



# **Responsible Care**

# **Implementation Guide**

Revision 1

1<sup>st</sup> July 2014

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# 1. ECTA Responsible Care Programme

## 1.1. Background

Leading chemical transport companies formed in 1997 **the European Chemical Transport Association** at the 24<sup>th</sup> EPCA Logistics Meeting in Barcelona, Spain.

The international non-profit association ECTA was formally established in February 1999 as an AISBL established under Belgian Law, having its head-office in 1150 Brussels, 270 Avenue de Tervueren, and chemicals transport companies as its full members.

The statutory objective of ECTA is to unite chemical logistics companies involved in the organising of European land (= all transport modes excluding deep sea) transport of chemicals in their efforts to improve Health, Safety, Security, Environment and Corporate Social Responsibility (herein after called HSE and CSR) management in chemical logistics in close cooperation with the chemical manufacturing industry.

ECTA has since then developed together with Cefic in joint working groups several sets of “Best Practice Guidelines for Chemical Logistics” and widely promotes these best practices. ([www.ecta.com](http://www.ecta.com))

In addition, ECTA contributes to the development of SQAS, the Safety Quality Assessment System of Cefic, which supports continuous improvement in HSE and CSR management in the chemical supply chain. ([www.sqas.org](http://www.sqas.org))

Responsible Care is a worldwide initiative developed by the International Council of Chemical Associations (ICCA). ICCA supports the extension of RC throughout the chemical community and along the value chain to sectors allied with the chemical manufacturing industry (such as logistics companies).

*NB: Where chemical transport companies are mentioned, this term has been changed to logistics supply chain companies within this document.*

## 1.2. Regional Responsible Care Programme by ECTA

Regional governance of Responsible Care and legal ownership of the Responsible Care logo in Europe resides with Cefic, the European Chemical Industry Council. On 23 October 2008 Cefic entered into an agreement with ECTA establishing the ECTA Responsible Care Programme for its chemical land transport companies. Because chemical transport companies operate across-borders in Europe, Cefic and ECTA have agreed to cooperate in a harmonized way throughout Europe. ECTA is the first logistics organisation that develops a Responsible Care programme and its ECTA Responsible Care programme is coordinated at European level. ECTA coordinates communication on Responsible Care with Cefic and provides input and information on the collective performance of its member companies in various aspects of Responsible Care to Cefic in aggregated formats for circulation to National Associations of the chemical industry.

During 2011, ECTA’s Board after discussion with Cefic agreed to the expansion of Responsible Care to include Warehousing and Tank Cleaning, to meet existing members requirements and to extend this to new members.

ECTA as a Responsible Care association aims to establish a process of accountability in chemical transport. The aim is to achieve the objectives of improved performance: in particular, in the case of ECTA, reaching the inspirational goal of “zero accidents”.

The ECTA Responsible Care Programme aims to increase transparency and to improve the understanding of stakeholders’ expectations and participation in decision-making processes aimed at improving the quality of life throughout Europe.

## 1.3. Fundamental Features of ICCA Responsible Care Programmes

ECTA establishes and manages, in close co-operation with Cefic, the ECTA Responsible Care Programme for its members in line with the eight Fundamental Features laid down by the International Council of Chemical Associations (ICCA).

The ECTA Responsible Care Programme will:

- Establish and implement a set of Guiding Principles to be signed by the Chief Executive Officer of its member companies before joining the ECTA RC programme; ([see chapter 2](#))
- Ensure appropriate use of the Responsible Care logo by its RC member companies; ([see chapter 3](#))
- Implement management practices through a series of systems, codes, policies or guidelines to assist companies in achieving a better performance; ([see chapter 4](#))
- Develop a set of performance indicators, against which Responsible Care improvements can be measured in the performances of ECTA member companies; ([see chapter 5](#))
- Communicate with interested parties; ([see chapter 6](#))
- Share best practices through information networks; ([see chapter 7](#))
- Encourage CEOs of its member companies to commit to the Responsible Care Guiding Principles and to participate in Responsible Care; ([see chapter 7](#))
- Introduce and apply systematic procedures to verify the implementation of the measurable elements of RC by member companies. ([see chapter 8](#))

*Responsible Care will be in the rest of this document referred to as “RC”.*

## 1.4. Transparency and confidentiality of the ECTA RC program

ECTA ensures that the appropriate expertise and means to execute the aspects related to its RC commitments are made available.

Inspired by the ICCA governance documents and by characteristics described in the AA 1000 Assurance standard, ECTA will further develop and administer transparent verification processes of its member companies' implementation of their RC initiatives.

ECTA acts as an Assurance Provider regarding the collected data and the RC Supply Chain Companies act as Reporting Organisation.

Anyone in the ECTA RC organisation who has access to individual company data shall commit to strict confidentiality as regards to company individual information obtained in context of RC.

## 2. Set of RC Guiding Principles for Chemicals Transport Companies

### 2.1. RC Company Commitment

The ECTA RC Programme requires the commitment of the most senior company executive of the member company by signing the ECTA Commitment to RC Guiding Principles on behalf of the logistics supply chain company/group.

The RC commitment agreement between ECTA and the company is concluded at corporate “group” level. There will be no RC agreement available on the level of a division or a single operating unit. The ECTA RC commitment relates to continuous improvement in HSSE and CSR management throughout the whole organisation.

### 2.2. ECTA RC Guiding Principles

Chemicals Transport/logistics supply chain Companies joining the ECTA RC program will be required to commit to:

- ✓ Continuously improve the environmental, health and safety performance of our logistics and associated activities directly involved with chemical industry so as to avoid harm to people and the environment.
- ✓ Ensure that proper care is taken to protect the safety and health of all people involved in our logistics and associated activities.
- ✓ Minimize the environmental impact of our logistics and associated activities.
- ✓ Use resources and fuel efficiently and minimize waste.
- ✓ Take adequate measures to ensure the security of our operations.

- ✓ Collect data and report openly on our performance, achievements and shortcomings.
- ✓ Listen, engage and work with people to understand and address their concerns and expectations.
- ✓ Cooperate with governments, international institutions, organizations and authorities in the development and implementation of effective regulations and standards to improve safety.
- ✓ Implement a Corporate Social Responsibility programme that meets the defined questions within SQAS 2015
- ✓ Encourage the responsible management of all those who are involved in providing a service to us, e.g. transport, subcontractor's, warehousing and cleaning stations.

### 3. Appropriate use of the RC Logo

The transport/logistics supply chain companies who join the ECTA RC program will be granted the right to use the Cefic registered RC logos, which are and remain under the ownership of Cefic.

The RC Company is **entitled to use** the collective trademarks on:

- letterhead, envelopes, business cards, websites, corporate signage, flags and badges for personnel and or legally required reports to authorities, in-house company brochures, in particular as part of a company's communication program to promote RC to its employees; brochures and other information material on the company and its operations, but without any reference to specified products; company gifts and promotional materials;
- office equipment and stationary, notebooks, briefcases, ...
- plaques and posters on office or plant buildings, under the condition that the logo cannot be associated with a specific product;
- legally required reports to authorities, when deemed relevant.
- signage on vehicles, trailers and tanks, provided that the company's name is also prominently displayed on the vehicles.

The use of the RC logo is **not permitted on/by**:

- other group divisions e.g. warehousing, tank cleaning that do not have chemical transport as defined, as their activity;
- any material used in the advertising, marketing and distribution of specified products;
- product information, e.g. technical specification sheets, safety data sheets, Instructions in Writing;
- any sort of product package;
- equipment for bulk storage
- third parties such as sub-contractors, third party-cleaning stations.

These applicable instructions and conditions for use result from the Regulations on the use and control of the collective trademarks "Responsible Care" established by CEFIC (See attached Annexe 7), which may be reviewed or amended by CEFIC at any time. ECTA will inform forthwith the RC companies upon receipt of notice of notification of change of these rules from CEFIC.

To the effect of verification of the appropriate use of the RC logos, the RC companies will send to ECTA a specimen of their recurrent documents and brochures, etc. where they are planning to use the RC logos. Non-permissible uses will be forthwith stopped upon receipt of notification from ECTA to that effect.

In case the non-permissible use persists, ECTA may withdraw the right to use the RC logos, without prejudice to any other right or remedy of ECTA. When a transport/logistics supply chain company ceases, for any reason, to be a RC partner, they have to cease the use of the RC logos forthwith.

## 4. RC Management Practices

### 4.1. ECTA-Cefic Guidelines of Best Practices

The transport/logistics supply chain companies joining the ECTA RC program need to have management systems in place to identify the HSSE risks arising from chemical logistics.

All activities must be properly controlled and managed in order to ensure that the transport and associated handling of chemicals is unlikely to have adverse safety, security, health and environmental (HSSE) impacts.

Under Responsible Care, these RC companies commit to implement and fine-tune HSE management best practices and this will result in a continuous improvement in the safety and environmental performance of these logistic companies.

The management practices described in the ECTA-Cefic Guidelines “Recommendations on Safety, Health and Environmental Management Practices for Logistics Service Providers” (attached Annexe 6) complete with the Guidelines on subcontracting and BBS, address the various elements of the management systems that chemical logistic companies will implement; if not yet fully in place at the commencement of their RC membership, as part of the RC Improvement plan of the company. The Best Practices Guidelines can be downloaded from the website [www.ecta.com](http://www.ecta.com).

RC best practice management practices are related to:

- commitment and awareness of HSSE policies;
- CSR Policy
- data, information and regulations;
- risk assessment and reduction;
- selection and monitoring of subcontractors;
- environmental performance of equipment;
- training and behaviour based safety for ALL employees;
- reporting and evaluation of incidents and accidents;
- emergency response;
- control of operations;
- auditing;
- security.

### 4.2. RC Improvement plan

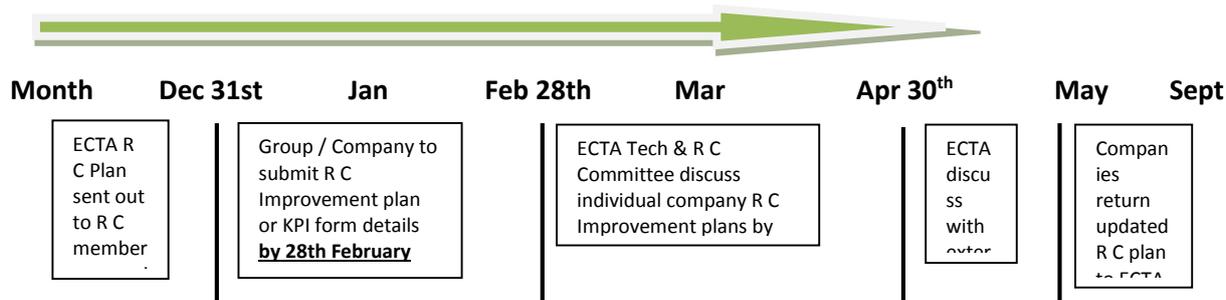
RC Companies support their continuous improvement actions and measures with annual goals and targets, which are set and monitored in the Responsible Care improvement plan. This plan is developed on group level with regards to the chemical logistics only ([see Guidelines Section 1](#) for definitions) and each year provided to ECTA as part of the Responsible Care scheme. Guidance document from ECTA with examples of improvement actions is to be found as [Annexe 2 & 3](#).

The Improvement plan is based on the available HSSE and CSR data as well as the outcome of the SQAS assessment to identify improvement needs. The ECTA KPI form and ECTA RC Improvement plan will be sent to all RC members by the end of December each year. All ECTA RC companies are required to return completed KPI forms and RC Improvement plans by the end of February of the following year.

It will be agreed upon between ECTA and the RC company within two months eg end of March. Should there be no agreement reached, the issue will be referred to the ECTA Technical and RC Committee that will make a proposal to the RC Company. If no agreement is by the end of April, the issue will be referred to the ECTA Board who in turn will make a proposal. If this cannot be accepted and no agreement is reached by the end of May, the ECTA Board may decide to cancel the RC partnership with the company.

**An updated RC Improvement plan for the year should also be submitted by 15th September to ECTA.**

Time line for the RC Plan/KPI reporting process – see below timeline



**NB:** New RC Members should submit their RC improvement plan within 2 months of joining the RC scheme.

### 4.3. Emergency Response

It is intended that a Mutual emergency response Level 1 and 2 for transport accidents would be provided between RC companies upon request and on a voluntary basis.

For this purpose, the RC company will provide its 24/7 emergency telephone number(s) to other ECTA RC companies via ECTA, these will be placed into the members section only of the ECTA website.

## 5. Performance Indicators

ECTA will collect KPI's (key performance indicators) appropriate to testify on the performance in critical area's related to RC: health, safety and environment.

These KPI's will conform to ECTA RC and CEFIC's requirements as listed in the Cefic/ECTA agreement and will be collated for the current year.

The objective is to define KPI's which are available in the logistics companies, which can be provided without adding additional administrative burden to the companies. The goal is to collect data, aggregate this information and obtain an overview of the total efforts done by the RC companies. ([See Annex 1](#))

### Carbon Emission KPI Formula's

#### Activity-based approach

In the absence of energy data, it is possible to make an estimate of the carbon footprint of a transport operation by applying a simple formula:

CO<sub>2</sub> = tons transported x average transport distance x Kg/CO<sub>2</sub>-emission factor per ton-km – See Excel spreadsheet

#### Energy-based approach (Well to Wheels fuel consumption)

Since almost all CO<sub>2</sub>-emissions from freight transport are energy-related, the simplest and most accurate way of calculating these emissions, using the following formula:

CO<sub>2</sub> = fuel consumption (in litres) x Kg/CO<sub>2</sub>-factor

*Note:* To meet the requirements of EN 16258 the ECTA Technical & Responsible committee have amended the CO<sub>2</sub> factor for energy based reporting, see details below.

CO<sub>2</sub> factor of 1 litre diesel being consumed/combusted is resulting **3.17KG CO<sub>2</sub> for Blended Diesel** and **3.24 kg CO<sub>2</sub> emissions for pure diesel**, this being a 9.3% and 11.7% respective increase on the previous CO<sub>2</sub> factor used. N.B. This should be noted by the company when reporting 2014 KPI's against the 2013 KPI return.

It should be noted that the 3.24Kg/Ltr figure is for Diesel that has NO ADDITIVE eg Adblue/Blended.

The figure for using additives is derived by the percentage of additive used as a mixture.

***Eg 95/5% Blended diesel is 3.17 kg CO<sub>2</sub>/Litre.***

The KPI reporting will follow the definitions as described in attached Annexe 8 “Cefic Guidelines on reporting transport incidents”.

## **6. Communication with interested parties**

### **6.1. ECTA RC Companies**

ECTA RC members/companies should encourage the responsible management of their subcontractors who are involved in providing them with a service to participate in RC, in particular transport subcontractors, warehousing and cleaning stations, and should also provide them with the ECTA RC Guiding Principles.

ECTA RC companies also encourage non-RC companies to participate in the initiative.

### **6.2. Annual Reporting of Key Performance Indicators**

ECTA RC companies support the performance measurement, improvement, verification and reporting initiatives of ECTA on a European-wide basis.

The RC companies ensure that the annual data collection of the KPI's and reporting to ECTA is incorporated in their management system and they appoint a RC Co-ordinator to supply the information to ECTA.

ECTA will consolidate the annual collection of the KPI data from its member companies on a European-wide basis, respecting the confidentiality of the information. ECTA publishes the consolidated, collective performance data in its annual RC report and will publish this data to internal and external stakeholders.

### **6.3. ECTA Annual RC plan**

The ECTA Board will formally adopt an annual ECTA RC plan for the association, upon proposals issued by the ECTA Technical and RC Committee.

ECTA informs its RC members of the RC Annual Plan each year. The results and the evaluation of the previous annual RC plan are reported to RC member companies.

## **7. Encourage all association members to commit**

ECTA strongly encourages its members to join the ECTA RC program. The membership of ECTA will be actively approached to join in the RC scheme.

## **8. Governance and Verification process**

ECTA will set up a RC Co-ordinator function, a Technical and RC Committee to manage its commitments as an association under RC.

The ECTA Board appoints the RC Co-ordinator of ECTA who will coordinate the inputs of the RC member companies and collect the Key Performance Indicators.

Before the signing of the RC agreement with ECTA, clear evidence should be produced that demonstrates that the logistics company has a written policy in place concerning the 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 and meeting the customer's requirements in a substantial and economic justifiable way.

This company policy should also include appropriate training programmes for drivers, operators and office staff, such as BBS (Behaviour Based Safety), the prohibition of the use of non-prescribed drugs and alcohol during working hours for drivers and safeguarding of people and property from intentional harm.

The RC company must respect all relevant national and international laws, regulations and industry codes covering transport, logistics and related operations and therefore have a formal system in place for staying abreast of all relevant legislation and legislative developments in the area of HSSE and CSR.

The CEO of the company/group or his appointed manager enters into the RC agreement and notifies ECTA of where its major European operating units are situated. ECTA is to be granted access to all reports of external assessment of HSSE and CSR performance for verification of RC membership application, such as for instance the SQAS reports. Access to all the SQAS reports of the group will be granted to ECTA solely for the purpose of fulfilment of ECTA's tasks under the ECTA RC agreement, the purpose being to check compliance with ECTA RC requirements.

The company policy to improve its HSSE and CSR performance under RC is supported with annual goals and targets for improvement, which are set and monitored. This is the RC annual improvement plan. The company can incorporate selected parts of the ECTA Annual Plan in its own annual improvement plan. The continuous improvement is to be documented by a self-assessment and shall be documented in the evolution over time of the SQAS report(s) provided by the RC company. It is recommended that RC companies include their RC improvement points into their SQAS improvement (s) plan on the SQAS database.

The company should analyse the HSSE and CSR data of their company to identify trends, the improvement actions should be incorporated into the RC improvement plan for the Group/Company which is forwarded annually to ECTA.

## Contacts

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## ANNEXE 1 - KPI forms

### 1. Transport

Company Name	
Period (Year)	

<b>1. Number of km operated per year for chemical goods transportation in Europe (mln kms p.a.)</b>	
1a. Number of Moves (Orders) per year	
2. Tonnes carried per year	

<b>3. Number of employees - incl. Subcontractors - Drivers</b>	
3a. Number of employees - Others	

3b. Training days per driver per year	
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3c. Training days per office staff per year	
3d. Amount of driver's absence days per annum divided by amount of Drivers = Average	

<b>4. Mode of transport used</b>	
Road	
Intermodal	
<b>Total</b>	0%

The Total must be 100%!

	<b>5. Number of incidents with motor vehicles for this year - whilst in transit</b>	
	Own Fleet/Driver	Sub-Contractor
Death		
Lost time-Injury		
Personal Injury		
Loss of Product		
Damage		
Rollovers		
Involvement of Authorities		
<b>Total</b>		

	<b>6. Number of incidents at loading points for this year</b>	
	Own Fleet/Driver	Sub-Contractor
Death		
Lost time-Injury		
Personal Injury		
Loss of Product		
Damage		
Involvement of Authorities		
<b>Total</b>		

	<b>6a. Number of incidents at unloading points for this year</b>	
	Own Fleet/Driver	Sub-Contractor
Death		
Lost time-Injury		
Personal Injury		
Loss of Product		
Damage		
Involvement of Authorities		
<b>Total</b>		

<b>Totals</b>	<b>5 -6 -6a</b>		
		Own Fleet/Driver	Sub-Contractor
Death		0	0
Lost time-Injury		0	0
Personal Injury			
Loss of Product		0	0
Damage		0	0
Rollovers		0	0
Involvement of Authorities		0	0
<b>Total</b>		<b>0</b>	<b>0</b>

7. Split of trucks used for chemical transport	
EURO II	
EURO III	
EURO IV	
EURO V	
EEV	
EURO VI	
<b>Total</b>	<b>0.00%</b>

The Total must be 100%

8. Energy Based data	
8a. Total Fuel consumption for the year - Litres	
8b. CO2 Factor NB For pure Diesel 3.24 Kg/Co2/Ltr, for Blended diesel 3.17 Kg/Co2/Ltr	
8c. Total (8a x 8b) Kgs CO2 /1000 = Tonnes CO2	

3.24 / 3.17

9. Activity Based data	CO2 Tonnage
Road transport	
<b>InterModal transport as described below</b>	
Rail transport	
Barge transport	
Short sea	
Deep Sea Container	

Average g CO <sub>2</sub> / ton-km (from CO2 Emission Calculation) *	
Average g CO <sub>2</sub> / ton-km (from own system calculation) **	

<b>10 Total Tonnes CO2</b>	
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\* based on ECTA "CO2 Emission Calculation"

\*\* based on own system calculation

IMPORTANT NOTE: This Excel file is also available in a more complete version on ECTA website [www.ecta.com](http://www.ecta.com).

## 2. Tank Cleaning

Company Name:	
Period: Year	

1	Number of Cleans per year	
2	Residue drained from tank (per annum)	
3	Water used for cleaning (tonnes/m <sup>3</sup> per annum)	
4	Waste disposal of:	
	Residue	
	Run off waste	
	water	
5	Amount is back to :	
	Re-use	
	Back to authorities after PH/Alkalinity check	
6	Reduction 2009-2010-2011	
	Water (m <sup>3</sup> )	
	Electricity use (kWh)	
	Gas use (kWh)	

7	Number of employees - Operations	
7a	Number of employees - Office staff	
7b	Training days per operator per year	
7c	Training days per office staff per year	
7d	Amount of operator's absence days per annum divided by amount of operators = Average	

8	Number of incidents for this year		
		Own Staff	Subcontractors
	Death		
	Lost time-Injury		
	Loss of Product		
	Damage		
	Involvement of Authorities		
	<u>Total</u>	0	0

**NB Need to relook at this when new SQAS is available**

### 3. Warehousing

Company Name:	
Period: Year	

1	Number of Moves per year	
	In	
	Out	
	Total	
2	Tonnes per year	
	In	
	Out	
	Total	
3	Number of employees - Operations	
3a	Number of employees - Office staff	
3b	Training days per operator per year	
3c	Training days per office staff per year	
3d	Amount of warehouseman's absence days per annum divided by amount of warehouseman = Average	

4	Number of incidents for this year		
		Own Staff	Third party
	Death		
	Lost time-Injury		
	Loss of Product		
	Damage		
	Involvement of Authorities		
	Total	0	0

5	Split of handling equipment used for chemical movements	Totals
	Electrical lift Trucks	
	LPG lift trucks	
	Diesel lift trucks	
	Others:	
	Pallet truck	
	Reach truck	

**NB Need to relook at this when new SQAS is available**

## ANNEXE 2 – KPI Guidelines

ECTA will collect Key Performance Indicators (KPIs) appropriate to testify on the performance in critical areas related to Responsible Care (RC): HSSE and CSR.

The objective is to define KPIs which are available in the chemical goods transport/logistics supply chain companies and which can be provided without adding additional administrative burden to the companies. The goal is to collect data, consolidate this information and obtain an overview of the total efforts undertaken by the RC companies. It will be possible to check the continuous improvements made by individual LSP's and the industry.

These guidelines intend to promote the reporting of transport performance data according to common definitions and criteria.

The data should cover all European chemical goods transportation, including intermodal, barge, rail and (where indicated) third party subcontractors used.

The reports will be provided on an annual basis to ECTA to help demonstrate that the group/company is implementing RC as designed. Confidentiality of the data will be guaranteed.

The following KPIs will be measured:

- Number of km per year for chemical goods transportation in Europe (mio.km/year)
- Number of moves (orders) per year
- Tonnes carried per year
- Number of employees - Driver
- Number of employees – Others
- Training days per driver per year
- Training days per office staff per year
- Absence days of drivers/tank cleaning and warehousing employees
- Mode of transport used
- Number of incidents with motor vehicles for this year – whilst in transit
- Number of incidents at loading points for this year
- Number of incidents at unloading points for this year
- Split of trucks used for chemical transport between the Euro categories
- Energy Based data
- Activity based data
- Total Tonnes CO2

## Definitions of KPI's required for TRANSPORT

*NB: Logistics Service Providers will be denoted as LSP within this document*

### 1. Number of km operated per year for chemical goods transportation in Europe (mio.km/year)

#### *Performance Measure*

Total million kilometres (of all modes) executed for the chemical industry including subcontractors.

#### *Purpose*

Reflects the total number of km (road and intermodal) done by the LSP and subcontractors for the chemical industry. This KPI allows relative performance data to clarify the importance of the RC scheme.

#### *Definitions*

**Chemicals:** All chemical products, including not only finished products, but also samples, raw materials, intermediates, wastes, etc., whether or not classified as dangerous according to the UN Recommendations for the Transport of Dangerous Goods (Cefic definition).

**Chemical Goods:** the definition applied by Cefic and ICCA is accepted by ECTA, meaning that includes all products made by chemical producers, for instance includes fine chemicals, organic chemicals, sulphuric acid and minerals. There is no restriction to Petrochemicals, but fuel distribution (LPG, petrol, etc.) is not included in the chemical transport market under ECTA RC scheme.

#### *Reporting Instructions*

Calculate all km for chemical producers, irrespective of the modal choice of the transport. Include km estimates for intermodal legs.

Includes all modes and transit between loading and final destination, includes trips to and from terminals, cleaning stations and includes empty legs.

### 1a. Number of Moves (Orders) per year

This is calculated from actual moves as per collections / deliveries performed including subcontractors.

### 2. Tonnes carried per year

A calculation from moves made and payload carried per annum including subcontractors.

### 3. & 3a. Number of employees – Drivers/subcontractors and office/planning staff

#### *Performance Measure*

Number of FTE employees in the RC LSP (including subcontractors).

#### *Purpose*

Shows how many people are employed by the RC LSP and indicates the number of people who are in contact with the concept of Responsible Care.

#### *Definitions*

As applied in social legislation to calculate FTE (Full Time Equivalent).

#### *Reporting Instructions*

FTE equivalent. Use figures of annual reports.

### 3b. & 3c. Training days per driver/subcontractors and office/planning staff per year

#### *Performance Measure*

This KPI measures the number of training days per driver/office staff per year.

This is to measure the overall training for the company. Subcontractors are included in this reporting.

This KPI allows the LSP to express the impact of investments in training.

#### *Purpose*

To be able to measure the importance of total personnel training for the movement of chemical goods.

#### *Definitions*

ADR: "European Agreement Concerning the International Carriage of Dangerous Goods by Road", Volume II, by the United Nations, last revision.

BBS: Behaviour Based Safety training, refers to the ECTA/CEFIC documents "Behaviour Based Safety – Guidelines for safe driving of road freight vehicles" as revised, as well Guidelines for the safe un/loading and of road freight vehicles" as revised.

European Directive 2003/59/EC – Initial qualification and periodic training for drivers of road vehicles for the carriage of goods or passengers

#### *Reporting Instructions*

##### Drivers

All training days can be included for example ADR training, load securing, internal training, defensive driving, BBS, statutory training, etc. Average of training days per driver/office staff per year should meet or exceed the EU directive.

### **3d. Percentage of driver's absence days per annum**

This KPI includes all absence days that are less than four weeks in duration: short illnesses, such as the flu, incidents, or "Monday" diseases. The total of these absent days should be divided by the amount of drivers in the company to derive the final figure of average days absence per driver per annum.

### **4. Mode of transport used**

#### *Performance Measure*

Gives percentage split of transport modes used including subcontractors.

#### *Purpose*

To follow up the environmental choices made in logistics for chemical products.

#### *Definitions*

Road is transport handled under drivers' care from loading to unloading sites.

Intermodal transport: Movement of goods (in one and the same loading unit or a vehicle) by successive modes of transport without handling of the goods themselves when changing modes. Other used terms are multimodal transport or combined transport.

European Conference of Ministers of Transport (ECMT) defines multimodal (intermodal) transport as the "carriage of goods by at least two different modes of transport".

For transport policy purposes the ECMT restricts the term combined transport to cover: "Intermodal transport where the major part of the European journey is by rail, inland waterways or sea and any initial and/or final leg carried out by road are as short as possible".

#### *Reporting Instructions*

There should only be two categories: road and intermodal. Report as a percentage; the total must be 100%.

## 5. Number of incidents with motor vehicles for the year – whilst in transit

### *Performance Measure*

This KPI measures accidents whilst in transit on the road, including subcontractors.

### *Purpose*

To be able to calculate an industry average, identify weak points and have in place an improvement plan.

### *Definitions* (definitions according to Cefic)

**Accidents:** Any occurrence involving a commercial motor vehicle on highway, national or local roads resulting in a fatality, injury to a person requiring immediate treatment away from the scene of the accident, disabling damage to a vehicle requiring it to be towed from the scene, loss of product or involvement of authorities.

**Transport:** The "in-transit" transport of chemicals by motor vehicles between the site of a supplying company and that of the final destination, excluding transport activities at loading and unloading premises of the supplying chemical company and the final destination.

**Death:** when death results from the accident (up to 30 days after the accident) irrespective whether or not the chemical product contributed to the death.

**Lost Time Injury:** where the injury requires intensive medical treatment; or requires a stay in hospital of at least one day; or results in the inability to work for at least three consecutive days irrespective of whether or not the chemical product contributed to the injury.

**Personal Injury:** where the injury requires medical treatment, but does NOT require absence from performing duties

**Loss of product:** any release of product

**Dangerous goods** – release of product of more than **50 kg or litres;**

**Non-dangerous goods** – release of more than **1000 kg or litres.**

**Damage:** any damage exceeding EURO **20.000** to the property of any party (including environmental cleaning up), resulting from the transport incident, irrespective of whether or not the chemical product contributed to the damage.

**Involvement of authorities:** direct involvement of the authorities or emergency services in the transport accident/incident or the evacuation of persons or closure of public traffic routes for three hours or more caused by the transport accident/incident.

**Rollover:** the vehicle and associated equipment (tank/container) has rolled over onto its side.

### *Reporting Instructions*

This KPI applies to all legs of intermodal movements, including rail, shipping and barge movements.

NB This KPI applies to all intermodal road movements that the R C member contracts to move the customer's product.

All inputs must be reported in numbers.

For all incidents happening on the road, the reporting should be split between those occurring to own fleet and subcontractors.

## 6. Number of incidents at loading points for this year

### *Performance Measure*

This KPI measures accidents whilst at loading point, including subcontractors.

### *Purpose*

To be able to calculate an industry average, identify weak points and have in place an improvement plan.

### *Definitions* (definitions according to Cefic)

**Accidents:** Any occurrence at a loading point resulting in a fatality, injury to a person requiring immediate treatment away from the scene of the accident, disabling damage to a vehicle requiring it to be towed from the scene, loss of product or involvement of authorities.

**Death:** when death results from the accident (up to 30 days after the accident) irrespective whether or not the chemical product contributed to the death.

**Lost Time Injury:** where the injury requires intensive medical treatment; or requires a stay in hospital of at least one day; or results in the inability to work for at least three consecutive days irrespective of whether or not the chemical product contributed to the injury.

**Personal Injury:** where the injury requires medical treatment, but does NOT require absence from performing duties

**Loss of product:** any release of product

**Dangerous goods** – release of product of more than **50 kg or litres;**

**Non-dangerous goods** – release of more than **1000 kg or litres.**

**Damage:** any damage exceeding EURO **20.000** to the property of any party (including environmental cleaning up), resulting from the incident, irrespective of whether or not the chemical product contributed to the damage.

**Involvement of authorities:** direct involvement of the authorities or emergency services in the incident or the evacuation of persons.

### *Reporting Instructions*

This KPI applies to all occurrences (as defined) at the loading point.

All inputs must be reported in numbers.

For all incidents, the reporting should be split between those occurring to own fleet and subcontractors.

## 6a. Number of incidents at unloading points for this year

### *Performance Measure*

This KPI measures incidents whilst at unloading point, including subcontractors.

### *Purpose*

To be able to calculate an industry average, identify weak points and have in place an improvement plan.

### *Definitions* (definitions according to Cefic)

**Accidents:** Any occurrence at an unloading point resulting in a fatality, injury to a person requiring immediate treatment away from the scene of the accident, disabling damage to a vehicle requiring it to be towed from the scene, loss of product or involvement of authorities.

**Death:** when death results from the accident (up to 30 days after the accident) irrespective whether or not the chemical product contributed to the death.

**Lost Time Injury:** where the injury requires intensive medical treatment; or requires a stay in hospital of at least one day; or results in the inability to work for at least three consecutive days irrespective of whether or not the chemical product contributed to the injury.

**Personal Injury:** where the injury requires medical treatment, but does NOT require absence from performing duties

**Loss of product:** any release of product

**Dangerous goods** – release of product of more than **50 kg or litres;**

**Non-dangerous goods** – release of more than **1000 kg or litres.**

**Damage:** any damage exceeding EURO **20.000** to the property of any party (including environmental cleaning up), resulting from the incident, irrespective of whether or not the chemical product contributed to the damage.

**Involvement of authorities:** direct involvement of the authorities or emergency services in the incident or the evacuation of persons.

#### *Reporting Instructions*

This KPI applies to all occurrences (as defined) at the unloading point.

All inputs must be reported in numbers.

For all incidents, the reporting should be split between those occurring to own fleet and subcontractors.

## **7. Split of trucks used for chemical transport**

#### *Performance Measure*

This KPI reflects the percentage of trucks of each Euro category used, **this** allows ECTA to measure the implementation levels of new technologies. Subcontracted trucks included.

#### *Purpose*

The purpose of this KPI is to keep a track of the overall evolution of new engine technology, and the measurement of CO<sub>2</sub> emissions with new technology.

#### *Definitions*

EEV – European Enhanced Vehicle: term used in the European emission standards for the definition of a "clean vehicle" >3.5 tonne in the category M2 and M3. The standard lies between the levels of Euro V and Euro VI.

The classifications for vehicle types are defined by:

[Commission Directive 2001/116/EC of 20 December 2001](#), adapting to technical progress Council Directive 70/156/EEC on the approximation of the laws of the Member States relating to the type-approval of motor vehicles and their trailers.

[Directive 2002/24/EC of the European Parliament and of Council of 18 March 2002](#) relating to the type approval of two or three-wheeled motor vehicles and repealing Council Directive 92/61/EEC.

#### *Reporting Instructions*

Report as a percentage; the total must be 100%.

## **8 a, b & c. Energy Based data (Well to Wheels)**

#### *Performance Measure and Formula*

$CO_2 = \text{fuel consumption (in litres)} \times CO_2\text{-factor (3.24 / 3.17kgs/litre consumed)}$

See comment on Page 7 and 8, ref Pure diesel and Blended diesel use.

This KPI measures the litres consumed.

### *Purpose*

To measure the environmental improvement change within the LSP achieved by e.g. Euro engine change, training conducted etc...

### *Definitions*

The total fuel consumed within the year for kilometres operated.

### *Reporting Instructions*

The LSP should report data that includes all fuel consumed for all road movements, this should be related to goods carried.

## **9. Activity Based data**

### **Activity-based approach**

In the absence of energy data, it is possible to make an estimate of the carbon footprint of a transport operation by applying a simple formula:

$CO_2 = \text{tons transported} \times \text{average transport distance} \times \text{Kg}/CO_2\text{-emission factor per ton-km}$  – See **Excel spreadsheet**

For calculation of Fuel Consumption and CO2 production, see EN 16258 : 2012 and the ECTA Excel spreadsheet.

## **10. Total Tonnes CO2**

This is derived as a result of one of the above 2 formulas.

## Definitions of KPI's required for TANK CLEANING

ECTA will collect Key Performance Indicators (KPIs) appropriate to testify on the performance in critical areas related to Responsible Care (RC): HSSE and CSR.

The objective is to define KPIs which are available in the chemical goods logistics supply chain (Tank Cleaning) and which can be provided without adding additional administrative burden to the companies. The goal is to collect data, consolidate this information and obtain an overview of the total efforts done by the RC companies. It will be possible to check the continuous improvements made by individual LSP's and the industry.

These guidelines intend to promote the reporting of performance data according to common definitions and criteria.

The data should cover all European chemical goods tank cleaning undertaken.

The reports will be provided on an annual basis to ECTA to help demonstrate that the group/company is implementing RC as designed. Confidentiality of the data will be guaranteed.

### 1. Number of Cleans performed for the year

Self-explanatory.

### 2. Product residue drained from tank/s prior to cleaning per annum

This total should be maintained to be in a position to measure year on year the improvement in residue requiring disposal.

### 3. Water used for cleaning ( m<sup>3</sup> per annum)

Self-explanatory.

### 4. Total of Waste disposal of:

- Residue
- Waste water run off
- Water

### 5. Total Amount of Water

- Reused for in-house external cleaning, etc.
- Back to the Authorities system after PH check

### 6. Utility usage and programme of reduction

Self-explanatory, a proposed plan of action for the reduction of utility usage over a time period.

### 7 & 7a. Number of employees – Operators / Office staff

#### *Performance Measure*

Number of FTE employees in the RC LSP.

#### *Purpose*

Shows how many people are employed by the RC LSP and indicates the number of people who are in contact with the concept of Responsible Care.

#### *Definitions*

As applied in social legislation to calculate FTE (Full Time Equivalent).

### *Reporting Instructions*

FTE equivalent. Use figures of annual reports.

## **7b. & 7c. Training days per Operators / Office staff**

### *Performance Measure*

This KPI measures the number of training days per operator/office staff per year. This is to measure the overall training for the company.

This KPI allows the LSP to express the impact of investments in training.

### *Purpose*

To be able to measure the importance of total personnel training for the cleaning of tanks etc. involved in chemical goods transport.

### *Definitions*

ADR: "European Agreement Concerning the International Carriage of Dangerous Goods by Road", Volume II, by the United Nations, last revision.

### *Reporting Instructions*

Operators

All training days can be included for example ADR training, internal training, BBS, statutory training, etc.

## **7d. Percentage of operator's absence days per annum**

Amount of operator's absence days per annum divided by amount of operators = Average

This KPI includes all absence days that last less than four weeks: short illnesses, such as the flu, incidents, or "Monday" diseases.

## **8. Number of incidents this year**

### *Performance Measure*

This KPI measures accidents whilst performing cleaning duties, including subcontractors.

### *Purpose*

To be able to calculate an industry average, identify weak points and have in place an improvement plan.

### *Definitions (definitions according to Cefic)*

**Accidents:** Any occurrence at a cleaning station resulting in a fatality, injury to a person requiring immediate treatment away from the scene of the accident, disabling damage to a vehicle requiring it to be towed from the scene, loss of product or involvement of authorities.

**Death:** when death results from the accident (up to 30 days after the accident) irrespective whether or not the chemical product contributed to the death.

**Lost Time Injury:** where the injury requires intensive medical treatment; or requires a stay in hospital of at least one day; or results in the inability to work for at least three consecutive days irrespective of whether or not the chemical product contributed to the injury.

**Personal Injury:** where the injury requires medical treatment, but does NOT require absence from performing duties

### **Loss of product: any release of product**

- **Dangerous goods** – release of product of more than **50 kg or litres**;
- **Non-dangerous goods** – release of more than **1000 kg or litres**.

**Damage:** any damage exceeding EURO 20.000 to the property of any party (including environmental cleaning up), resulting from the incident, irrespective of whether or not the chemical product contributed to the damage.

**Involvement of authorities:** direct involvement of the authorities or emergency services in the incident or the evacuation of persons.

*Reporting Instructions*

This KPI applies to all occurrences (as defined) at the cleaning station.

All inputs must be reported in numbers.

For all incidents, the reporting should be split between those occurring to own fleet and subcontractors.

## Definitions of KPI's required for WAREHOUSING

### General

ECTA will collect Key Performance Indicators (KPIs) appropriate to testify on the performance in critical areas related to Responsible Care (RC): HSSE and CSR.

The objective is to define KPIs which are available in the chemical goods logistics supply chain (Warehousing) and which can be provided without adding additional administrative burden to the companies. The goal is to collect data, consolidate this information and obtain an overview of the total efforts done by the RC companies. It will be possible to check the continuous improvements made by individual LSP's and the industry.

These guidelines intend to promote the reporting of data according to common definitions and criteria.

The data should cover all European chemical goods warehousing.

The reports will be provided on an annual basis to ECTA to help demonstrate that the group/company is implementing RC as designed. Confidentiality of the data will be guaranteed.

### 1a. Number of Consignments (Orders) to Warehouse per year

This is calculated from actual orders received into and out of the warehouse per annum

### 2. Tonnes carried per year

A calculation from actual orders received into and out of the warehouse per annum.

### 3. & 3a. Number of employees – Operations / Office staff

#### *Performance Measure*

Number of FTE employees in the RC LSP.

#### *Purpose*

Shows how many people are employed by the RC LSP and indicates the number of people who are in contact with the concept of Responsible Care.

#### *Definitions*

As applied in social legislation to calculate FTE (Full Time Equivalent).

#### *Reporting Instructions*

FTE equivalent. Use figures of annual reports.

### 3b. & 3c. Training days per Operations / Office staff

#### *Performance Measure*

This KPI measures the number of training days per operator/office staff per year.

This is to measure the overall training for the company.

This KPI allows the LSP to express the impact of investments in training.

#### *Purpose*

To be able to measure the importance of total personnel training for the movement of chemical goods.

#### *Definitions*

ADR: "European Agreement Concerning the International Carriage of Dangerous Goods by Road", Volume II, by the United Nations, last revision.

BBS: Behaviour Based Safety training, refers to the ECTA/CEFIC documents "Behaviour Based Safety – Guidelines for safe driving of road freight vehicles" as revised, as well as Guidelines for the safe un/loading of road freight vehicles" as revised.

#### *Reporting Instructions*

Operators

All training days can be included for example ADR training, load securing, internal training, BBS, statutory training, etc.

Average of training days per operator/office staff per year should meet or exceed the EU directive.

### **3d. Percentage of operator's absence days per annum**

Amount of warehouseman's absence days per annum divided by amount of warehouseman = Average

This KPI includes all absence days that last less than four weeks: short illnesses, such as the flu, incidents, or "Monday" diseases.

### **4 & 5. Number of Warehouse Incidents – Handling and Non Handling equipment for this year**

#### *Performance Measure*

This KPI measures incidents whilst receiving / dispatching loads, including subcontractors.

#### *Purpose*

To be able to calculate an industry average, identify weak points and have in place an improvement plan.

#### *Definitions (definitions according to Cefic)*

**Accidents:** Any occurrence at a warehousing site resulting in a fatality, injury to a person requiring immediate treatment away from the scene of the accident, loss of product or involvement of authorities.

**Death:** when death results from the accident (up to 30 days after the accident) irrespective whether or not the chemical product contributed to the death.

**Lost Time Injury:** where the injury requires intensive medical treatment; or requires a stay in hospital of at least one day; or results in the inability to work for at least three consecutive days irrespective of whether or not the chemical product contributed to the injury.

**Personal Injury:** where the injury requires medical treatment, but does NOT require absence from performing duties

#### **Loss of product: any release of product**

- **Dangerous goods** – release of product of more than **50 kg or litres**;
- **Non-dangerous goods** – release of more than **1000 kg or litres**.

**Damage:** any damage exceeding EURO 20.000 to the property of any party (including environmental cleaning up), resulting from the incident, irrespective of whether or not the chemical product contributed to the damage.

**Involvement of authorities:** direct involvement of the authorities or emergency services in the incident or the evacuation of persons.

#### *Reporting Instructions*

This KPI applies to all occurrences (as defined) at the warehousing site. All inputs must be reported in numbers.

For all incidents, the reporting should be split between those occurring to own staff and subcontractors.

## 6. Split of Handling equipment used for chemical movements

### *Performance Measure*

This KPI reflects the percentage of handling equipment used, allows ECTA to measure the implementation levels of new technologies. E.g. Gas / electrical over Diesel.

### *Purpose*

The purpose of this KPI is to keep a track of the overall evolution of new and enhanced environmental technology.

## ANNEXE 3 - RC Improvement Plans

### Proposed by: ECTA Technical and RC Committee:

- Responsible Care is at the level of headquarters/group: improvement plans also.
- Although each company is completely free to structure and format its improvement plans, the ECTA Tech & RC Committee recommends to use the ECTA template or a similar format. (see below)
- The 10 RC Core principles in the commitment signed by the CEO need to be followed when defining the improvement plan. The ten points of the Core Principles of RC give a good overview of the areas where the improvement of the company should focus on. This way RC is translated into the daily operations of the RC company through the improvement plan.
- Not ALL aspects of the 10 RC Core principles must be improved at the same time in the same year: the RC company will make a selection. However, the level of performance should not decrease in any of the ten commitment aspects whilst attention is given to improve some of these.

It is strongly recommended also to include improvements in the area of the LSP's tank cleaning and warehousing (including value added logistics) into the annual plan.

The ECTA R C Technical and R C committee recommends companies to update and complete the safety improvements area in SQAS system (section "comments") on the SQAS database on a regular basis.

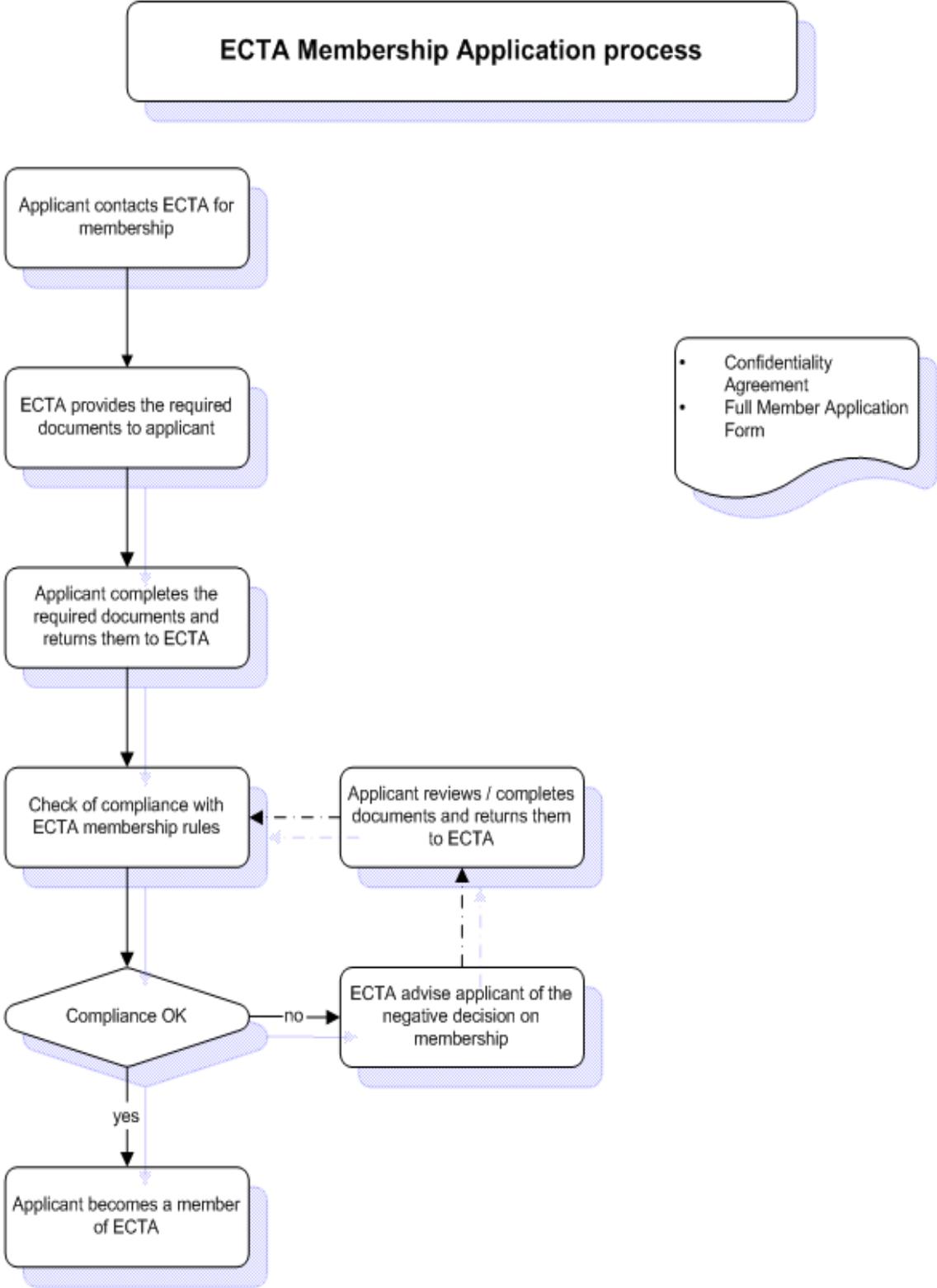
- Mere "compliance" with legislation is not an element of an improvement plan. The improvement plan is not the same as the list of so-called "regular" actions already planned for and by the HSSE manager: the improvements should be linked to the RC commitment to do better and to improve on the results of SQAS which is the source of input for the improvement plan.
- The improvement plan allows the RC company to focus its improvement and achieve measurable results and plan follow ups - achieve continuous improvement. (e.g. a positive score on certain SQAS elements; retraining of all drivers, decrease fuel consumption, etc.). It is necessary to understand that the improvement plan for this year will have to be evaluated at the start of the next year for its results by providing evidence that the plan is executed (self-assessment).

Items as included in the Commitment Declaration by the of CEO, also the <b>ECTA Responsible Care Guiding Principles</b>		Possible improvement actions which can be chosen <b>-EXAMPLES-</b>	Think about how you will evaluate and measure your improvement plan
1	Continuously improve HSSE performance to avoid harm to people and the environment	<ul style="list-style-type: none"> <li>• Communication (internal and external): newsletter to personnel, website</li> <li>• Procedures (risk assessment)</li> <li>• Policies update</li> <li>•</li> </ul>	
2	Protect the safety and health of all people involved in Chemical transport operations	<ul style="list-style-type: none"> <li>• Plan training, ADR, etc.</li> <li>• PPE provision</li> <li>• Review procedures</li> <li>• BBS</li> <li>• Slip/trip/fall prevention</li> <li>• Fatigue training</li> <li>• Roll over prevention</li> <li>• Implement changes in equipment</li> <li>• Increase product awareness</li> <li>• Drug and alcohol testing</li> <li>•</li> </ul>	
3	Minimize environmental impact of transport and associated (Warehousing / Tank cleaning and value added services) activities	<ul style="list-style-type: none"> <li>• Environmental plan for the company</li> <li>• Make truck specifications at purchase</li> <li>• Compliance with regulations (EURO emissions)</li> <li>• Plan to avoid spills</li> <li>• Install measurement of performance and monitor</li> <li>• Hose safety checks programme</li> </ul>	
4	Use resources and fuel efficiently and minimise waste.	<ul style="list-style-type: none"> <li>• Training drivers on tyre pressure, defensive driving</li> <li>• Waste control</li> </ul>	

		<ul style="list-style-type: none"> <li>• Preventive maintenance process</li> <li>• Route planning</li> </ul>	
5	Take adequate measures to ensure the Security of their operations and personnel	<ul style="list-style-type: none"> <li>• Compliance ADR (art 1.10)</li> <li>• Training + awareness</li> <li>• Data protection</li> <li>• Screen &amp; check drivers where allowed</li> <li>• Safe parking planned in the route</li> </ul>	
6	Data collection, analysis and reporting openly on performance, achievements and shortcomings	<ul style="list-style-type: none"> <li>• Organize the KPI's of RC</li> <li>• Maintain confidentiality for the customer data</li> <li>• Tracking / tracing</li> <li>• Order data incl. ECTA codes to report transport events</li> <li>• Internal audits program: planning, evaluation and follow up</li> <li>• Trend analysis and KPI's</li> <li>• IT system development</li> </ul>	
7	Engagement of personnel to understand and address concerns and expectations	<ul style="list-style-type: none"> <li>• Review incidents</li> <li>• Organize near miss reporting</li> <li>• Review driver manual</li> <li>• Discuss implementation of the BBS loading / unloading guidelines with customers &amp; drivers</li> </ul>	
8	Cooperation with external authorities, organizations in the development and implementation of effective regulations and standards to improve transport safety	<ul style="list-style-type: none"> <li>• Contribute to local emergency response exercises</li> <li>• Participate to ECTA working group to define environmental impact of transport</li> <li>• Checks on PPE (DG transports)</li> </ul>	
9	Implement a Corporate Social Responsibility programme that meets the defined questions within SQAS	<ul style="list-style-type: none"> <li>• Over a period of time comply with CSR requirements as defined in SQAS</li> </ul>	
10	Encourage management of Sub-contractors and others involved in the supply chain to commit to Responsible Care	<ul style="list-style-type: none"> <li>• Annual evaluation of sub-contractors via SQAS or equivalent systems</li> <li>• Of tank cleaning operations</li> <li>• Service level agreements: update with RC commitments</li> <li>• Define expectations</li> <li>• Ensure reviews and control of compliance</li> </ul>	



# ANNEXE 4 - ECTA Membership Application process



**ANNEXE 5 - RC Membership Application process**

