



SQAS 2015



Safety and Quality Assessment System



SQAS modules

CORE

- 1. TRANSPORT SERVICE**
- 2. WAREHOUSE**
- 3. CLEANING STATION**
- 4. RAIL COMPANY**

DI,S,CS,F&G

- 5. DISTRIBUTOR (ESAD)**



SQAS modules





SQAS 2015 Questionnaires: Inputs for the revision

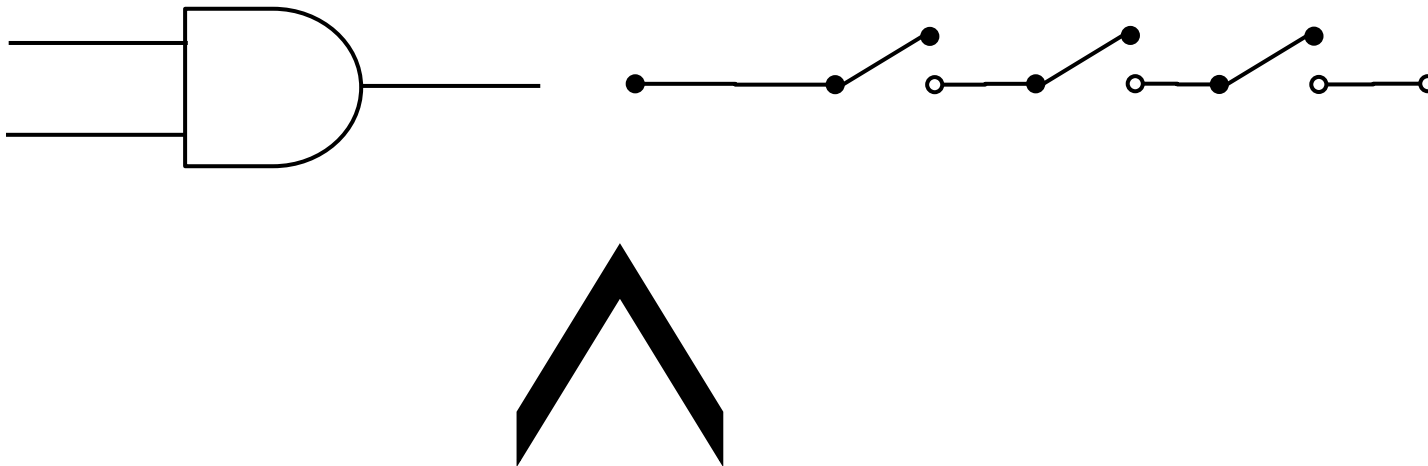
- **Corporate Social Responsibility (CSR) criteria:**
 - **Social aspects:** Non discrimination, performance review of employees, career plan, transparent recruitment process, etc.
 - **Fair business practices:** Anti- corruption and bribery, conflict of interest, fraud, anti-competitive practices, etc.
- **Reference to new Cefic guidelines:**
 - **Best practice for safe (un)loading of Road Freight Vehicles**
 - **BBS for safe driving**
 - **Safety Risk Assessment for Chemical Transport Operations**
 - **Investigating transport accidents/incidents and Root Cause Analysis**
 - **Safe Working at Height**
- **More emphasis on**
 - **Security risk analysis and mitigation (Responsible Care security Code)**
 - **Non conformance reporting and accident investigation**
- **Need to confirm with drivers / employees the documentary evidence**
- **Technology upgrade**



What's new on 1/4/2015?

Combined questions.

As industry progresses and LSP's improve (you see the increase of the SQAS scores year on year) you combine Questions and the respective answers into 1





More elements

1.1.3.1. Is there proof available that the company stays abreast of all relevant legislation and legislative developments in the area of SHEQ&Sec and CSR and are persons formally designated or a source defined?



More questions

Are the following subjects covered in the training programme :

- 1.2.2.2j Communication skills?
- 1.2.2.2.k All aspects related to prevention of bribery and corruption?
- 1.2.2.2.l Training in awareness of fatigue and tiredness
- 1.2.2.2.m Company ethics policy / code of ethics?



Chapter 4: New questions when SQAS is not used

| | |
|----------|---|
| 4.3.2.3. | When these SQAS packages are not used, is the company using alternative assessment systems to evaluate its service partners ? |
| 4.3.2.4 | When these SQAS packages are not used, are the following criteria taking into account to evaluate the service partners: |
| 4.3.2.4a | Legal requirements as defined in section 4.3.1.1.a |
| 4.3.2.4b | - implementation of Behaviour Based Safety (BBS) on driving and loading/unloading according to the Cefic BBS Guidelines for safe driving and (un)loading? |
| 4.3.2.4c | - drugs and alcohol policy ? |
| 4.3.2.4d | Journey Plans including safe and secure vehicle parking? |
| 4.3.2.4e | - carry forward transport and customs documents to all service partners in the chain, including EIR (Equipment Interchange Receipt) if required ? |
| 4.3.2.4f | - use of emergency number / emergency response capabilities ? |
| 4.3.2.4g | - vehicle preventive maintenance ? |
| 4.3.2.4h | - use of approved tanker cleaning stations ? |
| 4.3.2.4i | - compliance with customers site requirements |
| 4.3.2.4j | - adequate driver training criteria (e.g. product specific training, legal training, customer specific training) |
| 4.3.2.4k | - no sub-subcontracting of haulage? |
| 4.3.2.4l | -handling and reporting of non-conformances (transport events) |
| 4.3.2.4m | - confidentiality of operational and commercial data ? |
| 4.3.2.4n | - security provisions as required by applicable legislation ? |

Clearer questions & More guidance



| | | | | | |
|-----------|--|---|---|---|---|
| | | before it becomes a major issue. To verify the satisfactory operation of the reporting system, several sources of information should be checked such as reports to insurance companies, customer complaints and claims, feedback from internal observations (e.g. interviews). | | | |
| 4.3.1.1 | Is there a documented system in place for recording non-conformances regarding: | This question (lines 2 to 4) only assesses if there is a documented system in place for recording, identifying what is a non-conformance, who must report, how and to whom. These questions are applicable for all domains such as environmental, safety & health, quality, security and CSR. | | | |
| 4.3.1.1.a | accidents & incidents? | Accident: An unplanned event that did result in quality loss, injury, illness, or damage. Incident: An unplanned event that could have resulted in quality loss, injury, illness, or damage. If dangerous goods are involved, RDR § 4.8.5. would be relevant. Check also if these events are taken into account in the DGSB report. | * | * | |
| 4.3.1.1.b | breakdown of security and threats? | Every event involving security breaches or threats such as theft, vandalism, relay without authorization, unwanted access to ICT systems, should be recorded and dealt with. | | | * |
| 4.3.1.1.c | unsafe behaviour & unsafe conditions? | Situations or behaviour that did not result in quality loss, injury, illness, or damage, but have the potential to do so are to be registered and given a follow-up. The number of records available should be confirmed by the assessor during the site inspection. If there are no records in the file the assessor should take into account any evidence found during the visit of unsafe behaviour or conditions and e.g. observed non-compliance of new regulatory requirements. | | | * |
| 4.3.1.1.d | regulatory compliance? | Self explanatory | * | | |
| 4.3.1.1.e | product discrepancies and short shipments? | Every product discrepancy or short shipment (include the normal operations) are considered. | | | * |
| 4.3.1.1.g | quality of services? | The quality of services that are offered to the customers. Examples can be: late delivery, poor cleaning quality, non-reliable goods, customer complaints... | | | |
| 4.3.1.1.h | complaints & claims? | The assessor should ask to see the files regarding any non-conformances. If the file is empty and the company states that there are no non-conformances, the assessor should write a comment. If the company claims that these records are confidential, the assessor should assess B and record a comment. | X | | |
| 4.3.1.1.i | discipline and disciplinary findings? | The assessor should ask to see the files regarding any non-conformances. If the file is empty and the company states that there are no non-conformances, the assessor should write a comment. If the company claims that these records are confidential, the assessor should assess B and record a comment. | X | | |
| 4.3.1.2 | Is a detailed report on non-compliance provided to the responsible management, including immediate cause, root cause and recommendations for corrective actions in general occurrence? | It is critical to define when a non-conformance will open an investigation as well as the analysis has to be defined. Verify that there is a defined process/procedure for the recording, investigation, root cause analysis and corrective actions to be taken, with time scales for actions. Refer to the "Guidelines for investigating transport accidents/incidents and Root Cause Analysis". In these cases, a detailed written report should be prepared for the responsible management without undue delay and in alignment with the internal procedures. Verify if | | | * |
| 4.3.1.3 | After an incident/accident are the employees and stakeholders concerned informed and if necessary trained with the aid of a Root Cause analysis? | The feedback from an incident to all employees and stakeholders concerned is important to learn about the event and to prevent future occurrences. The Root Cause analysis should be the basis for such feedback and information. Verify if employees are aware of incidents and prevention measures. Root cause analysis should also cover security incidents. | | | * |
| 4.3.1.4 | Is the customer informed promptly of all non-conformances involving his shipments/products? | Check from records that the customer concerned is properly informed, when his shipment is involved, and that this is done on a regular basis. Score "B" if it is not done systematically. | * | | |
| 4.3.1.5 | Is the DGSB involved after an incident where dangerous goods were involved? | Check incident reports as well as the annual report of the DGSB. RDR 4.8. | | | |



Training of assessors

Pre-accreditation requirements

ISO-DGSA-independent (accreditation manual)

2d Training

Examination (written)

Interview by the TnA committee

Observed assessment by lead assessor.

New “F” accreditation for SQAS assessors

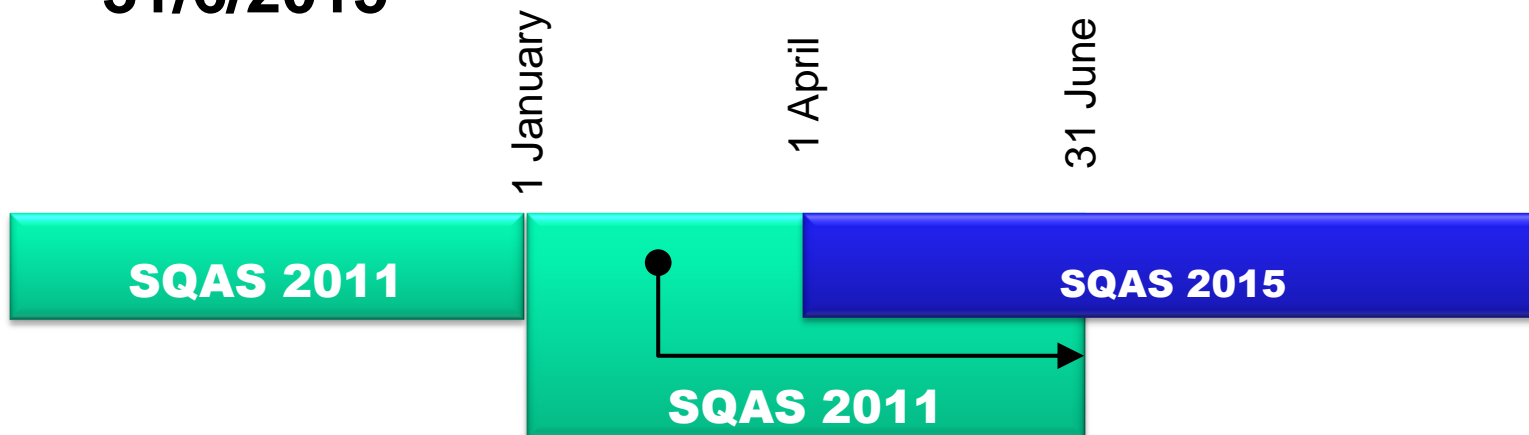


1 January – 1 April

We announced 1 January as launch date with no transition period.



Some LSP's may have started preparing with the new version for an assessment due jan-feb-mar.

SQAS2015 will not be live yet (IT) so we will extend the validity of all reports that will expire till 31/6/2015





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