

ESAD Di - Questionnaire & Guidelines - English version - 2015			Score	Mandatory comments
Item N°	Question	Guideline		
1	Legal requirements	Legal requirements		
1.1.	Are you aware of current legislation relevant to your business?	Are you aware of current legislation relevant to your business?		
1.1.1.	Is there an up to date library of relevant Safety, Health, Environmental (SHE) and Corporate Social Responsibility (CSR) regulations, including services contracted out to warehouses, hauliers, etc. ?	CSR is a concept whereby companies integrate social, labour and human rights and governance, safety and environmental concerns in their business operations and in their interaction with their stakeholders (This is also valid for sustainable procurement). For more information about CSR see http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2011:0681:FIN:EN:PDF For a glossary of CSR terms see the "Glossary of CSR terms" worksheet Verify that there is an accessible library (hard copy or electronic) that covers all activities undertaken, and complies with any National Association guidelines. Where the holding of documentation is split between Office and Site locations ensure that responsibility for ownership, updating, and communication of new regulations/changes is clearly defined. The company shall have all relevant regulations in the library or provide evidence of having verified their availability with its contractors. Evidence may be in audit documents. Verify that publications are not out of date. Look for membership with trade association or other competent organisations that supply an update service.	X	
1.2.	Does the company have a means of ensuring that it keeps abreast of legislative requirements and how to comply with them?	Does the company have a means of ensuring that it keeps abreast of legislative requirements and how to comply with them?		
1.2.1.	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?	Look for documentary evidence in the form of an up to date register of relevant legislation . As a minimum this includes environmental laws, safety and health regulations, corporate social responsibility and applicable traffic regulations. Focus on changes in legislation. Ask the company for examples of changes in legislation which happened during recent years if a new assessment, and the last 3 years if a re-assessment, and check how the company implemented them. If (a) person(s) is (are) formally designated, this responsibility should be clearly described in a job description. If an external source is used, there should be clear evidence of a contract, exchange of letters or some other form of written understanding specifying the service to be provided, when and to whom within the Company. EU Directive: 89/391/EEC Art. 7 (Health and Safety)	X	
1.2.2.	Are the responsibilities for assessing the impact of such legislative developments and for proposing actions to comply with these clearly defined ?	Check job descriptions.		
1.3.	Is there a means of ensuring that the relevant personnel are advised of legislative requirements and how to comply with them?	Is there a means of ensuring that the relevant personnel are advised of legislative requirements and how to comply with them?		
1.3.1.	Is there an organisation chart and associated job description defining each individual's role within the organisation, including the responsibilities for SHEQ&Sec and CSR?	To achieve a positive score, there will be an organisation chart for the site showing individuals' job titles and to whom they report. These job titles should be generally descriptive of the work carried out and linked with a job description. The company should have formally designated a Safety & Health Manager, an Environmental Manager, a Security Manager and a Quality Manager. In some countries a Safety Manager is a legal obligation. In a larger company these may be full-time jobs, but it is recognised that in smaller companies these roles may be part of another job. The posts need not have this particular title. These individuals are custodians of the SHEQ&Sec management systems within the Company and are responsible for the efficient operation and maintenance of these systems.	X	
1.4.	Is there a means of confirming that the company and personnel comply with legal requirements?	Is there a means of confirming that the company and personnel comply with legal requirements?		
1.4.1.	Is there a procedure that ensures legislative changes are communicated and implemented in the company?	Look for documentary evidence of communicated and implemented changes in the various applicable SHEQ&Sec and CSR management system documentation and registrations. Look also for communication/information to (relevant) employees. EU Directive: 89/391/EEC (Health and Safety)	X	
1.4.2.	Is a regular review made of the system for compliance with legal requirements ?	Examine the paperwork for compliance. The preferred review period is annual.		
1.4.3.	Is there a written grievance and disciplinary procedure?	The grievance and disciplinary procedure should be a written one and communicated to all employees. It should include what actions are required for raising a grievance and what sanction will be applied in different cases. Verify by asking a sample of employees the content of this procedure.		
2	Management of risk	Management of risk		
2.1.	Does the company have a formal risk management programme?	Does the company have a formal risk management programme?		
2.1.1.	Is there a process to assess and document the Safety, Health, Environmental and Security risks, related to all activities of the company, and considering the following aspects ?	To score a 'yes', a documented system should be in place (see main comment above) to assess and manage the risks of both existing and new operations. Check if the process of risk assessment is repeated at regular intervals (at least annually) for existing operations and takes into account practical experience obtained during the operations and from incident evaluations. Risk associated with contracted services should be included. Check if a risk assessment has been carried out each time there has been a significant change in the operational activities and for every new project. Check the risk assessment report of two recent new activities or projects. Refer to the "Best Practice Guidelines for Safe (Un)Loading of Road Freight Vehicles" Section 7, Technical requirements (un) loading sites: http://www.cefic.org/Industry-support/Transport-logistics/Best-Practice-Guidelines1/General-Guidelines/		
2.1.1a	- start-up of new operations/activities (e.g. new products, new routes) ?	The assessor should identify any new products recently carried, stored, handled or cleaned and at the same time any new routes that products are transported over. These activities should be verified by a risk assessment. The auditor should ask to see the DGSA report (if a DGSA is required) (may be separate from main DGSA Annual report) that assesses the safety and environmental impact of new products before carriage or new services that are planned. EU Directive 98/24/EC		
2.1.1b	- change of operations/activities (Management of Change) ?	From conversation with auditees identify any work practice changes. Check whether this warrants a risk assessment to mitigate the operating risk. Management of Change (MOC) can be defined as a documented and systematic approach to QSSHE organizational changes. This could be applicable to procedures, processes, equipment and/or technologies. Therefore the changes should be identified, reviewed, approved and acknowledged prior to the implementation.		
2.1.1c	- periodic review of risks on current activities?	Current activities can be influenced by changing circumstances, legislation or incidents that happened. Critical tasks should be reviewed annually, non critical every three years.		
2.1.2.	Have measures to control/mitigate the risks been implemented ?	Verify that the Risk Management System includes risk control procedures for higher risk activities and evidence that this is in place for both owned and contracted activities.		
2.1.3.	Is there a documented Risk Management System in place covering Product Stewardship?	Look for a documented Risk Management System, which includes a description of the process and defined responsibilities. It is likely that a Deming cycle approach has been taken but this is not mandatory.		
2.1.4.	Are there any indicators in place for Product Stewardship?	Indicators for Product Stewardship can take a variety of forms and some examples are given below: - The % of Safety Data Sheets (SDS) for non-classified products that are in the 16 point format. - Training records of key personnel. E. g. sales people. - The percentage of products that have source lot traceability. - The number of complaints that are product and /or service related (look in quality documents). - The review of questionnaires sent out to customers to establish the level of service from the Distributor.		
2.1.5.	Is there a management review on the effectiveness of Product Stewardship?	This could take the form of a SWOT assessment : Strengths, Weaknesses, Opportunities and Threats. It should also show some form of analysis of the indicators and a view on their effectiveness as part of the monitoring process.		
2.2.	Do procedures exist to ensure safe working during both routine and non-routine operations?	Do procedures exist to ensure safe working during both routine and non-routine operations?		
2.2.1	Are written procedures in place for routine operations in particular :	Give a score for each item where operations are undertaken.		
2.2.1a	to have the Safety Data Sheet (SDS) available for all classified products distributed?	No guidelines		

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2.2.1b	-to have the SDS available for non-classified products handled ?	No guidelines		
2.2.1c	-to ensure safe working during loading/unloading ?	Look for e.g. bulk loading checklist or procedure. The assessor should verify implementation of this procedure in the site Inspection		
2.2.1d	-to maintain the integrity of the product ?	No guidelines		
2.2.1e	-for analysing safety reports and taking remedial actions ?	No guidelines		
2.2.1f	-for the safe handling/storage of dangerous goods ?	The assessor should verify implementation of this procedure in the site Inspection		
2.2.1g	-for the safe handling/storage of non-dangerous goods ?	The assessor should verify implementation of this procedure in the site Inspection		
2.2.1h	-for drumming/packaging operations ?	The assessor should verify implementation of this procedure in the site Inspection		
2.2.1i	-processing returnable packaging ?	The assessor should verify implementation of this procedure in the site Inspection		
2.2.1j	-for the cleaning and inspection of equipment ?	The assessor should verify implementation of this procedure in the site Inspection		
2.2.1k	-for the use of personal protective equipment ?	The assessor should verify implementation of this procedure in the site Inspection		
2.2.1l	-for the handling of containers that are not owned by the company ?	Check if written agreements and procedures exist for the filling, possibly checking and maintenance, of these containers (IBC, tank container, etc.) that are owned by the product supplier or his main contractor. The assessor should verify implementation of this procedure in the site Inspection		
2.2.2.	Is there a procedure for working together with service providers ?	These service providers include technical services, window cleaning companies, etc.		
2.2.3.	Are written procedures in place and are responsibilities defined for non-routine operations?	Look for documentary evidence e.g. agreements with electricians, etc. The assessor should verify implementation of this procedure in the site Inspection		
2.2.4.	Do you operate a written Permit to Work System for hazardous non-routine operations ?	Look for documentary evidence that system covers both employees and contractors working on site. The assessor should verify implementation of this system in the site Inspection		
2.2.4.a.	Is the responsibility for the issue of these permits clearly defined ?	Look for evidence of usage of permit system that includes procedures to cover electrical, closed entry, heights, hot work etc. For "office only" companies, a permit to work system will probably not be in place. Mark as 'not applicable' in subsequent questions. However, look for a documented system that shows the management is aware of maintenance work and that electricity supply cannot be turned off without management permission. The assessor should verify implementation of this system in the site Inspection		
2.2.4.b.	Does the Permit System clearly specify which checks are required before work can start and which safety measures are needed during execution ?	Look for documentary evidence including a spot check on the use of permits. In the case of working at height, refer to national authorities guidance or the "Best practice guidelines for safe working at height in the logistics supply chain". The assessor should verify implementation of this system in the site Inspection		
2.2.4.c.	Are workers required to carry a copy of the permit applicable to the work being performed ?	Look for evidence that these requirements are met. The assessor should verify implementation of this system in the site Inspection		
2.2.4.d.	Is an extension of permits required every day if work lasts several days ?	Look for evidence that these requirements are met. The assessor should verify implementation of this system in the site Inspection		
2.2.4.e.	Are all the above procedures reviewed regularly ?	Check whether either revised procedures have been issued, or whether there is evidence of formal reviews (check for compliance with ISO 9000 requirements).		
2.3.	Are there arrangements in place to ensure existing facilities are adequately maintained?	Are there arrangements in place to ensure existing facilities are adequately maintained?		
2.3.1.	Is the maintenance policy covered by written procedures ?	Look for documentary evidence.		
2.3.2.	Is there a Preventative Maintenance Plan ?	Look for documentary evidence related to equipment relevant to operations and to regulatory compliance e.g. volume filling meters, weigh bridges, environmental monitoring equipment etc. Make allowance for office-only companies.		
2.3.3.	Is the equipment serviced and checked according to legislation ?	Verify that the service schedule includes equipment that is covered by legislation e.g. pressure vessels, lifts, compressors, electrical appliances etc. The assessor should verify findings in this question during Site Inspection		
2.3.4.	Are maintenance records available ?	Records should identify the date of when the maintenance was carried out.		
2.3.5.	Is the measuring equipment identified and calibrated ?	Look for documentary evidence related to equipment relevant to operations and to regulatory compliance e.g. volume filling meters, weigh bridges, environmental monitoring equipment, etc. The assessor should verify findings in this question during Site Inspection		
2.3.6.	Is there a process in place for monitoring and approving the quality of maintenance ?	Verify that there is evidence of monitoring/approving of maintenance that covers both in-house and contracted out activities. The assessor should verify findings in this question during Site Inspection		
2.4.	Is there a procedure to monitor the introduction of new products?	Is there a procedure to monitor the introduction of new products?		
2.4.1.	Is there a system for identifying products new to the organisation ?	Verify from the documents that are supplied.		
2.4.2.	Is information related to the handling of the product requested from the supplier ?	Look for a procedure in place to request the information from the supplier in case the supplier has not provided this beforehand.		
2.5.	Is there a procedure to ensure that only safe and suitable packaging is used?	Is there a procedure to ensure that only safe and suitable packaging is used?		
2.5.1.	For dangerous goods, is use being made of UN approved new packaging and/or UN reconditioned packaging ?	Look for evidence.		
2.6	Does the company take steps to prevent the misuse of chemicals which are subject to regulatory and other controls.	Does the company take steps to prevent the misuse of chemicals which are subject to regulatory and other controls.		
2.6.1	Do you comply with the Weapon Convention requirements ?	Look for declarations to Authorities or written procedures, and, where applicable, verify that the procedures followed meet the guidelines of the distributor's National Association.		
2.6.2	If your national federation operates a Code of Conduct in this respect, do you apply this Code of Conduct?	Idem 2.6.1.		
2.6.3	Do you comply with the Drug Precursor Convention requirements ?	Idem 2.6.1.		
2.6.4	If your national federation operates a Code of Conduct in this respect, do you apply this Code of Conduct?	Idem 2.6.1.		
2.7	Does the company control access to its premises?	Does the company control access to its premises?		
2.7.1	Is there access control to the offices ?	Give a score for any effective control method, e.g. security guard, electronic card entry system, etc.		
2.7.2	Is the site secured with gates/doors that are closed and locked when not required to be open?	Verify by observation during the assessment.		
2.7.3	Are inspections made to verify the compliance with security standards on a regular basis ?	There should be a specified time interval. Look e.g. for change of security codes on a regular basis.		
2.8	Labour Policy and human rights			
2.8.1	Are specific mechanisms in place to ensure effective implementation of your company's Career Management and training policy ?	The following mechanisms should be in place: Transparent recruitment process (communicated clearly and formally to all candidates), regular assessment (at least once a year) of individual performance, setting of Individual development and career plan for all employees, official measures promoting career mobility, policy to give priority to internal recruitment, provision of skills development training, official measures to anticipate or reduce layoffs and associated negative impacts (e.g. financial compensation, outplacement service)		
2.8.2	Are specific mechanisms in place to ensure effective implementation of your company's non discrimination policy ?	The following mechanisms should be in place: company public commitment to avoid discrimination (e.g. colour, race, gender, religion, ethnic, social), company proactive measures to avoid discrimination during recruitment phase, company specific awareness and training programmes for managers, company specific targets (exceeding legal requirements) to employ disabled people, work conditions and provision of work stations adapted to disabled, company specific measures to promote gender equality in the workplace (i.e. network groups, programmes for advancement of women, equal pay, etc.), whistle blowing procedure (employee's report of suspected wrong doing at work) or disciplinary measures enforced		
2.9	Fair business practices			
2.9.1	Has the company formalized the fair business practices ?	To score positively, the following mechanisms have to be covered: risk assessment on business ethics conducted upstream to define policies, communication of Code of Ethics/business ethics policy to all employees, communication of Code of Ethics/business ethics policy to business partners (e.g. suppliers)		

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2.9.2	Are there mechanisms in place to ensure effective implementation of the anti-corruption and bribery policy? (including for instance: conflict of interest, fraud, money laundering)	To score positively, the following mechanisms has to be in place: signature acknowledgement of anti-corruption policy required for all concerned employees, specific approval procedure for sensitive transactions (e.g. gifts, travel), specific procedures for retaining and using third-party intermediaries (i.e. due diligence, certifications), structured mechanisms to deal with policy violations (e.g. potential sanctions), secure communication channel for employees to seek advice or voice concerns (e.g. hotline, whistle blowing procedure), internal audit on compliance with anti-corruption and bribery policy, internal controls (e.g. four eyes principle, separation of functions, job rotation). To score positively, the company should have established effective and appropriate internal controls to identify and prevent corruption (e.g. multiple-eye principle, specific approval procedure for sensitive transactions (e.g. financial benefits).		
2.9.3	Are there mechanisms in place to ensure effective implementation of the anti-competitive practices policy?	To score positively, the following mechanisms have to be in place: signature acknowledgement of anti-competitive practices policy required for all concerned employees, structured mechanisms to deal with policy violations (i.e. potential sanctions, awareness or training programme on anti-competitive practices (e.g. cartels, price fixing, bid rigging), internal audit on compliance with anti-competitive practices policy		
3	Policies and documentation	Policies and documentation		
3.1.	Does the Company have a QSSHE policy?	Does the Company have a QSSHE policy?		
3.1.1.	Does the company have a current written policy reflecting management's commitment to :			
3.1.1.a	Safety & Health, Environment, Quality/customers requirements Security Prohibit drugs, narcotics and Alcohol Training development Non conformance reporting	The policy statement(s) must be clear and unambiguous concerning management's commitment to the safety of all operations, the health of the employees, the protection of the environment as well as the quality of the operations and services, meeting the customer's requirements at all times (including security). There should be evidence that the policy is reviewed, kept up to date, communicated effectively to the employees and signed by the present Managing Director. If a policy is missing the assessor should indicate which. All mentioned topics must be present in policy to score YES Verify if it is explicitly stated in the policy that the use/or being under the influence of any drug or alcohol is prohibited during working hours. For security : Protecting people, safeguarding the integrity of high value and hazardous products against loss by intentional destruction or theft, and proprietary information given into the custody of a logistic service provider is essential. Verify whether the importance of these objectives are specifically mentioned in the policy.		
3.1.1.b	Corporate Social Responsibility requirements?	For Social: Fundamental human rights, working conditions and hours, non discrimination, freedom of association , prohibition of people working under the minimum age required by law. Verify if these topics are specifically mentioned in the policy. For Governance: Fair business/business ethics (e.g. anti-corruption and bribery, conflict of interest, fraud, money laundering, anti-competitive practices). Verify if these topics are specifically mentioned in the policy		
3.1.2.	Are senior managers sufficiently visible and effective in carrying forward the SHEQ&Sec message?	The local Senior management has to sign off the SHEQ & Sec policy statement, initiate HSE cases and set SHEQ & Sec objectives and targets. Documents have to proof an active leadership by taking the lead in e.g. presentations, interventions, discussing HSSE in staff meetings as well as with (sub)contractors. Indicate what proof could be seen.		
3.1.3.	Does the leadership interact and constructively encourage employees to be actively engaged in SHEQ&Sec performance improvement?	There should be evidence in senior and middle management communication and meeting reports of following items : - encouraging staff and contractors to show involvement in SHEQ&Sec issues - the follow-up of HSSE metrics against HSSE target like incidents, near misses, occupational illness case analysis <u>These should also be consequently discussed in the appropriate committee(s).</u>		
3.2.	Does the company have a Product Stewardship policy?	Does the company have a Product Stewardship policy?		
3.2.1.	Does the company have a written policy reflecting management's active commitment to Product Stewardship ?	This must be a clear and unambiguous statement.		
3.2.2.	Is the policy signed by the Chief Executive ?			
3.2.3.	Does the company have a documented procedure for end use identification and recording ?	Look for documentary evidence. Identification also includes an estimate of the tonnage used. Look for information being stored in a product dossier. If a customer will not reveal the end use, then an educated guess is satisfactory as long as the answer is suitably qualified.		
3.3.	Do policy statements define company objectives and embody the principles of "A Joint Responsible Distribution/Responsible Care Programme"?	Do policy statements define company objectives and embody the principles of "A Joint Responsible Distribution/Responsible Care Programme"?		
3.3.1.	Has the Safety, Health, Environment and Security Plan of the company been reviewed against the applicable Cefic approved Responsible Care Programme ?	Look for documents (e.g. minutes of meetings) providing evidence that senior management has reviewed those policy statements and objectives and have incorporated them into the improvement plan. Current industry practice recommends a review frequency of 3 years.		
3.3.2.	Does the company promote the principles of Responsible Care to logistic partners?	No guidelines		
3.4.	Are the policy statements brought to the attention of all personnel?	Are the policy statements brought to the attention of all personnel?		
3.4.1.	Do the policy statements include reference to all employees responsibility for Safety, Health, Environment, Security and Quality ?	The policy statement should definitely refer to all employees' responsibility for SHE, Security & Quality and to see to it that customers' requirements are being met.		
3.4.2.	Are policy statements displayed or circulated to all employees ?	Look for evidence by asking a number of employees.		
3.5.	Does the company have a policy and defined criteria for the selection of hauliers, warehouse operators, waste disposal companies and other major contractors?	Does the company have a policy and defined criteria for the selection of hauliers, warehouse operators, waste disposal companies and other major contractors?		
3.5.1.	Is there a written procedure for employing major contractors relevant to the handling of chemicals?	Risk assessment will have defined those major contractors, which have a significant effect on SHE and CSR, aspects of operations. These should be covered in this policy. It is of critical importance that any service that is contracted is operated at the same safety, quality and CSR standards as that of the distributor. Distributors must have systems in place providing this assurance. The policy and practice of using contractors needs to be examined very closely to ensure there is: (a) an effective system for the periodic audit of the contractors safety and quality management systems (b) comparison of the contractor's standards of operation with those of the distributor (c) identification of any differences in standards with action plans agreed to eliminate any differences, and regular follow-up as appropriate (d) a clear specification of requirements for the provision of contracted services between the two parties (e) regular meetings between the two parties to review plans and operational performance The policy should clearly state that services will not be contracted until the contractors' safety and quality management systems have been assessed and judged to be of a comparable standard to that of the distributor. The policy should also state the conditions for ongoing assessment of the safety and performance of the contractor. Only one level contracting should be allowed, unless explicit agreement has been reached with the supplier (i.e. no sub-contracting). "Not applicable" may only be scored if contractors are not used at all. If so, all other questions of 3.5 get a "not applicable" reply.		X
3.5.2.	Are safety and quality criteria defined and documented in a written agreement for:			
3.5.2a	-the selection process for major contractors ?	Idem 3.5.1.		
3.5.2b	-the performance assessment of major contractors ?	Idem 3.5.1.		

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3.5.3.	Do you audit your contracted warehouses and/or terminals ?	A documented procedure should exist, identifying the audit document to be used together with the necessary standards for acceptance. There should be evidence that audits are matched against such standards and that plans for deficiencies are specified and actioned.		
3.5.4.	Do you audit your contracted warehouses and/or terminals using an appropriate SQAS package ?			
3.5.5.	Do you audit your contracted hauliers?			
3.5.6.	Do you audit your contracted haulier(s) using SQAS Transport Service module ?			
3.5.7.	Do you audit your contracted filling and blending service providers using the ESAD applicable sections?			
3.6.	Does the company use the Cefic/FECC Product Stewardship Guidelines when contracted to a major supplier of chemicals?	Does the company use the Cefic/FECC Product Stewardship Guidelines when contracted to a major supplier of chemicals?		
3.6.1.	Is there a reference to the Cefic/FECC Product Stewardship Guidelines in the contracts signed with the major suppliers of chemicals ?	The word "contracted" means documents (including letters) that show there is regular business being transacted and that the supplier regards the company as their Distributor. Sometimes, but not always there will be a distributor agreement. Product Stewardship Guidelines is a document jointly endorsed by Cefic and FECC that sets out the SHE responsibilities between supplier and distributor. Where there is a formal supplier/distributor agreement or contract, this Guidelines document should be signed and be part of the commercial contract between supplier and distributor. Refer to http://www.cefic.org/Documents/IndustrySupport/RC%20tools%20for%20SMEs/Document%20Tool%20Box/Guide-with-Good-Practices-for-Chemical-Distributors-ProductStewardship.pdf		
3.7.	Does the company have a security programme?	Does the company have a security programme?		
3.7.1.	Has the company appointed a competent person to be responsible for security ?	Ideally the competent person would have a DGSA qualification. This is most unlikely in office only companies. If a DGSA is not available then a senior person from the management should be in charge of security.		
3.7.2.	Has the company developed security programmes which cover :	Give a score for any effective control method e.g. security guard, electronic card entry system, etc.		
3.7.2a	- a regular review of the operations and an assessment of potential measures to reduce security risk ?	Look for risk assessment and minutes of meetings.		
3.7.2b	- measures to reduce security risk ?	Check that risk reduction measures are effective.		
3.7.2c	- reporting of and dealing with security threats, breaches of security and security incidents ?	Reporting system must be in place for security threats and potential threats.		
3.7.2d	- security training ?	Examine evidence of regular training sessions.		
3.7.2e	- protection of secure information on products and customers ?	Check that (computer) information related to products and customers is protected and secured, and that distribution of such information is limited on "need to know" basis.		
3.8	If the Distributor provides transport services (own or subcontracted)	If the Distributor provides transport services (own or subcontracted)		
3.8.1	Has the company developed security provisions regarding its distribution of transport information ?	Logistics information must be protected and secured within the IT systems. Check that IT systems are secured appropriately. An additional option is to include a Secrecy Clause in the employment contract which is filed in the Human Resource Department.		
3.8.2	Does the company implement measures to ensure the security of the products and transport information throughout the chain of its service partners, including at :	Check contracts with service partners for security clauses, requirements, approved supplier lists.		
3.8.2.a	depots and parking lots?	No guidelines		
3.8.2.b	- cleaning stations ?	No guidelines		
3.8.2.c	- at the interface with any subcontracted road transport company ?	No guidelines		
3.8.2.d	- at the interface with intermodal transport?	No guidelines		
3.8.3	Is the handover/transfer of security with the associated responsibilities signed and documented ?	Check for documented evidence. As an example an EIR (Equipment Interchange Receipt) could be used.		
3.8.4	Does each crew member of a vehicle carry with them means of identification, which includes their photograph, during carriage ?	This could be a passport, (ADR) drivers licence or identification card, depending on the related country or route. This has to be checked during the interviews with the drivers.		
3.8.5	Are devices, equipment or arrangements to prevent the theft of vehicles applied and are measures taken to ensure that these are operational and effective at all times ?	Check the type of anti theft devices, equipment or arrangements and the effectiveness in practice.		
3.8.6	Are truck cabs fitted with access control systems ?	Unauthorised truck cabin access must be detected and alarm system activated to notify the driver.		
3.8.7	Are trucks fitted with an engine starting control system ?	Trucks must be fitted with engine starting electronic blocking system (sometimes called immobilizer).		
3.8.8	Are trailers fitted with a locking fifth wheel ?	Check fifth wheel locking system of the trailer coupling.		
3.8.9	Are decoupled hanger trailers fitted with a locking trailer eye?	To prevent the theft of a decoupled hanger trailer the trailer eye can be provided with a lock.		
3.8.10	<u>Security during handling of Highly Consequence Dangerous Goods</u>	<u>Security during handling of Highly Consequence Dangerous Goods</u>		
		If the Distributor has no HCDG, questions 3.8.10 have to be scored with n.a.		
3.8.10.1	Has a security plan been developed and implemented for High Consequence Dangerous Goods (HCDG) in accordance with section 1.10 of ADR ?	Check the main content of ADR section 1.10 and check if the index page of the security plan contains all necessary chapters. Consult the INDUSTRY GUIDELINES FOR THE SECURITY OF THE TRANSPORT OF DANGEROUS GOODS BY ROAD: http://www.cefic.org/Documents/IndustrySupport/Transport-and-Logistics/Best%20Practice%20Guidelines%20-%20General%20Guidelines/Guidelines-for%20the-security-of-the-transport-of-dangerous-goods-by-road.pdf		
3.8.10.2	Best practices for transport security of HCDG : Does the company have measures to monitor the movement of HCDG whilst in transit ?	Devices for tracking and tracing HCDG while in transit include GPS monitoring, periodic call-in instruction, Internet connection, etc.		
3.8.10.3	Are all fully loaded freight containers, tank containers, truckload and railcars containing HCDGs sealed and seal numbers provided separately (electronic or on paper) ?	Check the practices on sealing through interviewing drivers and verify the instructions. Look for sealing procedure and unique numbered seals to be recorded on transport documentation.		
3.8.10.4	Are seal discrepancies for HCDG investigated thoroughly, the shipment rejected if necessary, security personnel notified and extreme care taken if there is evidence of seal tampering ?	Reporting system for seal discrepancies must be in place, including investigation and follow-up.		
3.8.10.5	Are drivers (own and Fully Integrated Subcontractors) required to call-in periodically ?	Check instructions on call-in in driver's handbook and check practice by interview with drivers. Periodicity in relation with product/kind of transport/ country. At least every time after a longer period in stand still. For a definition of Fully Integrated Subcontractors, see Cefic "Guidelines on subcontracting chemical road transport" http://www.cefic.org/Documents/IndustrySupport/Transport-and-Logistics/Guidelines_RoadTransport_October2005.pdf		
3.8.11	Are the company security programmes evaluated, tested and reviewed on a yearly basis ?	Look for an annual review report including evaluation.		
3.9	Does the company hold Authorised Economic Operator accreditation from the National Customs organisation?	The assessor should look for relevant accreditation correspondence		
4	Provision of information	Provision of information		
4.1.	Does the company maintain quality, health, safety and environmental information concerning the products it handles?	Does the company maintain quality, health, safety and environmental information concerning the products it handles?		
4.1.1.	Is there a file per product/product group that contains all relevant SHE information ?	Look for evidence. For Distributors who have a large product range of mainly commodity chemicals it is acceptable to make use of recognised text books and information sources to provide all the SHE information.		
4.1.2.	Is this information used to create new or check existing SDS if required ?	Idem 4.1.1.		
4.1.3.	Do you receive information on a regular basis from your product supplier, and is there a process for reviewing and updating the SDS ?	Look for evidence that the procedure on handling and updating SDS's is followed.		
4.1.4.	Do you take into account the shelf life data provided by the supplier ?	Look for a procedure to handle this data. The statement that the shelf life of the product is that of the container is acceptable.		

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Item N°	Question	Guideline		
4.1.5.	Does the company operate a documented system to trace lot sources ?	Verify by checking randomly a few invoices and look for batch numbers.		
4.1.6.	Does the company operate a documented system for product recall ?	Look for documentary evidence. Check if there have been any recent product recalls (go back up to three years or last assessment) and establish if there was a written report. Check in the report if the company knew to which customers they had delivered the questionable batch		
4.1.7.	Does the company operate a documented system for quarantining suspect product ?	Look for documentary evidence. Instead of dedicated areas, there can also be special labels and IT quarantining.		
4.2.	Are visitors and service providers to the company premises provided with the information necessary to ensure their safety?	Are visitors and service providers to the company premises provided with the information necessary to ensure their safety?		
4.2.1.	Are visitors and service providers:	Verify from records.		
4.2.1a	- registered upon arrival ?	The assessor should verify findings in this question during Site Inspection		
4.2.1b	- given information relevant to the hazards they may face ?	The assessor should verify findings in this question during Site Inspection		
4.2.1c	- provided with appropriate personal protective equipment ?	The assessor should verify findings in this question during Site Inspection		
4.2.2.	Is this covered by a written procedure ?	The assessor should verify findings in this question during Site Inspection		
4.3.	Are contractors provided with relevant health, safety and environmental information?	Are contractors provided with relevant health, safety and environmental information?		
4.3.1.	Are contractors provided with:	Verify that there is a procedure for providing information, protective equipment and where applicable training for on site contractors.		
4.3.1a	- information relevant to the job to be done ?	The assessor should verify findings in this question during Site Inspection		
4.3.1b	- appropriate training if necessary ?	The assessor should verify findings in this question during Site Inspection		
4.3.1c	- appropriate personal protective equipment ?	The assessor should verify findings in this question during Site Inspection		
4.3.2.	Do you have a marking or transport information card scheme for non-dangerous goods if this is part of a voluntary scheme ?	In some countries, Trade Associations or Competent Authorities run voluntary schemes for non-dangerous goods that may have the potential to harm the environment. These can take the form of marking of bulk tankers and / or the driver carrying transport information cards. If there are no national voluntary schemes, the question is not applicable.		
4.3.3	Is the SULD document used to collect information on site safety and health conditions and communicated to the hauliers unloading at the site?	Check the "Best Practice Guidelines for Safe (un) loading of Road Freight Vehicles, Section 8". The SULD documents can be found in: http://www.cefic.org/Industry-support/Transport-logistics/SULD/		
4.4.	Are customers supplied with adequate health, safety and environmental information and other technical data on the products supplied to them?	Are customers supplied with adequate health, safety and environmental information and other technical data on the products supplied to them?		
4.4.1.	Does the company have a written procedure covering the issue of SDS for all products and to all organisations ?	A proper written procedure should include : a. frequency of re-issue of SDS (taking into account national legislation) b. an example of a letter accompanying an SDS c. organisations other than customers receiving an SDS (e.g. warehouse, Poison Centre, ICE centre ...) d. criteria for issuing a revised SDS		
4.4.2.	Is a SDS provided in the local language	Check sample orders and first deliveries.		
4.4.2.a	- with each sample of a commercialised product ?	No guidelines		
4.4.2.b	- with a first order in a timely manner ?	No guidelines		
4.4.3.	Does the sender record the name of the addressee and date sent every time that a SDS is dispatched?	Check procedures.		
4.4.4.	Is the recipient asked for a proof of receipt ?	Check procedures.		
4.4.5.	Does the procedure allow for SDS dispatch to be repeated on a periodic basis ?	Check procedures.		
4.4.6.	For non-classified products, do you issue a SDS ?	Check procedures.		
4.4.7	Where there is important product information other than a SDS, is it provided in the local language?	Check procedures.		
4.4.7a	Is it provided with a first order in a timely manner ?	Check procedures.		
4.4.7b	When new updated information becomes available, is it dispatched in a timely manner ?	Check procedures.		
4.5.	Does the company have a means for providing revisions to such data to known recipients?	Does the company have a means for providing revisions to such data to known recipients?		
4.5.1.	Is the SDS procedure set up in such a way that:	Check if a procedure exists and is actually followed.		
4.5.1a	- it captures modifications, recording the change and date of change ?	No guidelines		
4.5.1b	- revisions are sent to customers and others in a timely manner ?	No guidelines		
4.6.	Does the company provide advice and /or service to customers on disposal of products and used packaging?	Does the company provide advice and /or service to customers on disposal of products and used packaging?		
4.6.1.	Can the company, upon request from a customer, provide more detailed information about disposal of product than is given on the SDS ?	Look for documentary evidence in the product files.		
4.6.2.	Does the company provide advice to customers on disposal of used packaging ?	Look for documentary evidence in the product files.		
4.6.3.	Does the company provide advice to customers on returnable packaging ?	Look for documentary evidence in the product files.		
4.7.	Does your company have a label policy?	Does your company have a label policy?		
4.7.1.	Do you have a labelling process consistent with :	Verify that there is a procedure and that the company provides clear information in accordance with statutory requirements and industry standards on labelling for transport and supply. Refer to CLP requirements: http://echa.europa.eu/web/guest/regulations/clp/legislation		
4.7.1a	- legal requirements ?	No guidelines		
4.7.1b	- industry standards ?	No guidelines		
4.7.2.	Do you review label contents, prior to use, with information from product suppliers ?	Look for a system that checks with the supplier on label contents and the use of trade names when designing new labels.		
4.7.3.	Do you have an agreement with product suppliers on the use of trade names on labels ?	Look for a system that checks with the supplier on label contents and the use of trade names when designing new labels.		
4.7.4.	Do you participate in voluntary labelling schemes ?	Verify if voluntary systems exist and are applicable. An example of a voluntary system is that run by the ESIG Sector Group of Cefic for solvents.		
5	Training	Training		
5.1.	Are new employees provided with induction training which includes, as appropriate, training on health, safety, security, environmental and CSR aspects of their job?	Are new employees provided with induction training which includes, as appropriate, training on health, safety, security, environmental and CSR aspects of their job?		
5.1.1.	Are the qualifications of new employees matched with the job descriptions particularly with regard to SHE aspects ?	Select specific cases and examine files.		X
5.2	Is there a mechanism for identifying and reviewing training needs of existing personnel?	Is there a mechanism for identifying and reviewing training needs of existing personnel?		
5.2.1.	Has an evaluation been made of all activities to identify training needs ?	Select random files and check. Communication between operators and transport drivers should be taken into account where applicable. Refer to section 6 "Communication skills of drivers and operators" of the "Best Practice Guidelines for Safe (Un)Loading of Road Freight Vehicles"		
5.2.2.	Are job descriptions regularly updated ?	Updates should be made to incorporate changes in e.g. technical requirements, organisation, legal requirements, in customer and service provider relationships.		
5.2.3.	Is refresher training given ?	Look for on the job training as well as refresher training in appropriate areas. Are "tool box talks" used e.g. "What if?" scenarios. Are records kept?		
5.2.4.	After an accident/incident, are the staff concerned informed and if necessary trained with the aid of an accident analysis ?	Select an accident report and examine personnel files.		
5.3.	Are personnel at all levels who carry out specific tasks given training appropriate to those tasks?	Are personnel at all levels who carry out specific tasks given training appropriate to those tasks?		
5.3.1.	Are trained/qualified personnel used for disciplines requiring specific (technical) background/education ?	Some disciplines/activities may require a specific knowledge, experience or education in order to be properly assessed by an assessor. Discuss whether a conscious effort has been made to assign qualified people for specific (technical) aspects of the business, where required.		
5.3.2.	When there is a change of job or procedure, is new training given in a timely manner ?	Select a specific situation and check that affected personnel have been trained according to their files.		
5.3.3.	Is the effectiveness of the training checked for each employee ?	Look e.g. for examination results or follow-up assessments, feedback from audits and feedback from employees on quality of training etc.		

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5.4.	Are records of all training kept?	Are records of all training kept?		
5.4.1.	Are employee training records maintained ?	Check random files.		
6	Emergency response	Emergency response		
6.1.	Does the company have appropriate twenty-four hour emergency plans for all on-site activities?	Does the company have appropriate twenty-four hour emergency plans for all on-site activities?		
6.1.1.	Is there a detailed emergency plan within the company ?	Check if the plan indicates how and by who (Office-only Companies are not expected to have the same detailed plan as a company with facilities): - the emergency alarm is activated. - the liaison with the public emergency services is handled. - external calls are handled.		
6.1.2.	Are employees trained for an accident/incident and familiar with the emergency plan ?	Check if the role of the employees is clearly defined e.g. who is fire fighter, who closes site drainage valves, who takes the roll call etc.		
6.1.3.	Do employees have access to the necessary equipment for incident control?	Check that such equipment is readily available (e.g. fire extinguishers, hose reels, etc.)		
6.1.4.	Are emergency exercises held regularly ?	Look for evidence that emergency evacuation exercises are practised regularly (at least once a year) and that tabletop-exercises are held regularly involving key people		
6.1.5.	Are provisions made so that those staff, responsible for coordinating/directing emergency measures, can be reached at any time ?	Check if there is a written and up to date procedure for calling out key staff outside office hours.		
6.1.6.	Is it possible to obtain access to external information sources ?	Check that there is a list of contact numbers for different emergencies like the local hospital, Poison Centre, a national ICE scheme and suppliers' emergency number.		
6.1.7.	Is there a crisis management plan also covering business continuity ?	An emergency may turn into a crisis. Check that this crisis plan which may be part of the emergency plan, addresses the way the business can be run when the main office building and/or factory would have been destroyed.		
6.2.	Does the company have appropriate twenty-four hour emergency plans consistent with governing regulations for all off-site activities?	Does the company have appropriate twenty-four hour emergency plans consistent with governing regulations for all off-site activities?		
6.2.1.	Is there a detailed off-site emergency plan ?	Check that the off-site plan covers the effective manning of a 24 emergency phone number. The plan should cover at least competent trained responder(s) at the incident scene. In case use is being made of an external agency, check if key company staff can be easily contacted. Look also for evidence that the plans provide arrangements for replacement vehicles, vehicle recovery contractors and waste disposal contractors. Check also that there is adequate insurance coverage to meet claims such as environmental damage.		
6.2.2.	Is there a 24 hr. emergency telephone number and is it being made known ?	This emergency number might be put on the Transport Document, labels, communicated to national schemes (e.g. TUIS, Transaid, Chemsafe etc.). Some countries have regulations making phone numbers mandatory.		
6.2.3.	In the event of an emergency can safety data sheets be easily transmitted to responders ?	Check that emergency responders (at the work place and when on call) have the necessary access to SDS information.		
6.2.4.	Are emergency exercises held regularly ?	These exercises might involve real-life situations (e.g. roll-over) , set up by outside organisations or in-house simulations such as a telephone or table top exercise.		
6.3.	Are you familiar with the reporting requirements of incidents covered by governing regulations?	Are you familiar with the reporting requirements of incidents covered by governing regulations?		
6.3.1.	Are the causes of the accident analysed and measures taken to prevent further accidents ?	Look at a few recent accident reports, chosen at random.		
6.3.2.	Are these measures documented ?	Look at a few recent accident reports, chosen at random.		
6.3.3.	Is there a procedure for informing the neighbourhood, the press and other interested parties of serious accidents/incidents ?	Check that this procedure is incorporated into the emergency plan. Look also for up to date list of contact numbers.		
7	Ongoing improvements	Ongoing improvements		
7.1.	Are management systems reviewed at regular intervals with a view to improving their effectiveness?	Are management systems reviewed at regular intervals with a view to improving their effectiveness?		
7.1.1.	Are SHE, Security, Quality and CSR management systems in place reviewed at least annually ?	These systems may be, but not necessarily certified. Look for dates of latest review(s) A formal management review is to be held at regular intervals and for awarding any score it should be determined from records that such a review(s) is/are held at least once a year.		
7.1.2	Does the management review include:			
7.1.2.a	monitoring and analysis of SHEQ&Sec & CSR data to identify trends and to set objectives?	An effective system should be in place for the recording and analysis of data, which allows for the identification of trends in the number of SHEQ&Sec & CSR non-conformances. The analysis should include customer claims and non-conformances from suppliers. Check evidence that such a system exists. Ask to see a summary of the trend analysis for the last year(s). If a company has already been assessed, data should be available for the last three years, which should document continuous improvement on the issue. If not, this question must be scored with "0". Examples of CSR objectives can be number of transport and/or occupational accidents, damages to the environment, people trained, number of internal/external audits, etc. Big companies can use "consolidated" reports including data from their subsidiaries, but analysis of the data of the assessed subsidiary should be available		X
7.1.2.b	findings of internal audits, recommendations made and corrective actions taken ?			
7.1.2.c	the overall effectiveness of the system in achieving SHE, Security, quality and CSR objectives ?			
7.1.2.d	opportunities for updating and/or improving the system ?			
7.1.3	Does the company operate a behavioural based safety scheme?	The assessor should establish and record what scheme is being operated and that it is active. There are a number of commercial or company developed BBS schemes related to (un) loading and other operations		X
7.2.	Are internal audits carried out in a planned way?	Are internal audits carried out in a planned way?		
7.2.1.	Is there a documented plan for internal auditing the management systems ?	The assessor should look for a written audit plan indicating a detailed system: A document detailing what will be audited, the frequency and who will do it must be available.		
7.2.2.	Are the procedures for internal auditing documented ?	Look for documented audit procedures with responsibilities defined.		
7.2.3.	Do you audit your own warehouses and/or terminals ?	A documented procedure should exist, identifying the audit document to be used together with the necessary standards for acceptance. There should be evidence that audits are matched against such standards and that plans for deficiencies are specified and actioned.		
7.2.4.	Do you audit your own warehouses and/or terminals using an appropriate SOAS package ?			
7.2.5.	Do you audit your own transport department?			
7.2.6.	Do you audit your own transport department using the SOAS Transport Service module ?			
7.2.7.	Do you audit your own filling and blending service providers using the ESAD applicable sections?			
7.2.8.	Do you have a procedure (that includes selection criteria), to assess customer reception facilities?	Criteria could include "when the distributor has concerns about the ability of the customer to handle the products safely".		
7.3	Do those carrying out auditing have training in auditing and evaluation techniques ?	Internal audits should be conducted by people trained in auditing and evaluating techniques, be independent of the activity being audited and at the appropriate level within the organisation. Ask for objective evidence (course attendance, syllabus, diplomas, etc.).		
7.4	Are the findings of all audits reviewed?	Are the findings of all audits reviewed?		
7.5.	Are measures in place to ensure effective monitoring of quality, health, safety, security, environmental and CSR performance?	Are measures in place to ensure effective monitoring of quality, health, safety, security, environmental and CSR performance?		
7.5.1.	Are there management meetings to review reports of non-conformance ?	Assessors should ask to see agendas and minutes of the meetings to verify the answers to the questions. It should be accepted that parts of the minutes may be confidential and hence covered up but it should be possible to see if the item was discussed at length. These meetings can be part of meetings with a wider scope and consequently the minutes may also be a part of that meeting's minutes. Look for evidence of on going improvements e.g. Indicators of Performance, measurements within the framework of the Responsible Care Programme		X
7.5.2.	Are defects revealed by reports or audits discussed during meetings and plans to rectify them established ?	Idem above		

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7.5.3.	Are minutes taken at these meetings and are the identified actions followed up at subsequent meetings?	Idem above		
7.5.4	Is there a programme to improve the energy efficiency of the company?			
7.6.	Are injuries, spills and dangerous occurrences investigated to establish causes and enable the initiation of preventative action to prevent a recurrence.	Are injuries, spills and dangerous occurrences investigated to establish causes and enable the initiation of preventative action to prevent a recurrence.		
7.6.1.	Is there a documented system in place for reporting non-conformance regarding:	This question gets only a positive reply if there is a documented system in place and when items referred to are specifically mentioned and dealt with.		
7.6.1a	- 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		
7.6.1b	unsafe behaviour and 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.		
7.6.1c	corruption and bribery	The assessor should ask to see the files recording any non-conformances. If the file is empty and the company states that there are not non-conformances, record a comment. If the company claims that these records are confidential, score 0 and record a comment		
7.6.1d	grievance and disciplinary findings?	Grievance is a complaint by an employee about an action, which his employer has taken or is contemplating taking in relation to him. The assessor should ask to see the files recording these non-conformances. If the file is empty and the company states that there are not non-conformances, record a comment. If the company claims that those records are confidential, score 0 and record a comment		
7.6.2.	Are immediate actions taken to avoid problems pending further investigation ?	There should be a written procedure clarifying: who, what, why, where, when, how.		
7.6.3.	Are all non conformances reported to senior management ?	When all non-conformances are reported to senior management without undue delay, it signals a high degree of interest and commitment from senior management. Senior management in this case may be senior operational management or depot management depending on the nature of the non-conformance. Serious non-conformances regarding safety should be reported to the top management of the company.		
7.6.4.	Is each report subject to an investigation to establish the reason for non-conformance ?	Establish that proper investigations to find the real reason for the non-conformances have been carried out. The investigation should be properly documented.		
7.6.5.	Are root causes ascertained ?	The system used for investigation should be a method taking into account not only immediate causes but also root causes. The method should include the following key aspects: procedures used, environmental circumstances, training and experience, technical aspects and management engagement. The staff leading root cause investigations should be properly trained. The documented system must include the selection of an investigation team that is appropriate for the case, and has at least one trained member and other members that are capable of decision taking for the improvement actions. The composition of the investigation team will depend on the severity of the accident/incident. The company should have a criteria to define the classification of the accident and the composition of the team.		
7.6.6.	Do the reports describe corrective actions to prevent reoccurrence ?	Look for evidence of incident report conclusions, minutes of follow up meetings etc. .		
7.6.7.	Are permanent changes documented in operating procedures ?	Check that permanent changes to operating or safety procedures, recommended as a result from an investigation, have effectively been followed-up.		
7.6.8.	Do you have a reporting system for near misses ?	Look for evidence.		
7.6.9.	Are near misses investigated and corrective actions taken ?	Check a recent near-miss report. Give a positive reply only if there is proper investigation and follow-up.		
7.7.	Does the company obtain feedback from its employees, contractors and customers concerning any problems or unsafe practices encountered in the undertaking of its business?	Does the company obtain feedback from its employees, contractors and customers concerning any problems or unsafe practices encountered in the undertaking of its business?		
7.7.1.	Is feedback from employees on safety, environmental protection and quality matters actively encouraged ?	Ask for objective documented evidence that feedback or input from employees is encouraged and consequently discussed in the appropriate committee(s).		
7.7.2.	Is feedback from contractors entered into the non conformance system ?	Verify that feedback from contractors is being considered and acted upon.		
7.7.3.	Is feedback from customers entered into the non-conformance system ?	Verify that feedback from customers is being considered and acted upon.		
7.7.4.	Is feedback from suppliers entered into the non-conformance system ?	Verify that feedback from suppliers is being considered and acted upon.		
7.7.5.	Are efforts made to get feedback from a wider audience and is the feedback followed up ?	Check for feedback from e.g. regulators, insurance companies, neighbours etc.		
7.8.	Does the company promote the principles and practice of a Joint Responsible Care Programme within the business community?	Responsible Care programmes are jointly developed either at national level between the distributor and producer associations or at the European level between Fecc and Cefic. The latter programme (European Level) is used in countries where there is no national distributor association, or by national associations who chooses to use the Fecc programme and have it managed by Fecc, or where a company wishes to use the Fecc programme in a country where a national distributor RC programme exists conditional upon the written agreement of that national distributor association. The assessor should request sight of documentary evidence of workshops, seminars, meetings, etc. where the company participated to promote, or publications where the company explained the concept and practice of Responsible Care		
8	Community interaction	Community interaction		
8.1.	Does the company promote the principles of Responsible Care to other organisations?	Does the company promote the principles of Responsible Care to other organisations?		
8.1.1.	Do you have and use RC promotional documents ?	Look for evidence. E.g. The presence of the National Association's IoPs in the Reception area. (IoP = Indicators of Performance)		
8.1.2.	Do you display the RC logo on your documents ?	Look for evidence. E.g. Certificate of commitment to Responsible Care on display.		
8.2.	Do personnel at each location maintain good relations with neighbours?	Do personnel at each location maintain good relations with neighbours?		
8.2.1.	Do personnel participate in local groups ?	These local groups can be local advisory panels, business organisations (Rotary, Lions etc. .), green organisations ...		
8.2.2.	Is there a procedure for handling complaints from a wider audience ?	Verify that the procedure exists: complaints must have been properly considered and adequate feedback must have been provided.		
8.3.	Is the company actively involved with the local community?	Is the company actively involved with the local community?		
8.3.1.	Do you organise open door days ?	Look for documentary evidence. If there is a security concern or it is not appropriate to have open door days, mark as not applicable. For example, office only companies and those with minimal public interest would fall into this category.		
8.3.2.	Does the company have specific involvement with the community other than open door days?	Look for evidence of a pro-active approach outside of open days and supporting schools.		
8.3.3.	Do you co-operate in educational projects with local schools ?	Look for what is appropriate for contact with the local school(s). Preferably this should be related to chemistry. In the absence of this look for (non-commercial) sponsorship, charity work, donations etc.		
8.4.	Does the company allow for openness in relation to information on SHE?	Does the company allow for openness in relation to information on SHE?		
8.4.1.	Is management actively involved in promoting SHE values by participating in meetings or membership with professional, educational or governmental organisations ?	Look for documentary evidence.		