SQAS

SQAS: 25 years helping to improve the safety in the logistics sector in Europe. Update of SQAS 2019 Tank cleaning module

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What is SQAS?

A system to evaluate the safety, health, quality, environmental, security and corporate social responsibility performance of Logistics Service Providers and Chemical Distributors in a uniform manner. The assessments are carried out by independent assessors using single standardized questionnaires.
Welcome to SQAS

SQAS (Safety & Quality Assessment for Sustainability) is a system of uniform third party assessments to evaluate the performance of Logistics Service Providers and Chemical Distributors. SQAS assessments cover quality, safety, security, environment and CSR (Corporate Social Responsibility). SQAS is not a certification system; it is an assessment system that provides a detailed factual assessment report. The SQAS assessment reports allow chemical companies to evaluate their logistics service providers according to their own standards and requirements.

SQAS is a key element of responsible care in logistics operations.

Cefic, the European Chemical Industry Council, manages the SQAS system and ensures its integrity.

SQAS modules

All transport companies and other types of service providers that are active in land logistics and chemical distribution are covered by SQAS through five separate modules:

- Transport Services
- Rail Operations
- Tank cleaning stations
- Warehouses
- Chemical distributors

Benefits of using SQAS

Using SQAS offers several advantages:

- A key tool in the Risk Management of logistics operations, as part of Responsible Care
- Five SQAS modules covering the different types of Logistics Service Providers active in land logistics
- Common and uniform industry assessment questionnaires
- Trained and accredited SQAS assessors
- Easy access to all assessment reports via a central SQAS database
- No duplication of assessments by individual chemical companies
- Supported and used by most chemical companies and logistics service providers
Summary Report

Overall score of the company: 70%

Industry Range of scores per section

This chart shows the average scores of every SQAS section of the company report and the averages scores attributed to companies belonging to the same SQAS module.

The SQAS summary report is a statement of facts and it does not express any appreciation of the company’s performance. The SQAS assessment is valid for 3 years.
25 Years of SQAS

Total number of SQAS assessments

- 88 (1995)
- 144 (1996)
- 87 (1997)
- 99 (1998)
- 104 (1999)
- 98 (2000)
- 210 (2001)
- 229 (2002)
- 484 (2005)
- 554 (2006)
- 678 (2007)
- 698 (2008)
- 761 (2009)
- 794 (2010)
- 814 (2011)
- 896 (2012)
- 930 (2013)
- 903 (2014)
- 979 (2015)
- 971 (2016)
- 1020 (2017)

SQAS logo
### Number of SQAS assessments per year

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Transport Service</strong></td>
<td>464</td>
<td>440</td>
<td>504</td>
<td>551</td>
<td>510</td>
<td>544</td>
<td>572</td>
<td>573</td>
</tr>
<tr>
<td><strong>Cleaning Stations</strong></td>
<td>190</td>
<td>191</td>
<td>197</td>
<td>221</td>
<td>190</td>
<td>245</td>
<td>253</td>
<td>248</td>
</tr>
<tr>
<td><strong>Rail Operators</strong></td>
<td>4</td>
<td>12</td>
<td>30</td>
<td>17</td>
<td>20</td>
<td>37</td>
<td>17</td>
<td>30</td>
</tr>
<tr>
<td><strong>Warehouses</strong></td>
<td>62</td>
<td>69</td>
<td>45</td>
<td>78</td>
<td>73</td>
<td>64</td>
<td>85</td>
<td>77</td>
</tr>
<tr>
<td><strong>ESAD (Distributors)</strong></td>
<td>74</td>
<td>102</td>
<td>120</td>
<td>63</td>
<td>110</td>
<td>89</td>
<td>44</td>
<td>92</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>794</td>
<td>814</td>
<td>896</td>
<td>930</td>
<td>903</td>
<td>979</td>
<td>971</td>
<td>1020</td>
</tr>
</tbody>
</table>
Number of SQAS assessments by Country in 2018

- Germany: 214
- Spain: 137
- France: 100
- Netherlands: 97
- Italy: 89
- Poland: 78
- Belgium: 60
- United Kingdom: 40
- Sweden: 26
- Austria: 25
- Switzerland: 19
- Denmark: 18
- Czech Republic: 15
- Russia: 13
- Portugal: 12
- Hungary: 11
- Finland: 11
- Slovenia: 8
- Slovakia: 8
- Turkey: 6
- Norway: 5
- Romania: 4
- Luxembourg: 4
- Estonia: 4
- Serbia: 3
- Greece: 3
- Bulgaria: 3
- Lithuania: 2
- Croatia: 2
- Belarus: 2
- Ireland: 1
SQAS is a success story

- Growing number of assessments
- Has driven performance improvements in the logistics sector
- Used as a model in other regions
- Financially self supportive
25 Years of SQAS

Expansion to other Regions

- 1992: Europe
- 1995: South Africa, Brasil
- 2008: China
- 2013: Gulf
- 2015: Taiwan
Main changes in SQAS 2019 Core

New structure (aligned with ISO 9001)

<table>
<thead>
<tr>
<th>2015 structure</th>
<th>SQAS 2019 structure</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Management</td>
<td>1. Management System and Responsibility</td>
</tr>
<tr>
<td>3. Procurement of services</td>
<td>3. Human Resources</td>
</tr>
<tr>
<td></td>
<td>4. On/Off site emergency preparedness and response</td>
</tr>
<tr>
<td></td>
<td>5. Performance analysis and management review</td>
</tr>
</tbody>
</table>
2.4.3 Has a risk assessment been conducted in the last twelve months as a minimum frequency, regarding data on customers, products and operations, and are measures taken to mitigate identified risks?

Verify that the risk assessment has been undertaken. Verify that the company has implemented protection measures on data, e.g., on EDI links, order processing, EDI links, and use of customer order details on an Internet site.

EDI (Electronic Data Interchange) is the computer-to-computer exchange of business documents in a standard electronic format between business partners. If this task is outsourced, the assessor will ask for the contract with the supplier and will check that the subjects mentioned below are covered.

At least, the following risks must be taken into account to protect data:

- Hacker attacks
- Infectious malware (software which is specifically designed to disrupt, damage, or gain unauthorized access to a computer system)
- Security of business information on mobile devices (portable PCs, Tablets, etc.)
Main changes in SQAS Core – Training and awareness about impact of plastic small particles

<table>
<thead>
<tr>
<th>3.2.2</th>
<th>Are the following subjects being trained:</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.2.2.n</td>
<td>training and awareness about impact of plastic/small particles</td>
</tr>
</tbody>
</table>

Very small particles of plastic/flakes/powder that are lost during transportation, handling, cleaning or storage can have a negative impact on the aquatic environment if they reach rivers, lakes, or the sea. The programmes available are:

- **Operation Clean Sweep**: Is an international programme designed to prevent the loss of plastic granules (pellets) during handling by the various entities in the plastics industry and their release into the aquatic environment [http://www.opcleansweep.eu](http://www.opcleansweep.eu)


**Plastic soup**
## Main changes in SQAS Core – Management Review

### 5.4 Management Review Meetings

#### 5.4.1 Is a formal management review meeting held at least once a year to review the management system that includes, as minimum, the following inputs?:

- Check for evidence that a formal management review of the management system is held, at least annually, to evaluate the overall effectiveness of these systems. Big companies can show “consolidated” management review reports including information from all their subsidiaries, but analysis of the management systems of the assessed subsidiary shall be available.
- 5.4.1.a the status of actions of previous Management review meetings
- 5.4.1.b the DGSA Annual report (if applicable)
- 5.4.1.c the performance of subcontractors
- 5.4.1.d the effectiveness of the training programme
- 5.4.1.e the audit results
- 5.4.1.f the monitoring of trends of SHEQ, Sec &CSR KPIs, BBS KPIs and Responsible Care KPIs (if applicable)
- 5.4.1.g the extent of which SHEQ, Sec &CSR objectives have been met
- 5.4.1.h the effectiveness of the programmes about resources consumption optimization required by question 2.6.5
- 5.4.1.i the effectiveness of the programmes about emission reduction required by questions 2.6.6
- 5.4.1.j the effectiveness of the programme about waste reduction required by question 2.6.7
- 5.4.1.k the outcome of the last SQAS assessment (if applicable)
- 5.4.1.l the outcome of the emergency response drills
- 5.4.1.m recommendation(s) for improvements

#### 5.4.2 Did the senior management consider the recommendations of 5.4.1. and define an improvement action plan with allocated actions and due dates?
The questionnaire is reviewed based on the result of the strategic meeting held in December 2017, the feedback from assessors and some chemical companies.

- New question
- New guidelines
- Change of the phrasing in questions and guidelines
  - to reduce different interpretations and confusion
  - to give better insight in tank cleaning
General comments / feedback

• Modify questions with very high score with no added value!
• Change ECD into “EFTCO Cleaning Document”, renamed from “European Cleaning Document” (Q 10.2.2)
• Pay more attention to the training of temporary worker
• Because subcontracting is almost not done in the sector, the questions concerning subcontracting are not replaced from the Core to the Tank Cleaning module (done for TS module)
• made reference to GHS Labelling (Q 12.3.10)
• ATEX zone: not only valid for liquids – also appropriate for dust!
<table>
<thead>
<tr>
<th>Old</th>
<th>New</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.</td>
<td>6.  Equipment and installations</td>
</tr>
<tr>
<td>5.</td>
<td>7.  BBS Results, Analysis and Monitoring</td>
</tr>
<tr>
<td>6.</td>
<td>8.  Security</td>
</tr>
<tr>
<td>7.</td>
<td>9.  Site Operating Procedures and Customer Interface</td>
</tr>
<tr>
<td>8.</td>
<td>10. Order Process and Operations</td>
</tr>
<tr>
<td>9.</td>
<td>11. Other Services /Activities</td>
</tr>
<tr>
<td>10.</td>
<td>12. Site Inspection</td>
</tr>
<tr>
<td>11.</td>
<td>13. Handling practices of Food contact materials and Feed Products</td>
</tr>
</tbody>
</table>

 ✓ = Chapter contains new questions
New questions

9.1.4  Water discharge
9.1.4.1 Procedure for operating of waste water treatment
9.1.4.3 Monitoring and retaining samples of cleaning water
9.1.4.4 Sufficient data storage
9.1.4.5 Are regulatory prescriptions for waste water treatments respected as per permit?
9.1.4.6a Check legal authorization of external WWT(*) suppliers
9.1.4.6b Are the waste(water) transports according to legislation?
9.1.4.7 Exists a procedure to avoid mixing of incompatible wastewaters?

(*)  \( WWT = \text{wastewater treatment} \)
<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.2.1</td>
<td>Operating instructions</td>
</tr>
<tr>
<td>10.2.1.3i</td>
<td>Avoid pellets from cleaning Silos from getting into waterways</td>
</tr>
<tr>
<td>10.2.1.3j</td>
<td>Procedure of correct vehicle sealing (when required)</td>
</tr>
</tbody>
</table>
Control of pellets

- This must be avoided:
  - Not only bad for the environment, but also for the pumps in the WWT!
- How?:
  - static sieves
  - screw sieve
  - Capture for recycling?
New questions

10.2.2 Cleaning Document

10.2.2.1 Change the ECD name to “EFTCO Cleaning Document”

10.2.2.4 Reduce number of questions and specify time of arrival and time of end of cleaning operation

PS: This section refers already to the electronic ECD (eECD).
### New questions

<table>
<thead>
<tr>
<th>11.1</th>
<th>Tank heating of loaded tanks/vehicles</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.1.1e</td>
<td>Is there a check list to assure procedures are followed (paper/electronic)</td>
</tr>
<tr>
<td>11.1.2a</td>
<td>Risk assessment for mode of heating (polymerization/burning/quality)</td>
</tr>
<tr>
<td>11.1.3</td>
<td>Provisions for working at height (e.g. use of dip stick thermometer)</td>
</tr>
<tr>
<td>11.1.7</td>
<td>Designated area or system to prevent mixture of heating commodities (separate place for heating with hot water away from steam heating)</td>
</tr>
<tr>
<td>11.1.9</td>
<td>Procedure to check tank after heating and before departure</td>
</tr>
<tr>
<td>11.1.10</td>
<td>Management of change risk assessment (MOC) in case of equipment changes of the heating unit (reference made to SQAS Core 2.1.1b)</td>
</tr>
<tr>
<td>11.1.11</td>
<td>MOC communication to relevant users</td>
</tr>
</tbody>
</table>
# New questions

<table>
<thead>
<tr>
<th>11.3</th>
<th>Terminal for container/vehicle storage &amp; handling</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.3.1</td>
<td>Is there a permit for the storage and handling of transport units with hazardous content?</td>
</tr>
<tr>
<td>11.3.6</td>
<td>Dangerous goods segregated according to permit &amp; legislation?</td>
</tr>
<tr>
<td>11.3.14</td>
<td>Fall protection available when installing portable handrails?</td>
</tr>
<tr>
<td>11.3.15</td>
<td>Is impervious pavement in the depot present?</td>
</tr>
<tr>
<td>11.3.16</td>
<td>Regular inspection of the flooring condition?</td>
</tr>
<tr>
<td>11.3.17</td>
<td>Are facilities available to collect small spillages which cannot be stopped or contained by absorbent material?</td>
</tr>
</tbody>
</table>
New questions

12.2  **Tank Cleaning and Decontamination**

12.2.18 Partly new question: dust must be taken into account for the ATEX class when applicable!

12.2.23 Is all possibly contaminated water collected and drained to the public sewer system via the local treatment unit?

12.6  **Contractors working on site**  (Core 3.2.1)

12.6.1 Are contractors, working on site, provided with relevant health, safety, security, environmental and CSR information to ensure that on site services are performed safely?
Scores by section of SQAS 2019 (43 assessments)

<table>
<thead>
<tr>
<th>Questionnaire/Section</th>
<th>Percentage Y</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - Management System and Responsibility</td>
<td>68%</td>
</tr>
<tr>
<td>2 - Risk management</td>
<td>57%</td>
</tr>
<tr>
<td>3 - Human Resources</td>
<td>63%</td>
</tr>
<tr>
<td>4 - On/Off Site Emergency Preparedness and Response</td>
<td>67%</td>
</tr>
<tr>
<td>5 - Performance Analysis and Management Review</td>
<td>58%</td>
</tr>
<tr>
<td>6 - Equipment and installations</td>
<td>75%</td>
</tr>
<tr>
<td>7 - BBS Results, Analysis and Monitoring</td>
<td>56%</td>
</tr>
<tr>
<td>8 - Security</td>
<td>61%</td>
</tr>
<tr>
<td>9 - Site Operating Procedures and Customer Interface</td>
<td>72%</td>
</tr>
<tr>
<td>10 - Order Process and Operations</td>
<td>89%</td>
</tr>
<tr>
<td>11 - Other Services /Activities</td>
<td>55%</td>
</tr>
<tr>
<td>12 - Site Inspection</td>
<td>83%</td>
</tr>
<tr>
<td>13 - Handling practices of Food contact materials and Feed Products</td>
<td>90%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>72%</strong></td>
</tr>
</tbody>
</table>

Note: Average score of TC assessments in 2018 was 80%
Thank you for your attention!

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