



PRO-ANZ-HSE-002

Safe Delivery and Work Requirements for Retail Suppliers

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Purpose

The purpose of this procedure is to outline BP's process for delivering effective management of Health, Safety, Security and Environmental (HSSE) risks when working with Retail Suppliers.

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1. Scope

The requirement specified in this procedure applies to BP employees, suppliers and visitors engaged in ANZ M&C-M for the BP COCO retail sites network.

The requirements stipulated in this procedure form part of the Supplier Contract with BP in relation to their works at BP COCO retail sites. A breach of the requirements stipulated in this procedure by the supplier is a breach of the contract, which may result in a termination of that suppliers contract.

2. Methodology

Within the methodology if there is a 'Shall' statement that you need to deviate from, please contact the document owner for approval.

Section 1 table outlines clear HSSE Requirements for Suppliers attending bp Retail Sites.

2.1. Section 1

Descriptions	Suppliers: delivery drivers (no works performed / interaction with equipment at retail sites)	Contractors: performing works / interacting with equipment at retail sites	Supplier Sales Representatives: marketing activities
Minimum PPE Requirements	<ul style="list-style-type: none"> • High-vis singlet • Shorts are permitted • Enclosed shoes • Long hair tied back • Minimal jewellery 	<ul style="list-style-type: none"> • High-vis long sleeve top • Full length pants • Safety boots • Long hair tied back • Minimal jewellery 	<ul style="list-style-type: none"> • Hi Vis vest if on the forecourt • Full length Pants • Enclosed Shoes • Long hair tied back • Minimal Jewellery
Sign-In and Site Induction	<ul style="list-style-type: none"> • Not applicable 	<ul style="list-style-type: none"> • All supplier representatives to sign in and complete a site induction prior to commencing work onsite. 	<ul style="list-style-type: none"> • All sales representatives required to comply with sign in / induction requirements
Ignition Sources	<ul style="list-style-type: none"> • NO Smoking & Vaping on site • Do NOT jumpstart on the forecourt • Leave all potential ignition sources in vehicles <ul style="list-style-type: none"> ➤ Lighters ➤ Matches • Do NOT use the following on the forecourt, but permitted to be used in shops: <ul style="list-style-type: none"> ➤ iPad ➤ Camera ➤ Mobile phones / Blue tooth devices cannot be used outside their vehicle on the forecourt 		

Descriptions	Suppliers: delivery drivers (no works performed / interaction with equipment at retail sites)	Supplier Representatives: performing works / interacting with equipment at retail sites	Sales Representatives: marketing activities
Emergency Procedures	<ul style="list-style-type: none"> In the event of an emergency follow direction of BP site staff. 		
Incidents / Hazards	<ul style="list-style-type: none"> Report all incidents, near misses and hazards to BP site staff immediately 		
Security Procedures	<ul style="list-style-type: none"> When opening and closing site doors, ensure they are closed properly each time. Do NOT wedge doors open at any time Report any suspicious persons or activities to site staff immediately Do NOT bring any weapon to site 		
Age limit	<ul style="list-style-type: none"> Do NOT bring individuals less than 16 of age to complete delivery activities 		
Drug and Alcohol	<ul style="list-style-type: none"> Illegal or unauthorised possession, consumption, sale or being under the influence of alcohol or illicit drugs whilst on site is prohibited. 		

Descriptions	Suppliers: delivery drivers (no works performed / interaction with equipment at retail sites)	Supplier Representatives: performing works / interacting with equipment at retail sites	Sales Representatives: marketing activities
Storage of merchandise	<ul style="list-style-type: none"> Area that shall NOT be impeded by delivered stock: <ul style="list-style-type: none"> ➤ Emergency exits and doors ➤ Emergency response equipment (including fire extinguishers, fire blankets, SDS folders, first aid kits and etc). ➤ Electrical switchboards ➤ Safety switches and emergency stops ➤ Control panels ➤ Designated aisles and walkways ➤ Cool room / freezer access zones When stacking boxes / cartons / packaging, must comply with & NOT exceed BP 1.3m load lines (NZ1.2m). Stability of the stack (including packaging type and package weight) is to be considered. 	<ul style="list-style-type: none"> Not applicable 	<ul style="list-style-type: none"> Area that shall NOT be impeded by delivered stock: <ul style="list-style-type: none"> ➤ Emergency exits and doors ➤ Emergency response equipment (including fire extinguishers, fire blankets, SDS folders, first aid kits and etc). ➤ Electrical switchboards Safety switches and emergency stops <ul style="list-style-type: none"> ➤ Control panels ➤ Designated aisles and walkways ➤ Cool room / freezer access zones When stacking boxes / cartons / packaging, must comply with & NOT exceed BP 1.3m load lines (NZ1.2m). Stability of the stack (including packaging type and package weight) is to be considered.

Descriptions	Suppliers: delivery drivers (no works performed / interaction with equipment at retail sites)	Supplier Representatives: performing works / interacting with equipment at retail sites	Sales Representatives: marketing activities
BP Food Safety Requirements	<ul style="list-style-type: none"> • Shall comply with BP's cold chain logistics supply policy. In Appendix A. 	<ul style="list-style-type: none"> • Not applicable 	<ul style="list-style-type: none"> • Not applicable
BP Locked Door Policy	<ul style="list-style-type: none"> • Locked door operates from 10pm to 5am. Entry during these hours is strictly controlled by site staff. • If deliveries need to occur during this time driver identification must be forwarded to BP head office in advance so we can share with site operations staff. • Drivers will need to present their ID to site staff to gain access to the site. 	<ul style="list-style-type: none"> • Not Applicable 	<ul style="list-style-type: none"> • Not applicable
Asbestos	<ul style="list-style-type: none"> • Do NOT deliver any merchandise that contain asbestos to site. 	<ul style="list-style-type: none"> • If works involve alterations, modifications, and removal of fixed assets, must obtain authorisation from the BP Construction & Maintenance teams. • Ensure site Asbestos Register has been sighted prior to commencement of works on sites. • All work that may disturb asbestos (incl asbestos removal) requires authorisation from BP Construction & Maintenance teams including a Work Permit. 	<ul style="list-style-type: none"> • Not applicable

Descriptions	Suppliers: delivery drivers (no works performed / interaction with equipment at retail sites)	Supplier Representatives: performing works / interacting with equipment at retail sites	Sales Representatives: marketing activities
Control of Work (CoW) Requirements	<ul style="list-style-type: none"> Not applicable 	<ul style="list-style-type: none"> All maintenance workers must complete the WPCG Retail Site Induction (Australia) / bp New Zealand Contractor Induction Module prior to working on site. All maintenance workers must sign into the Retail site and obtain authorization to perform the work. The following maintenance activities are exempt from WPCG work clearance form (Australia)/ bp New Zealand WCC on bp sites: <ul style="list-style-type: none"> a) Simple, low risk activities which are entirely undertaken within the shop building that do not involve the use of power tools, drilling/cutting into walls or floor, or work above ground level (e.g. use of ladders). <p>For Example:</p> <ul style="list-style-type: none"> a) Servicing Equipment that is unplugged & de-energised. b) Erecting merchandising stands or advertising in store. c) Installing electrical equipment such as fridges that are powered by connection to existing GPO. 	<ul style="list-style-type: none"> Not applicable

Descriptions	Suppliers: delivery drivers (no works performed / interaction with equipment at retail sites)	Supplier Representatives: performing works / interacting with equipment at retail sites	Sales Representatives: marketing activities
Control of Work (CoW) Requirements	<ul style="list-style-type: none"> Not applicable 	<ul style="list-style-type: none"> WPCG work clearance form (Australia)/ bp New Zealand WCC exempt work must still have a risk assessment for the task. All exempt work must be completed by a WPCG (Australia)/ bp New Zealand WCC Retail Site Inducted person. If the work being undertaken does not meet the conditions for an exemption, the Contractor must complete a WPCG work clearance form (Australia)/ bp New Zealand WCC. 	<ul style="list-style-type: none"> Not applicable

Descriptions	Suppliers: delivery drivers (no works performed / interaction with equipment at retail sites)	Supplier Representatives: performing works / interacting with equipment at retail sites	Sales Representatives: marketing activities
Supplier Safe Delivery Guide	<ul style="list-style-type: none"> Suppliers Shall follow the Supplier Safe Delivery Guide in Annex B 		<ul style="list-style-type: none"> Not Applicable

3. Roles and Responsibilities

The roles and responsibilities associated with this procedure are listed in the following table.

Table 1: Roles and Responsibilities

Suppliers	<p>The person or persons engaged by bp to:</p> <ul style="list-style-type: none">• Supply products, equipment and/or to sites• Working in bp facilities or fixtures within the boundaries of bp premises• Ensure information contained in this document is read and understood by all Supplier Representatives prior to conducting any work on any bp Retail Sites• Provide a copy of the information contained in this procedure to all Suppliers Representatives that will be visiting a bp Retail Site on behalf of the Supplier
SM / ASM / CSR	<p>Where the suppliers have been found conducting unsafe acts:</p> <ul style="list-style-type: none">• Immediately stop unsafe acts.• Escalate to the Business Manager (or Business Manager on Call) and complete an Incident and Observation Recording Form.• SM / ASM must enter the incident Report into IRIS to ensure that this issue is communicated to the business and appropriate action can be taken.
BM	<p>Escalating Incidents</p> <ul style="list-style-type: none">• Escalate all unsafe acts to Category Leads of Supplier carrying out work.• Provide incident report and additional information if required
Category Lead	<p>Supplier account holder</p> <ul style="list-style-type: none">• Ensure suppliers are aware of requirements listed in this procedure.• Provide information of relevant incidents to Supplier's• Ensure supplier understands bp requirements for suppliers attending bp Retail Sites

4. Terms, Definitions and Abbreviations

Table 2: Terms, Definitions and Abbreviations

ANZ M&C	Australia and New Zealand (ANZ) Mobility & Convenience
COCO	Company owned company operated
COW	Control of Work
CSR	Customer Service Representatives
HSSE	Health, Safety, Security and Environment
PPE	Personal Protective Equipment
SM / ASM	Site Manager / Assistant Site Manager
BM	Business Manager

5. Verification Processes associate with this Procedure

[Refer to PRO-8.2-0001-0-01 MS&L Self-Verification Procedure](#)

6. Associated Documents

Table 1: Required References

Document Name	Document Number	Document Location
Contract Addendum: HSSE Requirements for Contractors	LPR-AU-2.5.3-01	Control of work Who we are Home (bp.com)
M&C-M NZ HSSE Guide-Small Projects & Works.	GUI-NZ-A-2.5.3-02	Control of work Who we are Home (bp.com)

7. External References

This procedure was prepared with reference to relevant legislation/regulations including but not limited to, relevant Acts, Regulations, Australian/New Zealand Standards and industry codes and best practices.

8. Version Summary

Table 2: Document Version Summary

Version	Prepared by	Description of Change	Date	MoC
1	Deporah Shim	Document created	08/08/2018	If required
2	Justin Wilson	Updated Document to New Template, Minor wording changes, included bp cold chain logistic supply policy.	23/08/2024	#32

9. Disclaimer

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Annex A - bp cold chain logistics supply policy v3

The bp Cold Chain policy references the Australian Food & Grocery council (AFGC) Cold Chain Guidelines (2017) and requires partners to comply with requirements detailed in the document.

Specifically, in partnering with bp, Distribution partners must:

1. have a current HACCP (Hazard Analysis Critical Control Points) or GSFI certification which is independently certified by a 3rd party certification body, the auditor must be registered with RABQSA (Exemplar Global) for the scope of the audit and the auditor must be employed by a JAS-ANZ accredited body. The scope of the certification shall cover the bp product range,
2. provide a copy of their approved Food Safety Plan, including the use and management of sub-contracted vehicles and staff where applicable,
3. ensure systems, monitoring, storage & vehicles consistently maintain the correct temperature requirements for each product. This includes both minimum & maximum temperatures – ensuring chilled foods are not damaged by frozen temperatures.

Specified temperature requirements

- Potentially hazardous foods/beverages must be transported, stored, and handled between 0°C to 5°C. They must also
- be Kept Above 0oC and must not be transported, stored, or handled in a freezer environment
- Frozen foods must be transported, stored, and handled at temperatures Never Warmer Than -18oC. Some product types may be accepted at -12oC as stipulated in an agreement prior to supply.
- Temperate Fruit (Apples, Peaches, Pears, Berries etc.) must be transported, stored, and handled between 0°C to 5°C.
- Tropical & Subtropical fruit including Bananas are generally sensitive to chilled environment and may be damaged at low temperatures. Therefore, these must be transported, stored, and handled at 13°C or above.

Vehicle standards

- Vehicles must be purpose built for temperature-controlled food transportation and appropriately maintained including cleanliness, seals, calibration, and all other factors influencing consistent air flow and temperature continuance, under minimum & maximum load.
- Vehicles' storage area must be pre-chilled to ensure food is consistently held at 0°C to 5°C to avoid heat transfer issues. Vehicles' temperature should be recorded & signed as verified prior to loading.
- Product to be loaded must be within the required temperature ranges for chilled or frozen goods prior to loading so as not to adversely affect the rest of the load.
- Vehicles must be set up to ensure loads are appropriately secured, stacked & segregated. This includes separating product types where required to maintain product safety and quality. E.g., raw chicken must be segregated and never placed on top of other items.
- Refrigeration units must be routinely serviced to ensure they are operating efficiently.
- Data loggers must be used in all deliveries and provide continual recording of temperatures throughout the entire delivery. They must be fixed to an appropriate location in vehicle to provide an accurate indication of temperature, i.e., not in front of fans. Data loggers must be a requirement of any subcontracted deliveries.
- Vehicles must be equipped with a calibrated thermometer, providing the driver with the ability to verify stock temperature. Thermometers must be of NATA standard and calibrated at a suitable frequency or at least monthly. Vehicles must have an alarm system in place to alert the driver (visual or/and audio indication) when the

temperature within the refrigerated compartment exceeds the target temperature. Records must be available.

- Vehicles must be configured to allow chilled or frozen items to maintain the correct temperature for the entire delivery process. This includes refrigeration units being able to be run independently of the vehicle engine.
- Drivers must ensure loading doors are not open for longer than necessary to minimise temperature variation during the delivery process.
- Vehicles must be visibly clean and free of contaminants to protect food from the likelihood of contamination. Also, the ceiling & walls must be finished with impervious materials and be easy to clean.

Employee standards

Delivery drivers maintain an acceptable level of personal hygiene and adhere to bp Australia safety policies when on-site.

Food Safety training requirements

There are many approaches to training that a food business can adopt, such as online training modules or on-the-job training. A record is required to show that each employee has required level of food safety training for their position.

Distribution and cold chain staff require food safety training that covers:

- personal hygiene practices that all food handlers know and can confidently put into practice,
- food handling practices, to transport and store food within required temperature controls,
- procedures to be used if a breach in Cold Chain Conditions is suspected,
- hygiene practices, to ensure the food premises and equipment are clean and well maintained.

Refresher food safety training must be completed annually.

Contingency processes & records

In the event of a break in cold chain process or other issue which creates risk to product e.g., damaged packaging, a contingency plan is to be clearly documented, detailed records kept, and staff trained to follow competently.

For Australia the Maximum Out of Refrigeration time limit is 20 mins and bp expects that once this limit has been reached, then temperature must again be taken, and corrective actions applied accordingly. New Zealand will accept delivery if the temperature is between 5°C and 7°C if the driver can provide evidence that the food has been at this temperature for less than 2 hours e.g. temperature/time logs in the truck.

bp specifically requires a support system for drivers in case of breakdowns, product & delivery issues, and other causes of cold chain breakage. Drivers must:

- have contact details of shift supervisor/management to immediately notify details of the issue,
- follow instructions provided by their shift supervisory/management,
- take a record of what actions were taken, when, by whom and details of the person who authorised corrective actions

Record requirements

Records that facilitate incident investigation are required. This includes, but is not limited to, data loggers, vehicle & product loading temperature verification, delivery temperature throughout the run (start, middle, end).

Process standards

The following processes are stipulated for both company employees and subcontractors. It is the responsibility of the contracted supplier to ensure all subcontractors are briefed in all required processes.

bp Store process

Deliveries are only to occur during bp Australia Pty Ltd retail site opening hours. No food products to be left outside for collection by staff at the beginning of a shift.

Drivers must announce their arrival to store staff prior to unloading. This is to ensure bp staff are available and ready to temperature check the delivery prior to unloading stock. Some sites may provide delivery drivers access to back-of-house storage areas by Site Manager or delegate.

Refrigerated/Frozen food items must be stored in fridge/freezer storage (or display, or into preparation) immediately or within 15 minutes of arrival. It is preferable for temperature checks to be completed in cool rooms wherever possible.

bp stores use NATA probe thermometers with accuracy of (+/-1°C), calibrated monthly using the ice slurry method, and replaced annually.

Accept / Reject
<u>CHILLED</u>
0 to 5°C / Warmer than 5°C
<u>FROZEN</u>
Colder than -12°C and Hard Frozen / Warmer than -12°C or Showing signs of thawing or Not Hard Frozen

bp store staff use the following process guide to manage deliveries. We ask that our Cold Chain logistics partners support our staff to execute.

How to measure the product temperature

Temperature of chilled & frozen items (both packaged & unwrapped) are taken via 2 step methods:
Note: Wash and sanitise the thermometer probe before & after use

Step 1 - Place the probe thermometer between 2 like products. Use sufficient pressure to ensure good thermal contact. If temperature is above the acceptable range, proceed to step 2,

Step 2 - Check core temperature of product by inserting sanitised probe thermometer into the centre of the chilled product. If the temperature of the food products is outside of the acceptable limits stated above, the products should be rejected.

Ensure cartons are undamaged and check labels to make sure it is correct, undamaged & within minimum acceptable shelf life.

In an event of rejected delivery, bp store must

Task	Responsibility
Cross the invoice with "Rejected." Enter a reason e.g., "damaged" or "core temp was 5.5°C." (Advise delivery driver of rejected products. Do not accept rejected products into store)	CSR or Store Manager
Fill out a Food & Beverage Incident Form (FO-FO-021) and email the completed form to anzoms e-mail address	Store Manager or delegate to complete. Store Manager to send.

Complete discrepancy template	Store Manager
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Cross dock & product acceptance specifics

- To maintain temperature control requirements an external visual check of each pallet and temperature checks are completed on dock. Carton counts will also be conducted where all cartons are visible from the external check – this is not always possible where pallets contain many small cartons. Stock is conditionally accepted at this time and the driver can depart.
- Detailed carton scanning will be completed after the stock has been transferred into the chiller room.
 - Suppliers will be notified, via discrepancy template, of any missing or damaged cartons that are identified when the pallets are split.
- All cartons must be packaged/labelled for an individual site unless a specific process is agreed with BP for buldeliveries
- Cartons for multiple sites in the same state can be delivered on a consolidated pallet. If stock is being delivered for bp to transport to interstate bp sites these should be delivered on a separate pallet.
- If undamaged, individual cartons are not opened until they reach the destination BP retail site. BP site staff will conduct unit counts and quality inspections before receipting goods.
- If damages are identified by bp DC and time permits, the DC may open carton and remove damaged goods rather than rejecting the whole carton. In this event the DC will advise the supplier, and the bp receiving store, of salvageable product so a credit can be processed only for the damaged portion.

Annex B – Supplier Safe Delivery Guide

Supplier Safe Delivery Guide – Dry Goods

Delivery driver must adhere to site staff delivery requests which may be unique to their site.

1. Hazard Awareness – Identify Potential Site-Specific Hazards

- Assess canopy heights - some vehicles may need to avoid passing under canopy.
- Where possible adhere to traffic flow of the site.
- Avoid deliveries if a fuel tanker is on site – The exit path of a fuel tanker must not be blocked (dangerous goods requirement).
- Identify vehicle and pedestrian routes.

2. Vehicle Positioning – Parking in a Safe and Convenient Location

- Consider forecourt gradient when selecting an unloading location.
- Utilise loading bay if there is one available at the site.
- Avoid thoroughfares eg. Fast food drive thru's, areas near forecourt driveways, etc.
- Where possible allow customers access to facilities; fuel pumps, air/water, ice freezer and car wash.
 - If providing access to these facilities introduces safety risks these can be blocked temporarily.
- Ensure you are visible to the site staff so they can monitor your safety during the delivery.
- Avoid any distractions such as clipboards, paperwork whilst on the forecourt.
- Mobile phones and/or other ignition sources not permitted for use on forecourt
- Avoid all unnecessary reversing whilst on the forecourt.
- Park as close as practical to the store to minimise distance and risk exposure when transporting goods.

3. Goods Delivery – Safe Transport of Goods into Store

- Always wear high visibility clothing on the forecourt.
- Ensure quality and integrity of goods delivered – correct temperature, undamaged, safe and secure tobacco handling.
- Adhere to manual handling policies and bp's 1.3m load lines within the store.
- Adhere to relevant state public health advice (QR-Code check-ins, face masks etc.).
- Electric Pallet Jacks are not able to be used on forecourts due to fuel and LPG hazardous zones (areas around fill points, dip points, vent stacks, fuel dispensers and LPG tanks which may contain flammable vapours).
 - Please note some suppliers will have exemptions to use electric pallet jacks, please refer to additional guidance from bp in regard to conditions.

Hazards



Strains Hazard



Watch for cars

PPE and Equipment



Trolley



Safety Vest

Important

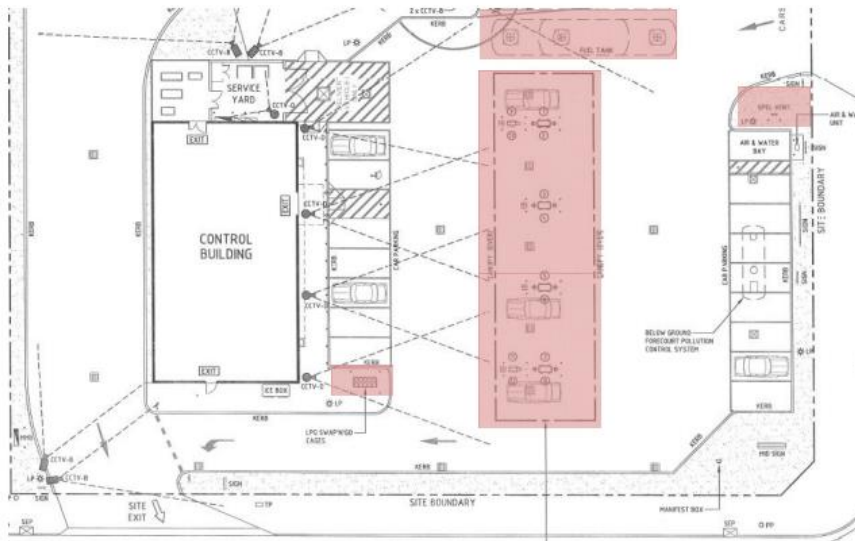
- **The forecourt is a road.** the same hazards are present and should be managed as such.
- Please engage with site staff about how best to safely deliver goods into site and any unique site hazards that may exist.
- There may only be one person working at the time of your delivery – please wait patiently if required so the staff can check and sign for the delivery.

Escalation

For any questions or issues associated with retail stock deliveries please contact AUSupplyChain@se1.bp.com

Electric Pallet Jack Guide

Delivery driver must adhere to site staff delivery requests which may be unique to their site.



Electric pallet jacks must not be used in the highlighted areas above. This includes:

- Beneath the forecourt canopy, over Underground fuel tanks and fill points and beneath fuel vent pipes.
- A minimum distance of 9m must be maintained from LPG Tanks and 1.5m from Swap'n'Go cylinders.

Hazards



Slip/Trip Hazard



Watch for cars

PPE and Equipment



Trolley



Safety Vest

Important

- **The forecourt is a road**, the same hazards are present and should be managed as such.
- Please engage with site staff about how best to safely deliver goods into site and any unique site hazards that may exist.
- There may only be one person working at the time of your delivery – please wait patiently if required so the staff can check and sign for the delivery.

Escalation

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End of Document