

This document contains the text of the FIAS Standard as reviewed and updated by the FIAS Review Group 2019/20. Changes are highlighted in red.

The numbering of the standard has changed to provide the following sections:

- G General requirements, apply to all participants
- MP Manufacturing and Packing
- S Storage
- M Product sales and delivery/Merchanting
- T Transport

In the final document, it is proposed that the sections will be colour coded for ease of access. Clause numbers from the current standard are provided for reference.

Abbreviations used: R = Record; T = Template

		FIAS Requirements
nt : no.	New clause no	
Current clause no.	e v o	
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	G	GENERAL REQUIREMENTS
1.	G1	Introduction – Scope of FIAS
1.1	G1.1	The Fertiliser Industry Assurance Scheme (FIAS)
		FIAS covers the assurance of all fertilisers intended for agriculture, horticulture, forestry, amenity and any other such commercial use. It does not apply to fertilisers packaged for home garden use. The issues and risks vary according to the type of fertiliser and therefore the scheme uses a business process risk assessment approach to achieve the necessary level of assurance.
		FIAS has been developed in a joint exercise between the UK Government and the UK Fertiliser industry in order to:
		<ul> <li>Give regulators confidence in the product stewardship exercised by the fertiliser industry</li> <li>Ensure the supply of fertiliser is managed such that products can be used only for legitimate</li> </ul>
		purposes
		• Ensure that the UK fertiliser supply chain is managed at all stages with regard to security, public safety and the environment.
		The scheme covers the entire supply chain of fertiliser and assures compliance of each stage to the following principles:
		Legislation
		Specific legal compliance
		Security
		Prevention of unauthorised access to and/or removal of the product and ensuring that fertiliser is only supplied to legitimate businesses.
		Traceability
		Identification of batches of raw materials to origin.
		Identification of batches of finished product to user.
		Safety Product complies with the legislative safety requirements
		Good Practice
		Effective management controls to ensure that the requirements of this standard, environmental measures and relevant fertiliser industry Codes of Practice are implemented
		All companies certified under FIAS will be subject to an external audit of their compliance with the standard under a scheme accredited to the international product certification standard ISO 17065.



1.2	G1.2	Basis of the Scheme
		The standard is broken down into separate sections for:
		• General
		Manufacture and packing
		Storage
	• Product sales and delivery /Merchanting	
		Transport
		FIAS participants must ensure that they adhere to the Scheme Rules, the General section and the relevant section(s) for the scope of their declared business activities.
		Independent assessments will be carried out to determine whether companies comply with the scheme requirements.
		FIAS standard must be read in conjunction with the FIAS Scheme Rules.

	.o	FIAS Requirements	Guidance
Current clause no.	New clause no.		
2.	G2	Management commitment	
2.1	G2. 1	The Company senior management must be committed to the implementation and maintenance of the FIAS Standard/Certification.	
2.1.1	G2. 2	The Company shall have a dated policy statement that commits the Company to comply with FIAS. The policy must be communicated to all Company employees involved in fertiliser related activities and be reviewed as part of the management review or as a result of Company changes to make sure it remains current. [R] [T]	The policy statement can be a brief document that is prepared and endorsed by a senior person in the Company, for example, Managing Director. It is acceptable for the Company to use and adapt existing systems, documents, manuals and forms etc. to comply with FIAS.
	G3	Management review	
2.1.6	G3. 1	Senior management shall carry out an annual review of systems and procedures including: • Policy statement (See G2.2) • Risk assessments • Internal and external audits (see G17 and G20) • Incidents and corrective action • Training and processes • Internal procedures Record of the annual management review must be documented [R] [T]	"Annual" means within a 12 month period.
	G4	Designated person	
2.1.4	G4. 1	The Company shall appoint a designated person who must have authority and responsibility for the implementation and maintenance of the requirements of the FIAS standard.	This member of staff may have other duties but must have clearly defined responsibility for ensuring the Company has a system to comply with FIAS.
	G5	Organisation	
2.1.2	G5. 1	All employees that could affect fertiliser product security, safety, legality, traceability and environmental impact shall be made aware of their responsibilities, the levels/limits to their authority and the organisational structure of the Company. [R]	Job descriptions and a diagram of the Company structure may be helpful. Consider full time and temporary staff.



		FIAS Requirements	Guidance
Current clause no.	New clause no.		
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2.5	<b>G6</b>	Personnel and training	
2.5.1	G6. 1	The Company shall ensure that all personnel, full-time, part-time and temporary employees and agency staff, are trained and competent to carry out their roles and responsibilities related to FIAS. Records of training and competence shall be kept <b>[R]</b> .	<ul> <li>Training records should show:</li> <li>Date</li> <li>Signature and printed name of trainer and trainee</li> <li>Topics covered</li> <li>Certificates (where held) from internal/external training organisations</li> <li>Self-assessment reports where</li> </ul>
			<ul><li>appropriate</li><li>Competency records</li></ul>
	G6. 2	As a minimum, a designated person must complete the relevant AIC i-learning module or equivalent training package (e.g. Driver CPC, internal training)	AIC i-learning modules for Driver, Transport Manager, Merchant and Store are available here <u>https://www.aictradeassurance.org.uk/aic-</u> <u>i-learning/</u> Log in credentials can be requested from <u>ukfeed@kiwa.com</u> or on 01473 878878 (link) FIAS Driver CPC training information: (link to be added when course is confirmed)
2.5.2	G6. 3	The Company shall undertake security screening of staff in relation to FIAS activities and products [R]	Guidance for businesses on security screening of staff is available from www.cpni.gov.uk/personnel-and-people- security
	G7	Procedures	Security
2.1.5	G7. 1	The Company shall have working procedures and detailed instructions to control activities to meet the FIAS standard.	
	<b>G</b> 8	Communication with Certification Body	
	G8. 1	<ul> <li>The Company must promptly advise the Certification Body of any significant changes or occurrences within the business that materially affect compliance with the standard such as:</li> <li>business ownership</li> <li>scope of operations</li> <li>change of designated person</li> <li>addition or closure of sites</li> <li>being subject to a relevant formal investigation by an external body regarding fertiliser safety and/or security</li> </ul>	
2.2	<b>G</b> 9	Legislation	
2.2.1	G9. 1	<ul> <li>The Company shall have an effective means of ensuring that:</li> <li>they are aware of all relevant legislation and appropriate systems are in place to ensure full compliance.</li> <li>they have a means of identifying any changes in legislation.</li> </ul>	Sources could include trade associations, government departments, professional bodies and trade journals.



		FIAS Requirements	Guidance
Current clause no.	New clause no.	•	
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2.2.2	G9.	The Company shall ensure that authorities are notified and	COMAH/ NAMOS Regulations See Appendix
	2	approvals obtained for products held at their sites, where	1.
		relevant [R].	
2.3	G10	Business process risk assessment	
2.3.1	G10	The Company shall undertake and document a thorough	See appendix (number to be assigned)/AIC
- 2.3.6	.1	business process risk assessment of its operations in the manufacturing, merchanting, storage and transport of	website for further information and
2.5.0		fertilisers in order to identify the hazards and risks related	templates
		to legal compliance, security, product safety and	In the case of a small business with limited
		traceability within those operations.	management resources, the FIAS
		[R] [T]	designated person would be expected to
			have the appropriate experience and
		The assessment shall:	knowledge to undertake the business
		<ul> <li>Be carried out by a person or team who have a breadth</li> </ul>	process assessment. External expertise may
		of knowledge and expertise of all aspects of the	be required.
		operation and are competent in the understanding and	Ideally the assessment leader should have
		practical application of risk assessment principles.	attended a recognised training course.
		• Define the scope of the fertiliser operations to be considered and lists or charts the process steps. Include	For further information: FIAS i-learning
		all business processes that have an impact on the	modules include information on business
		assessment criteria, such as sales orders, recruitment	process assessment and risk levels.
		etc	
		<ul> <li>Identify hazards in the areas of legal compliance,</li> </ul>	
		product safety, security and traceability at every step of	Note: when considering safety, make sure
		the business process	this relates to product safety and not
		<ul> <li>Evaluate the risk associated with the hazard(s)</li> </ul>	occupational health and safety.
		Identify and implement controls required to prevent or	Guidance on completing a FIAS business
		reduce any identified risks to an acceptable level.	process risk assessment and example forms
		<ul> <li>Establish corrective action procedures to be implemented when identified risks are deemed to be</li> </ul>	are available on the AIC website. (link tbc)
		out of control	
		[R]	
2.3.7	G11	Review of business process risk assessment	
	G11	The business process risk assessment shall be reviewed by	
	.1	the assessment team/designated person annually and in	
		response to any changes in products, processes,	The outcomes of the business process risk
		legislation or any other factors that may affect the safety	assessment review should be included in
		and security of the finished product.	the management review required in G3.1.
		The business process assessment review shall be recorded	
		and findings implemented [ <b>R</b> ].	
2.4	G12	Purchasing, selection and assessment of suppliers, contract	tors and merchants.
2.4.1	G12	The Company shall ensure when purchasing goods and	
	.1	services that all relevant FIAS and statutory requirements	
		are satisfied.	
	G13	Purchasing of raw materials, packaging and finished and	cts.
2.4.2.	G13	<b>Purchasing of raw materials, packaging and finished produ</b> The Company shall ensure that:	Cts Material or product specifications may
2.4.2. 4	.1	<ul> <li>all purchased raw materials, and finished products are</li> </ul>	include
.		obtained from business approved suppliers. [R]	description of material or product
		<ul> <li>raw materials, packaging and finished products are</li> </ul>	technical parameters
		purchased against specifications which comply with	• safety data
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		applicable Statutory requirements and enable it to	• packaging
		meet its FIAS obligations. [R]	• quantity
		<ul> <li>records are kept of all purchased goods. [R]</li> </ul>	storage information
	G14	Contracted services	
2.4.2.	G14	Businesses contracted to manufacture, blend, pack or	
2	.1	otherwise change the nature or format of a product must	
		be FIAS certified.	
	G15	Contracted services – storage, transport and merchanting	
2.4.2.	G15	The Company shall ensure that businesses contracted to	
3	.1	provide transport, storage, or merchanting of fertiliser	
		product supplied by the Company are FIAS certified to the	
		relevant standard. [R]	
	G16	Derogation for use of non FIAS certified Contractors and M	
<b>a</b> : -		In this section "contractor" refers to businesses providing se	ervices for transport and storage
2.4.2.	G16	A derogation from G15 is available where the Company	
3.1	.1	wishes to use non-FIAS certified contractors for transport and storage or merchant customers for onward sales of	
		fertilisers and Explosive Precursors where used as a	
		fertiliser product (as defined within FIAS scheme rules	
		F1.1).	
	G16	To qualify for this derogation, before first use of the	The audit should be carried out by a
	.2	contractor or sales to the merchant customer, the	competent person, either within the
		Company must undertake an initial audit of the	Company or an external auditor.
		contractor's or merchant's systems, processes and past	Audit checklists are available on the AIC
		operating performance (where available) covering all	website [T]
		aspects of the relevant FIAS standard.	
		For storage operations this audit must include an	
		inspection of the storage facilities.	
		The findings of this audit shall be submitted to the	
		Certification Body in a written report for review to	
		determine whether or not the contractor or merchant can	
		be authorised for use in accordance with Clause G15.1. Where granted, authorisation will be confirmed to the	
		Company in writing. [R]	
	G16	To maintain on-going authorisation to use the contractor	
	.3	or merchant services, the Company shall undertake an	
	_	annual audit of the contractor's /merchant's performance	
		and inspection of storage facilities as part of its FIAS	
		internal audit programme.	
		This audit shall cover all relevant aspects of the FIAS	
		Standard. Audit findings including nonconformances and	
		corrective actions taken shall be recorded. [R]	
		The Component shall not free FIAC months and full	
		The Company shall review FIAS performance of the	
		contractor or merchant annually and include in the management review.	
		[R]	
	G16	The Company's annual FIAS audit will include review of	
	.4	the contractor or merchant audit reports and schedule.	
	G16	It is NOT permitted for the approved non-FIAS contractor	
	.5	to further subcontract storage and/or transport of	
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		FIAS Requirements	Guidance
Current clause no.	New clause no.		
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		Company owned product or in the case of approved	
		merchants, to undertake wholesale sales to third parties.	
	G16	It is the Company's responsibility to ensure that its	
	.6	approved non-FIAS contractors and merchants comply with FIAS requirements. Contractors and merchants	
		which subsequently fail to do so may jeopardise the FIAS	
		certification status of the contracting Company.	
	G16	Where there are approved non-FIAS contractors or	Annual volumes and location should be
	.7	merchants providing services for more than one FIAS	taken into account.
		certified Company, they should be expected and	
	G16	encouraged to join the FIAS scheme. A list of the Company's current non-FIAS contractors and	The derogation applies to the Company and
	.8	merchants approved under this derogation, will be held by	its approved non-FIAS contractors /
		the Certification Body.	merchants only – the approval is not valid
		Details may be provided on request to UK authorities.	for the non-FIAS contractor / merchant with
			any other FIAS company.
		The Company must notify the Certification Body of any removals from the list.	The current FIAS status of a company may be checked on the AIC Trade Assurance
		removals from the list.	Checker (link) and approved contractor /
			merchant status by contacting the
			Certification Body (tel no, email link).
2.4.4	G17	Audits and assessments of suppliers and contractors	
	G17	When the Company conducts an audit of a supplier of	The FIAS certification body will require
	.1	goods or services, they must ensure that:	evidence that the audit has been completed
		<ul> <li>The audit is completed at a defined frequency based on risk assessment and supplier performance with</li> </ul>	competently and records demonstrate that the supplier will and does comply with the
		the exception of approved non-FIAS storage and	relevant FIAS standard and Company
		transport contractors and merchant customers who	requirements.
		must undergo an audit initially and annually as per	An audit template is provided on the AIC
		clause G15.	website. [T]
		<ul> <li>The audit covers all relevant aspects of the FIAS Standard</li> </ul>	
		<ul> <li>An audit report that records findings against each</li> </ul>	
		clause of the relevant standard is produced and	
		retained	
		<ul> <li>The supplier provides evidence that all non-</li> </ul>	
		compliances have been resolved	
		<ul> <li>Supplier performance in respect of FIAS requirements forms part of the annual management</li> </ul>	
		review.	
2.6	G18	Internal Audits	
2.6.1	G18	The Company shall plan and conduct internal audits as a	An internal audit may be carried out by a
		means of determining compliance with safety, security,	competent person, either within the
	.1		
	.1	legal, FIAS and Company requirements.	Company or an external auditor.
	.1		Company or an external auditor. Audit checklists are available on the AIC
2.6.2	.1 G18		Company or an external auditor.
2.6.2		legal, FIAS and Company requirements.	Company or an external auditor. Audit checklists are available on the AIC
2.6.2	G18	legal, FIAS and Company requirements. Audit findings, including any non-conformances, shall be	Company or an external auditor. Audit checklists are available on the AIC



		FIAS Requirements	Guidance
Current clause no.	New clause no.		
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2.7.1	G19	The Company must ensure that only the current versions	This may be achieved by adding
	.1	of documents are in use. [R]	a document reference number
			<ul> <li>issue date</li> <li>version number</li> </ul>
			<ul> <li>archiving system</li> </ul>
2.7.2	G19	Documents and records (handwritten or electronic) must	<b>3 7 7 7</b>
2.7.3	.2	be designed and prepared such that:	
		Their title and purpose are clear	
		They are dated	
		<ul> <li>Inadvertent use of superseded documents is prevented (ref G21.1)</li> </ul>	
		Records are legible	
		Handwritten records are in ink	
		The name of the person making any entry, alteration or	
		deletion is identifiable	
2.7.4	G19	All records must be retained for a period not less than two	FIAS records required are listed in Appendix
	.3	years, or as required by legislation and be available to auditors at the next FIAS audit.	4
		Records must be legible and kept in suitable conditions	
		that allow ready retrieval and prevent deterioration.	
2.8	G20	Management of Incidents and Emergencies	
2.8.1	G20	The Company shall have a documented procedure that	This relates to all sectors of the FIAS supply
	.1	outlines the actions to be taken in the event of a product related incident where it is established that product safety,	chain, and should cover foreseeable incidents such as:
		legality, security or traceability has been compromised.	• Fire
			• Theft
		The management procedures must be reviewed annually	Major spills
		to ensure details remain up to date and effective. [R].	Flood
2.8.2	G20	The Company shall have a documented procedure that	It is essential that the Company reports any
	.2	outlines the actions to be taken in the event of any	suspicious activity to the Police or other
		suspicious or unusual activity.	enforcement agency as soon as possible. It is compulsory to report to the authorities,
			is compulsory to report to the authorities,
			suspicious activities relating to fertilisers
			suspicious activities relating to fertilisers containing Ammonium Nitrate (>16%N),
			suspicious activities relating to fertilisers containing Ammonium Nitrate (>16%N), Potassium Nitrate, Sodium Nitrate, Calcium
			containing Ammonium Nitrate (>16%N), Potassium Nitrate, Sodium Nitrate, Calcium Nitrate and Calcium Ammonium Nitrate and
			containing Ammonium Nitrate (>16%N), Potassium Nitrate, Sodium Nitrate, Calcium Nitrate and Calcium Ammonium Nitrate and other substances listed in the Explosive
			containing Ammonium Nitrate (>16%N), Potassium Nitrate, Sodium Nitrate, Calcium Nitrate and Calcium Ammonium Nitrate and other substances listed in the Explosive Precursors legislation.
			containing Ammonium Nitrate (>16%N), Potassium Nitrate, Sodium Nitrate, Calcium Nitrate and Calcium Ammonium Nitrate and other substances listed in the Explosive
2.8.3	G20	The Company shall record actions taken in the event of	containing Ammonium Nitrate (>16%N), Potassium Nitrate, Sodium Nitrate, Calcium Nitrate and Calcium Ammonium Nitrate and other substances listed in the Explosive Precursors legislation. See Appendix 5 Contact Details for the Anti-
	.3	incident, emergency or suspicious activity [R].	containing Ammonium Nitrate (>16%N), Potassium Nitrate, Sodium Nitrate, Calcium Nitrate and Calcium Ammonium Nitrate and other substances listed in the Explosive Precursors legislation. See Appendix 5 Contact Details for the Anti-
2.8.3 9	.3 <b>G21</b>	incident, emergency or suspicious activity [R]. Product Recall	containing Ammonium Nitrate (>16%N), Potassium Nitrate, Sodium Nitrate, Calcium Nitrate and Calcium Ammonium Nitrate and other substances listed in the Explosive Precursors legislation. See Appendix 5 Contact Details for the Anti-
	.3 <b>G21</b> G21	incident, emergency or suspicious activity <b>[R]</b> . <b>Product Recall</b> All parts of the fertiliser supply chain shall understand and	containing Ammonium Nitrate (>16%N), Potassium Nitrate, Sodium Nitrate, Calcium Nitrate and Calcium Ammonium Nitrate and other substances listed in the Explosive Precursors legislation. See Appendix 5 Contact Details for the Anti-
	.3 <b>G21</b>	incident, emergency or suspicious activity <b>[R]</b> . <b>Product Recall</b> All parts of the fertiliser supply chain shall understand and support the requirements of a product recall.	containing Ammonium Nitrate (>16%N), Potassium Nitrate, Sodium Nitrate, Calcium Nitrate and Calcium Ammonium Nitrate and other substances listed in the Explosive Precursors legislation. See Appendix 5 Contact Details for the Anti-
	.3 <b>G21</b> G21	incident, emergency or suspicious activity <b>[R]</b> . <b>Product Recall</b> All parts of the fertiliser supply chain shall understand and	containing Ammonium Nitrate (>16%N), Potassium Nitrate, Sodium Nitrate, Calcium Nitrate and Calcium Ammonium Nitrate and other substances listed in the Explosive Precursors legislation. See Appendix 5 Contact Details for the Anti-



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		Transport and storage companies shall support the recall process as required by provision of traceability records or	
		data. [R]	
	G21	The Company supplying product shall have a documented	This should be sufficiently detailed to
	.2	recall procedure.	explain the recall process and identify the
			management function responsible for
			implementing the procedure.
	G21	The Company shall take prompt action to advise and	Depending on the nature of the product
	.3	inform those affected by a product recall.	incident, this may include suppliers,
			customers and end users.
	G21	The Company shall plan for the recovery and final disposal	
	.4	or use of affected product and stock reconciliation.	
	G21 .5	The Company shall test their product recall procedures at least annually and in a way that ensures their effective	A recall test is a theoretical exercise which
	.5	operation.	does not require the physical return of product. It should confirm that all aspects of
		Results of the test should be used to review the recall	the procedure work e.g. staff awareness of
		procedures and implement improvements as necessary.	responsibilities, correctness of contact
			details, where to find traceability
			information
	G21 .6	All product recalls and tests of the procedure shall be	
	.0	documented and form part of the Company's management review. [R]	
	G21	Storage and transport participants shall at all times	The traceability records may be required
	.7	maintain comprehensive records to demonstrate	during a product recall or recall test by the
ſ		traceability of product whilst in their possession. Such	product supplier.
		records shall be accessible and retained as specified by	
		the second section of Company and the second second second the FLAC	
		the contracting Company and in accordance with FIAS	
		the contracting Company and in accordance with FIAS requirements.	
2.10	G22	requirements. Customer Complaints	
2.10.	G22	requirements. Customer Complaints The Company shall establish and implement a system for	
-		requirements. Customer Complaints	
2.10. 1	G22 .1	requirements. Customer Complaints The Company shall establish and implement a system for recording customer complaints.	
2.10. 1	G22	requirements. Customer Complaints The Company shall establish and implement a system for	
2.10. 1 2.10.	G22 .1 G22	requirements.  Customer Complaints  The Company shall establish and implement a system for recording customer complaints.  All complaints shall be reviewed promptly and appropriate action taken. The review shall consider the potential effect of the	
2.10. 1 2.10. 2	G22 .1 G22 .2	requirements.  Customer Complaints The Company shall establish and implement a system for recording customer complaints.  All complaints shall be reviewed promptly and appropriate action taken. The review shall consider the potential effect of the problem on other products or services.	
2.10. 1 2.10. 2	G22 .1 G22 .2 G22	requirements.  Customer Complaints  The Company shall establish and implement a system for recording customer complaints.  All complaints shall be reviewed promptly and appropriate action taken.  The review shall consider the potential effect of the problem on other products or services.  The Company shall keep records of the complaint review	
2.10. 1 2.10. 2 2.10. 3	G22 .1 G22 .2 G22 .3	requirements.  Customer Complaints  The Company shall establish and implement a system for recording customer complaints.  All complaints shall be reviewed promptly and appropriate action taken. The review shall consider the potential effect of the problem on other products or services. The Company shall keep records of the complaint review and any actions taken [ <b>R</b> ]	
2.10. 1 2.10. 2 2.10. 3 2.11	G22 .1 G22 .2 G22 .3 G23	requirements.  Customer Complaints  The Company shall establish and implement a system for recording customer complaints.  All complaints shall be reviewed promptly and appropriate action taken.  The review shall consider the potential effect of the problem on other products or services.  The Company shall keep records of the complaint review and any actions taken [R]  Security	These measures may include physical
2.10. 1 2.10. 2 2.10. 3	G22 .1 G22 .2 G22 .3	requirements.  Customer Complaints  The Company shall establish and implement a system for recording customer complaints.  All complaints shall be reviewed promptly and appropriate action taken.  The review shall consider the potential effect of the problem on other products or services.  The Company shall keep records of the complaint review and any actions taken [R]  Security  Suitable and sufficient security measures shall be put in	These measures may include physical security, site access control, CCTV, control
2.10. 1 2.10. 2 2.10. 3 2.11 2.11.	G22 .1 G22 .2 G22 .3 G23 G23	requirements.  Customer Complaints  The Company shall establish and implement a system for recording customer complaints.  All complaints shall be reviewed promptly and appropriate action taken.  The review shall consider the potential effect of the problem on other products or services.  The Company shall keep records of the complaint review and any actions taken [R]  Security	These measures may include physical security, site access control, CCTV, control of visitors/ contractors etc.
2.10. 1 2.10. 2 2.10. 3 2.11. 2.11.	G22 .1 G22 .2 G22 .3 G23 G23	requirements.  Customer Complaints  The Company shall establish and implement a system for recording customer complaints.  All complaints shall be reviewed promptly and appropriate action taken.  The review shall consider the potential effect of the problem on other products or services.  The Company shall keep records of the complaint review and any actions taken [R]  Security  Suitable and sufficient security measures shall be put in place for the Company site(s) and operations. These shall	security, site access control, CCTV, control
2.10. 1 2.10. 2 2.10. 3 2.11 2.11.	G22 .1 G22 .2 G22 .3 G23 G23	requirements.  Customer Complaints  The Company shall establish and implement a system for recording customer complaints.  All complaints shall be reviewed promptly and appropriate action taken.  The review shall consider the potential effect of the problem on other products or services.  The Company shall keep records of the complaint review and any actions taken [R]  Security  Suitable and sufficient security measures shall be put in place for the Company site(s) and operations. These shall be determined by risk and threat assessment including consideration of  unauthorised access	security, site access control, CCTV, control of visitors/ contractors etc. Additional guidance is available from www.cpni.gov.uk
2.10. 1 2.10. 2 2.10. 3 2.11. 2.11.	G22 .1 G22 .2 G22 .3 G23 G23	requirements.  Customer Complaints The Company shall establish and implement a system for recording customer complaints.  All complaints shall be reviewed promptly and appropriate action taken. The review shall consider the potential effect of the problem on other products or services. The Company shall keep records of the complaint review and any actions taken [R] Security Suitable and sufficient security measures shall be put in place for the Company site(s) and operations. These shall be determined by risk and threat assessment including consideration of     unauthorised access     terrorism	security, site access control, CCTV, control of visitors/ contractors etc. Additional guidance is available from
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Current clause no.	New clause no.	FIAS Requirements	Guidance
		systems are protected from unauthorised access and malicious attacks.	
3.	G24	Product sourced from overseas	
3.1	G24 .1	A formal contract must exist between all parties to the transaction. This must clearly lay down the terms on which the product is purchased <b>[R]</b> .	This will typically be under current INCO Terms
3.2	G24 .2	Imports from outside the EU into the UK of products covered by the Ammonium Nitrate (High Nitrogen Content) Safety Regulations 2003 (SI 1082/ 2003) must be notified in advance to the relevant authorities [ <b>R</b> ].	Relevant authorities include DEFRA, Port Authorities.
2.4.3	G24 .3	The Company shall ensure that fertiliser imports meet the agreed requirements of customer, user, Company and legal product and packaging specifications <b>[R]</b> . The Company shall comply with all relevant legislative requirements for the import of fertiliser.	
	G25	Detonation Resistance Test (DRT) Certificates	
	G25 .1	A DRT certificate is required for material containing AN (including mixtures) in which the nitrogen content from AN exceeds 28% by weight. Quantities less than 500 kg and material classified as an explosive are exempt. An audit trail for the product from manufacture to final user must be maintained, evidenced by certificates and/or transaction records. These must be retained for a period of at least 2 years after the date of supply. [R]	Refer to: Ammonium Nitrate (High Nitrogen Content) Safety Regulations 2003 (SI 1082/ 2003). Where AN is not being used as a fertiliser, an exemption certificate must be granted by HSE as per clause 10 of SI1082/2003



4.	MP	Fertiliser Manufacture and Packing	
4.1	MP 1	Product Development	
4.1.1	MP1. 1	The Company shall ensure that relevant product safety and quality attributes are managed during the development of all new products or changes to existing products [R].	<ul> <li>Examples of characteristics that should be considered during the product development process are:</li> <li>Self-sustaining decomposition</li> <li>Resistance to detonation</li> <li>Caking tendency</li> <li>Dust formation</li> <li>Compatibility</li> <li>Thermal cycling</li> <li>Quantity of product being manufactured</li> <li>Length of time in storage</li> <li>Refer to:</li> <li>Appendix 1 Legislation: The Fertilisers</li> <li>(Sampling and Analysis) Regulation 1996</li> <li>Appendix 2: Fertilizers Europe Guidance for Compatibility of Fertilizer Blending materials</li> </ul>
4.2	MP2	Product Information	
4.2.1		The Company shall comply with all relevant legislation for labelling and the supply of product safety information. Where there is no requirement in legislation to provide product safety information, as a minimum the Company shall make such information available on request.	Legislation requires the Company to document safety information about their products and provide this under specific circumstances, for example, Safety Data Sheets
4.3	MP3	Manufacturing Process Control	
4.3.1	MP3. 1	The Company shall ensure that the manufacturing operation is carried out under controlled conditions to ensure production processes comply with specification and legislative requirements.	To demonstrate due diligence, controlled conditions would typically include • documented procedures • blend formulations • calibrated equipment • defined process parameters • competent personnel
4.4	MP4	Product Inspection and Testing	
4.4.1	MP4. 1	A product inspection and testing regime shall be planned and implemented to ensure compliance with all legal, Company and customer requirements [R].	Inspection and testing may include nutrient analysis and product weight. Refer to: The Fertilisers (Sampling and Analysis) Regulation 1996 See Appendix 1 Legislation
4.5	MP5	Finished Product Packaging	
2.4.5 4.5.1	MP5. 1	The Company shall ensure that all packaging is suitable for the classification and analysis of product.	Packaging specifications take into account safety factors, suitability, labelling and any other legal requirements. Packaging material / construction specifications for hazardous products must comply with ADR Regulations Further information on specifying suitable packaging can be found on the FIBCA website http://fibca.com/



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4.5.2	MP5. 2	The Company shall comply with legal requirements for the labelling of all fertiliser.	The fertiliser may be in bags, containers or bulk; the product information or statutory declaration either with the material or the delivery documents. Packaging labelling and marking
			requirements for hazardous products must
			also comply with ADR Regulations.
			In addition to statutory labelling
			requirements, the National Counter
			Terrorism Security Office (NaCTSO)
			recommend that fertiliser bags carry the "Secure your fertiliser" logo. Link
4.6	MP6	Non-conforming Product	Secure your rentiliser logo. Link
4.6.1	MP6.	The Company shall have a documented procedure for	See Appendix 2 Codes of Practice and
	1	handling non-conforming product and materials which	Guidance Documents including:
		shall include, where relevant, any legal obligations.	• FERTILIZERS EUROPE guidance for safe
			handling and utilization of
		Systems shall ensure that any non-conforming material is	nonconforming fertilisers and related
		identified, segregated, evaluated for any potential risk to	materials for fertiliser producers
		safety and dealt with in accordance with this procedure.	AIC/ Defra/ HSE guidance note for
		[R].	manufacturers, importers ,blenders, transporters, storekeepers and suppliers
			of ammonium nitrate based fertilisers.
	MP6.	Where there is the potential for DRT failed Ammonium	Refer to: AIC /Defra/HSE Guidance note for
	2	Nitrate material to be present, then the Company must	manufacturers, importers, blenders,
		have a contingency plan in place. [R]	transporters, store- keepers and suppliers
			of ammonium nitrate based fertilisers
4.7	MP7	Calibration of Plant and Equipment	
4.7.1	MP7.	The Company shall calibrate all equipment that is used to	Incorrect calibration or operating outside
	1	confirm compliance with either legal or specified product requirements.	the tolerance required may lead to product recall or reprocessing of material.
			Trading Standards may visit site and request
		The Company shall maintain a schedule of calibration for	evidence of compliance with legal
		all equipment requiring compliance and shall keep a	requirements.
		record listing [R]:	
		The re-calibration interval	
		The accuracy required	
		The calibration results or certificate	
		The calibration method	
		If equipment is found to be outside the accuracy	
		tolerance when calibrated, the Company shall carry out	
		an investigation to check the consequences of the	
		failure on the legality of the product [R].	
4.8	MP8	Product Identification and Traceability	
4.8.1	MP8.	The Company shall identify raw materials and finished	Refer to AIC Code of Practice for the
	1	products to enable recognition and traceability to the	Transfer and Traceability of Fertiliser
		extent required by the business process risk assessment and legislation.	classified as Dangerous Goods.
			The Ammonium Nitrate Materials (High
		The level of traceability for different products will vary.	Nitrogen Content) Safety Regulations 2003
		For example, in the case of "relevant" AN it is necessary	
		to identify and trace the finished product to all	
		destinations. For all other products the principle of "one	
1	1	up/one down" traceability should be applied.	



	S	Storage	
5.	S1	Handling of Fertilisers 16% Nitrogen or greater	
		For further information, refer to: AIC Guide for the Storage	
		Nitrate Based Fertilisers 2015; HSE INDG230 Soring and ha	andling Ammonium Nitrate.
5.1	S2	Storage Construction and Design	
5.1.1	S2.1	Buildings must be constructed to provide suitable and	Guidance for building security can be
&		sufficient security measures in line with the business	obtained from the National Counter
5.1.2		process assessment study contained within G9	Terrorism Security Office (NaCTSO) website.
			https://www.gov.uk/guidance/secure-
		Where used, buildings must be in good order and	hazardous-materials-to-help-prevent-
5.1.3	S2.2	capable of shielding the products from the weather. Buildings (including floors) must be constructed and	terrorism Galvanised items such as sheeting, vents and
5.1.5	32.2	maintained using not-readily combustible materials such	girders should be avoided as far as possible
		as brick, concrete or steel, suitably protected where	in the construction because of the zinc
		necessary against corrosion.	content which is known to react with AN.
			Bitumen joints or coatings should be
			avoided.
			Where asphalt is used for flooring this should
			be below 9% bitumen content.
5.1.4	S2.3	Floors of buildings and external storage yards must be	This could lead to confinement leading to a
		maintained in good condition to prevent significant	hazard in the event of a fire.
		cracks and holes developing that may become filled with	
F 4 F	62.4	compacted fertiliser.	In the event of a five, maken fortilizer equila
5.1.5	S2.4	Where internal drains, pits or channels exist, these must be securely sealed or in-filled with inert material	In the event of a fire, molten fertiliser could become confined in drains or channels.
5.1.6	S2.5	Raw materials and finished product must be protected	This should include consideration of
5.1.0	52.5	from potential sources of heat and/ or ignition.	protection against fire or lightning strikes.
5.1.7	S2.6	Lighting and other electrical installations must be	Consider IP ratings of electrical equipment.
		adequately protected from corrosion by means of	
		separation from product and/ or sealing.	
5.2	62	Fine December 2	
5.2 5.2.1	S3 S3.1	Fire Precautions	This should be discussed with the local Fire
5.2.1	55.1	A suitable and sufficient supply of water adequate to deal with an outbreak of fire must be available near the	and Rescue Service.
		building.	and Rescue Service.
5.2.2	S3.2	A suitable fire detection system and firefighting	
		equipment must be in place where indicated by the Fire	
		Risk Assessment and maintained. [R]	
5.2.3	S3.3	Equipment and vehicles must be stored/ parked	
		separately from product or packaging.	
6.	<b>S4</b>	Storage Operations	
6.1	S4.1	The Company shall ensure that storage facilities,	Further details may be found here:
		including outside storage yards, are marked in accordance with legislation and are suitable for the	INDG 230 Storing and Handling
		fertiliser raw materials and finished products being	Ammonium Nitrate
		stored.	www.hse.gov.uk/pubns/indg230.pdf
			INDG467 Dangerous Substances
		The type of storage facility required, and the necessary	(Notification And Marking Of Sites)
		equipment required to operate the facility in a safe and	(NAMOS) Regulations 1990
		secure manner shall be determined by the business	www.hse.gov.uk/pubns/indg467
		process risk assessment.	<ul> <li><u>https://www.hse.gov.uk/explosives/am</u></li> </ul>
			monium/delivery-guide-inspection.htm



			<ul> <li>AIC Guide for the storage, handling and transportation of ammonium nitrate based fertilisers 2015         And in Appendix 7     </li> <li>Note:         Stores registered and inspected by BASIS or otherwise independently audited against the current version of the Code of Practice for suppliers of pesticides to agriculture, horticulture and forestry ("Yellow Code") need not be included in the FIAS scope as long as only fertilisers defined as micro nutrients or foliar fertilisers (see Appendix 3 Definitions) are held on the site within the secure store.     </li> </ul>
	S4.2	Where the Company arranges for the storage of fertiliser raw materials or product in a third party store, the store shall be FIAS certified or a contractor approved as per Clause G16.	
6.2.1	S4.3	The Company shall ensure that the storage operation is carried out under controlled conditions to ensure that the business processes comply with legislative and customer requirements. These shall include: • Contractor control • Firefighting equipment • Fire prevention • Handling of spills • Housekeeping • Inspections • Inventory management • Maintenance • Product receipt / despatch • Product storage and handling • Proximity to combustible materials • Security • Site access control • Smoking	
6.2.2	S4.4	The Company shall identify raw materials and finished products to enable recognition and traceability. The level of traceability for different products will vary. For example, in the case of "relevant" AN it is necessary to identify and trace the finished product to all destinations. For all other products the principle of "one	<ul> <li>Refer to:</li> <li>AIC Code of Practice for the Transfer and Traceability of Fertiliser classified as Dangerous Goods. (<i>link</i>)</li> <li>The Ammonium Nitrate Materials (High Nitrogen Content) Safety Regulations 2003</li> </ul>
6.2.4	S4.5	up/one down" traceability should be applied. For bulk or bagged stored raw materials or finished product, there must be sufficient clearance between the top of stacks and any overhead structures such as eaves, beams, light fittings or conveyors, in order to protect product from heat and contamination	
	<b>S5</b>	Operation of Bulk Storage bays	
	S5.1	Storage facilities holding bulk product in separate bays	
		should identify the material in each bay.	



[			
		Appropriate cleaning of bays at product change should be undertaken to ensure avoidance of cross contamination. Particular attention should be paid to product changes in bays containing Ammonium Nitrate based fertilisers.	
		A thorough changeover clean is necessary for bays	
		moving from storing urea to ammonium nitrate based fertilisers or vice versa. <b>[R]</b>	
6.3	<b>S6</b>	Material Receipt and Intake	
6.3.1	S6.1	On receipt, the Company shall verify the origin and	
0.3.1	50.1	conformity of materials and products by checking delivery document information against order requirements. [R].	
	S6.2	Handling systems used for materials and products	
	50.2	unloading and transfer to stockholding location, should be designed and maintained to avoid cross contamination of product.	
	S6.3	Where the Company receives or despatches materials or products classified as dangerous goods, the relevant	The duty of a DGSA is to advise the Company and provide an annual report on all
		transport regulations must be met. ADR requires the appointment of a qualified Dangerous Goods Safety Adviser (DGSA). The Company must hold a copy of the DGSA's current	necessary measures to ensure full compliance to ADR.
		certificate and annual report. [ <b>R</b> ]	
6.3.2	S6.4	Upon receipt, the receiving Company shall provide the delivery driver with the signature and full printed name of the Company representative authorised to receive the raw material or fertiliser product. By prior arrangement, other verifiable means of demonstrating correct delivery may be agreed between	
6.4	S7	the receiver and the consignor. [R] Material Loading and Despatch	
6.4.1	57.1	The Company shall check that the collecting driver possesses: • Unique collection reference no. • Product description • Quantity	The haulier will have been informed at the time of the order what he is expected to carry.
	S7.2	For fertilisers classified as dangerous goods the Company shall check the driver's ADR certificate or card and photographic ID <b>[R]</b>	
	S7.3	The Company must obtain a signature and printed name of the driver to confirm the load details. <b>[R]</b>	
	S7.4	The Company shall provide suitable and sufficient facilities for safe load securing and sheeting.	For guidance refer to: https://www.hse.gov.uk/workplacetranspor t/information/sheeting.htm
6.4.2	\$7.5	The Company must have a process which ensures the correct product and quantity is loaded and the packaging is not damaged or otherwise showing signs of potential failure.	
6.4.3	S7.6	Bulk fertiliser shall only be loaded into compartments that have been checked to confirm the absence of contaminants or residues from previous loads. Compartments for solid fertiliser shall be fully sheeted.	



6.4.4	S7.7	Bulk liquid fertiliser shall only be loaded into suitable bulk liquid containers or road tankers	
6.4.5	S7.8	In the case of sales of bulk fertilisers, the collecting vehicle must be weighed prior to and after loading to give an accurate weight of product delivered.	The use of assumed tare weights for vehicles is not acceptable. Alternative methods of demonstrating the actual quantity of product loaded may be used.



7.	Μ	Product Sales and Delivery	
7.1	M.1	Product Sales	
7.1.1	M1.1	The Company must have in place a system to control the sales of fertilisers and explosive precursors and demonstrate that it takes adequate and reasonable precautions to ensure products are being purchased for bona-fide purposes [R].	
7.1.2	M1.2	Sales of all fertilisers of 16% N and above shall be to account holding customers. In the case of sales of all other fertilisers, the customer must either be an account holder or be required to provide proof of identity which shall be recorded by the Company [R].	Where fertilisers that are below 16% N are sold to non-account holding customers then the Company needs to get proof of identity such as passport, Driving Licence and record the name and address against the sale
7.1.3	M1.3	Sales of fertiliser must only be made to merchant customers who are FIAS Certificated or are approved as per Clause G15.	
7.1.4	M1.4	The Company must have systems in place to ensure that non-FIAS certificated Merchants are not able to purchase fertiliser unless audited as per Clause G15.	
7.1.5	M1.5	The Company shall keep records of all customers and product sales. <b>[R]</b>	
7.1.7	M1.6	The Company shall evaluate suspicious or unusual requests to purchase fertiliser and explosive precursors and report these to the authorities. <b>[R]</b>	Guidance in recognising suspicious activity and reporting forms may be accessed here: www.gov.uk/government/organisations/nat ional-counter-terrorism-security-office https://www.gov.uk/government/publicatio ns/record-of-suspicious-transactions Email: <u>Chemical.Reporting@Met.Police.UK</u> Call: 0800 789321
7.1.8	M1.7	The Company shall ensure that all customer order requirements are fully understood and that systems are in place to satisfy all these requirements. <b>[R]</b>	
7.1.9	M1.8	The Company shall make available to end user customers the "NaCTSO Fertiliser Security Five Point Plan".	www.gov.uk/government/publications/secu re-your-fertiliser/secure-your-fertiliser
	M1.9	Where the Company offers on-line sales of fertilisers, additional systems may be required to meet the requirements of FIAS.	<ul> <li>Refer to:</li> <li>AIC guidance for sales of fertilisers products on-line</li> <li>Guidelines for EU 2019/1148 (UK adoption tbc)</li> </ul>
7.2	M2	Sales Representatives and Agents	
7.2.1	M2.1	<ul><li>Where the Company uses sales representatives that are not employed by the Company, they shall be required to operate under the Company's procedures and systems.</li><li>A record of training given to non-employed sales representatives must be kept [R].</li></ul>	
7.2.2	M2.2	Where an agent or broker facilitates sales of fertiliser for the Company, the agent must be made aware of their responsibilities to report suspicious activity[R].	Refer to Appendix 3: Definitions
7.3	M3	Product Advice	
7.3.1	M3.1	The Company shall ensure that all fertiliser related agronomic or usage advice to the customer is provided by a current FACTS Qualified Adviser.	FACTS Qualified Advisers are issued with annual ID cards as confirmation of their qualified status.



		The Company must be able to demonstrate that all its FACTS Qualified Advisers are up-to-date in their knowledge with current Membership of the BASIS Professional Register.	An adviser's status may be also be confirmed by contacting BASIS (link/telephone number).
7.4	M4	Product Delivery	
7.4.1	M4.1	Where the Company arranges for the delivery of fertiliser to the customer using a third party haulier, the haulier shall be FIAS certified or a contractor approved as per Clause G15 [R]	
	M4.2	The Company shall inform the haulier of their requirements at the time of requesting the transport services. These shall include: • Unique collection reference no. • Collection address • Dangerous Goods description as appropriate • Product description • Quantity • Full name, delivery address and contact telephone number	The Company needs to inform the haulier at the time of the order what he is expected to carry. This enables the haulier to take into account the necessary qualifications of the driver, type of vehicle required and the compatibility of other materials that may be carried.
7.4.2	M4.3	Where fertiliser classified as dangerous goods is to be consigned for delivery from a location operated by a 3 <sup>rd</sup> party, the owner of the goods must provide the 3 <sup>rd</sup> party consignor with all the information requirements specified in ADR 5.4.1.	
7.4.3	M4.4	Where fertiliser classified as dangerous goods is to be consigned for delivery from a location operated by a 3rd party, the owner of the goods must either provide, or verify that the 3rd party provides, compliant documentation to collecting hauliers, in accordance with M4.3 [R]	
7.4.4	M4.5	For reasons of safety and traceability, every effort should be made to persuade the receiver to unload product in packaging appearing to be damaged. Where this is not achieved the destination of damaged or rejected product must be agreed between the supplier and the haulier undertaking the delivery.	
	M5	Product incompatibility	
	M5.1	The consignor shall confirm that ammonium nitrate based fertilisers are not carried as part loads with incompatible materials such as combustible materials or acids.	Refer to AIC Guide for the Storage, handling and Transportation of Ammonium Nitrate- based fertilisers



8.	Т	Transport	
8.1	T1	Transport Instructions	
8.1.1	T1.1	Transport operators must ensure that they know their customers to be bona fide fertiliser companies and carry out sufficient checks to ensure that any new customers	Confirmation that customers are shown as certified or approved on the AIC Trade Assurance Checker ( <i>link</i> ) would be
		are verified as bona fide fertiliser businesses [R].	acceptable.
	T1.2	Transport operators shall ensure that the transport operations are only allocated to trained drivers and fit- for-purpose vehicles.	
	T2	Receiving Instructions from Customers	
8.1.2	T2.1	When transport operators are contracted to carry fertiliser, they must ensure that fertiliser collection or delivery requirements have been provided in written or electronic form.	
8.1.3	Т3	Passing Instructions to Drivers	
	T3.1	<ul> <li>Transport operators shall operate a secure system for informing drivers of customers' transport requirements.</li> <li>As a minimum the driver shall be informed of the following [R]: <ul> <li>Unique collection reference no.</li> <li>Collection address</li> <li>Product Description</li> <li>Quantity</li> <li>Delivery address</li> <li>Dangerous Goods information</li> </ul> </li> <li>Drivers shall be provided with sufficient information to enable them to meet the requirements of the collection</li> </ul>	The Company needs to make sure that drivers are given written instructions regarding the fertiliser to be collected. If a driver is given instructions remotely (e.g. they need to collect a back load), the system must ensure that this information is provided securely.
	TA	site.	
	T4 T4.1	Drivers Drivers shall have the necessary PPE required by customers for access to collection or delivery sites.	PPE – Personal Protective Equipment
	T4.2	Drivers should have a method and procedure for communicating with their employer and the emergency services in the event of an emergency or incident.	For example, phone and relevant contact details
8.2	T5	Collection	
8.2.1	T5.1	Bagged fertiliser shall be fully covered and adequately secured to the vehicle platform to ensure the security of the load in transit is not compromised.	
8.3	<b>T6</b>	Safety and Security	
8.3.1	T6.1	Transport companies must have an operator's licence. [R]	Operator's licence is verifiable on-line: <u>https://www.vehicle-operator-</u> <u>licensing.service.gov.uk/search/check-</u> <u>vehicle-operator-decisions-applications</u>
	T6.2	Where the transport operator carries materials or products classified as dangerous goods, the relevant transport regulations must be met. ADR requires the appointment of a qualified Dangerous Goods Safety Adviser (DGSA). The Company must hold a copy of the DGSA's current certificate and annual report. <b>[R]</b>	The duty of a DGSA is to advise the Company and provide an annual report on all necessary measures to ensure full compliance to ADR.
8.3.2	T7	Vehicles	
	T7.1	Vehicles, whether hired, leased or owned shall be equipped with the necessary safety equipment,	Where ADR applies to the load, the vehicle needs to carry placarding, specific safety equipment, PPE and documentation in



	1		
		identification and documentation for the fertiliser carried, where required by law.	accordance with the CDG Regulations. For example, goggles, rubber gauntlets etc. DGSA recommendations should be followed.
8.3.3	T7.2	Parking and the leaving of unattended vehicles shall be in accordance with ADR requirements and the Terms and Conditions agreed between the haulier and its customer. When a vehicle is parked or left unattended the driver must leave it locked and ensure that the load is secure and undamaged. Upon returning to the vehicle the driver must check that no loss or damage has occurred to the consignment. If any such damage or loss has occurred the driver shall follow the procedures described within his employer's security measures in accordance with the requirements of ADR 1.10 [ <b>R</b> ]	The preferred parking location would be a secure yard with locked gates and access control measures in place. Where such facilities are not available the vehicle should be left in a recognised HGV parking area, where the presence of other vehicles and drivers may help to prevent interference or loss. Isolated lay-bys and parking areas should only be used as a last resort, with the driver staying with the vehicle.
8.3.4	T7.3	Where vehicles carrying fertiliser products are parked or left unattended, the driver shall follow the procedures described within his employer's security measures and/or in accordance with the requirements of ADR 1.10 [ <b>R</b> ]	
8.3.5	<b>T8</b>	Delays in Transit	
	T8.1	If fertiliser is unloaded from the collection vehicle and temporarily stored by a transport operator, storage conditions must meet the requirements of both the HSE and the FIAS Standard for Fertiliser Storage.	The business process risk assessment should include consideration of potential delays in transit and temporary storage.
8.4	Т9	Delivery	
8.4.1	T9.1	Drivers shall only deliver to the addresses shown on the	
		delivery documents unless a diversion is approved by the consignor in a recordable manner <b>[R]</b> .	
	T9.2	consignor in a recordable manner [R]. If the recipient requests a different delivery address, the driver must contact his employer for approval from the	
	T9.2 T9.3	<ul> <li>consignor in a recordable manner [R].</li> <li>If the recipient requests a different delivery address, the driver must contact his employer for approval from the consignor before proceeding.</li> <li>Discrepancies in quantity must be recorded on the delivery note and communicated to the consignor</li> </ul>	In some cases, e.g. on farm, the driver may find there is no one available to receive the delivery. If this happens and no prior arrangement has been made, the driver must not unload and must contact their traffic office or the collection site for instructions on what to do with the undelivered load.