As ECS stands for CSR – *C*reating *S*ustainable *R*eliable logistics, we are committed to provide a high quality, safe and sustainable service to our customers and/or suppliers and therefore strive to work in an open and accountable way that builds trust and respect of all our stakeholders. Therefore, we would like to inform you of our incident handling procedure.

This procedure is to assure that, in case of an incident, accident or near miss, a consistent process is initiated with dedicated ownership to promptly handle the incident in order to:

- minimize the impact or effect of the incident on people, planet and profit;
- inform all appropriate stakeholders[1] timely and with correct information;
- learn valuable lessons for the future.

This procedure is applicable for any incident[2] that caused potential or actual damage to products or any incident where legal, (food)security, (food)safety, health, quality and environmental issues or potential emergency situations (can) arise.

ECS Formal Incident Procedure:

Incident during transport	Definition of incident : *any incident, accident or near miss with potential or actual damage to the transported products or where legal and/or (food)safety, health, quality and enviromental* issues (can) arise.*		
↓	**SLA**	**Owner / Who ?**	**Process**
Inform ECS planning	Day 0	Haulier Railway terminal Shipping terminal	Inform ECS planning as soon as the incident / accident takes place or as soon as the monitoring checks revals a non-conformity that is considered an incident.[1] *[1] broken seal, damage, leakage, temperature alarm unit, …*
↓			
Inform internal owners	Day 0	ECS planning**	Inform customer service and relevant owners to take futher actions.
↓			
Set immediate actions	Day 0	Owner(s)***	Where applicable, immediate action are taken by its owners.***
↓			
Inform client	Day 0	Customer service	Inform client with preliminary results of the incidents and actions taken and where applicable, wait for further instructions from client. *If applicable, Legal department will contact the client to further handle the incident.*
↓			
Analyse incident	Day 1	Owner(s)***	Set direct actions and where necessary take corrective action and/or preventive or improvement measures.
↓			
Inform governement	Day 1	Owner(s)***	Where applicable, inform relevant government about incident. *f.ex. FAVV, environmental inspection, other government agencies, …*
↓			
Give feedback	Day 5	Customer service Owner(s)***	Send formal reply to the customer with outcome of the incident.
↓			
Close incident	-	Owner(s)***	1) Follow up of incident and completing registration in ERP system ; 2) Determine whether effectivity of actions needs to be evaluated. *If response and/or action is NOK, contact owner or responsible party to request further details and/or actions.*
↓			
Analysis & reporting	Q	QESH Manager	Quarterly report to Board of Directors (Excom) regarding incidents and effectivity of corrective / preventive actions taken.
↓			
STOP	* ADR/IMDG, spillage, leakage, … ** ECS planning : Rail, Road, Ship, TCL, Freight *** Legal manager, Claims, QESH Manager, DGSA, HACCP team, …		

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[1] Stakeholders: customer, supplier, local authorities, internal ECS owners, senior management, …
[2] Incident: an incident, accident or near miss

ECS Warehouse Incident Procedure:

Warehouse incident	Definition of incident : any incident, accident or near miss with potential or actual damage to the products arriving in/stocked in/leaving the warehouse or where legal and/or (food)security, (food)safety, health, quality and environmental* issues (can) arise.		
⬇	**SLA**	**Owner / Who ?**	**Process**
Inform responsible / foreman	Day 0	WH Worker	Inform responsible / foreman as soon as the incident / accident takes place or as soon as the monitoring checks revals a non-conformity that is considered an incident.[1] [1] broken seal, temperature issue, pallet/goods/material damage, illegals, …
⬇			
Set immediate actions	Day 0	Foreman / warehouse worker	Where applicable, immediate action are taken by foreman / warehouse worker. f.e. cleaning, repairing, restacking, Q zone, …
⬇			
Register incident & inform SCI/logistics	Day 0	Foreman	Make registration of the incident in the correct warehouse tool (Apollo / Alerter / WH Tool / …)
⬇			
Inform customer / supplier	Day 0	SCI Logistics	Inform customer/supplier with preliminary results of the incidnets and actions taken and where applicable, wait for further insturctions from customer/supplier.
⬇			
Analyse incident	Day 1	SCI Logistics Owner(s)***	Set direct actions and where necessary take corrective action and/or preventive or improvement measures.
⬇			
Inform governement	Day 1	Owner(s)***	Where applicable, inform relevant government about incident. f.ex. FAVV, environmental inspection, other government agencies, …
⬇			
Give feedback	Day 5	SCI Logistics	Send formal reply to the customer/supplier with outcome of the incident.
⬇			
Close incident	-	SCI Logistics Owner(s)***	1) Follow up of incident and completing registration in WMS ; 2) Determine whether effectivity of actions needs to be evaluated. If response and/or action is NOK, contact owner or responsible party to request further details and/or actions.
⬇			
Analysis & reporting	Q	QESH Manager	Quarterly Quality meeting regarding incidents and effectivity of corrective / preventive actions taken.
⬇			
STOP	* spillage, leakage, flood, … ** if applicable : Legal manager, Claims, QESH Manager, DGSA, HACCP team, …		