



**DP WORLD**

# **MULTIMODAL SOLUTIONS (MMS)**



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# **HACCP/BRCGS AND HYGIENE QUALITY DRIVER AWARENESS TRAINING**

In compliance with BRCGS S&D issue 4

# ONE PAGER – SUMMARY

Why BRCGS and Hygiene Quality Driver Awareness Training? To protect Quality, Integrity, Safety and Security of the goods

The British Retail Consortium Global Standards (BRCGS) specify that businesses must have a full understanding of the products handled and transported and have systems in place to control hazards significant to the safety and quality of the products. All companies involved in the supply chain must comply to this standard.

## Focus points

- Maintaining and checking temperature (calibrated measuring equipment)
- Personal Hygiene
- Prevention of contamination (clean/odourless trailers, prevention of entry)
- Trained drivers
- Prevention of damage to product during transit (load securing)
- Fraud and Theft

These points must be checked and documented! Any deviations must be reported immediately to your manager

## Hazards

- Not receiving or giving the correct instructions
- Not following company and client procedures
- Quality of Equipment (clean, dry, odourless, undamaged)
- Failure to set / monitor temperature in Reefer trailers and complete / control Driver Reports.
- Not reporting incidents (to enable investigation and implementation of corrective actions to prevent re-occurrence)
- Lack of employee awareness and knowledge
- Hygiene below standard

## Controls

Points of attention for drivers at collection and delivery;

- Complete Driver Report (CP-75 **SEE SLIDE 8**) by recording;
  - Trailer is clean and free from odour condensation
  - Temperature of product and temperature settings
- Personal and site hygiene rules
- Report incidents immediately
- Comply with instructions in Haulier handbook – **SEE SLIDE 7**
- Quality of Product (decay, contamination, pests)

If driver is not allowed to be present at loading or unloading?

Write comment on CMR and pass to the planning!

Consignor confirms quantity, product on CMR paperwork given to driver and driver cross references with instructions provided by MMS. Trailers must be sealed after loading, until delivery.



# HAZARDS

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## Food Defence and Fraud, theft, or substitution

The following factors can increase the risk of fraud or theft of food products:-

- National or European shortage of product supply = higher value of product
- Desirability of products
- Economic conditions = higher unemployment, low wages
- Changes in taxation = increases taxes on specific products
- Security breach by illegal immigrants during transit = contamination of product



## Complaints and incidents

- In emergency situations and in case of complaints immediately notify your transport manager who should contact MMS Operations.
- MMS Operations will then inform the client
- Make sure we all learn from mistakes

# CONTROLS

## Hygiene regulations

- Report incidents of contamination to management: pests, glass and hard plastic
- Inform management in case of infectious diseases (such as Diarrhoea) and skin complaints
- Comply with site rules. This may include wearing protective coats, gloves and hair nets in the production areas
- Avoiding touching the products
- In places where hand hygiene is crucial, the following precautions are necessary:
- Keep fingernails short and clean
- No gel or plastic nails
- Remove all nail polish in advance
- Do not wear hand or wrist jewellery, watches etc.
- Remember to also thoroughly wash the wrists and forearms
- Clean Clothing
- No Smoking, eating, chewing and drinking during loading and unloading
- Equipment must be clean
- Open wounds must be covered with plaster

## Equipment Requirements Trailers

- Check trailer is clean (swept inside)
- Check there is no residual smell from previous product
- Check trailer condition:
  - trailer floor for loose nails / glass and defects
  - Roof for holes and tears (check it is watertight)
- After loading, seal trailer, lock trailer with padlock
- Record seal number on CMR in presence of loading team
- On route to port or rail terminal:-
  - Complete checks in line with UK Border Force Checklist
  - Plan to avoid overnight rest and stops within 150km of Ports.
- Comply with “Illegal Immigrant instructions”:

# HAULIER HANDBOOK V4.0

## REFRIGERATED TRAILERS

### General

Reefer trailers / containers require special attention. The goods carried are mostly vulnerable, so it is important that you follow the procedures.

- The temperature at which the cargo is to be transported is often crucial, therefore you must make sure that you have this information prior to loading your trailer.
- You are responsible for setting the correct temperature within your trailer.
- If you have any concerns over the functioning of the refrigeration unit contact the Traffic Office immediately, as there is considerable risk to the cargo. Follow the trailer defect reporting procedure.
- Check that there is sufficient fuel in the tank on the reefer trailer / container. Use red diesel for your refrigeration unit, wherever possible. Advice on refuelling points can be sought from the Traffic Office.
- The temperature setting on your trailer must be checked and recorded at loading point, breaks during the transit, quay or terminal and unloading location.
- Before leaving a trailer / container, check if the set temperature is the correct one and cross reference with the inner temperature of the trailer / container. The two must match.
- Do not switch off reefer engine when parking unless reefer is plugged into mains or empty.

### Personal Appearance and Clothing

- Make sure clothing / workwear is clean and appropriate.
- Make sure your hands are washed before to come in contact with the products.
- Do not wear any visible jewellery when loading, unloading, or in contact with foodstuffs.

### Glass / Hard Plastic Policy

- It is strictly forbidden to take glass, or hard plastics (e.g. Bottles, glass, or plastic cups) into trailers / containers. Broken glass, or hard plastic could contaminate the products being carried.
- Damage to cargoes, where glass, or hard plastic has been used as packaging must be reported immediately to the Traffic Office. Trailer to be thoroughly cleaned internally prior to collecting next load of foodstuffs.
- The interior lights on reefer trailers / containers are made from heavy duty plastic. During your pre-use inspection if you see any damage to these light covers, check your trailer for pieces of plastic, notify the Traffic Office and defect the trailer in accordance with Section 8.0 Defect Reporting of this handbook. Interior light covers should only be removed or replaced when the trailer is empty.
- Regularly inspect soles of shoes, or boots for embedded glass, or plastic particles to ensure they are not transferred into your trailer / container.

### Collection of Trailer / Container from Quay

Drivers should:

- Check that there are at least two bars or nets to secure the cargo (placed or stowed securely in the trailer).
- Conduct check as following requirement to ensure trailer / container is fit for carriage of foodstuffs:
  - ✓ It is in a clean condition

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- ✓ The walls, ceiling and floor are in a good condition, with no exposed insulation
- ✓ The door seal is intact
- ✓ There is no evidence of pests or pest activity
- ✓ The drain holes (if present) are clean and designed to prevent pest entry
- ✓ The polar / strip curtains (if present) are clean and intact
- ✓ The internal lights (if present) are intact
- ✓ It is free from strong odours which may cause taint to products
- ✓ It is free from excess humidity which may cause growth of moulds
- ✓ Check refrigeration unit is fully functioning and that the temperature is at the required level prior to loading.
- ✓ If loaded check the seal is in place and undamaged.
- ✓ When pulling reefer trailers / containers the driver should be in possession of a calibrated temperature probe.
- ✓ If the driver has any issues with the above, report to their Traffic Office / **The Company**.

### At Loading Point

Driver should:

- ✓ Follow client's instructions
- ✓ Not smoke, eat or drink whilst loading or unloading the trailer / container
- ✓ Not use Snap off blade knives inside the trailer / container
- ✓ Report broken or pallets in poor condition (wood or plastic) at loading point.
- ✓ Check whether the temperature of the loaded goods is as advised. If there is a discrepancy report this to their Traffic Office and **The Company**.
- ✓ Secure load using locking bars and report number used.
- ✓ Put a seal on the trailer / container when loaded and record the number on the CMR, plus the number of bars / nets.
- ✓ Documentation should be stowed in the back of the container / trailer before seal is applied, with the exception of Hazardous goods.

### At Delivery Point

Driver should:

- ✓ Customer should remove the seal. If there is a different on site process, then the seal should be removed in the presence of the delivery point.
- ✓ Report product damage, or temperature deviations immediately to the Traffic Office / **The Company**. Do not leave the customer's premises before notification.
- ✓ Delays during loading, unloading, or during your journey must be notified to the Traffic Office / **The Company**.

### Drivers Reports

In accordance with our BRC HACCP procedures the correct completion of Drivers Reports is of vital importance.

- For each delivery, **The Company's** Drivers Report form must be completed and accompany the CMR note.
- Include the following information on the Drivers Report Form:
  - Trailer / container number.

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- Driver's name.
  - Date / time of departure from loading point and arrival at delivery location.
  - Temperature during loading; temperature setting of loaded trailer / container; temperature during transit and trailer / container temperature display prior to unloading.
  - Confirmation that trailer / container is clean, before loading and after unloading.
  - Any trailer / container defects.
  - Driver's signature.
- The Drivers Report form must be uploaded in the Fr8sense Webportal, or returned back to **The Company**, as soon as possible, or at least within one week.

### Use of Temperature Probes

- Only calibrated temperature probes supplied by **The Company** or your employer shall be used to check the load temperature.
- Visually inspect the temperature probe for signs of damage. If damaged report to the Traffic Office and **The Company**.
- When using the temperature probe try to take load temperature from various points. Do not stick the probe into the product, or through its protective wrapping. Insert the probe between the pallets to take the temperature reading.
- The use of the temperature probes during a transit, which requires the seal to be broken must only be undertaken following approval from the Traffic Office and authorisation of the client. Seals must be replaced, and the seal number recorded on the CMR note.

<https://www.poferrymasters.com/hubfs/HH-01%20Haulier%20Handbook.pdf?hsLang=en>

Instructions in the Haulier Handbook states that temperature checks during transport are very important. However, this only has value when it is accurately documented on the Drivers Report; an example of a Driver Report is included on the next slide

# EXAMPLE DRIVERS REPORT

## CP-75 Chauffeurs rapport / Drivers report

Trailer nummer / Trailer number:

When unable to check at collection please remark cmr "unable to check at loading"

A → LADEN / LOADING							
Naam chauffeur Drivers Name				Vervoerder Haulier			
Datum Date	Laad plaats Loading place	tijd time		Temperatuur instelling koelmotor op laadlocatie Temperature setting of the engine at loading place	Temperatuur tijdens transport (1) Temperature reading of reefer during transit (1)	Temperatuur bij afkoppelen op terminal Temperature reading of reefer when dropping at terminal	Trailer schoon voor belading Y/N Trailer clean before loading Y/N (2)
Afwijkingen: Defect:			Corrigerende actie: Corrective action:			Gewassen Y/N Washed Y/N	

B → LOSSEN / UNLOADING							
Naam chauffeur Drivers Name				Vervoerder Haulier			
Datum Date	Los plaats Delivery Place	tijd time	Temperatuur instelling koelmotor bij het aankoppelen op de terminal Temperature setting of engine when collecting from terminal	Afgelezen temperatuur koelmotor op terminal bij aankoppelen Temperature reading of reefer when collecting from terminal	Temperatuur tijdens transport (1) Temperature reading of reefer during transit (1)	Temperatuur bij aankomst losadres Temperature reading of reefer on arrival at delivery point	Trailer schoon na lossing Y/N Trailer clean after unloading Y/N (2)
Afwijkingen: Defect:			Corrigerende actie: Corrective action:			Gewassen Y/N Washed Y/N	

Het schoon zijn van de trailer voor de belading is van essentieel belang! Dit is inclusief vrij van geur, verpakking of goederen van voorgaande transport (2)

Exacte temperatuur vermelden in box inclusief getal achter de komma dus bijv -4.4°C

Neem direct contact op met onze planning als de temperatuur afwijkt van de vereiste temperatuur

Temperatuur controleren tijdens elke rustpauze gedurende transport (1)

Koelmotor altijd op start/stop tenzij uitdrukkelijk anders aangegeven

Enige twijfel? Bel de planning!

Cleanliness of the the loading space before loading is essential; to include being free from odour, free from previous packaging and free from previous goods (2)

Exact temperature to be recorded in box to 1 decimal place, eg -4.4°C

In case of temperature differences from the requested temperature, please contact the office

Temperature to be checked during breaks in transit (1)

Reefer engine must always be on 'start/stop' unless specifically instructed otherwise

Any doubts? Call the planning department!

Dit rapport **MOET** bij de CMR blijven !!

Revision 30/04/2024

This report **MUST** remain with the CMR !!

# INSTRUCTIONS SCHMITZ COOLING UNIT

- Any doubts about the functioning of the cooling unit contact operations immediately
- When an error code appears on the display seek guidance Do not try to solve this by yourself!
- Make sure there is sufficient diesel in the tank

The TKM is switched on / off with the **I-0**-main switch (located on the switching cabinet door.)

**Important!** For all works the main switch must be on position **0**, for electrical preservation and maintenance works disconnect the power plug and the battery.

Turn the main switch to position **I** to configure and run the machine using the display panel (the doors must be closed!).

## Press the button:



to **activate the panel**, LED-green active

The temperature **setpoint** can be changed after activation of the display panel using the arrow buttons to change and the OK button to confirm.



to change the **language in the display panel**

After pressing the flag button the language can be selected by pressing the arrow buttons and confirming with the OK button.



to preselect **diesel engine operation** LED-green active (button lower right side), or **standby electrical power operation** LED-green active (button upper left side).  
(In case of missing standby electrical power supply the TKM can change to diesel engine operation automatically, if set in the configuration.)



to activate **cooling mode** LED-blue active (Button upper left side), or **heating mode** LED-orange active (Button upper right side).

(The operating mode cooling or heating is predefined by the temperature setpoint setting.)



to start the **manual defrost mode**, active LED-orange

Basically the menu buttons are for configuration of the cooling machine in different menu levels, e.g. the operation mode (Normal / Eco; Start / Stop) or the automatic defrost mode.

## Use the buttons:



-menu button to call the different menu levels



-arrow buttons to choose the programming parameters



-OK button to activate the setting value

The adjustment of the configuration is effected by using the arrow keys. The change of the configuration is confirmed by pressing the OK button.

Only with this confirmation the settings are applied, otherwise refused.

**Active alarms** are displayed by means of a red LED in the alarm signal (no button).

The existing error code is output in the panel display.

Security relevant errors prevent a restart of the TKM. A restart is only possible by switching the TKM off and on again using the main button.

Please call our service immediately if

- the operation of the TKM is still locked after 3 restarts
- for all preservation and maintenance works

**Freecall 00 800 24 CARGOBULL (00 800 24 227 462 855)**



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**THANK YOU**