

As ECS stands for CSR – **C**reating **S**ustainable **R**eliable logistics, we are committed to provide a high quality 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<sup>1</sup> timely and with correct information;
- learn valuable lessons for the future.

This procedure is applicable for any incident<sup>2</sup> 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:

<b>Incident during transport</b>		<i>Definition of Incident:</i> Any incident, accident or near miss with potential or actual damage to the transported products or where legal and/or (food)security, (food)safety, health, quality and environmental* issues (can) arise.	
	SLA	Owner / Who?	Process
↓ <b>Inform ECS planning</b>	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 reveals a non-conformity that is considered an incident. <sup>1</sup> <sup>1</sup> broken seal, damage, leakage, temperature alarm unit...
↓ <b>Inform Customer Service</b>	day 0	ECS planning **	
↓ <b>Set immediate actions</b>	day 0	Owner(s)***	Where applicable, immediate action are taken by its owners.***
↓ <b>Inform Client</b>	day 0	Customer Service	Inform client with preliminary results of the incidents and actions taken and where applicable, wait for further instructions from client. <i>If applicable, Legal department will contact the client to further handle the incident.</i>
↓ <b>Analyse incident</b>	day 1	Owner(s)***	Set direct actions and where necessary take corrective action and/or corrective, preventive or improvement measures.
↓ <b>Give feedback</b>	day 5	Customer Service Owner(s)***	Send formal reply to the customer with outcome of the incident.
↓ <b>Close incident</b>	-	Owner(s)***	1) Follow up of incident and completing registration in ERP system; 2) Determine whether effectivity of actions needs to be evaluated. <i>If response and/or action is NOK, contact owner or responsible party to request further details and/or actions.</i>
↓ <b>Analysis &amp; Reporting</b>	Q	Q Coord	Quarterly report to Board of Directors (Excom) regarding incidents and effectivity of corrective / preventive actions taken.
<b>STOP</b>			

\* ADR/IMDG  
\*\* ECS planning: Rail, Road, Ship, TCL, Freight  
\*\*\* Legal manager, Quality Coordinator, DGSA, Safety&Security Officer, HACCP team, ...

<sup>1</sup> Stakeholders: customer, supplier, local authorities, internal ECS owners, senior management, ...

<sup>2</sup> Incident: an incident, accident or near miss

**ECS Warehouse Incident Procedure:**

<p><b>Warehouse Incident</b></p>			
<p><b>Definition of Incident:</b> 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.</p>			
	SLA	Owner / Who?	Process
<p>Inform responsible / foreman</p>	day 0	WH worker	<p>Inform responsible / foreman as soon as the incident / accident takes place or as soon as the monitoring checks reveals a non-conformity that is considered an incident.<sup>1</sup></p> <p><sup>1</sup> broken seal, temperature issue, pallet/goods/material damage, illegals,...</p>
<p>Set immediate actions</p>	day 0	Foreman / warehouse worker	<p>Where applicable, immediate action are taken by foreman/warehouse worker.</p> <p>f.e. cleaning, repairing, restacking, Q zone, ...</p>
<p>Register incident &amp; inform SCI/Logistics</p>	day 0	Foreman	<p>Make registration of the incident in the correct warehouse tool (Apollo / Alerter / WH Tool / ...).</p>
<p>Inform customer/supplier</p>	day 0	SCI Logistics	<p><i>Inform customer/supplier with preliminary results of the incidents and actions taken and where applicable, wait for further instructions from customer/supplier.</i></p>
<p>Analyse incident</p>	day 1	SCI Logistics Owner(s)**	<p>Set direct actions and where necessary take corrective action and/or corrective, preventive or improvement measures.</p>
<p>Give feedback</p>	day 5	SCI Logistics	<p>Send formal reply to the customer/supplier with outcome of the incident.</p>
<p>Close incident</p>	-	SCI Logistics Owner(s)**	<p>1) Follow up of incident and completing registration in WMS; 2) Determine whether effectivity of actions needs to be evaluated.</p> <p><i>If response and/or action is NOK, contact owner or responsible party to request further details and/or actions.</i></p>
<p>Analysis &amp; Reporting</p>	Q	Q Coordinator	<p>Quarterly Quality meeting regarding incidents and effectivity of corrective / preventive actions taken.</p>
<p><b>STOP</b></p>			<p>* Leakage, Flood, ...</p> <p>** If applicable: Legal manager, Claims, Quality Coordinator, DGSA, Safety&amp;Security Officer, HACCP team, ...</p>