

## Quality assurance agreement for service providers

Scope: Forwarding and transport services

### General

The forwarding business is a business of trust with sensitive complexity, which is why the selection of the hauliers must meet this demand. In creating the Safety and Quality Assessment System (SQAS), the European Chemical Industry Council (CEFIC – Conseil Européen de l'Industrie Chimique) has developed a programme which includes all logistic services. Nitz + Co. has used the "SQAS Transport Services" module as a basis, as there is no specific module for forwarding agencies.

### Requirements/guidelines for road transport businesses.

- With every transport order which Nitz + Co. places with hauliers, safety and quality standards among other things are described and their observance stipulated.
- If the contractor has its own certified quality management, a copy of the certification is to be submitted.
- The transports shall be carried out with equipment which is in perfect technical order and condition subject to compliance with the scheduling requirements.
- The availability of all necessary permits and licences (e.g. EU licence) is mandatory for the contractor. Please provide us a copy as a proof of validity.

### Insurance policies

The haulier must have the minimum insurance cover

- in business liability;
- in liability insurance against damage to goods in accordance with HGB (German Commercial Code) in the national area and CMR in the international area
- and a statutory motor vehicle third-party liability insurance incl. injuries to persons.

An insurance confirmation is to be submitted without a request in January of each year.

### Drivers

- The contractor guarantees that reliable, professionally trained driving crews with valid driving licences and sufficient driving experience will be used.
- All operational employees and the driving crews are to be provided with all the knowledge and documents which they require for a safe and qualified carrying out of the order, e.g.:
  - A driver's handbook, the contents of which put in concrete terms at least the requirements of this requirements profile.
  - Requirements profiles of the chemical industry.
  - Checking before starting the journey and after the loading on the basis of check lists.
  - Valid ADR certificates.
  - Training in the use of personal protective equipment such as: safety helmet, safety goggles, PVC gloves, overalls, safety shoes, high visibility jacket, eye rinsing bottle, first-aid box.
  - The personal protective equipment must be in good condition and within the inspection and use-by deadlines.
  - Training in defensive driving and road safety training courses; a procedure for loading and unloading in accordance with BBS (Behaviour Based Safety), incl. necessary work instructions.
  - Complying with persons authorised to issue instructions at the loading and unloading point and their instructions. ○ Cleanliness of the equipment.
  - Stipulation for the use of mobile phones and safety belts.
- Nitz + Co. expects in this connection that you will implement a training programme for all employees for preventive safety behaviour during transportation processing. This programme must comply with the BBS requirements.
- All transport data and safety information (e.g. CMR, Interchange/check report, safety data sheets) are to be passed to the partners involved in the transportation.
- **In the case of neutral transportation processing, where the consignor and/or consignee must not obtain knowledge about either the whereabouts or the origin of the goods, the planning dept. management of Nitz + Co. is to be contacted beforehand, when requesting the transport data through the loading point or supply base.**
- In the case of dangerous goods shipments, the driving crew must request the safety data sheets from the sender and familiarise themselves with the contents. The safety data sheets are to be carried in the vehicle at the prescribed locations.

- Compliance with the working hours and driving periods, any misconduct of the driving crew and disciplinary action taken must be recorded.
- The contractor and his subcontractors are obliged to comply with the legal requirements, especially with regard to labour law and the minimum wage law (MiLoG).
- The contractor is liable for all damages caused by neglecting payment of the statutory minimum wage. This also applies to its subcontractors.

### Security

- Contractors who transport dangerous goods must comply with the regulations for security in accordance with ADR section 1.10.
- Secure garaging and parking of the vehicles in the case of loaded dangerous goods in accordance with the ADR regulations.
- The vehicles used must comply with the statutory technical regulations and the equipment must be secured against theft. For example, alarm systems against breaking open/theft and/or mechanical or electronic immobilisers.

### Additional requirements

- Preventive inspections of the vehicles and the equipment (hose checks) should be carried out and logged at regular intervals between the maintenance schedules laid down by law.
- Basically speaking, the passing on of our transport orders to third parties (subcontractors) is not permitted. Any exceptions must be approved by the planning dept. management of Nitz + Co. It must always be observed that these general principles are also complied with by your subcontractors.
- The instructions of our planning department with regard to the selection and use of tank cleaning systems (e.g. EFTCO), route selection and parking of the vehicle must be complied with without fail.
- An emergency system with an appropriate emergency telephone number must be available, so that a continuous availability of your company is ensured.
- All accidents, incidents and near-accidents must be notified immediately to our planning dept. management and documented in writing.
- All operational and order-related data transmitted to you are to be treated confidentially.
- If you have any valid certificates (SQAS, ISO 9001, ISO 14001, GMP+ B4, HACCP, kosher, waste disposal approval etc.), we ask you to forward a copy of the respective certification documentation.
- The protection of our customers (prohibition of competition) is hereby agreed.

Our company guarantees the compliance with this quality assurance agreement.

Place, date \_\_\_\_\_ Name \_\_\_\_\_

Company stamp \_\_\_\_\_ Signature \_\_\_\_\_