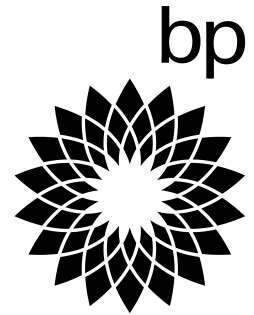




Retail Procedure



PR - SO - 901

Safe Delivery and Work Requirements for Retail Suppliers

Version: 1
Prepared by: Deporah Shim
Authorised by: Sean Muir
Authorisation Date: 08/08/2018

This document has been approved for release and changed as per the associated eMoC.

To review changes to this document refer to previous versions held in the [Controlled Document Database](#).

If this document is required to be transmitted to external parties, please ensure that you consult the [Operations Excellence Document Controller](#).

Prepared by: Deporah Shim	Reviewed by: Brad McQualter	Authorised by: Sean Muir
Doc Number: PR - SO - 901	Authorised Date: 08/08/2018	Next Review Due: 08/08/2021
Version Number: 1		Page 1 of 12

Contents

1. Purpose	3
2. Scope	3
3. Terms and Definitions	3
4. Roles & Responsibilities	4
5. HSSE Requirements	5

Prepared by: Deporah Shim	Reviewed by: Brad McQualter	Authorised by: Sean Muir
Doc Number: PR - SO - 901	Authorised Date: 08/08/2018	Next Review Due: 08/08/2021
Version Number: 1		Page 2 of 12

1. 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.

2. Scope

The requirement specified in this procedure applies to BP employees, suppliers and visitors engaged in BP MS&L 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.

3. Terms and Definitions

Table 1: Terms and Definitions

Term	Definition
COCO	Company owned and company operated
COW	Control of Work
CSR	Customer Service Representative
HSSE	Health, Safety, Security and Environment
MS&L	Marketing, Supply & Logistics
PPE	Personal Protective Equipment
SM / ASM	Site Manager / Assistant Site Manager

4. Roles & Responsibilities

Table 2: Roles and Responsibilities

Role	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 Supplier Representatives that will be visiting a BP Retail Sites 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 Area Manager (or Area 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.

5. HSSE Requirements

Table 3: Safe Delivery and Work Requirements

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
Minimum PPE Requirements	<ul style="list-style-type: none"> • High-vis singlet • Shorts are permitted • Enclosed shoes 	<ul style="list-style-type: none"> • High-vis long sleeve top • Full length pants • Safety boots 	<ul style="list-style-type: none"> • Not applicable
Sign-In and Site Induction	<ul style="list-style-type: none"> • Drivers dropping off merchandise when sites are closed are not required to comply with sign-in / induction requirements. • For all the other drivers, they are required to comply with sign in / induction requirements 	<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 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 allow to use in shops: 		

Prepared by: Deporah Shim	Reviewed by: Nick Keenan	Authorised by: Sean Muir
Doc Number: PR - SO - 901	Authorised Date: 08/08/2018	Next Review Due: 08/08/2021
Version Number: 1	Page 5 of 12	

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
	<ul style="list-style-type: none"> ➤ iPad ➤ Camera • Mobile phones / Blue tooth device 		
Safe Delivery Site Plan (SDSP)	<p>Shall comply with the following on SDSP:</p> <ul style="list-style-type: none"> • Vehicle Route (Entry, Parking, Exit) • Preferred Parking Location • Alternative Parking / Traffic Directions • Pallet and Stock Movements • Pallet Drop-Off Zone <div data-bbox="685 866 1261 1294" data-label="Image"> </div> <p style="text-align: center;"><i>Example only</i></p>		<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
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 	<ul style="list-style-type: none"> 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 		<ul style="list-style-type: none"> Not applicable
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. 		
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 extinguishes, fire blankets, SDS folders, first aid kits and etc. ➤Electrical switchboards ➤Safety switches and emergency stops 	<ul style="list-style-type: none"> Not applicable 	<ul style="list-style-type: none"> Not applicable

Prepared by: Deporah Shim	Reviewed by: Nick Keenan	Authorised by: Sean Muir
Doc Number: PR - SO - 901	Authorised Date: 08/08/2018	Next Review Due: 08/08/2021
Version Number: 1	Page 7 of 12	

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
	<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 loadlines (1.3m). Stability of the stack (including packaging type and package weight) is taken into account. 		
BP Food Safety Requirements	<ul style="list-style-type: none"> • Shall comply with BP's minimum food delivery and receipt standards in Appendix A. 	<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 BP Asset Management team. • 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 Asset Management team including a Work Permit. 	<ul style="list-style-type: none"> • Not applicable

Prepared by: Deborah Shim	Reviewed by: Nick Keenan	Authorised by: Sean Muir
Doc Number: PR - SO - 901	Authorised Date: 08/08/2018	Next Review Due: 08/08/2021
Version Number: 1		Page 8 of 12

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"> • Authorisation may be required from BP, which may include a WPCG Work Clearance Form or Work Permit for the following: <ul style="list-style-type: none"> ➢ Servicing / maintaining equipment such as electrical equipment, coffee / freezie machine and etc ➢ Working on "Live" electrical equipment. Shall NOT conduct any "live work" without authorisation from BP. Live work is defined as works within 500mm of live and exposed conductors or conductive parts greater than 24V ➢ Works to be performed from a ladder ➢ Drilling into floors ➢ Works in forecourt ➢ Moving equipment (for e.g Elevating Work Platform, Flatbed Truck with Crane HIAB) from one spot to another. • Following works are <u>NOT</u> allowed: <ul style="list-style-type: none"> ➢ Hot work in hazardous zone (forecourt area). Using a non- 	<ul style="list-style-type: none"> • Not applicable

Prepared by: Deporah Shim	Reviewed by: Nick Keenan	Authorised by: Sean Muir
Doc Number: PR - SO - 901	Authorised Date: 08/08/2018	Next Review Due: 08/08/2021
Version Number: 1	Page 9 of 12	



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
		intrinsicly safe camera to take photo on forecourt is classified as hot work. ➤ Works in confined space	

End of Document

Prepared by: Deporah Shim	Reviewed by: Nick Keenan	Authorised by: Sean Muir
Doc Number: PR - SO - 901	Authorised Date: 08/08/2018	Next Review Due: 08/08/2021
Version Number: 1		Page 10 of 12

Appendix A - BP's minimum food delivery and receiveal standards

Suppliers shall comply with the following minimum food delivery and receiveal standards:

1. Food Delivery Standards

- a. For temperature controlled deliveries the delivery driver must not unload stock unless agreed with BP representative to ensure minimum time stock is out of controlled temperature.
- b. The delivery driver must not enter a storage area without supervision from a BP representative.
- c. The delivery will be checked off in a designated delivery acceptance area in the cool room zone.

2. Food Receiveal Standards

- a. Check all C-Store and Potentially Hazardous Foods temperatures (outer carton first, then inners if outer does not meet standards) at all times.
- b. Check quality of packaging for all products including ambient/dry foods.
- c. Check labelling (use by, packed by, best before, name of product).
- d. Chilled food must be at 5° Celsius or lower.
- e. Frozen food must be at -15° Celsius or hard frozen to touch.
- f. Reject delivery if food item does not meet temperature, quality or labelling standards.
- g. Products failing to meet the minimum shelf life should be rejected.
- h. Complete the Food Receiveal Record regardless of result.
- i. Ensure you specify on the delivery docket and on the Food Receiveal Record any stock that has been rejected and the reason why the stock was rejected.
- j. Send the rejected stock back with the delivery driver- do not hold the product in the store under any circumstances.
- k. Refer HACCP Food Safety Check delivery standards for temperature controlled lines in the table below.

Prepared by: Deporah Shim	Reviewed by: Nick Keenan	Authorised by: Sean Muir
Doc Number: PR - SO - 901	Authorised Date: 08/08/2018	Next Review Due: 08/08/2021
Version Number: 1		Page 11 of 12



GU-FO-020 -

HACCP- FOOD SAFETY CHECKS

Version No.: 6 Issued Date: 01.11.2015

> Means greater than < Means less than

DELIVERY	STORAGE	REHEATING	COOKING	DISPLAY
<p>Accept / Reject</p> <p>CHILLED <5 / > 7 FROZEN <-15 / > -12 Or Hard Frozen</p> <ul style="list-style-type: none"> Food between -12' & -15' must be Hard Frozen or rejected. Use 2 step process to check food temp. immediately when delivered. Ensure cartons are undamaged Check labels to make sure it is correct, undamaged & within min. acceptable shelf life. <p>Food between 5 to 7°C must:</p> <ol style="list-style-type: none"> Be accompanied with records to show products were transported <5°C. Only be out of the delivery truck for <15 minutes. Be checked again within 1hr & to confirm temp. <5°C. 	<p>Accept / Reject</p> <p>CHILLED <5 / > 5 FROZEN <-15 / > -10 AMBIENT <25 / > 25</p> <ul style="list-style-type: none"> Always store food off the ground. Always keep food covered. If defrosting, always use a clean plastic food container & label with defrost use by & original frozen batch code. Always follow storage guidelines below: <div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>Storage guidelines</p> <p>↓</p> <p>COOKED</p> <p>FRESH</p> <p>DEFROST</p> <p>RAW</p> <p>↓</p> </div>	<p>Accept / Reject</p> <p>Frozen Pies & Sausage Rolls >65 / <65</p> <ul style="list-style-type: none"> Check one pie from each rack. Record lowest temperature on the bake sheet. Repeat for each program. Refer to Oven Program Guide for core temp. requirements. Tray products according to bake time. 	<p>Accept / Reject</p> <p>All other foods >75 / <75</p> <ul style="list-style-type: none"> For fried foods, check the core temp. of a large item per basket cooked. For cooking on hot plates or stoves, check core temperature per cook. Record lowest temperature on the cooking form. Repeat for each cook. <p>If cooking then chilling (i.e. chicken tenders in wraps), must follow the Cook/Chill process, food MUST be:</p> <ul style="list-style-type: none"> <21°C in 2 hours, then <5°C in 4 hours. Record in Cook/Chill Form.	<p>Accept / Reject</p> <p>HEATED >65 / <60 CHILLED <5 / > 5</p> <ul style="list-style-type: none"> Ensure product checked has been on display for >30mins. Check the food core temp. of a large & small item in hot cabinet. Check the air & food surface temp. of chillers & freezers. When checking the chilled food temp., check one product on each shelves. Use the 2-step method for checking packaged food temp., refer to Food Safety Records on Rules for Temp. Taking.
<p>Reject:</p> <p>Cross the invoice with "Rejected."</p> <p>Enter a reason e.g. "damaged" or "temp was 8°C."</p> <p>Do not accept Rejected products into store</p>	<p>Reject:</p> <p>CHILLED - Immediately inform site manager & reject after 2 hrs if temp. is still > 5 °C. Record in Food Safety Record.</p> <p>FROZEN - Recheck temp. after 1hr. If still out of range reject, inform Site Manager & record in the Food Safety Records.</p>	<p>Reject:</p> <p>Continue baking & recheck at 5 min intervals until above 65°C.</p> <p>If continuously below 65°C, Inform Site Manager & request oven programs are checked and changed</p>	<p>Reject:</p> <p>Continue cooking & recheck at 2 min intervals, if still below 75°C but looks burnt, reject. Inform Store Manager & request review of equipment and cooking times changed.</p> <p><u>For Cook/Chill</u> – if food is not cooling down within required time, contact Site Manager & review cooling process.</p>	<p>Reject:</p> <p>HEATED Recheck temp. after 1hr if between 60 to 65°C. If still below reject, inform Site Manager & record in Food Safety Records.</p> <p>CHILLED If >5°C check in 2 hours. Reject if still over temp. Refer to corrective actions section of the Food Safety Records.</p>
<p>Refer to Food Safety Manual for further details. All rejected steps must be recorded in the corrective actions section in the Food Safety Records Book</p>			<ul style="list-style-type: none"> Always wear gloves when handling food – even if frozen! Change gloves in between tasks 	

3. Rules on Taking Temperatures

- a. When temperature checking equipment, never use the cabinets own built in thermometer. Only the BP certified thermometer is to be used for completing temperature checks.
- b. For temperatures out of the acceptable range a 2 step method of checking is required;
 1. Probe between 2 like products, if temperature is above acceptable range go to step 2.
 2. Check the core temperature of the product.
- c. In the event of an equipment breakdown or blackout any potentially hazardous and ready-to-eat food that has been out of temperature control (above 5 °C) for a total of 4 Hours, must be thrown out.
- d. All temperature issues must be recorded in the corrective actions book.

Prepared by: Deporah Shim	Reviewed by: Nick Keenan	Authorised by: Sean Muir
Doc Number: PR - SO - 901	Authorised Date: 08/08/2018	Next Review Due: 08/08/2021
Version Number: 1		Page 12 of 12