



Annual SQAS Report - 2009



Marc Twisk
mtw@cefic.be
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The current report contains the status and progress regarding SQAS, the Safety and Quality Assessment System of Logistics Service Providers and Chemical Distributors. For further details, see the website www.sqas.org.

Content:

1. Modules : status/progress on questionnaires
2. SQAS 2010
3. Access to the SQAS Database
4. SQAS Global
5. Status of Assessor Accreditation
6. Number of Assessment Reports
7. Scoring Results on Assessments

1. SQAS Modules : Status/progress on questionnaires

SQAS covers five logistics modules and SQAS Distributor (ESAD) for chemical distributors.

- 1) SQAS Transport Service
- 2) SQAS Cleaning (=Tank Cleaning Stations)
- 3) SQAS Rail (=Carriers)
- 4) SQAS RTC Workshop (= Maintenance workshops for rail tank cars)
- 5) SQAS Warehouse
- 6) ESAD II (=Chemical distributors)

Main achievements in 2009

- The Working Group Good Manufacturing Practices has developed an addendum for SQAS covering GMP. This is available on the website.
- The scope of SQAS 2010 has been established during a brain storming session with all stakeholders and several Working Groups have been established to prepare the future questionnaires.
- A system allowing the assessed company of adding comments on each question has been developed and is available for every active report.
- A Warehouse Workshop has been organized with over 80 participants

2. SQAS 2010

In 2010 all questionnaires of SQAS and ESAD will be reviewed.

Main proposals for the SQAS 2010 - review

- Create a pre-assessment document to determine the exact scope of the assessment.
- Create a more balanced number of questions for the different topics (or add a general weighing system)
- Develop a list of questions on which the assessor has to give comments regardless of the score on that question.
- Create the possibility to perform intermediate assessments
- Simplify the scoring by deleting the different scoring columns and categories (M-I-D and Q-S-E)
- Try to come to a common core questionnaire for all modules
- Include Responsible Care elements

3. Access to the SQAS Database

Apart from the Chemical Companies (members of the SQAS Service Group), Logistics Companies and Chemical Distributors can as from 2008 join the “Logistics & Distributors User Group” (L&D). Through this, assessed logistics companies are able to grant access to their report to their principals and partner companies, who may have an interest in evaluating the performance of their subcontractors.

The Industry Associations had a privileged access to defined statistical and trend data across reports, which allowed the Industry Sector to assess the status and progress regarding the implementation of selected Safety, Health, Environment, Quality and Security issues in their business sector. ECTA, FECC and CBA have since 2009 also a L&D account for using SQAS in their Responsible Care Scheme, as agreed through a contract with Cefic.

Membership User Groups

The "SQAS Service Group" covers 42 Chemical Companies who support and use the logistics modules in SQAS. Other interested companies can contact Cefic for membership.

SQAS Service Group

(Membership status December 2009 - 42 members)

ALBEMARLE EUROPE SPRL	Huntsman Holland BV
Afton Chemical SPRL	Ineos
Air Liquide SA	Infineum
Air Products & Chemicals Inc.	Lanxess Deutschland GmbH
Akzo Nobel	Lucite International UK Ltd
Arizona Chemical AB	LyondellBasell Industries
Arkema	Perstorp AB
BASF SE	Petresa
BP Chemicals	Polimeri Europa
Bayer AG	Procter & Gamble
Borealis Polymers	Repsol Quimica
CHEMTURA	Rhodia
Celanese Chemicals Europe GmbH	SABIC EuroPetrochemicals B.V.
Clariant International Ltd.	Shell Chemicals
DOW Europe S.A.	Solvay S.A.
DSM	Syngenta Ltd
Dupont	Tessenderlo Chemie NV
Eastman Chemical B.V.	Thermphos International B.V.
Evonik	Total
ExxonMobil Chemical	Total Petrochemicals
F. Hoffmann-La Roche Ltd	Wacker Chemie AG

Main figures about 2009

- Due to mergers the user group went from 46 to 42 members
- 120 individual member-employees actively used the database
- 3.769 individual hits were registered on the different reports
- 92 % of the frequent users downloads the SQAS-reports
- 96 % of the frequent users apply an own template that is distributed within their organisation

The “ESAD User Group” covers 21 Chemical Producers who support and use the SQAS Distributor/ESAD module. Other interested companies can contact Cefic for membership.

ESAD User Group

(Membership status December 2009 - 21 members)

Akzo Nobel	ICL-IP Europe B.V.
Arkema	Ineos
BASF SE	L'OREAL SA
BOREALIS POLYMERS OY	LyondellBasell Industries
BP (Acetyls and Aromatics)	Methanex Europe
CEPSA	Repsol Quimica
DOW Europe	SPOLCHEMIE
Ercros Industrial S.A.	Sasol
Evonik Oxeno GmbH	Shell Chemicals Europe B.V.
ExxonMobil	Solvay
	TOTAL

The “Logistics & Distributors User Group” covers 84 logistics companies and chemical distributors, who have access to reports of other logistics companies, when they are authorized to do so by the assessed company.

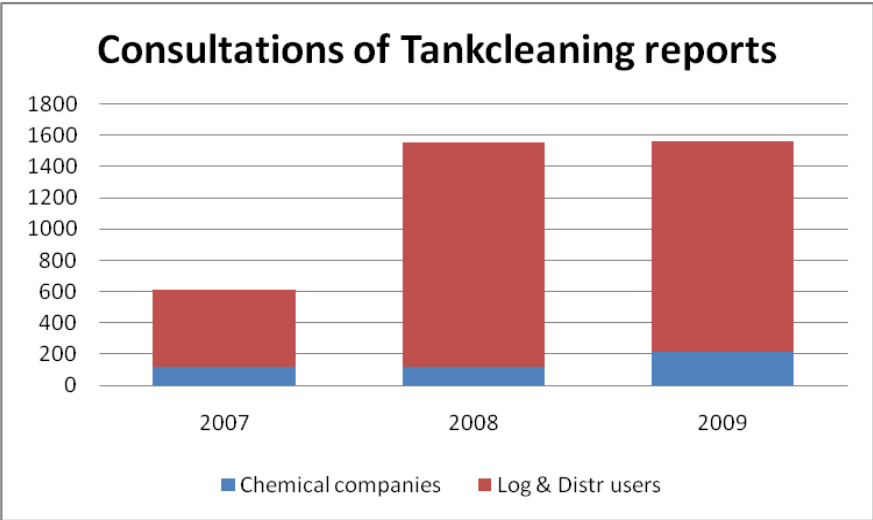
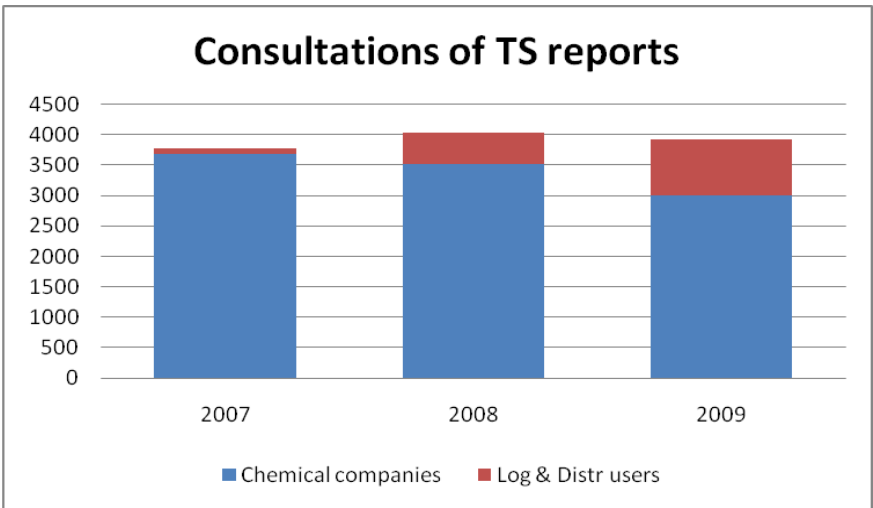
Any transport company and chemical distributor who has been SQAS or ESAD assessed is automatically invited to join the Logistics & Distributors User Group.

Logistics & Distributors Group (Membership status December 2009 - 84 members)

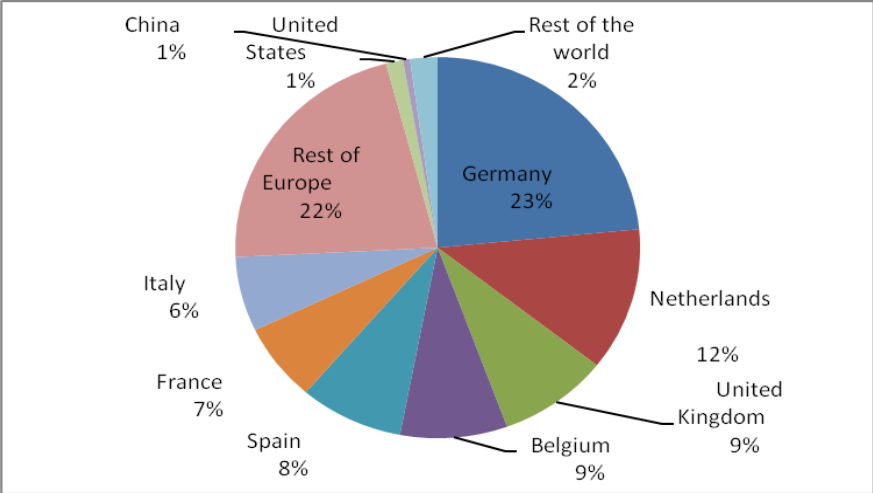
A.T.A. (AMATO TRANSPORTS AFFRETEMENT)	FERRARI ALDO TRASPORTI	LANFER LOGISTIK GmbH
ADR LOGISTICS KFT	FITSCHEN TRANSPORT GMBH & CO. KG	LIDERCISTER - TRANSPORTES DE PULVERULENTOS, LDA.
AGILITY LOGISTICS SOLUTION LTD	FRIGO-TRANS-EAST GMBH	LKW WALTER
ALFONS GREIHING GMBH INTERNATIONALE FACHSPEDITION	GARLAND TRÂNSITOS, LDA	MARENZANA SpA
ALFRED SCHUON GMBH	GCATRANS	NIJHOF-WASSINK B.V.
ALFRED TALKE SPEDITION GmbH & Co. KG	GE-EX LOGISTICS B.V.	ODYSSEY LOGISTICS EUROPE BVBA
ATZENI AUTOTRASPORTI DI PRASCIOLU PATRIZIO	GEODIS BM	PAÑALON S.A.
AUG. HEDINGER GMBH & CO. KG	GERISH GMBH	R.M.I. CHEMICAL LOGISTICS B.V.
BARIAU-LECLERC	GIRAUD INTERNATIONAL FRANCE	RAILION NEDERLAND NV
BERTSCHI AG	GROUPE SAMAT	ROLLER CHEMICAL SRL
BRENNTAG HOLDING GMBH	GRUBER GMBH	SINTECO SRL
BULKHAUL LIMITED	GTO Transporten B.V.	SJ BARRICK LTD
CLAESSEN TRANSPORT	GUARQUE S.L	SPEDITION GÜNTHER ANDRES
CON.A.P. S.C.R.L.	GÖKBIL TRANSPORT STORAGE IND	SPEDITIONS HOLDING GMBH
CTL AUTOZAP Sp. z.o.o.	HAANPAA GROUP	STAR CHEMICAL LOGISTIC SpA
DACHSER GmbH & Co. KG	HAESAERTS INTERMODAL N.V.	STAR POLSKA TRANSPORT MIGDZYNARODOWY
DB SCHENKER BTT GmbH	HOYER GmbH	STOLT TANK CONTAINERS BV
DE DECKER - VAN RIET BVBA	HUBERT KLAESENER JR.	SeaWay Forwarding & Logistics S.A
DE RIJKE TRANSPORT	HUDOS SRO	TRANSPORT MERVELDE
DEN HARTOGH LIQUID LOGISTICS BV	IAT KEMI A/S	TRANSPORTBEDRIJF CLAESSENS BV
DHL FREIGHT BENELUX	INTER FERRY BOATS NV	TRANSPORTES PAZ CIRIA S.L.
DHL FREIGHT GMBH	INTERBULK GROUP (UTT)	TRANSPORTS ISMERT
DSV ROAD BV	K + P LOGISTIK GMBH	UAB
ECTA	KARL SCHMIDT SPEDITION	UNIVAR EUROPE
EGO SPEDITION GMBH	KLAESER INT. FACHSPEDITION UND FAHRZEUGBAU GMBH	VOS BULK LOGISTICS
EMONS SPEDITION GMBH	KRAHN CHEMIE GMBH	VTG AG
ERMEFRET GMBH	KUBE & KUBENZ	WAUTERS TANKTRANSPORT
ETT EHRHARDT TANKTRANSPORTE GMBH	KUEHNE + NAGEL (AG & CO.) KG	WERNER GOELLNER KG

Main figures about 2009

- An increase of 35 % of the membership
- 2.258 individual hits were registered on the different reports
- 41 % of hits concern reports of transport subcontractors
- 59 % of hits concern cleaning station reports



Access to the SQAS-website has been measured as from August 2009. We can welcome every week approximately 700 visitors from all over Europe and other parts of the world.



4. SQAS Global

Global chemical companies, involved in the European SQAS project, want to cover their activities in other parts of the world with equivalent high quality assessment systems.

- Situation of SQAS and related similar systems, in South-America, South-Africa and China stayed unchanged in 2009.
- In this respect, Cefic offers to license its SQAS System to other regions, in order to build a “look alike” system when desirable. Some introductions were given to the Gulf Petrochemicals & Chemicals Association (GPCA)
- A first SQAS assessment has been performed in Dubai using the full SQAS TS questionnaire.

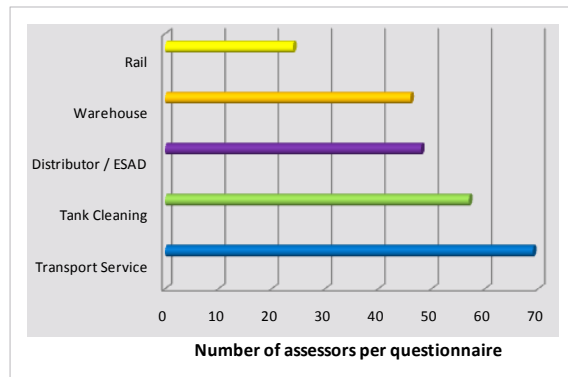
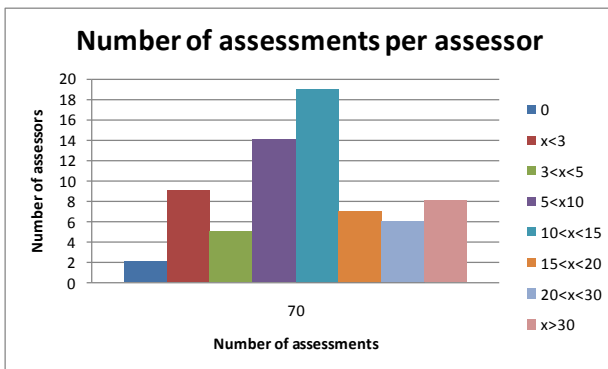
5. Status of Assessor Accreditation

The Assessor Accreditation Process has been re-engineered during 2007. In the past, accreditations were granted separately per module, each with their own validity period of 3 years and requiring much resources on administration and training. Now a new approach is being implemented. First, a general accreditation as SQAS Assessor is obtained on the basis of the pre-qualification requirements, basic training, a written examination and an interview. Then, to be entitled to perform assessments, assessors must obtain “Accreditation Titles” for each of the modules of interest, and they can qualify for them through e-training and e-exams. Through a process of “Continued Professional Development (CPD)” the assessors must ensure to stay abreast of technical and legislative developments, relevant to the subjects covered in SQAS and applicable to the country where the assessment takes place. For that purpose, assessors shall engage in the required formal trainings and self-study, self-monitor their professional development and provide a periodical status/progress report to Cefic, when applying for accreditation extension.

Every assessor must apply for every country in which he/she wants to carry out assessments. Knowledge of the local language and legislation are two key elements of admission.

Main achievements in 2009

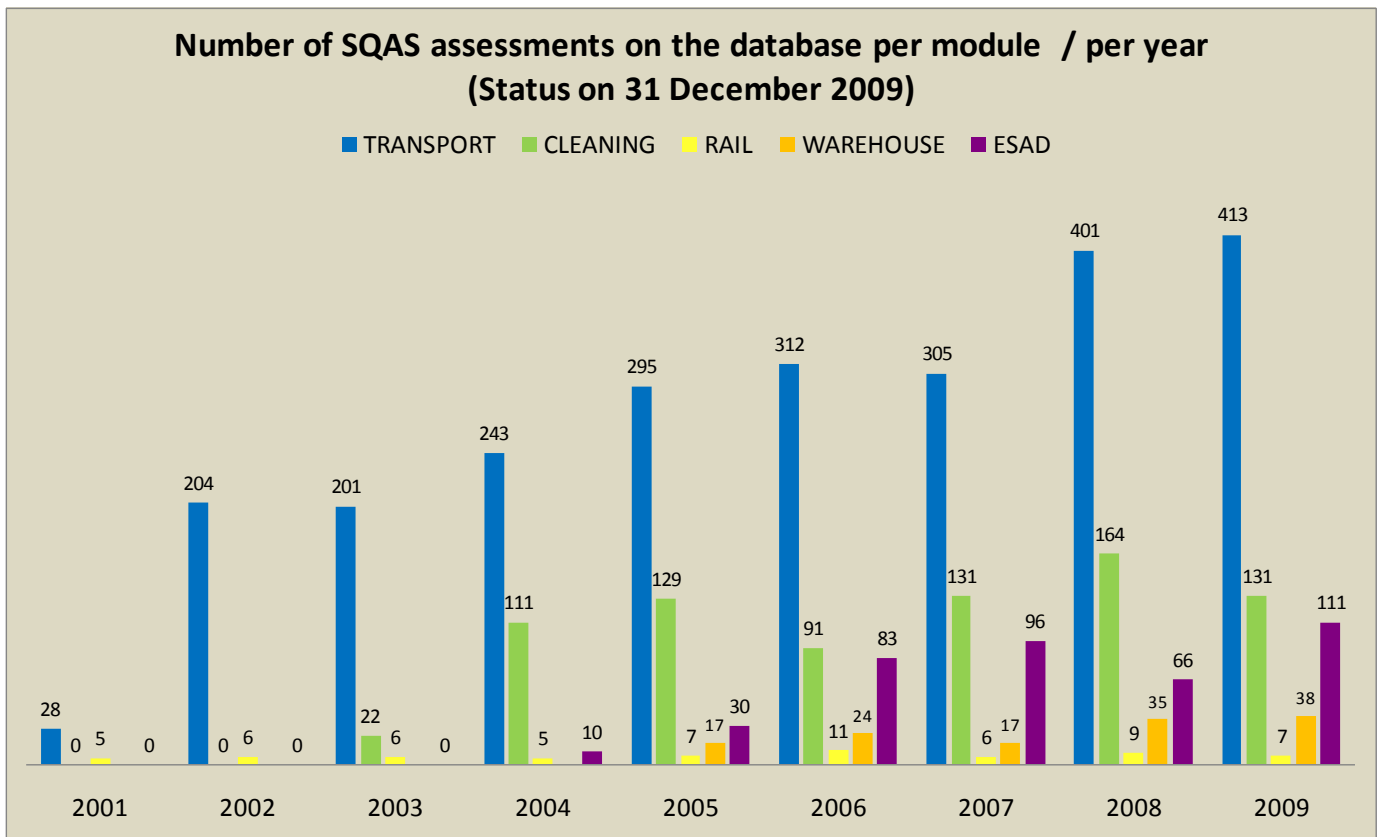
- 47 of the existing 70 assessors have been evaluated during 2009
- For each evaluation at least 4 reports have been used so minimum 168 individual reports have been evaluated by members of the T&A committee
- 15 assessments have been evaluated on site
- Since 15 September a list of questions with compulsory comments has

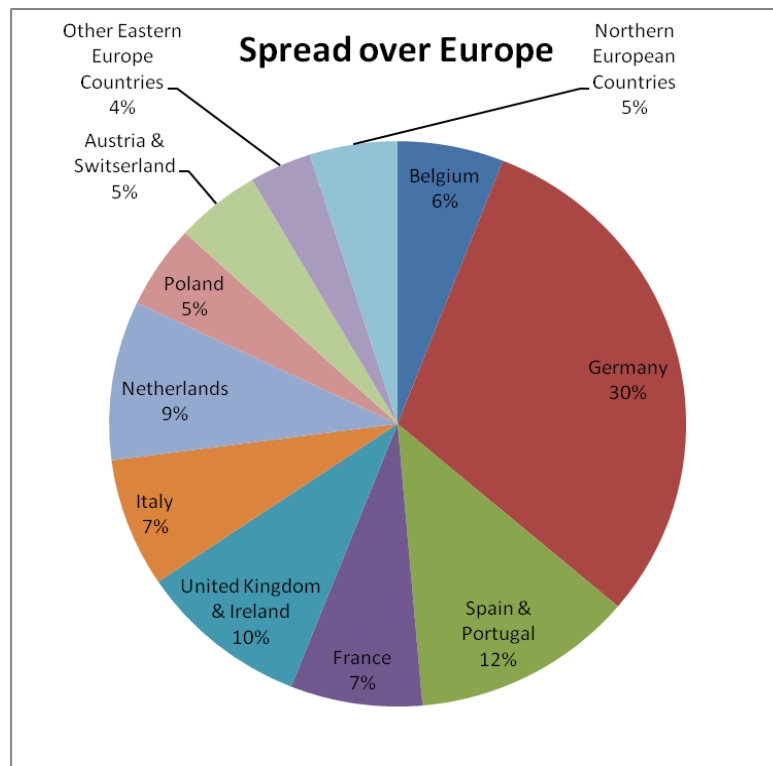


6. Number of Assessment Reports

Since the start of SQAS in 1995, over 3500 assessments have been conducted for the various modules, as the chart below illustrates. In the early days, the assessments were documented in paper reports. At the end of 2001, Cefic has introduced the electronic database.

A record number of Transport Service (413), Warehouse (38) and ESAD (111) assessments were carried out in 2009.





Main achievements in 2009

- First assessments in Estonia, Kazakhstan, Lithuania, United Arab Emirates, and Slovakia
- 83 % of the TS assessments of 2006 were re-assessed in 2009
- 37 % of the TS assessments are first assessments
- 100 % of the Cleaning assessments of 2006 were re-assessed in 2009
- 27 % of the Cleaning assessments are first assessments
- 77 % of the ESAD assessments of 2006 were re-assessed in 2009
- 37 % of the ESAD assessments are first assessments
- On 31 December 2009 1944 active reports were present on the website

7. Scoring Results on Assessments

7.1. Average score per subsection in the Transport Service assessment reports

Transport Service					
Average score per subsection		Score, % of YES			
	Period	2006	2007	2008	2009
	# reports	97	315	401	413
1. Management					
1.1. Management Responsibility		89%	89%	91%	91%
1.2. Personnel		85%	84%	87%	84%
1.3. SHEQ&Sec Performance Analysis		78%	79%	79%	79%
1.4. Management Review		78%	78%	79%	78%
1.5. Insurance		97%	94%	93%	93%
2. Safety, Health and Environment					
2.1. Risk Assessment and Risk Management		66%	70%	71%	70%
2.2. Safety		78%	76%	77%	79%
2.3. Health		90%	89%	88%	89%
2.4. Environment		96%	96%	96%	97%
3. Security					
4. Supply Chain Management and Subcontracting					
4.1. Choice of logistics solutions and Supply Chain Management		77%	76%	77%	77%
4.2. Subcontracting Services		78%	74%	77%	78%
4.3. Performance monitoring of logistics partners		65%	60%	64%	66%
5. Equipment					
5.1. Equipment Specification		63%	71%	74%	71%
5.2. Equipment Inspection, Maintenance and Calibration		82%	85%	85%	82%
5.3. Purchase and maintenance of equipment by logistics partners		43%	44%	39%	45%
6. Behaviour Based Safety (BBS or equivalent programme)					
6.1. Awareness of all service partners		32%	33%	33%	36%
6.2. BBS for Safe Driving		37%	51%	51%	47%
6.3. BBS for safe Loading/Unloading		37%	40%	43%	41%
7. Security in Transport					
7.1. Security Plan		66%	67%	71%	71%
7.2. Security during transport		57%	64%	69%	70%
8. Site Operating Procedures and Customer Interface					
8.1. Operating instructions		81%	79%	80%	80%
8.2. Customer Interface		89%	91%	89%	89%
9. Order Process and Operations					
9.1. Planning and Communication		82%	85%	86%	85%
9.2. Operations		79%	84%	85%	83%
9.3. Administration		80%	79%	80%	80%
9.4. Temporary storage and internal transfer of packaged goods		96%	94%	94%	95%
10. Specific types of Transport Services and their activities					
10.1. Transfer Terminal for Container/Vehicle operations		92%	93%	88%	90%
11. Site Inspection					
11.1. Building, Grounds and Fixed Equipment		85%	86%	88%	89%
11.2. Vehicles and other equipment (trailers, tank containers, IBC's etc)		98%	98%	97%	97%
Total Average:		76%	78%	79%	78%

Main conclusions of 2009

- Total scores stay more or less the same
- Security, performance monitoring of logistic partners, risk assessment and BBS remain to be the poor scoring elements. During the SQAS 2010 revision these topics will get special attention.

7.2. Average score per subsection in the Tank Cleaning assessment reports

section	2007	2008	2009
Period/Year of assessment :	2007	2008	2009
Nr of reports covered :	136	164	131
1.1. Management Responsibility	80%	87%	86%
1.2. Personnel	79%	86%	81%
1.3. SHEQ&Sec Performance Analysis	76%	80%	74%
1.4. Management Review	72%	80%	68%
1.5. Insurance	91%	93%	92%
2.1. Risk Assessment and Risk Management	70%	72%	73%
2.2. Safety	77%	80%	74%
2.3. Health	94%	91%	91%
2.4. Environment	98%	99%	95%
3.1. Security	51%	54%	42%
4.1. Supply Chain	87%	87%	82%
4.2. Subcontracting Services	100%	59%	12%
5.1. Equipment Specification	72%	81%	75%
5.2. Maintenance	83%	85%	77%
5.3. Electrical Installations	80%	65%	69%
5.4. Fallback plans	67%	76%	70%
6.1. BBS for Cleaning Stations	34%	30%	25%
6.2. BBS Training	35%	25%	19%
6.3. BBS Results, Analysis and Monitoring	27%	33%	21%
7.1. Security Plan	55%	64%	56%
8.1. Site Operating Procedures	75%	79%	74%
8.2. Customer Interface	64%	70%	68%
9.1. Planning and Operations	84%	81%	77%
9.2. Operations	86%	88%	85%
9.3. Administration	87%	88%	88%
9.4. Handling of packaged goods	90%	92%	90%
10.1. Tank heating of loaded tanks/vehicles	77%	74%	76%
10.2. Tank repair workshop	62%	86%	78%
10.3. Terminal for container/vehicle storage & handling	92%	88%	88%
11.1. Building, Grounds and Fixed Equipment	88%	86%	85%
11.2. Tank Cleaning and Decontamination	84%	85%	85%
11.3. Fixed Storage Tanks	79%	83%	85%
11.4. Waste Container Storage Area	96%	95%	93%
Total Average:	77%	79%	75%

Main conclusions of 2009 (Tank Cleaning)

- The average score has decreased with 4 percent mainly due to the more stringent version that is applicable since 2007 against the 2003 version that was used during the previous assessment of the re-assessed companies .
- Security and BBS remain to be the poor scoring sections.
- The scores for subcontracting and tank repair are only related to a restricted number of companies.

7.3. Average score per subsection in the SQAS Distributor(ESAD) assessment reports

SQAS Distributor/ESAD : Average score per sub-section (Based on 274 reports 2007-2009)	Score, % of YES		
	2007	2008	2009
Di - 1. Legal requirements	92%	93%	90%
Di - 2. Management of risk	81%	84%	77%
Di - 3. Policies and documentation	71%	73%	68%
Di - 4. Provision of information	88%	89%	88%
Di - 5. Training	79%	81%	80%
Di - 6. Emergency response	88%	88%	85%
Di - 7. Ongoing improvements	83%	86%	80%
Di - 8. Community interaction	58%	59%	58%
S - 1. The site in general	87%	85%	87%
S - 2. Bulk handling and storage	88%	87%	90%
S - 3. Road and portable tank filling (top loading & bottom loading)	82%	84%	83%
S - 4. Drum, small pack filling and blending operations	91%	90%	93%
S - 5. Packed product handling and storage	94%	92%	93%
Cs - 2. Product stewardship	57%	52%	73%
Cs - 3. General characteristics of the distribution chain	77%	55%	76%
Cs - 4. Legal requirements and important guidelines	93%	96%	90%
Cs - 5. Storage	57%	59%	69%
Cs - 6. Repackaging /handling	82%	68%	78%
Cs - 7. Bulk transport and loading / unloading	61%	61%	64%
Cs - 8. Packed products transport and delivery	86%	82%	91%
Cs - 9. Waste management	73%	64%	87%
F - 1. General	93%	85%	88%
F - 2. Storage in tanks/silos	75%	78%	85%
F - 3. Loading and unloading of unpacked products	91%	87%	78%
F - 4. Transportation of unpacked products	71%	68%	57%
F - 5. Packaging	85%	88%	85%
F - 6. Warehousing and shipments of packed products	89%	80%	92%
F - 7. Product stewardship	34%	32%	31%
G - 1. Quality management	96%	93%	96%
G - 2. Organization and personnel	92%	86%	84%
G - 3. Premises	88%	97%	90%
G - 4. Warehousing and storage	91%	91%	92%
G - 5. Equipment (general)	83%	90%	90%
G - 6. Documentation	92%	96%	100%
G - 7. Repackaging and relabelling	95%	86%	88%
G - 8. Complaints	91%	99%	84%
G - 9. Recalls	66%	77%	68%
G - 10. Returned goods	95%	100%	90%
G - 11. Handling of non-conforming goods	97%	99%	94%
G - 12. Dispatch and transportation	90%	88%	88%
G - 13. Contract activities	77%	53%	60%
Total Average:	83%	84%	83%

Main conclusions of 2009

- Average scores stay more or less the same
- Product stewardship and security scores remain low, clarifications towards these questions are needed. Cefic and FECC are working out specifications.
- The scores for legal requirements and site issues stay high.

7.4. Average score per subsection in the Warehouse assessment reports

Section	Score, % of YES	Score, % of YES	Score, % of YES
Based on 90 reports 2007-2009	2007	2008	2009
1. Management	90%	85%	91%
2. Safety, Health and Environment	88%	89%	90%
3. Security	76%	75%	63%
4. Fire Protection Management	87%	92%	92%
5. Storage and Handling Practices	91%	87%	89%
6. Behaviour Based Safety	38%	40%	41%
7. Security in Warehousing	84%	78%	72%
8. Site Operating Procedures and Customer Interface	93%	88%	89%
9. Order Process and Operations	84%	81%	87%
10. Filling and/or Blending Operations of Liquid Products (Drums and/or IBC's)	99%	87%	97%
11. Loading and/or unloading of bulk solids	85%	85%	87%
12. Specific types of Warehousing Activities	100%	90%	82%
Total Average:	87%	84%	86%

Main conclusions of 2009

- Average scores stay more or less the same
- Behaviour Based Safety and Security scores remain low, clarifications towards these questions are needed.
- Other issues score (very) high.