

# TRANSPORTATION YOU CAN RELY ON

Safe Operational Procedure for Temperature  
Controlled Shipments - Driver

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## Safe Operational Procedure for Temperature Controlled Shipments

Driver – prepared by Keith Crozier

1. Driver will be allocated an approved trailer by Transport Department. Driver must ensure trailer is clean, dry and odourless. Ensure fridge is operational as well as Thermo printer. Check fuel levels and road worthiness. Ensure you have spare printer rolls for Thermo printer. Ensure internal doors are secured correctly.
2. Driver will be given written instructions on their work, as well as paperwork and invoices. Driver must ensure instructions include quantity, weight and required temperature. Ensure you understand all written instructions and sign to confirm.
3. After trailer has been loaded. Ensure fridge is set correctly and temperature is being maintained. If there are any issues, report to the customer first, and then the Office. If the temperature is correct, phone office to allow a temperature download to be sent to the customer if required.
4. Check trailer temperature at the start and end of every stop you make. Even if the stop is only for 5 minutes. Inform office immediately of any issue you may find with the trailer temperature.
5. When you have been parked inside the boat, check temperature of trailer again. Wait with vehicle until a member of the ships' staff arrive to plug in. Switch fridge off before plugging in electrical supply. After plugging in, switch fridge back on. Ensure electric motor is running and temperature is being maintained. If all is ok, you may go to your cabin. Any issues with this must be reported to the office.
6. On return to your vehicle at the end of the crossing, plug in will have been removed from the trailer by ships staff. Ensure that the trailer temperature is still being maintained and do a thermo printout for the duration of the crossing. Any issues call the office.
7. At delivery point, call the office on arrival and a temperature download will be sent to the customer if required.

In the event of any temperature issues, customer must be informed as soon as it has been made known to us. MTL Incident form must be completed and sent to a Manager within 1hr of notification.

Investigation of the incident will be handled by a Manager, with RCCA form being shared with the customer on completion.

**Approved by:**



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