



# FIAS Participant case study - John Pocklington & Son

- Key outcomes of FIAS participation**
- Strengthening operational safety and traceability
- Valuable external review of internal procedures
- Driving continual improvement and credibility



Find out more about FIAS



**Kate Pocklington**  
Owner, John Pocklington & Son



## How long has your business been a FIAS Participant?

We joined in 2022 shortly before my father Tim passed away. I took over the business, originally founded by my grandfather in 1943. Expanding into fertiliser haulage made certification essential for compliance, credibility, and customer assurance.

## Why is your business a FIAS Participant?

Customer demand for fertiliser deliveries led us to pursue FIAS certification. Though initially daunting, the standards were clear and the support made it smooth.

FIAS has improved traceability, safety, and security, especially during complex logistics. We've modernised systems, trained drivers, and enhanced tracking. It also supports compliance with poison and explosives controls.

# How does being a FIAS Participant add value to your business?

Certification has strengthened our operations. Load sheets include full trailer, driver, and customer details, and PODs are scanned into invoices.

Live tracking improves route monitoring and dispute resolution. Secure parking and CCTV protect overnight loads. The portal, audit support, and updates keep us compliant and aligned with the scheme. These tools boost customer trust, and attract business. FIAS has also helped us assess subcontractors more effectively.

# How does your business find the audit process?

We genuinely value the process. We prepare by scheduling internal audits throughout the year, tracking our training and compliance on a digital system.

Led by Emma Dowse, our first audit was a success, with our processes even used as reference. Audits have refined our risk assessments, identify areas for improvement, and provide external confirmation that our systems meet daily requirements, giving us confidence to introduce further measures including spot checks on fertiliser in the yard and at the gate.



# What are the opportunities and challenges for the future of UK fertiliser assurance?

Rising compliance costs and regulatory changes are significant hurdles, especially for smaller businesses. However, there are exciting opportunities to expand services, improve logistics, and continue building trust through certification.

FIAS plays a vital role in self-regulating for the fertiliser industry and ensuring traceability, security and product safety throughout the supply chain. We'd welcome practical additions, such as short training videos on risk assessment and internal auditing, and physical ID cards for drivers, would be useful during roadside checks and add another layer of professionalism.



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Agricultural Industries Confederation Limited  
First Floor, Unit 4 The Forum, Minerva Business Park,  
Lynch Wood, Peterborough PE2 6FT.

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