
- All trailer damage must be reported to the duty manager on site and to EV Cargo Solutions before leaving site.
- Curtain sided trailers should be used. Box trailers may only be used by exception and by prior agreement.
- In the event of a loading delay carriers are required to wait two hours. Carriers should not leave site before notifying EV Cargo Solutions.
- In order to facilitate faster turnaround drivers may be asked to shunt other carrier's trailers on & off loading bays.
- Trailers must be clean and suitable for the goods being carried and free from dirt, debris and odours at all times. Care must be taken when planning groupage loads so that soaps and detergents, etc., will not come into contact with food products. Trailers must be swept before presenting them at the collection depot. Induction training for drivers should include a Safe Working Practice when they encounter broken glass
- Drivers must check trailers as part of their daily check for the absence of signs of contamination such as pests or broken glass, etc
- Passengers & Minors are not permitted on site
- Pallet labels must not be tampered with or overwritten in any way in order to maintain traceability

**10.5 LOAD DELIVERY**

- Direct and multi-drop loads must be delivered on the pre-advised delivery day.
- Timed deliveries must be delivered within 1 hour of the nominated booking time.
- Carriers should book groupage deliveries in as 'open deliveries' using the following guidelines:
  - 09:01 - 06:00 to 12:00
  - 12:01 - 06:00 to 18:00
  - 15:01 - 12:01 to 18:00
- Drivers are expected to assist, to a reasonable extent, on approximately twenty percent of retail deliveries on any given day which could have a manual handling element from truck to shop as part of the unloading procedure.
- All issues that may cause a delivery to miss the agreed delivery window **MUST** be advised to EV Cargo Solutions in advance of the occurrence.
- **IMPORTANT:** If part of the order is left off the load in the carrier's yard in error, this is to be reported to EV Cargo Solutions at the earliest opportunity. If the customer is able to accept the residual stock, EV Cargo Solutions will obtain a new/blank paperwork so the delivery can be signed for on the next delivery. This is to avoid claims due to first paperwork showing shortage.
- Drivers must report any delivery issues/discrepancies whilst at the delivery point.
- All delivery notes must be signed by the delivery location prior to the driver departing the site.
- In the event of a delay in unloading the driver must wait two hours. Withdrawal after two hours is at EV Cargo Solutions discretion.
- Any failures due to shot loads must be reported to EV Cargo Solutions as usual. Carriers will be advised by EV Cargo Solutions whether to return the load to stock or re-stack the load if possible and then obtain a rebook.
- Failed loads must be reported to EV Cargo Solutions as usual.
  - Drivers must only deliver to the address on the paperwork. If drivers are requested to take goods to anywhere other than this address they must contact their transport office. The carrier must request authorisation from EV Cargo Solutions

## **10.6 HEALTH & SAFETY GUIDANCE – DELIVERIES AND COLLECTIONS**

- Drivers must wear safety shoes and a high visibility jacket or vest.
- Drivers must observe all site safety guidance displayed at sites visited, including any site rules, directional arrows, speed limits and signage.
- Drivers must take great care when coupling and uncoupling, ensuring that the trailer handbrake is on to avoid the serious risks associated with a "runaway" trailer.
- Drivers must also follow all on-site procedures (for example, key control and/or vehicle chocking) relating to safe loading techniques in order to avoid the serious risks associated with a "drive away" incident, where a trailer is pulled off the loading bay whilst still being loaded.
- Drivers must take great care when moving around any site on foot as there is a risk of them being struck by another moving vehicle. Drivers should use safe walkways where possible and wait only in safe areas.
- Approximately twenty percent of retail deliveries on any given day could have a manual handling element from truck to shop as part of the unloading procedure. Carriers should ensure that all drivers have received the appropriate training in Manual Handling techniques.
- Reversing should be kept to a minimum and great care should always be taken.
- Drivers must ensure that the load is secure for transit prior to departure.
- Drivers must report any injuries to the site contact and seek first aid/assistance if required. They should also contact their depot and advise the nature of the problem.
- Drivers are not permitted to tamper with or use any equipment on site.
- Drivers must observe all smoking restrictions.

- Many collection/delivery sites have restrictions relating to the carriage of passengers or pets which must be observed.

#### **10.6.2 Carrier requirements**

- Carriers must ensure that suitable and sufficient risk assessments, including the manual handling activities required for this contract, have been carried out.

#### **10.6.3 Manual handling guidance for drivers**

Correct manual handling is imperative, even for relatively light loads. Wear suitable clothes for lifting, including gloves and safety footwear. Make sure that your movement is not restricted by tight clothing. Protect yourself from back injury by following these good handling techniques:

- Stop and think – where is the load going to be placed? Plan the lift – remove obstructions. Slide the load towards you to get a feel for the weight of the box. If it feels too heavy, ask for help.
- Place the feet – create a stable base for lifting.
- Adopt a good posture – bend the knees (never the back), keep the back straight, lean forward over the load to get a good grip.
- Get a firm grip – try to keep the arms within the boundary formed by the legs.
- Keep it smooth – avoid jerky movements and keep control of the load. Avoid changing grip.
- Use the legs – use the muscles in your thighs to lift the load, and use your bodyweight as a counterbalance.
- Get half way, then stop – consider doing the lift in two sections, especially if it is from floor to shoulder height. Pause and place the load at waist height before starting again with a new grip.
- Move the feet – not your body.
- Keep close to the load – you can carry weight more safely close to the trunk. Avoid holding the load away from you as this puts unnecessary strain on the arms.
- Put down, then adjust – if the load needs to be positioned precisely.

### **10.7 SITE SPECIFIC HEALTH & SAFETY INFORMATION**

**(in addition to the H&S Guidance above)**

#### **Welwyn Garden City NOC**

- **PPE:** Safety footwear, high visibility jacket/vest

#### **Site rules:**

- When driving on site please be aware of all pedestrians/other moving vehicles, ensure the 5mph speed limit is adhered to.
- When walking around site please be aware of conditions under foot and all moving vehicles, including fork lift trucks in operation. Use pedestrian walkways where provided.
- All persons when out of their vehicles must wear a high viz vest or jacket at all times, toe protectors must also be worn within warehouse areas.
- Drivers are allowed to be present on loading.
- Smoking is only allowed in designated areas – ask security for instructions.
- If a First Aider is required ask security for instructions
- Report all accidents and/or injuries to security
- In the event of an emergency or fire the fire alarm will sound, proceed immediately via the safest route to the fire assembly point
- Keep all entrances and exits to the warehouse clear at all times
- The use and storage of gas/primus stoves in vehicles is strictly forbidden

- Facilities (toilets, canteen) are available for drivers use. Access is through the warehouse so drivers must ensure PPE is worn and that they keep to marked pedestrian walkways at all times.

### **10.8 DELIVERY CLEARANCES**

- Any exceptions to the above delivery process, e.g. late/failed deliveries, transit damage etc. must be reported to EV Cargo Solutions at the time of occurrence.
- **CLEAN DELIVERIES:** All clearance information must be entered on to TMS carrier portal day after delivery. Information should include:
  - Actual date and time of arrival.
- **CLAUSED DELIVERIES:** Information should be reported to EV Cargo Solutions in Excel format to the following email: [clearances@EV Cargo Solutionstransport.com](mailto:clearances@EV Cargo Solutionstransport.com). Information required includes:
  - Actual date and time of arrival.
  - Refused stock codes (off pallet information or delivery notes) & case quantities.
  - Reasons for refusals (damaged, missing etc), lates or other non-conformance.

### **10.9 PODs**

- All PODs should be returned to the EV Cargo Solutions POD Administrator at EV Cargo Solutions within 72 hours of the delivery date.
- Partners should retain all paperwork for 7 years.

### **10.10 RETURNS**

- All stock that is refused must be reported to EV Cargo Solutions before the driver leaves the customer premises.
- Full stock refused must be returned to Welwyn Garden City within 7 days
- Any returns must have a copy of the original paperwork attached i.e a POD.
- Drivers must obtain a receipt note for all goods returned to the Welwyn NOC, i.e. a signed POD.
- Carriers must liaise with EV Cargo Solutions regarding the disposal of contaminated stock

### **10.11 PALLETS**

- Grace Foods operate a CHEP account on a one for one basis

### **10.12 INVOICING**

- Carriers should invoice as per the TMS system load rate or as per the rate quoted on the load confirmation sheet emailed by EV Cargo Solutions.
- A weekly breakdown of costs will be circulated (to Partners only) by EV Cargo Solutions quoting the Trip Number
- Partners should check that weekly breakdown of costs statements are accurate and raise a separate weekly invoice (Sunday to Saturday) by despatch site for the total amount of all deliveries undertaken in this week. Invoices should detail each load stating delivery date, collection depot, destination(s) and cost, quoting the Trip Number from the Kewill system
- Associate carriers should invoice per the TMS system load rate or as per the rate quoted on the load confirmation sheet emailed by EV Cargo Solutions.
- Invoices must be weekly (Sunday to Saturday) **by delivery date** for the total amount of deliveries undertaken during this week. More than one invoice per week is acceptable but must not contain jobs for different weeks.
- Exceptional costs must be agreed in advance and invoiced separately quoting the Trip Number

**10.13 FOOD SAFETY**

Stock is sometimes taken into warehouses over the weekend, or refused stock is held until returned to the customer, therefore carriers are required to have the following measures in place:

- A certified Food Grade warehouse
- A vehicle maintenance programme with focus on maintaining clean trailers which are free from any contaminants
- No eating in warehouse premises, on the back of trailers or in any location where food could become contaminated
- Drivers must check trailers as part of their daily check for the absence of signs of contamination such as pests or broken glass, etc
- Trailers must be swept before presenting them at the collection depot. Induction training for drivers should include a Safe Working Practice when they encounter broken glass. Carriers should adopt best practice procedures for dealing with glass breakages including procedures for cleaning and inspecting trailers and keeping a broken glass log to ensure that food safety is never compromised.

**10.14 PEST CONTROL**

In order to protect our customers product at all times carriers are required to have adequate procedures in place for the control of pests in their warehouses. Guidelines from the Chartered Institute of Environmental Health document – Pest Control Procedures in the Food Industry – can be found in Section 1.11 of this document. Carriers are required to have the following measures in place

- A service contract with a recognised pest control company
- A pest sightings log
- Training on pest control for relevant staff
- Well maintained buildings (no gaps under doors, holes in doors/walls, etc.)

**10.15 GOODS IN TRANSIT INSURANCE**

The cover required is £1,300 per tonne

**10.16 DEPOT INFORMATION**

<b>GRACE FOODS</b>	
<b>Welwyn Garden City NOC</b> Grace Foods UK Ltd Grace House Centrapark Bessemer Road Welwyn Garden City      AL7 1HT	

## **11.0 ARDAGH GLASS OPERATIONS OVERVIEW**

### **11.1 INTRODUCTION**

Ardagh Group is a global leader in glass packaging and operate in 24 countries worldwide. They operate out of three depots in England – Knottingley, Doncaster and Barnsley – and supply glass to all the leading brands such as ABInBev, Bacardi, Coca Cola and Premier Foods to name but a few.

### **11.2 ORDER RECEIPT & CONFIRMATION**

- Orders are received on Day 1 for Day 2, Day 1 for Day 3 basis.
  - Orders are currently received 5 days a week

### **11.3 ORDER ALLOCATION & CONFIRMATION**

- Orders will be allocated by delivery destination area and load type
- All orders are communicated to carriers and confirmed via EV Cargo Solutions Transport Management System (TMS) or email
- Carriers are required to confirm acceptance as soon as possible
- Carriers are required to confirm collection details ASAP Day 1

### **11.4 LOAD COLLECTION**

- Any issues for collection of loads must be reported to EV Cargo Solutions.
- Trailers are curtain siders and are loaded from the side.
- Roof to be free of damage and leaks
- Trailer curtains to be clean sealed and free of damage.
- Trailer headboard to be free of damage and obstructions
- Trailer to be suitable for carrying food products with no risk of contamination or odours.
- Trailer floor to be undamaged and be suitable for withstanding MHE operations.
- Rear door access to allow for MHE operations.
- No other items to be carried at the same time as Ardagh products.
- Provision for self- access to trailer bed.
- The trailer hand brake must be applied when dropping trailers
- Drivers must quote all collect references provided by EV Cargo Solutions upon arrival at the collection point.
- Drivers will be given delivery documents
- Minimum internal trailer height is **2.7m** unless specified otherwise. Ardagh product varies in height, the highest being approx. 2.8m, but height requirements will be sent with order.
- Drivers are responsible for securing loads and curtains
- Minimum **28 internal straps** required as product requires strapping to ensure non movement of stock during transit.
- Average turnaround for loading is 1 hour.
- Any damage to trailers must be notified by the driver to the site Shift Manager and by the carrier to EV Cargo Solutions before leaving site.
- Trailers may be left on site overnight but drivers must park up offsite

### **11.5 LOAD DELIVERY**

- All deliveries must be made on the pre-advised delivery day at the nominated booking time.

- All issues that may cause a delivery to miss the agreed delivery window **MUST** be advised to EV Cargo Solutions prior to the booking.
- All deliveries must be checked and verified at the delivery point and a clear signature obtained from the consignee.
- Drivers must report any delivery issues/discrepancies whilst at the delivery point
- If there are breakages/damage to the product on arrival at the delivery point the whole order will be refused.
- Pictures must be taken of the product on the trailer and sent to EV Cargo Solutions who will liaise with the customer.
- Damaged stock must be returned to Doncaster
- Drivers must exchange the correct documentation on delivery.

### **11.6 HEALTH & SAFETY GUIDANCE – DELIVERIES AND COLLECTIONS**

- 11.0 Drivers must wear safety shoes, hard hat and high vis jacket or vest.
- 12.0 Drivers must observe all site safety guidance displayed at sites visited, including any site rules, directional arrows, speed limits and signage
- 13.0 Drivers must take great care when coupling and uncoupling, ensuring that the trailer handbrake is on to avoid the serious risks associated with a “runaway” trailer
- 14.0 Drivers must also follow all on-site procedures (for example, key control and/or vehicle chocking) relating to safe loading techniques in order to avoid the serious risks associated with a “drive away” incident, where a trailer is pulled off the loading bay whilst still being loaded
- 15.0 Drivers must take great care when moving around any site on foot as there is a risk of them being struck by another moving vehicle. Drivers should use safe walkways where possible and wait only in safe areas
- 16.0 Reversing should be kept to a minimum and great care should always be taken
- 17.0 Drivers must ensure that the load is secure for transit prior to departure
- 18.0 Drivers must report any injuries to the site contact and seek first aid/assistance if required. They should also contact their depot and advise the nature of the problem
- 19.0 Drivers are not permitted to tamper with or use any equipment on site
- Many collection/delivery sites have restrictions relating to the carriage of passengers or pets

#### **11.6.1 SITE SPECIFIC HEALTH & SAFETY INFORMATION (in addition to the H&S Guidance above)**

- **PPE:** Safety footwear, hard hat, high visibility jacket/vest
- **Site rules:**
  - Driver reports to Security
  - Driver must park in waiting area and report to Goods Out office
  - Driver will be called to the loading area, the trailer must be made presentable
  - 26 Internal straps left by backdoors plus 2 additional extra-long belts
  - Trailer floor must be swept





- Driver will be requested to move to loading area, trailer to be made presentable
- Driver reverses on to bay between yellow lines as direct by warehouse
- Driver ensures that straps are kept away from loaders
- Driver checks load and straps as the trailer is being loaded
- Driver places 4 pallets on backdoors
- Driver to ensure that fork truck driver checks tension on 8 pallets that are placed over back axle, should be 300psi, and loader signs accordingly.



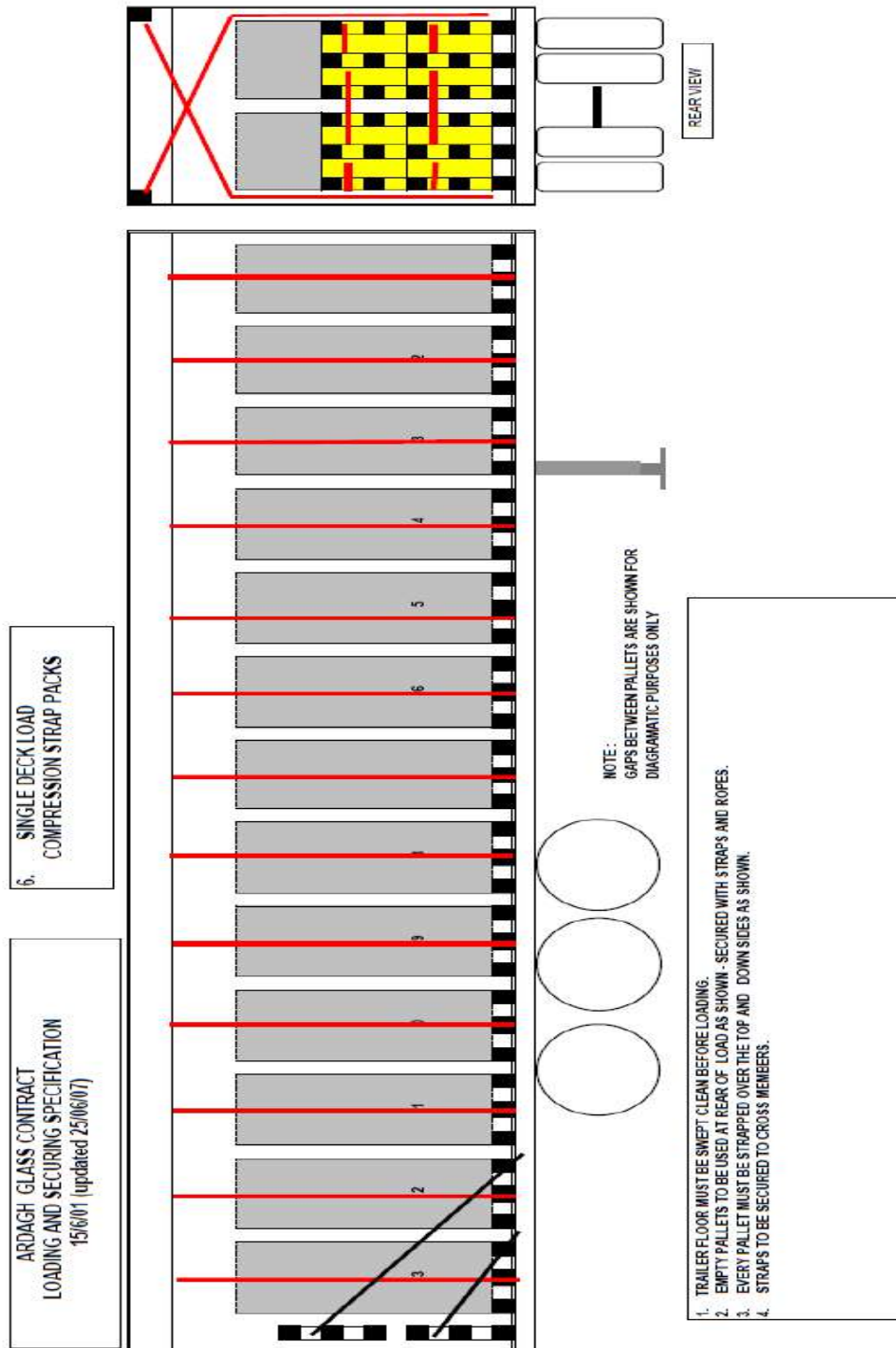
- Once the last pallets have been loaded the driver secures the load as per process, and slides 4 rear pallets forward to meet the load.
- Driver then straps the rear pallets and secures the load
- Loader will take picture of the load prior to curtains being closed.



**11.6.2 SECURING LOAD:**

- The load will be secured by the shunter but it is the driver's responsibility to check that the load is suitable to travel
- See diagram below for the Loading and Securing Specification
- Empty pallets will be supplied for securing the rear of the load
- Loads are photographed before despatch

### 11.6.3 LOADING & SECURING SPECIFICATION

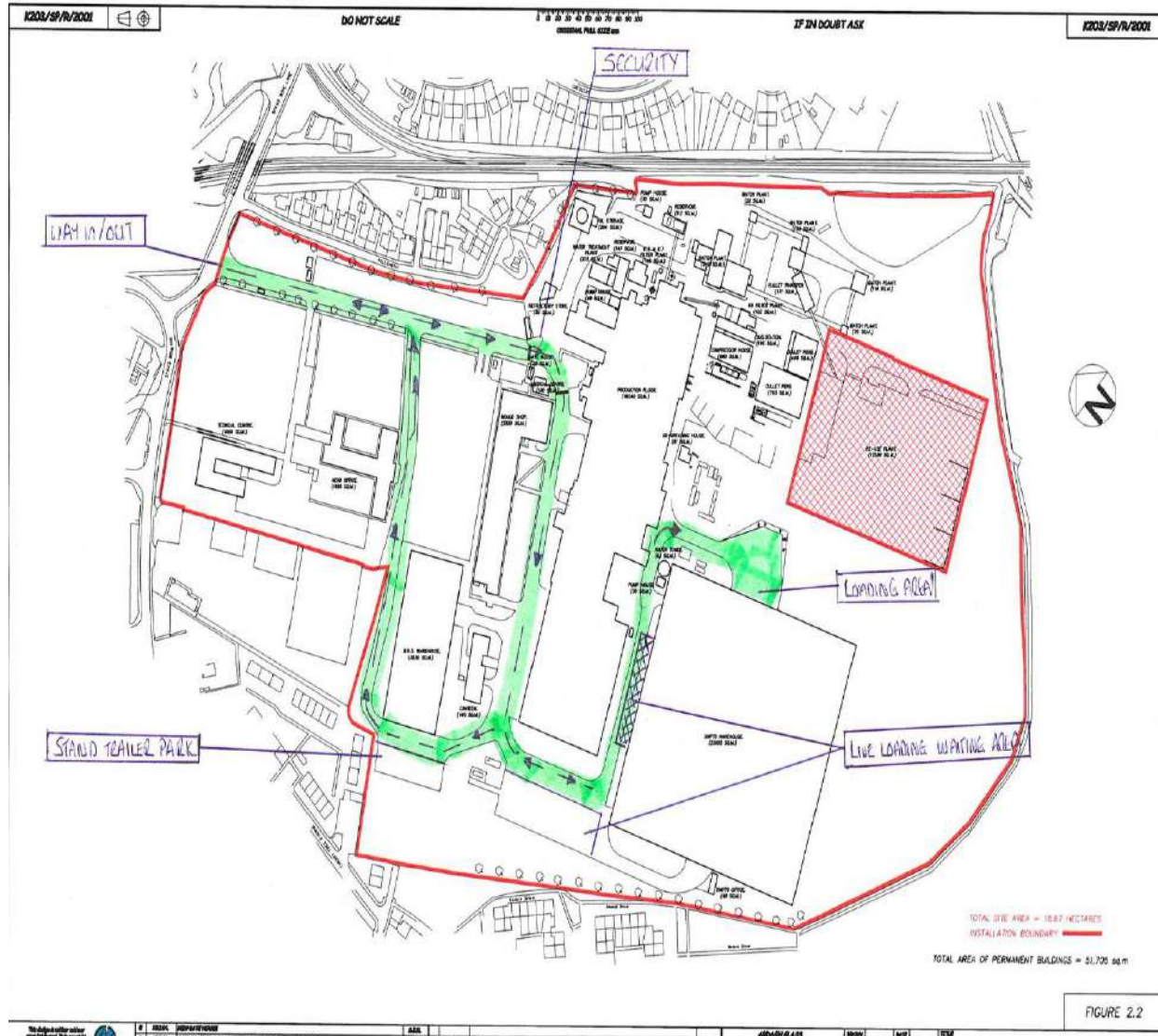


**\*DRIVERS NEED TO BE AWARE OF THE FRAGILE NATURE OF THE LOAD AND DRIVE ACCORDINGLY\***

- Once driver has checked load is secure, curtains to be closed.

- Vehicle to pull off bay, pull up and collect paperwork from Goods Out office
- Driver then instructed leave site.

### Knottingley site



### 11.7 DELIVERY CLEARANCES

All deliveries made for Ardagh Glass by EV Cargo Solutions **must adhere** to the following:

- Any exceptions to the above delivery process, e.g. late/failed deliveries, transit damage etc. must be reported to EV Cargo Solutions at the time of occurrence.
- Any issues with loads at Customer delivery points must be reported and resolved before drivers leave the delivery point.
- **CLEAN DELIVERIES:** All clearance information must be entered on to TMS carrier portal day after delivery. Information should include:
  - Actual date and time of arrival.

- **CLAUSED DELIVERIES:** Information should be reported to EV Cargo Solutions in Excel format to the following email: [clearances@EV Cargo Solutionstransport.com](mailto:clearances@EV Cargo Solutionstransport.com). Information required includes:
  - Actual date and time of arrival.
  - Refused stock codes (off pallet information or delivery notes) & case quantities.
  - Reasons for refusals (damaged, missing etc), lates or other non-conformance.

#### **11.8 PODs**

- All PODs should be returned to EV Cargo Solutions within 5 working days of delivery, and are to be stored electronically by EV Cargo Solutions for call off by the customer
- Carriers are required to keep copies of the POD paperwork for 2 years.

#### **11.9 RETURNS**

- Returns are to be reported to EV Cargo Solutions while the driver is still on site at the customer.
- On any instance of product return, authorisation and guidance should be sought from Ardagh to ascertain next steps. In most cases product will need to be made safe for transit and returned to one of the Ardagh sites in the North East to be cleansed and re-worked.

#### **11.10 PALLETS**

- There is currently no requirement to manage pallets on behalf of Ardagh Glass. Deliveries are on white pallets.

#### **11.11 INVOICING**

- Any additional charges to agreed rates must be agreed at the time with EV Cargo Solutions and an Ex Cost ID supplied.
- Carriers should invoice as per the TMS system load rate or as per the rate quoted on the load confirmation sheet emailed by EV Cargo Solutions.
- A weekly breakdown of costs will be circulated (to Partners only) by EV Cargo Solutions quoting the Trip Number
- Partners should check that weekly breakdown of costs statements are accurate and raise a separate weekly invoice (Sunday to Saturday) by despatch site for the total amount of all deliveries undertaken in this week. Invoices should detail each load stating delivery date, collection depot, destination(s) and cost, quoting the Trip Number from the Kewill system
- Associate carriers should invoice per the TMS system load rate or as per the rate quoted on the load confirmation sheet emailed by EV Cargo Solutions.
- Invoices must be weekly (Sunday to Saturday) **by delivery date** for the total amount of deliveries undertaken during this week. More than one invoice per week is acceptable but must not contain jobs for different weeks.
- Exceptional costs must be agreed in advance and invoiced separately quoting the Trip Number



**11.12 DEPOT INFORMATION**

<b>ARDAGH GLASS</b>	
<b>Knottingley</b> Headlands Lane Knottingley West Yorkshire WF11 0HP	<b>Doncaster</b> Barnby Dun Road Wheatley Doncaster South Yorkshire DN2 4RH
<b>Barnsley</b> Burton Road Monk Bretton Barnsley South Yorkshire S71 2QG	<b>Castleford</b> Red Rose Methley Road Castleford West Yorkshire WF10 1LX
<b>South Kirby</b> Unit 16 Langthwaite Business Park South Kirby WF9 3NR	<b>Sharps</b> NDL Shawfield Road Barnsley S71 3PQ
<b>Hunts</b> NDL Industry Road Barnsley S71 3PQ	