



XXX Co			
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SUBJECT	Roles & Responsibilities		

1. PURPOSE

To ensure the optimum allocation of human resources both internal and external.

2. SCOPE

Depot

3. REFERENCES

Admin Audit
Depot Excellence

4. DEFINITIONS

Admin Audit
Depot Excellence

5. RESPONSIBILITY

Operations Manager

6. DOCUMENTATION

Significant Risk Register
Non-compliance register
Distribution Gate Control Register
Gate Issues Register

7. PROCEDURE

7.1 Operations Management

- Ensure adherence to all XXX Co processes.
- Ensure daily physical housekeeping standards are met along with generally accepted occupational health and safety standards.
- Create the correct platforms and mechanism to manage the standards, the non-conformance to standards and ongoing development, with the involvement of staff members. Such as site steering committee meetings, safety meetings, etc.
- Ensure contractors fulfil obligations and are charged for any liabilities.
- Ensure a secure site through the correct deployment of security staff and adherence to site access rules.
- Ensure the ongoing maintenance of fleet and site.

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- Ensure access to site is tightly controlled.
- Ensure the integrity of checks and processes.
- Ensure the correct allocation of costs and the management of these costs.
- Ensure high levels of customer service.
- Ensure efficient and effective planning of loads, planning of raw materials and other resources.
- Use the check sheets to ensure adherence to process.

7.2 Warehouse Supervisors

- The supervisors should not be responsible for empties or for fulls. Each supervisor should be responsible for a team on a shift. This team should handle both fulls and empties.
- Each supervisor should ensure he/she attends a hand-over meeting at the end of the shift with the incoming supervisor. The **Hand-over Checklist** should be handed over along with any other issues.
- The supervisor shall ensure strict adherence to the XXX Co processes. All documents should be signed and filed. All reports should be checked and signed.
- They should ensure all breakages; quality issues and losses are accurately accounted for. These should be handed over to Site Services once the correct documentation has been authorised and the stock written off.
- They should ensure the site is kept clean with the assistance of site services.
- They should ensure integrity between Production and Warehouse is maintained and that every movement is logged.
- They should ensure every stock movement and event is captured and authorised.
- They should ensure correct stock takes with two independent bi-directional counts.
- They should ensure that all empties stored outside is properly organised.
- They should ensure that all pallets and crates are counted every day.

7.3 Security

- Security need to ensure integrity at the gate. No persons should be allowed in through any gate without filling in the register. Visitors who are not customers should be accompanied or by an XXX Co staff member.
- All truck traffic into the premises should be controlled. If all the loading bays are full, they should not allow supplier or contractor trucks to enter.
- Contractor, supplier and foreign trucks should not be allowed to park on site if they are not loading or offloading.
- Contractor and supplier crew members' access should be limited to two and should not be allowed to roam around the site.
- No persons should be allowed to move about amongst the stock outside or inside.
- All people on site should have access cards or staff identification.

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- All movements of stock leaving and entering the premises needs to have been checked by security. This check should take place on a Security Checkers Note and should be done by the security guard by himself. This document should be signed and submitted to Site Control.
- They should maintain the Gate Register. They should also log the departure and entry times of the trucks.
- They should ensure that only drivers who hand in their pre-trip inspection sheet are allowed to depart the depot.
- All trucks should be checked including inside the cab, in the loading bay and in the driver's tool box.
- No stock should be permitted to move between Production and Warehouse without the document completion and control by security. Once the movement have taken place, the security guard should carry on with site patrols and other duties.
- Security should check the perimeter fence, barbed wire and gates to ensure they are functioning properly. All defects should be reported in the non-conformance register.
- Security should check all doors and windows in the evening and ensure that all lights are switched off in offices.
- They should conduct visible patrols and check for drinking on site, for theft, for dangerous behaviour, for crew conduct on site and for any non-conformances.
- They should collect all truck pre-trip inspection sheets at the gate.
- They should complete the gate invoice register.
- They should investigate accidents by taking photographs, witness statements and by writing incident reports. This will be conducted by a more senior grade of officer.
- They should ensure fire equipment is checked and maintained by suppliers.
- They should ensure only Call and Collect customers with the appropriate cards and orders may enter.

7.3.1 The Positioning of Guards

The guards should be positioned as follows:

Position	Day Shift	Night Shift
TOTAL		

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- Two of the Day Shift guards have to be a more senior grade that is able to conduct investigations and other more supervisory roles.
- The security at the Diesel site is essentially an extra guard to deploy where needed.
- The loading bay and the gates have extra guards who should conduct visible patrols around the premises, amongst the empties and along the perimeter during quiet periods.
- When stock transfer between production and warehouse is needed, one of these guards will be used to over-see the transfer and sign the documentation.

7.4 Site Services

- Site Services is responsible for the execution of all the site maintenance and site cleaning requirements.
- This includes daily removal of all waste.
- Daily cleaning ablution facilities, offices and kitchens.
- Daily cleaning the warehouse floor. This includes scrubbing.
- Daily ensuring that drains and channels are kept clean.
- Ensuring that there are adequate placement of waste removal bins and other dirt collection bins.
- They should conduct wall cleaning, paint repair and new paint projects.
- Ensuring all cullet and other destruction is handled according to policy.
- Assisting to clear spillage and breakages.
- They should clear items listed in the non-conformance register which are site maintenance and cleaning related.

7.5 Truck Driver

- They should check that their trucks are loaded /offloaded correctly and complete the driver's check sheet on entry and departure.
- They should ensure that they check their vehicles before each trip and complete the pre-trip inspection.
- They should ensure that their trucks and trailers are safe to operate and that they are maintained.
- They should ensure that they assist to spend as little time as possible on site.
- They should ensure friendliness and a good appearance of themselves and their crew at customer's premises.
- They should check empties being loaded at the customer's premises and complete the check sheet.
- They should complete their driver's trip sheet with all trip information as well as any incidents.
- They should ensure that their vehicles are filled with fuel at the end of each day and parked in a designated parking area.
- They should ensure that their trucks are clean.

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- They should ensure that their trucks are loaded safely and that they operate their trucks in accordance with the road laws of Ghana.

7.6 Site Control

- This person conducts the work of an invoicing clerk but also fulfils a role of owning the control of all stock entering and leaving the gate.
- As such they also verify the 3 independent counts and sort out variances.
- They debrief drivers on any issues in trade.
- They invoice and conduct route settlements.
- They ensure customers are credited properly for empties.
- They ensure that the gate's integrity is not compromised.
- They ensure that the driver's trip sheet data is captured.
- They liaise with warehouse in the execution of the load plan.

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