

BRCGS
Customer
Supplementary
Information

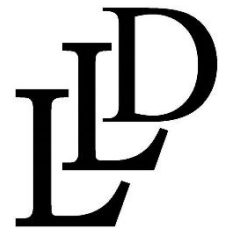
Issue 30
26/02/2025

Long Lane Deliveries

National chilled warehousing and distribution services

Tel **01698 539940** email admin@longlanedeliveries.co.uk

Belgowan Street, North Industrial Estate, Bellshill ML4 3LB



Thank you for your recent request for information regarding BRC Global Standard for auditing, as you will appreciate with a customer base of 400 plus, we receive many requests for information and so to make the process manageable and to also ensure you have the least hindrance to achieving your own certification renewal we have collated a comprehensive pack to augment our own certification with supplementary information for which we have received previous requests.

The information enclosed will cover our frequently asked questions and answers i.e. name, contact details etc., a summary of our procedures, insurance information, operator's licence, vehicle maintenance, security of your product, temperature control and monitoring, confirmation of our refrigeration engineer, storage and breakdown procedures.

We understand some of this information is required by some auditors particularly those operating to BRC Global Standard version 9. The attached information should provide you with all relevant information required, however if you feel you need more than we are providing to you just now, please do not hesitate to contact us for this. We take certification on quality assurance very seriously; indeed, we understand we were the first refrigerated company to achieve the EFSIS and then successfully achieved the BRC Global Standard qualification all those years ago. As such we spend thousands of pounds each year to keep abreast of on-going changes and improvements. We will try to accommodate any additional requests on top of what is in the pack for customers who have specific requirements out with the norm, but as such we may need to levy a charge. If you wish such additional requirements please send an email specifying what is required and we will advise the likely cost. We seek to respond to all such initial enquiries within 5 days and to undertake such additional work within 14 days once a Purchase Order Number is supplied if appropriate.

Yours Sincerely

A handwritten signature in blue ink that reads 'James Myles'. The signature is written in a cursive style with a long horizontal stroke underneath.

James Myles
Transport Manager

Cool solutions to chilling problems

Website: <https://longlanedeliveries.co.uk/> Company no. SC230233 Vat. no. 790 0813 34

Mission: To deliver customer's goods to their customers on time, every time, and in the same condition they leave our customer's premises

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1 Introduction

In order to give customers an excellent service; and to ensure this is done safely for all concerned; LLD seeks to operate to high standards, and to consistently meet these standards.

To achieve this LLD complies with the standards laid out by BRC Global Standard in respect of storage and distribution of food with regard to the quality of service and operational safety; and its statutory obligations under food safety and health and safety legislation.

This document seeks to provide an overview of the procedures that LLD follow, which seeks to preserve the safety, integrity and legality of our Customers products in line with the aims of our Quality Policy.

2 Scope of service

The following services are provided:

- ▼ Full load national transport: Direct, point to point, transport across Scotland and North England, using temperature controlled vehicles
- ▼ Distribution: Shared user, mixed load, distribution service for individual consignments using a network of distribution hubs
- ▼ Storage: Longer term storage and order picking for either chilled or frozen goods

LLD operates a segregation and handling policy as outlined in section 8.2

Customers should note that temperature regimes of our vehicles and storage facilities are 0° C to + 5°C for chilled goods and -18° C or lower for frozen goods, with setting for chilled good and frozen goods in transit of +1°C and -21°C respectively.

No manufacturing, processing or handling of open foods takes place at any Depot.

3 FAQ & A for Customer Quality Assurance Audits

3.1 Contact details

3.1.1 General details:

<i>Company Name:</i>	Long Lane Deliveries Ltd
<i>Registered address</i>	Belgowan Street, North Industrial Estate, Bellshill, ML4 3LB
<i>Email</i>	admin@longlanedeliveries.co.uk
<i>Web-site</i>	www.longlanedeliveries.co.uk
<i>Contact number:</i>	01698 539940
<i>No. of staff</i>	315
<i>Turnover</i>	£24m
<i>No. of Vehicles</i>	145
<i>Company Reg. no.</i>	SC230233
<i>Vat number</i>	790 0813 34
<i>Operator's Licence no.</i>	OM1007801
<i>EC Approval Code</i>	

3.1.2 Bellshill Depot

Address Bellshill Depot:	Belgowan Street, North Industrial Estate, Bellshill, ML4 3LB		
Email	service.requests@longlanedeliveries.co.uk		
Contact number:	01698 539940		
Emergency Contact Number	01698 539940 (staffed 24 hours 365 days per year)		
BRCGS Scope	The delivery, onsite cross dock, storage, picking and distribution of 01 - Chilled 02 - Frozen Food - 03 - Ambient Food - 04 – Packaging		
BRCGS Certificate valid from	12/04/2024	BRCGS Certificate valid to	28/04/2025
BRCGS Grade	AA+		

3.1.3 Dundee Depot

Address Dundee Depot:	Unit 1 Nobel Road, Dundee DD2 4UH		
Email	dundee@longlanedeliveries.co.uk		
Contact number:	01382 401000		
Emergency Contact Number	01382 401000 (staffed 24 hours 365 days per year)		
BRCGS Scope	The delivery, onsite cross dock, storage, picking and distribution of 01 - Chilled 02 - Frozen Food - 03 - Ambient Food - 04 – Packaging		
BRCGS Certificate valid from	12/04/2024	BRCGS Certificate valid to	27/04/2025
BRCGS Grade	AA+		

3.2 Breakdown Procedure

Is there a formal breakdown procedure?	Yes. See below.
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3.3 Refrigeration plant maintenance

Is there a formal refrigeration maintenance agreement for vehicles and trailers	Thermoking, Carrier and Sandy Baird Ltd.
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4 General Operating Practices

- ▼ Collection, transport and delivery of goods
- ▼ Drivers get their run plans within their manifest folders, these folders contain details of their load, consignments to be collected, pallet quantities, destinations, temperature requirements etc.
- ▼ If the vehicle has been pre-loaded before the drivers shift starts then the internal air temperature of the vehicle must be checked against the set points prior to the journey's start. Temperature checking is part of the drivers manifest pre-checks and are carried out before leaving with the load and then checked at every drop or every 2 hours on the journey
- ▼ When making deliveries our staff are advised to check temperatures and phone the depot if there are any issues to get guidance from the Fulfilment Supervisor and the customer
- ▼ Any non-conformances are noted in the drivers manifest and are followed up with a phone call to the Fulfilment Supervisor and then during the de-brief stage at the end of the drivers run
- ▼ All drivers are encouraged to keep the trailer doors closed as much as possible to conserve the cold chain and ensure that there is no physical or chemical contamination
- ▼ All deliveries are made with a proof of delivery note, this must be signed and completed at all delivery points and if one is not available we have a generic proof of delivery form that can be filled in
- ▼ Drivers and their loads are subject to statutory stops by DVSA, all staff know to call the Fulfilment Supervisor to let them know
- ▼ Any discrepancies regarding transport, collection and delivery on products have to be recorded on the drivers manifest and followed up by a call to the Fulfilment Supervisor to confirm what has to be done

- ▼ Receipt, handling and despatch of goods
- ▼ All goods arriving at the depot or being despatched from the depot are visually checked before they are loaded and unloaded
- ▼ Once goods have arrived at their destination they are checked visually again and the temperature is taken
- ▼ All goods in and out of LLD that are frozen are temperature checked as they arrive and as they leave
- ▼ All products are pre-booked into the depot, a Goods Received Note (GRN) is filled out as proof of receiving goods, as well as product labels being available for the products coming in
- ▼ Any discrepancies that are noted are immediately advised to the customer and any instructions from them are carried out
- ▼ Some deliveries maybe trunked between depots or stay in the depot it was delivered, with either of these the Warehouse is issued with loading instructions to ensure products are loaded correctly. Confirmation of loading is noted on the Load plans

4.1 Product traceability

- ▼ A traceability system is in place which provides the ability to trace products through receipt, storage, dispatch and distribution with help from the Mandata system
- ▼ Long Lane Deliveries use Mandata to record all products which allows for tracking from collection to delivery. The tracking software, UK Telematics and Blue Tree allows the company to track the movement of the vehicles in transit and the temperature of vehicles
- ▼ Procedures which are in place ensure traceability of damaged packs and of products returned to stock or disposal
- ▼ The traceability system is tested annually to ensure that traceability can be determined throughout the system

4.2 Product Recall

- ▼ In the event of a product recall being required LLD has the ability to help the customer on their instructions to recall a product in our possession, this can be achieved as outlined in the product traceability above.

4.3 Control of Non-Conforming Product, Damages and Returns

- ▼ Procedures are in place for non-conforming products
- ▼ Staff training in discrepancy reporting highlighting issues in addition training on allergen spillage and glass breakages

5 Customer contracts

Unless otherwise stated by a separate fixed length or long term commercial and operational contract, all work carried out by LLD is undertaken on the basis of our terms and conditions which will remain the sole commercial relationship between Customer and LLD. The acceptance of a Customers Transport or Storage request by us forms the contract between the parties for the work covered by said request, based on those terms and the application of our Standard Procedures described in this summary.

6 Quality Management System

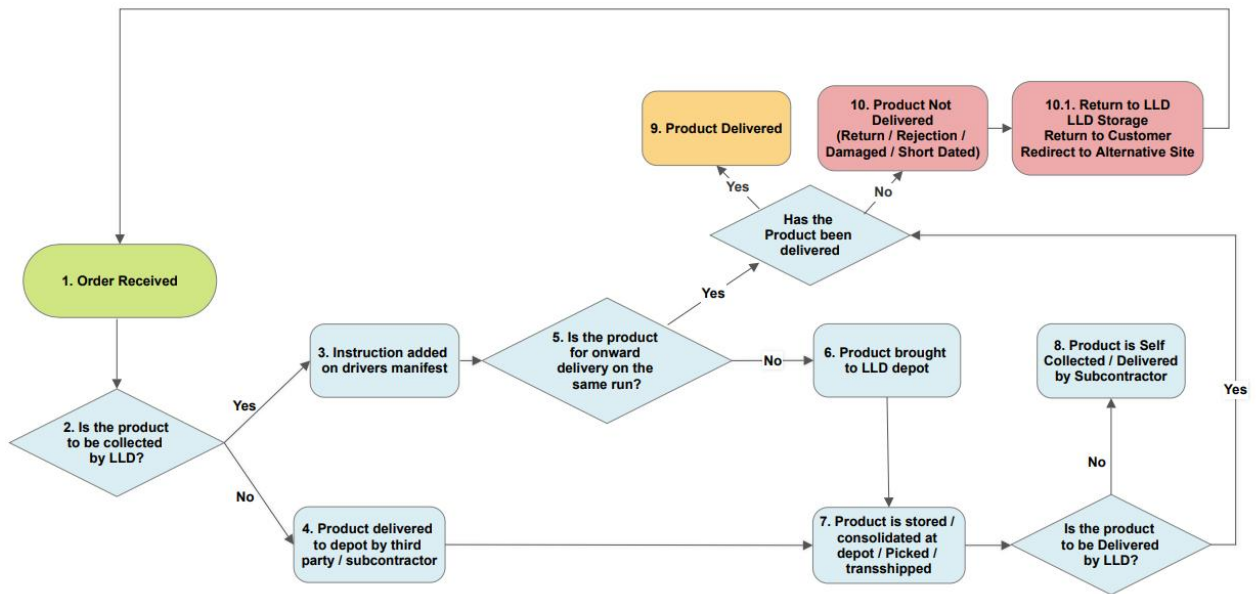
6.1 Health and Safety

A Health & Safety Policy has been implemented and we conduct risk assessments and safe systems of work which have also been implemented and are subject to regular reviews.

6.2 Hazard analysis critical control points (HACCP)

A HACCP plan is in place covering operational sites. The plan is subject to review by our HACCP Team every 6 months, HACCP team members have received appropriate training to do so. The current plan is shown below. This will again be reviewed not only to provide verification and validation but also to include further details regarding the prerequisite updates to our documented procedures.

HACCP Flowchart



6.3 Environment

It is an aim of the company to reduce its impact on the environment, which is generally achieved by the use of up to date technology, especially the continuous renewal of the vehicle fleet. Environmental factors are also considered when renewing, replacing or adding to depot facilities. However we do not have a full Environmental Management System in place.

7 Personnel

7.1 Training

- ▼ All staff are taken through an induction at the start of their employment, this induction training covers our Quality & Safety Assurance booklets and covers topics such as health and safety, personal hygiene, site rules, temperature control, driving safely, ensuring loads are safe, food safety whilst transporting stock and the breakdown procedure when out on a delivery
- ▼ Staff receive refresher training
- ▼ Processes and procedures are regularly reviewed and if additional training is required where identified this is set up and provided

7.2 Hygiene

- ▼ Do not enter food storage areas if feeling unwell, particularly with sickness & diarrhoea type illness
- ▼ All Staff are to notify your supervisor, if you are suffering from or have been in contact with people suffering from:-
 - Diarrhoea and/or vomiting
 - Skin rashes
 - Boils, open cuts or sores
 - Cuts, sores or breaks in the skin, must be protected with a blue waterproof plaster
 - Suffering from any infectious diseases

The majority of work undertaken by LLD will involve some staff being in food storage areas and handling pallets of food.

You should look after your own health by:-

- ▼ Being clean and tidy in appearance
- ▼ 'Wash hands' regularly especially after using the bathroom (signage displayed in welfare facilities)

Never break the food storage rules such as:-

- ▼ Eating or drinking out with designated areas
- ▼ No smoking in vehicles, near load, or on site this includes e cigarettes/vaping
- ▼ Never take glass or crockery in to the storage areas
- ▼ Personal Items to be stored in lockers were issued
- ▼ Customers and Suppliers may have their own Hygiene Rules, which are to be followed

7.3 Clothing

- ▼ All staff are provided with LLD uniform/PPE, this consists of a t-shirt, jumper, hi-visibility clothing (vest, jacket)
- ▼ Staff who work in the warehouse are provided with safety shoes or boots, salopettes, balaclava, gloves and freezer jacket
- ▼ Driving staff are provided with safety footwear and high visibility clothing
- ▼ All staff are advised to keep their uniform clean and tidy at all times

8 Site & Building Standards

8.1 Location, perimeter and grounds

- ▼ The site(s) is located and maintained to prevent contamination and enable the production of safe and legal products
- ▼ Consideration has been given to local activities and environment, which could potentially have adverse impact on the product
- ▼ There are measures in place to ensure that the local environment does not contaminate products, shown by the canopies over the loading bays to stop weather damage when loading and unloading
- ▼ The grounds within the site are maintained to a standard that is fit for purpose
- ▼ There is a clean and unobstructed area in place along external walls of buildings used for the storage of products
- ▼ The site is adequately drained; External drainage is adequate and provided where required
- ▼ Long Lane deliveries do not store any products externally
- ▼ Site is operational 24 hours per day, 365 days per year and staffed at all times
- ▼ Site is secured by perimeter fencing, and secured pedestrian access, yard access has barrier entrance for vehicles

8.2 Handling and Segregation

Other than for full load transport we do not undertake to segregate consignments except for temperature. Providing the requirements of our terms and conditions are met regarding the covering or packing of goods etc., the contamination risk arising from the carriage of mixed loads is minimal. Thus, vehicles employed in the distribution network may have on board at any time consignments of raw meat, cooked meat or goods that may be considered allergenic. This policy applies to storage products as well.

Where there is a higher risk of a product causing a higher risk of tainting other products or physical contamination, we will take all reasonable measures to ensure that the risk is minimised by the use of appropriate hygiene controls.

- ▼ The design and layout of the premises provides a working environment which reduces the risk of product damage and facilitates product safety, legality and quality
- ▼ The premises allow sufficient working space to enable all operations to be carried out properly under safe hygienic conditions and minimise the risk of product damage
- ▼ There are adequate storage facilities which enable incompatible products to be effectively segregated, in order to minimise the risk of taint or cross contamination
- ▼ The positioning of machinery, equipment, site facilities and services, where provided, does not jeopardise the integrity of the product, and prevents product contamination and damage
- ▼ Battery charging is segregated from product storage and is in a separate ventilated area
- ▼ Appropriate storage facilities are provided for the control and storage of cleaning and maintenance chemicals, and are sited so they shall not compromise the safety, legality and quality of the product
- ▼ No cleaning facilities are required with regard to tray washing; however cleaning facilities for cleaning out trailers are kept and are segregated from product handling and storage areas
- ▼ All bays are covered to protect product from weather damage

8.3 Fabrication of storage and dispatch areas

- ▼ Walls, floors and ceilings and pipework are maintained in good condition and are capable of being kept clean
- ▼ Floors are designed to meet the demands of the operation and, where appropriate, withstand cleaning materials and methods. They are impervious and maintained in good repair
- ▼ Where there is a need for drainage, it is designed and maintained to minimise risk of product damage or contamination and not compromise product safety, quality and legality
- ▼ In areas where fumes may build up (e.g. battery charging), suitable and sufficient ventilation is provided
- ▼ All water supplies used for cleaning, or in connection with any operation in the storage of products, are potable. Water is drawn from mains supply
- ▼ There are no known building voids
- ▼ Adequate lighting is provided in all work areas
- ▼ Where there is a risk to products, lighting is protected by shatterproof covers, sleeves, etc. Where this cannot be achieved, the glass & brittle policy and procedures take this into account

- ▼ All glass windows around food storage areas are protected against breakage, covered with shatterproof film
- ▼ The building is suitably proofed against pests, includes traps and pest excluders
- ▼ The condition of the building fabric is monitored through the weekly glass and fabrication audit and improvements identified are scheduled

8.4 Staff facilities

- ▼ Staff facilities are sufficient to accommodate the required number of personnel, designed and operated to minimise the risk of product contamination. Such facilities are maintained in good and clean condition and meet any applicable legal requirements
- ▼ Toilets are segregated from the storage and picking areas and are provided with hand-washing facilities comprising of, basins with soap and water at a suitable temperature, adequate hand-drying facilities and hand-wash signs
- ▼ Hand-wash facilities are provided and easily accessible
- ▼ There is no requirement for changing facilities in regards to protective clothing
- ▼ Facilities are provided for the safe storage of personal items so that such items are not taken into storage areas
- ▼ The position of the catering facilities, where provided, does not jeopardise the safety, legality and quality of the product. A refrigerator is provided for staff to store their own food
- ▼ LLD operates 2 sites, one in Bellshill, one in Dundee both sites operational 24 hours per day, 365 days per year and is staffed during this time.

Site	Site Information
Bellshill	<p>Built in 1976</p> <ul style="list-style-type: none"> ▼ Structure – Steel & concrete frame, insulated panel (PU) cladding roof on thermal lattice steel supports covered by Polyurethane (PU) or Polystyrene (PS) panels overlaid with composite bitumen panels ▼ External walls are brick/block ▼ Floors are concrete ▼ Warehouse Area / Size: 52,000 sq. ft ▼ Racking available for holding pallets ▼ No previous flooding issues ▼ Site secured with perimeter fencing, secured pedestrian access and access to yard using barrier control for vehicle access ▼ Automatic Fire detection system (Call points located throughout site with smoke detectors and Advance Loop Panel (no sprinkler system) ▼ Fire Extinguisher and systems serviced and maintained ▼ There are refrigerated panels on the site which are fire retardant
Dundee	<p>Built in late 60's</p> <ul style="list-style-type: none"> ▼ Structure – Brick wall and steel Frame, cladded roof on steel frame overlaid with composite bitumen panels ▼ Warehouse Area / Size: 4000 sq. ft ▼ External walls are brick/block ▼ Floors are concrete ▼ No previous flooding issues ▼ The premises are fitted with fire alarm howler system, with call points which is serviced and maintained ▼ There is no sprinkler system ▼ Fire extinguishers and systems are serviced and maintained ▼ There are refrigerated panels on the site which are fire retardant

9 Warehouse Operations

9.1 Warehouse Temperature Control

- ▼ Each site has storage areas for both chilled and frozen goods. The size of storage facility varies by site but will comprise a mix of floor space and racked areas
- ▼ Other than for temperature storage and loading bays areas are not generally segregated for different product categories
- ▼ Long term storage areas are segregated into areas either on the floor or racking areas in both the chilled and frozen areas
- ▼ Separate areas are used for short term storage areas, be that for non-conforming products or temporary storage of returned products
- ▼ Fixed refrigeration plant is installed and maintained by specialist engineers
- ▼ The maintenance contract for the fridge and freezer includes emergency call out cover

9.2 Pest Control

- ▼ LLD contract the services of GP Environmental for Bellshill or Grahams Pest Control for Dundee, in order to deter possible infestations
- ▼ The contract of services with GP Environmental or Grahams Pest Control reflects the nature of the business and takes the products held in storage into consideration to avoid taint or spoilage
- ▼ The location of all pest control measures are identified on a plan/diagram of the site
- ▼ The pest control inspections are analysed to identify possible trends. Records are kept of these inspections, including recommendations and the actions which were undertaken
- ▼ Records are kept of all pest control inspections, including the recommendations and necessary actions undertaken
- ▼ Products are checked upon entry and are stored in a way as to prevent infestation
- ▼ Documentation which details the safe use and applications of baits and other materials such as insecticide sprays and fumigants is available

9.3 Housekeeping and Hygiene

- ▼ There is a documented cleaning schedule in place for buildings and vehicles. All vehicles should be cleaned at least once every 7 days
- ▼ Housekeeping and cleaning systems are in place which ensure that appropriate standards of hygiene are maintained at all times and that risk of contamination is minimised
- ▼ There is adequate staff facilities and equipment provided to allow site hygiene to be maintained at a high standard
- ▼ Records are kept of the cleaning which is completed
- ▼ Cleaning chemicals used are fit for purpose, labelled, and secured in closed containers and used in accordance with the manufacturer's instructions
- ▼ The effectiveness of cleaning is measured and monitored. The cleaning is checked, signed off and documented

9.4 Waste and Waste Disposal

- ▼ There are adequate systems in place for the collation, collection and disposal of waste material
- ▼ Systems are in place to minimise the accumulation of waste in handling and storage areas
- ▼ There is a walk round procedure in place to check that the handling and storage areas are maintained to a high standard with waste kept to a minimum in segregated areas
- ▼ External waste collection containers are closed and covered. These are emptied regularly.
- ▼ There are currently no products which require specific conditions for disposal
- ▼ In the event of substandard trademarked materials being transferred to a third party for destruction or disposal, the third party will be in the business of secure product/waste disposal and will provide record of material destruction or disposal

10 Vehicle Standards & Operations

10.1 Vehicle Standards

- ▼ The load carrying area is free from loose items, damaged panels or projections which could present a risk of damage to products
- ▼ The load carrying area is maintained in a suitable condition to prevent the ingress of rain or dampness during transport where the product is vulnerable to weather damage
- ▼ The load carrying area is maintained in a condition which facilitates ease of cleaning
- ▼ The load-carrying area shall be inspected to loading to ensure it is fit for purpose. The driver also records on their manifest clean condition and records are retained. This includes checking the following

- It is in clean condition
- Walls ceiling and floor in good condition (no exposed insulation)
- Door seal is intact
- No evidence of pests or pest activity
- Drain holes if fitted are cleaned and protected against pests
- Polar/strip curtains if present are clean and intact
- Internal lights (if present) are intact
- Free from strong odours
- Free from excess humidity
- ▼ Load supports, load lock strips are maintained in a good condition and adequate to allow loads to be stabilised effectively during transport.
- ▼ Rear door shutters and tail lifts which are fitted are in good working order
- ▼ All internal walls, floors and ceilings are checked daily, when the vehicle is loaded and unloaded
- ▼ We operate a clean as you go policy
- ▼ A deep clean of each vehicle happens at least once in every 7 days

10.2 Vehicle & Load Security

- ▼ Procedures have been set in place to ensure that product is held under secure conditions during transport and loading and unloading to prevent theft or malicious contamination
- ▼ A risk (threat) assessment has been undertaken to identify potential risk to the security of the load during transportation, cross docking and storage. Appropriate controls have been implemented to reduce the risks.
- ▼ Access to vehicles is restricted to authorised personnel
- ▼ The procedures for maintaining the security of the vehicle are documented
- ▼ Procedures are in place for the transportation of products which is available to the driver and includes
 - Types of products that are handles, including returns
 - Exceptions, including any restrictions on mixed loads and waste handling
 - Segregation controls to avoid cross contamination mixing of sorts, or taint
- ▼ Vehicles are to be locked at all times with the exception of when in use, loading or unloading
- ▼ The Company uses Bluetree as a tracking device. Bluetree is able to tell us when and how long the vehicle doors have been opened for. If there was an issue where it was thought the load had been tampered with, this information will be checked.
- ▼ Procedures are in place for mitigating any potential risk to product safety in the event of any incident either before or loading/unloading, refer to the business continuity policy outlined in Section 3 this includes reporting any such incidents internally and externally to relevant customers and authorities and how to manage the contamination risk to products

10.3 Vehicle Security Procedure

- ▼ All drivers & yard operatives are to ensure that vehicles are locked when parked in any LLD depot
- ▼ Keys should be handed in to the office/dock staff
- ▼ When on a run, it is the driver's responsibility to ensure the security of his/her vehicle
- ▼ When working in the trailer/box, the cab should be locked & the driver should have the keys in his/her possession
- ▼ If you are away from your vehicle the cab doors should be locked
- ▼ At night always attempt to park in well-lit areas
- ▼ If parking overnight when loaded you must park in a recognised truck stop
- ▼ Locking the cab will also protect your own personal property from an opportunist thief

10.4 Vehicle Breakdown Procedure

In the event of a "Vehicle Breakdown", drivers will contact their relevant office and notify their Fulfilment Supervisor of the problem

- ▼ Decisions will be made by the Fulfilment Supervisor in regards to the delivery/collection based on:
 - the location of the vehicle
 - proximity of delivery/collection point
 - box temperature
 - likelihood of repair
 - availability of alternative vehicle
- ▼ Fulfilment supervisors will organise breakdown assistance with the relevant vehicle supplier & contact customers if there will be any delays to service

In the event of a fridge breakdown, drivers should contact their relevant office and notify their Fulfilment Supervisor of the problem

- ▼ Drivers are instructed to record the temperature of the fridge compartments on arrival & departure from a customer's premises
- ▼ The trailer/box will not be opened if an issue is found & advice should be sought from their depot
- ▼ Drivers are also instructed to monitor the operation of the fridges whilst they are in charge of the vehicle

- ▼ Decisions will be made by the Fulfilment Supervisor's & the actions could be:
 - Contact Supplier for decision
 - Contact the other LLD depot for assistance
 - Deliver
 - Call out repairer
 - Tranship load into alternative vehicle
- ▼ All fridges are fitted with temperature recorders to monitor temperature whilst produce is in our control. This data can be used to assist in the decision making

10.5 Vehicle Management

- ▼ The management of vehicles is organised to ensure that legal requirements are met and there is minimal risk of disruption to the service provided
- ▼ Procedures are in place to ensure that the road vehicles are maintained in a road worthy condition to reduce the risk of vehicle breakdown and consequent failure to meet customer requirements. Including daily walk round checks, weekly internal inspections, 6 weekly inspections and annual MOT's
- ▼ All paperwork is kept for 15 months
- ▼ LLD are registered with all appropriate authorities
- ▼ There is a breakdown procedure in place in case of breakdowns or accidents. This is clearly outlined in the drivers' handbook ensuring all drivers are aware
- ▼ Maintenance contracts for refrigerated units is undertaken as follows:-
 - All hire vehicles are on a 24/7 call out through Thermoking/Carrier
 - All owned vehicles have maintenance through Sandy Baird Ltd

10.6 Vehicle Temperature Controls

- ▼ The company has the trailers inspected twice per year to ensure that the equipment employed is capable of consistently maintaining specified product temperature requirements at maximum and minimum loads
- ▼ On board the trailers there is automatic time recording equipment and there are two tracking systems in case one should fail. Drivers are also required to check their temperatures at every stop or at least once an hour
- ▼ The temperature specifications are set on the trailer and allowed time to get to that temperature prior to the goods being loaded
- ▼ Loading and unloading operations are undertaken to maintain product temperature within the specified limits.
- ▼ If the load holding area varies from the specified limits an email is sent to the office staff and the driver is made aware
- ▼ In the case of equipment failure, there are procedures in place to establish the safety and quality status of the product, prior to release to the customer

11 Ethical Policy

11.1 Employment

Employment is freely chosen. There is no forced, bonded or involuntary prison labour.

Long Lane Deliveries employees are not required to lodge "deposits" or their identity papers with Long Lane Deliveries and are free to leave the employment after reasonable notice.

11.2 Working conditions

A safe and hygienic working environment is provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards.

Adequate steps are taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment.

Workers receive regular and recorded health and safety training, and such training shall be repeated for new or reassigned workers.

Access to clean toilet facilities and to water, and, if appropriate, facilities for food storage is provided.

Accommodation, where provided, shall be clean, safe, and meet the basic needs of the workers.

Long Lane Deliveries assigns responsibility for health and safety to a senior management representative.

11.3 Child Labour

There shall be no recruitment of child labour.

11.4 Living Wages

Wages and benefits paid for a standard working week meet, at a minimum, national legal standards or industry benchmark standards, whichever is higher. In any event wages will always be enough to meet basic needs and to provide some discretionary income.

All workers are provided with written and understandable information about their employment conditions in respect to wages before they enter employment and about the particulars of their wages for the pay period concerned each time that they are paid.

11.5 Regular Employment

To every extent possible work performed is on the basis of recognised employment relationship established through national law and practice.

Obligations to employees under labour or social security laws and regulations arising from the regular employment relationship are not avoided through the use of labour-only contracting, sub-contracting, or home-working arrangements, or through apprenticeship schemes where there is no real intent to impart skills or provide regular employment, nor shall any such obligations be avoided through the excessive use of fixed-term contracts of employment.

11.6 Discrimination

There is no discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.

11.7 Treatment

No harsh or inhumane treatment is tolerated. Physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation are prohibited.

12 Certificates

The current LLD certificates can be found and downloaded from the LLD website in the downloads section (Customer Information Pack) at <https://longlanedeliveries.co.uk/downloads/>