

2024/25

Campaign
Handbook



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Environment Policy



British Sugar believes that protection of the environment is everyone's responsibility and is committed to:

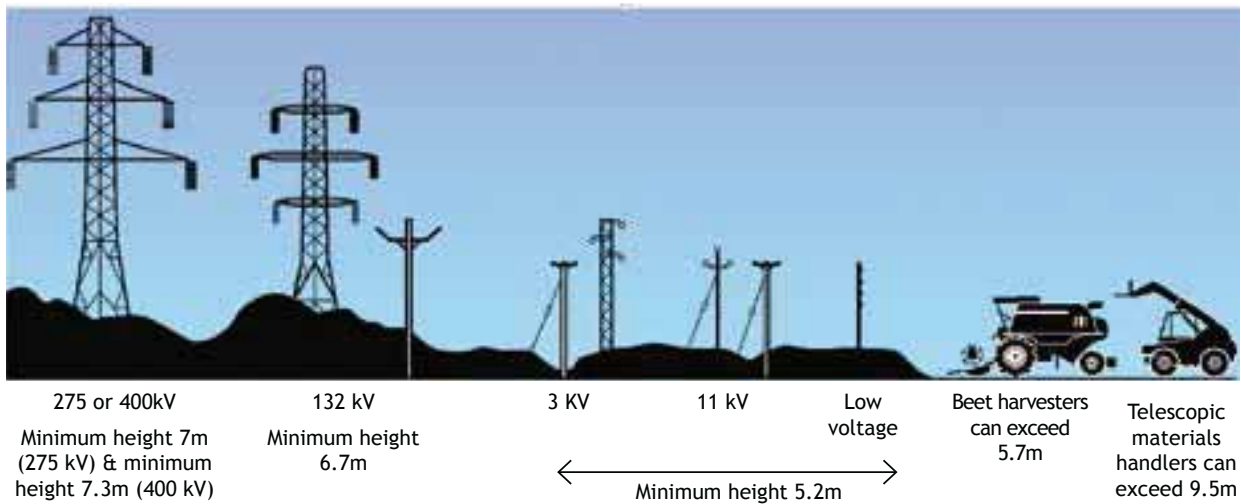
- Fulfilling its compliance obligations for all appropriate environmental legislation and other regulatory and biodiversity requirements relating to the activities of the company.
- Protecting the environment through the prevention of pollution to air, land and waterways, including taking action to mitigate risks caused by climate change.
- Enhancing its environmental performance through the continual improvement of the Environment Management System and a process of monitoring, measuring and reviewing its environmental impacts.
- Minimising the environmental impact of our energy use across our production and logistics operations, and implementing a responsible energy purchasing policy.
- Working with its suppliers and any third party operations across the supply chain to support activities to reduce the environmental impact and meet social responsibility obligations.
- Consuming resources responsibly, through our alignment to ABF Sugar's commitment to science based targets under SBTi to support our continued decarbonisation plans.

This policy statement is communicated to all of British Sugar's employees and contractors.

A handwritten signature in black ink, appearing to read "K. Packer", with a long, sweeping underline.

Keith Packer
Managing Director

Overhead Power Lines (OHPLs)



Please see HSE documents at www.hse.gov.uk

- AIS8 (rev3). Working safely near overhead electricity power lines
- GS6 (edition 4). Avoiding danger from overhead power lines

To shut down power in an emergency call **105**.

Farmers / Landowners

The location of potential loading sites should be agreed with your harvesting and haulage contractors before the start of campaign.

Please provide your harvesting and haulage contractor with information on the location of OHPLs including their height and minimum vertical clearance distances. The distribution network operator can help provide this information and precautions to take.

“Every year workers are killed or injured on farms following contact with OHPL’s. Planning your work to avoid working close to and under OHPL’s is essential to minimise the risk of injury on farms. Knowing the height and location of your powerlines and the height of machinery that you or your contractors will use, and sharing this information with workers and contractors will prevent you becoming one of our statistics.”

**Dr Andrew Turner,
Head of Agriculture,
Health and Safety Executive**

“UK Power Networks owns and operates 46,000 kilometres of overhead power lines across the East and South East. Contact with high voltage electricity can result in serious injuries or even death. To avoid this we support British Sugar in reminding people to avoid working with high vehicles and equipment within ten metres of overhead power lines. Bad habits, rushing to get the job done, distractions and taking shortcuts can all impact on your safety.

During busy times please do stop and think about safety - what could be more important than going home safe to your family and friends? GS6 safety advice is available free from the Health and Safety Executive. We can help businesses to plan works safely around our equipment by providing advice and guidance www.ukpowernetworks.co.uk/safety/around-power-lines/i-need-advice-about-working-near-overhead-power-lines. In an emergency call us on 105.” **Craig Short, Operational Safety Manager, UK Power Networks**

HSE recognised best Practice is:- Keep at least 10m from overhead power lines when undertaking high-risk activities such as loading beet.

Wherever OHPLs are present in a field, avoid passing underneath where possible. Where this cannot be avoided, follow the guidance the HSE publication GS6 to warn operators.

DO NOT travel with loading arms extended

Follow the guidance in the HSE Agricultural Information Sheet (AIS8):

www.hse.gov.uk/pubns/ais8.htm

Further useful online resources:

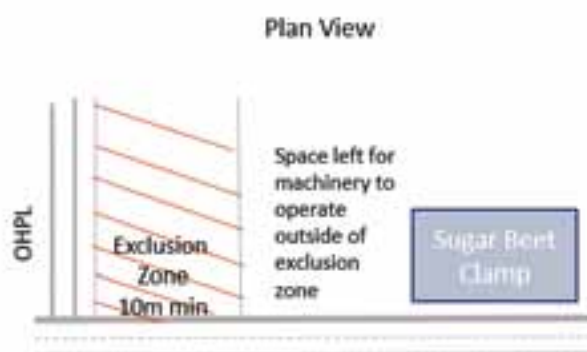
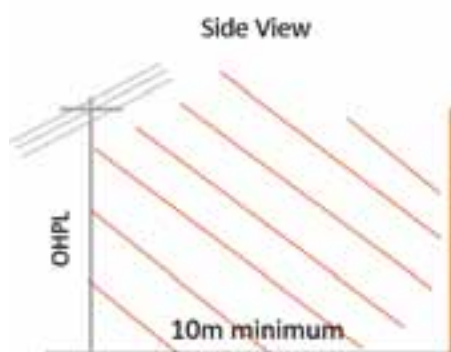
www.hse.gov.uk/workplcetransport/index.htm

www.hse.gov.uk/agriculture/index/htm

Relevant guidance can be viewed and / or downloaded.

Alternatively consider providing a list of relevant publications e.g. Farmwise: Your essential guide to health and safety in agriculture.

www.hse.gov.uk/pubns/books/hsg270.htm



Pedestrian Safety

Never approach or walk behind a reversing vehicle. If you must approach a vehicle, attract the driver's attention first and wait for them to stop, especially if you need to speak to the driver or mount the machine.

Do not get on or off vehicles when they are moving.

Minimum PPE should include high-vis upper body clothing, safety footwear, light eye protection and a hard hat.

Under no circumstances are unauthorised passengers allowed access to the factories.

Vehicle Safety

Ideally lorries must not be reversed for long distances down roads or tracks. If the site is situated where this can't be avoided it will be necessary to provide an experienced banksman.

Routes must be properly maintained for a 44 tonne articulated vehicle for any weather conditions experienced during the campaign.

It's the grower's responsibility to apply adequate amounts of grit or salt to farm roads and tracks to permit scheduled collection in icy or snowy conditions.

If a lorry was to get stuck due to unstable conditions the grower is responsible for providing suitable machinery to resolve the issue.

The most common cause of serious and fatal injuries in agriculture involves moving vehicles.

When on a loading site, pedestrians must make themselves known to a loading operator, and follow their guidelines.

If drivers are found to be carrying unauthorised passengers they will be excluded from the factories. It is not acceptable to leave children unattended at site entrances and exits.

Be aware of members of the public in uncontrolled areas that may have accessed our sites from public footpaths.

Warning

A haulier may reserve the right to refuse to load a clamp if they consider that the situation or entrance is unsafe.

SEE IT ✓ SORT IT ✓

REPORT IT



<https://britishsugar.info-exchange.com/app/incidents/>

Scan the QR code with your mobile device to report incidents such as:

- Near Misses – Safety & Health / Environment
- Security incidents

Mud on Road

SUMMARY

As well as being illegal, excessive mud on the road has led to some serious and fatal accidents and it is essential that we all take steps to minimise its impact.

Background - the law

Farmers and vehicle operators who deposit mud on the road are potentially liable for a range of offences. While there is a range of powers available to the police and highways department the primary powers fall under the Highways Act 1980.

Section 148 of the Highways Act makes it an offence to deposit mud etc. on the highway that would interrupt other users of the highway.

Section 149 of the Highways Act 1980 gives the highways authority the power to clean the road and recover its expenses from the person causing the obstruction.

Section 161 Highways Act 1980 “if a person, without lawful authority or excuse, deposits anything whatsoever on a highway in consequence of which a user of the highway is injured or endangered, that person is guilty of an offence.

Civil action may also be a possibility where the mud contributes to a personal injury, damage to property or any loss or inconvenience.

The presence of mud can constitute a public nuisance and loss or injury can result in a claim for negligence. It’s highly likely that a land owner will be liable despite a contractor making the deposits under the law of nuisance and/or negligence.

It’s highly advisable that a plan is discussed and documented with a contractor prior to any works being carried out. It should clearly state who should be responsible for the clear up operation as well as who will take the measures such as putting signage in place



to minimise any deposits and risk. If necessary a contractor should give an undertaking to this effect.

What you must do!

- Do everything possible to prevent mud being deposited on the road. This includes cleaning mud from vehicles, as far as practicable, before they are taken on to the road.
- If there is a danger of mud being accidentally deposited on roads use 'Slippery Road' signs with a 'Mud on Road' sub plate to alert other road users. Check with your local highways authority their requirements for warning signs at the side of the road.



- Clean the road as necessary during the working day and always at the end of the working day.
- Ensure that labour and equipment is available and is suitable for the soil and weather conditions present.
- Where a contractor is used, ensure that prior agreement is reached on who is responsible for mud on road issues (signage, cleaning etc) and ensure that adequate public liability insurance is in place.

What you should do!

- Be prepared to hire equipment - check availability in advance.
- Keep to your own farm roads and minor roads wherever possible.
- Keep to low speeds - especially when travelling a short distance - to help retain mud on the vehicle.
- Keep a written record of your decisions on whether or not to deploy signs and/or to clean the road.



Cantley Road Diversions

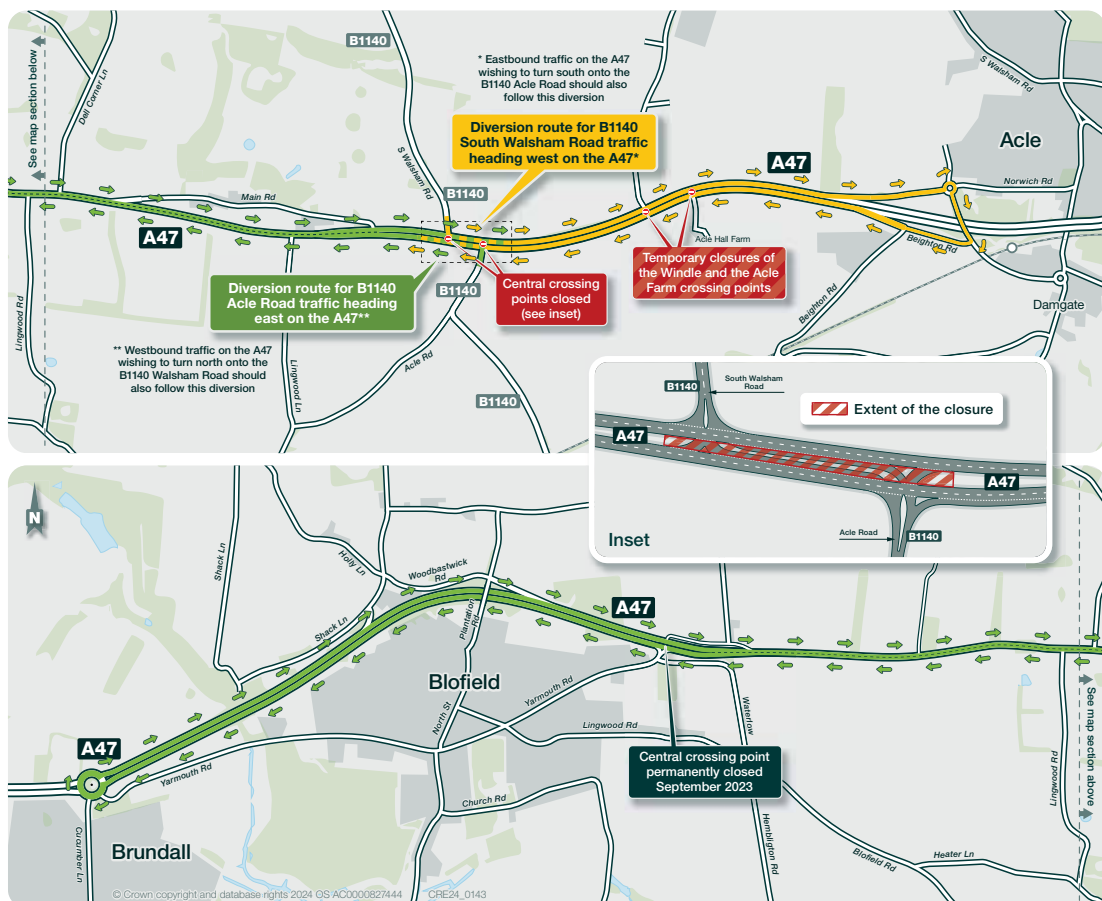
British Sugar requests that all traffic for the Cantley site follows the recommended diversions along the A47 to gain access southbound to the factory on the B1140 from the A47 and northbound when joining the A47. Please avoid using minor roads wherever possible. Thank you.

The extra distance will be taken account of as an end of campaign payment to any Cantley grower. (Excluding tonnage delivered on diversion to another site).

A47 Blofield to North Burlingham Dual carriageway pre-construction work

April 2024

On the 16 April 2024 we closed the A47 central reservations that join the B1140 South Walsham Road and Acle Road junctions. The junctions themselves will remain open so road users can still enter or exit from the A47. This will be a permanent closure that will remain until the new bridge over the A47 is constructed.



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certification body

Customer service 0800 090 2376

limex@britishsugar.com

LimeX is a business of British Sugar plc

Contract and Surplus Beet Prices

Contract prices for Contract Tonnage Entitlement (CTE) and Surplus Beet

CTE beet delivered will receive a fixed base price plus market-linked bonus, where applicable, according to the contract(s) you have taken out:

2024 one-year fixed contract £40/t adjusted (no market bonus).

2024 one-year variable contract £38/t adjusted minimum (with market bonus).

The sugar beet market-linked bonus will be paid in accordance with the information shown on page 13.

Payment for beet on Futures-linked contract will be settled by Czarnikow at the price you have achieved in the market.

Any surplus beet delivered in addition to CTE will receive a minimum £20/t adjusted.

Levies

All levies based on a zero-crowned basis in 2024/25. The following levies will apply for this campaign:

R&E (BBRO) - 18p per adjusted tonne (+VAT)

NFU - 18p per adjusted tonne (+VAT)

Payment dates

Payments will be made weekly with BACS transfers being made on the fourth Tuesday following the week of delivery. For example:

Delivery

Week ending 22nd September 2024 = Automatic Bank Transfer (BACS) 15th October 2024



Late Delivery Allowance

Delivery Date	
26 December	£0.06 plus £0.06 per day after 26 December
e.g. 30 December 2024	£0.32
30 January 2025	£2.33
28 February 2025	£4.21

2024/25 Transport Allowance (TA) Table (£/clean tonne)

These are INTERIM rates based upon 23/24 Interim TA.

Mileage is capped at 60 miles for all factories.

Final 24/25 rates will be calculated and paid post-campaign.

Miles	Interim 24 - 25	Miles	Interim 24 - 25	Miles	Interim 24 - 25
1	£3.64	21	£6.90	41	£10.16
2	£3.80	22	£7.06	42	£10.32
3	£3.97	23	£7.23	43	£10.49
4	£4.13	24	£7.39	44	£10.65
5	£4.29	25	£7.55	45	£10.81
6	£4.45	26	£7.72	46	£10.98
7	£4.62	27	£7.88	47	£11.14
8	£4.78	28	£8.04	48	£11.30
9	£4.94	29	£8.20	49	£11.47
10	£5.11	30	£8.37	50	£11.63
11	£5.27	31	£8.53	51	£11.79
12	£5.43	32	£8.69	52	£11.95
13	£5.60	33	£8.86	53	£12.12
14	£5.76	34	£9.02	54	£12.28
15	£5.92	35	£9.18	55	£12.44
16	£6.09	36	£9.35	56	£12.61
17	£6.25	37	£9.51	57	£12.77
18	£6.41	38	£9.67	58	£12.93
19	£6.57	39	£9.84	59	£13.10
20	£6.74	40	£10.00	60	£13.26

Market-Linked Bonus

The market-linked bonus allows growers to share in the upside when the sugar market is favourable. A bonus payment is paid when a trigger point is reached.

The one year variable contract with market linked bonus provides a 25% share of any upside in the sugar market above a price of €740/tonne, subject to achieving a national average sugar yield in field of 10.5t/ha.

The reference price for the sugar market-linked bonus is based upon an independently audited process. Due to the exit from the EU, UK prices are no longer reported into the EU market published price.

Before beet deliveries start in September 2024, British Sugar will announce an interim Market-linked Bonus value that will be paid alongside the guaranteed contract base price. Any top-up bonus monies will be paid following the 24/25 Campaign and once an independent auditor has reviewed British Sugar's sales at the end of the crop marketing year.



Cash Advance

For growers who opted-in to take the 2024/25 cash advance the advance amount will be offset against beet payments as beet is delivered, until all debt is clear. Once cleared you will receive any additional monies owed as per the usual payment process.

British Sugar offered growers a choice to opt-in to a 20% cash advance on the 2024/25 crop, paid June-July 2024, on receipt of the 2024/25 Crop Area Declaration and completed DocuSign contract.

The cash advance is based on the 2024/25 Crop Area Declaration and calculated on growers' five-year average yields. Growers

who have less than five years of yield data had their cash advance calculated according to their contracted factory's average yield.

The cash advance equals 20% of a grower's expected production, based on the declared crop area multiplied by the five-year average yield, at a rate of £40/t. This amount may be reduced due to other commitments on beet.

The cash advance is recovered from the first deliveries in the 2024/25 Campaign, unless the grower has tonnage on the Futures-linked contract, in which case that will be recovered first.



Local Premiums

A Local Premium is available for all growers, up to 20 miles from their nearest factory (contract distance), sharing the efficiency saving we see in the Transport Allowance from local growers.

Starting at £2/t for growers one mile from the factory, this premium reduces on a linear scale down to 10p/mile up to 20 miles.

The Local Premium applies to all contracts in the 2024/25 season.

Contract mileage	Local Premium	Contract mileage	Local Premium	Contract mileage	Local Premium	Contract mileage	Local Premium
1	£2.00	6	£1.50	11	£1.00	16	£0.50
2	£1.90	7	£1.40	12	£0.90	17	£0.40
3	£1.80	8	£1.30	13	£0.80	18	£0.30
4	£1.70	9	£1.20	14	£0.70	19	£0.20
5	£1.60	10	£1.10	15	£0.60	20	£0.10



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If you chose Yield Protection for the 2024/25 crop, you can find more information here

<https://landing.britishsugar.com/yieldprotection2425/yieldprotectionterms2425.pdf>



Frost Insurance

Frost insurance is paid for by British Sugar and is unique to sugar beet. The policy is provided by the NFU, through NFU Mutual, as a safety net for significant losses if a severe frost event occurs. It applies to all sugar beet CTE.

What does this cover?

Only the contracted beet CTE is covered for losses caused by an insured frost event, provided adequate area is planted. If the area planted multiplied by the grower's five-year average yield is lower than the contracted tonnage, then the insurer will only cover this lower insured tonnage. For growers that have not grown sugar beet for over five years, cover will be based on the factory five-year average yield.

NB: The insurer has the right to reduce the yields to take into account known events. As an example yields were reduced by 7% from those shown on certificates as a result of the drought in August 2022.

What does the cover relate to and what are the conditions for paying out?

The cover is designed for early and severe frosts, such as those experienced in 2010/11 when a damaging frost event occurred early in the season. The insurers have defined a severe frost event as the average minimum temperature of -4°C or lower for a rolling 10-day period up to and including 30th January. Once a 'trigger' frost event has occurred, payout under the policy for each beneficiary will be calculated following the end of the campaign.

In order for a payout to be made, the farmer has to have incurred a loss that is higher than the deductible which is set at 15% of the Insured (Approved) Tonnage. This is in order to filter out the natural and normal volatility in yield. This deductible should avoid potential for many small losses and reduces the administrative costs and the insurance premium.

Is this a voluntary scheme? I always lift my beet and deliver it before the risk of frost occurs so why do I need insurance?

The scheme would only be operated by the insurers if all growers participated. As risks of campaigns are spread by some growers delivering late, allowing others to deliver early, then the NFU considers it reasonable for all growers to participate in the scheme and the policy has been designed on this basis.

Does the policy only cover beet which has not been lifted?

The cover payable in the event of a frost occurrence will be calculated on the total beet not delivered by the end of the campaign under your contracted tonnage CTE. There is no requirement for losses to have occurred in the ground only, and stored beet is also covered. Equally, once the frost trigger has been reached, any damage from subsequent frosts, in the same campaign, will also be covered.

How is the cost of insurance covered?

The NFU have contracted the insurance using NFU Mutual to administer the scheme. British Sugar pays the premium with no cost to growers.

Weekly Beet Invoice Explained

INVOICE NUMBER BW/ XXXXXXXXXXXX

Date (TAX POINT)

Farm Name & Address

Post Code

1	2	3	4	5	6	7	8	9
Rec Fac No	Date	Serial Number	Dirty Beet Tonnes	Dirt Tare %	Clean Beet Tonnes	Amino N	Sugar %	Adjusted Total Tonnes
05	0108	000002Y	28.90	19.0	23.41	81	17.21	25.1804
05	0108	000003Y	28.90	19.0	23.41	81	17.21	25.1804
05	0108	000004Y	28.90	19.0	23.41	81	17.21	25.1804
05	0108	000005Y	22.33 06.57	19.0	18.09 5.32	81	17.21	19.4588 5.7216

Please note:- the above load caused your one year fixed 2020 tonnage to be exceeded by 5.7216 adjusted tonnes. This weight and subsequent loads will be evaluated at this time as surplus beet.

05	0108	000006N	28.90	19.0	23.41	81	17.21	25.1804
05	0108	000007N	28.90	19.0	23.41	81	17.21	25.1804

20	21						22	23
Miles	Transport Rate	Todate Total Dirty Beet Tonnes	Average Dirt	Todate Clean	Average Amino N	Average Sugar %	Todate Loads	%Loads Sampled
10	0.00	173.40	19.0	140.46	81	17.21	6	17



		DEDUCTIONS	PRICES & LEVIES	With Yield protection	Without Yield protection
ACCOUNT NO: XXXXXXXXXX			One year with Market bonus =	£37.00	£38.00
Entitlement:			One year fixed =	£39.00	£40.00
One Year With MB			Futures-linked =		£0.00
One Year Fixed	95		Surplus = NFU levy = R & E levy =		£20.00
Futures linked			One year with Market bonus =		£0.18
Total	95		One year fixed =		£0.18
			Futures-linked =		
			Surplus = NFU levy = R & E levy =		

VAT RATES	Zero	Zero	Zero	Zero	20.0%	20.0%	20%	Zero	
10	11	12	13	14	15	16	17	18	19
Todate Adjusted Tonnes	Value of Beet	Local Premium	Transport Allowance	Delivery Bonus	NFU Levy	R & E Levy	Deductions VAT	Deductions Non VAT	TOTAL
25.1804	679.87	47.84	93.41	0.00	0.00	0.00	0.00	0.00	821.12
50.3608	679.87	47.84	93.41	0.00	0.00	0.00	0.00	0.00	821.12
75.5412	679.87	47.84	93.41	0.00	0.00	0.00	0.00	0.00	821.12
95.0000	525.39	36.97	72.18	0.00	0.00	0.00	0.00	0.00	723.86
100.7216	57.22	10.87	21.23	0.00	0.00	0.00	0.00	0.00	

125.9020	251.80	47.84	93.41	0.00	0.00	0.00	0.00	0.00	393.05
151.0824	251.80	47.84	93.41	0.00	0.00	0.00	0.00	0.00	393.05

24

Todate Total value of beet	VALUE OF THIS INVOICE Credit (Less Invs Due) To Bank On xx/xx/xxxx	3973.32
3125.82		

Weekly Beet Invoice

Pages 22 and 23 of this document shows a typical Weekly Beet Invoice. The numbers shown in the row immediately above the headings (In red) are explained in the following pages.

Example data from three loads has been used to generate the example weekly beet invoice.

1	Rec Fac No	The figure shown in this box is the receiving factory number which is taken from the first two characters of the unique serial number - the numbers for the sites are as follows 04 for Bury, 05 for Cantley, 12 for Newark and 17 for Wissington
2	Date	Abbreviated to the day and month
3	Serial Number	This is the unique serial number of the load. The first two characters are dropped from the serial number as well as the last letter. Either a Y or an N is suffixed on the end of the remaining number to signify a sampled load (Yes) or a non-sampled load (No).
4	Dirty Beet Tonnes	This is the difference between the gross and tare weight of the vehicle expressed in tonnes to two places of decimal.
5	Tare % - Dirt	This is the weight of the dirt measured in the sample expressed as a % of the dirty weight.
6	Clean beet tonnes	Total clean beet tonnes are calculated by deducting the % crown and % dirt from the total dirty beet tonnes (4)
7	Amino - N	This is calculated as follows: $\text{Amino N} = \text{Amino blue number (ABN)} \times 100 \div \text{Sugar \% (9)}$ The final figure is quoted as a whole number. Please note that the ABN figure is measured independent of sugar percentage but the final figure for Amino N is expressed as milligrams / 100 grams of sugar which means that for every value of ABN then having a different sugar level will change the final Amino N level on a grower's Weekly Beet Return. Please note that only the Amino value is shown on a grower's Weekly Invoice. The levels of sodium and Potassium are also measured but only shown on a grower's online account. It is only shown for the interest of the grower.
8	Sugar %	The sugar % quoted is as measured in the tarehouse. (now with no single bladed saw adjustment). This figure is accurate to two decimal places.
9	Adjusted Total Tonnes	This is calculated as follows: $\text{Adjusted Total Tonnes} = \{\text{total clean beet tonnes (7)} \times \text{(sugar factor)}\}$ (rounded to 4 places of decimal) where the sugar factor is the value taken from Appendix 1 in the present IPA (Refer to appendix 1 in the current IPA header Inter professional agreement 2021). In the typical example data quoted the sugar % was 18.90% and 17.50% which has a sugar factor of 1.18125 and 1.09375.
10	Todate Adjusted Tonnes	The Todate Adjusted Tonnes quoted is a cumulative total for the campaign to date of the Adjusted Total Tonnes.
11	Value of Beet	This is calculated as follows: $\text{Value of Beet} = \text{Adjusted Total Tonnes (10)} \times \text{Price}$ Where the price is the appropriate price for the type of beet being delivered i.e. one year, three year or surplus beet price as shown under the section headed Prices and Levies in the weekly beet invoice. For Futures linked pilot note the value of beet on your invoice from British Sugar will be nil. Czarnikow will invoice and pay based on values agreed via Czapp.
12	Local Premium	The local premium is paid to all growers with a mileage up to and including 28 miles (20). Starting at £2 / adj. tonne for 1-9 miles and then reducing by £0.10p per mile up to and including 28 miles.
13	Transport Allowance	The transport allowance figure quoted is calculated by multiplying clean beet tonnes (7) x transport rate (21) and is rounded to two decimal places
14	Late Delivery Allowance	The LDA is an annually negotiated and agreed figure. The LDA is a payment made to growers to account for losses attributed to the storage of beet. The figure is calculated by multiplying adjusted tonnes (10) x LDA agreed figure appropriate to the date of delivery. For the 2021/22 campaign the rate agreed increases daily from the 26th December 2021 until the end of campaign at rate of +0.162% / day.
15/16	NFU and R&E levy	The levies are calculated by multiplying the figure shown in prices and levies by the figure shown in adjusted tonnes (10)

17 / 18	Deductions VAT / Non VAT	These deductions are not part of the Beet Delivery Service (BDS) It's a private arrangement that British Sugar operates on behalf of contractors. Deductions are shown at the top of the weekly beet invoice under 'deductions'
19	Total	The total figure shown is the calculation of all the figures shown in columns 11,12,13,14,15,16,17 & 18.
20	Miles	Transport allowance is calculated based on this figure.
21	Transport Rate	The transport rate (including cleaning and loading) is agreed annually. Please note each year an interim transport allowance is paid during campaign based on the costs incurred under the Beet Delivery Service (BDS) during the previous campaign. This means that the interim allowance set each year has to be reviewed at the end of the campaign and any difference between the rate paid and the actual BDS costs then adjusted. All figures are rounded to two decimal places. If a grower 'opts in' to the BDS the figure shown here will be £0.00
22	Todate Total Loads	The Todate Total Loads is quoted as the total number of unique loads supplied for the campaign to date.
23	% Loads Sampled	The % Loads sampled is the number of Y serial number (refer to point 3) entries delivered during the campaign todate ÷ figure shown in todate total loads (22) x by 100 to give it as a %.
24	TOTAL VALUE OF THIS INVOICE	The total value of this invoice is the total of all credits minus all debits, including VAT. Each payment period shall be made on the fourth Tuesday following the week in which a delivery was made (or, if a statutory holiday intervenes, the next day of business after said fourth Tuesday.

REMITTANCE ADVICE EXPLAINED

British Sugar will send you a remittance advice before any payment is made to your bank account. This will be received via post or email. If you manage your account online, it will be made available to your My British Sugar.

You will receive payment on, or close to, the date shown on the remittance advice.

An example remittance is explained below.

	Invoice Date	Invoice Reference	Voucher Number (internal reference only. This does not appear on your invoice)	Amount (to be paid / deducted)
13	02/04/2019	BWXXXXXXXX	GAXXXXXX	456.12
12	02/04/2019	BWXXXXXXXX	GAXXXXXX	1872.07
14	02/04/2019	BWXXXXXXXX	GAXXXXXX	34.44
15	02/04/2019	BWXXXXXXXX	GAXXXXXX	-12.11
16	02/04/2019	BWXXXXXXXX	GAXXXXXX	-15.40
			TOTAL	2479.97

The weekly beet invoice is split over five lines on your remittance advice. Each line relates to a credit or a deduction detailed on your invoice. The numbers in red show which section of the Weekly Beet Invoice (pg 18-19) relates to each line on the remittance advice.

Invoice numbers have a prefix code to determine the invoice type. These prefixes are explained below:

BQ Beet quota (transport allowance, adjustment etc,)

TA Transport allowance adjustment

BW Weekly beet

GS Seed

RI Co-products (LimeX, soil sampling etc.)

AD Cash Advance

MI Manual invoice (individual detail on invoice)

MC Manual credit (individual detail on invoice)

WM Market Bonus



British Sugar Services

is dedicated to assisting our growers & industry partners with:



my BritishSugar
Log in Support



my BritishSugar
User Guidance



Invoice queries



Grower finance



Seed orders



Contract support



Mileage payments



LimeX orders



Farm assurance



General enquiries

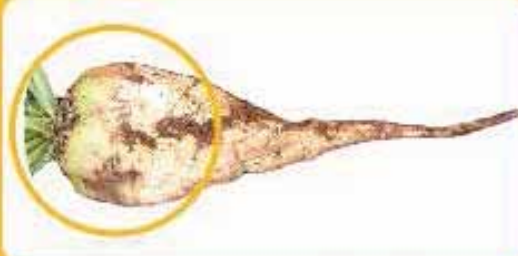
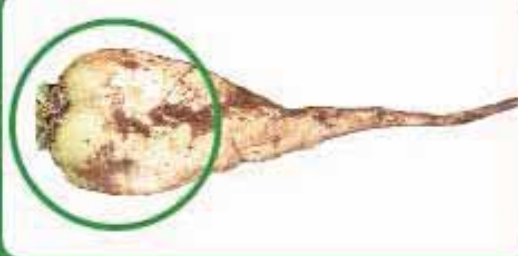
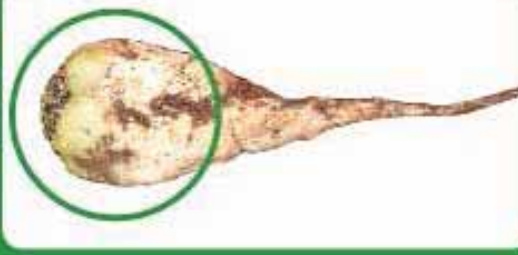


Get in touch...

britishsugar.com

0800 090 2376 | agriculture@britishsugar.com

All calls to British Sugar Services are free of charge, including from mobiles

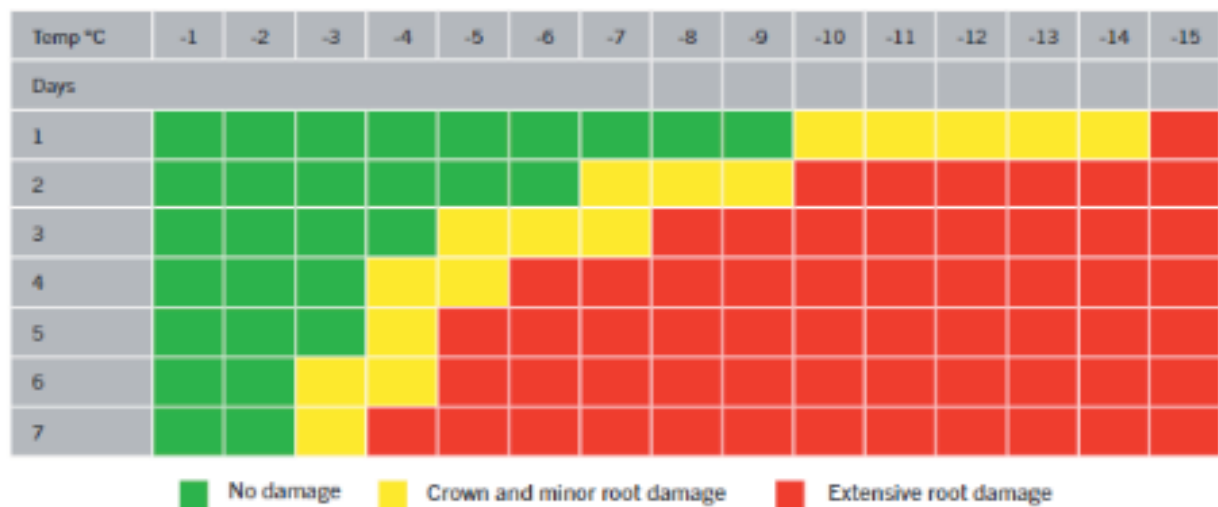
Harvesting Best Practice: Maximising your yield

<p>Potential issue for factory ONLY IF TOO MANY</p>		<p>Too much green material. Will be tolerated if not too many in loads.</p>
<p>ACCEPTABLE</p>		<p>Acceptable. No issues with receiving beets of this standard.</p>
<p>OPTIMUM</p>		<p>Optimum defoliation. All leaf material removed and root fully in-tact. Yield maximised.</p>
<p>LOSS OF DELIVERED YIELD</p>		<p>All green material removed and some root material. Loss of potential yield. Adjust harvester to remove less root material.</p>
<p>LOSS OF DELIVERED YIELD</p>		<p>Large amounts of root material removed. 1cm slice of root material removed from all the beets can typically result in a 12% yield loss. Adjust harvester to remove less root material.</p>

In the event of a frost event, how to maximise your yield

In-field storage considerations

The main risk to in-field storage is frost. The chart below shows the level of root damage that might be expected for different levels of frost.



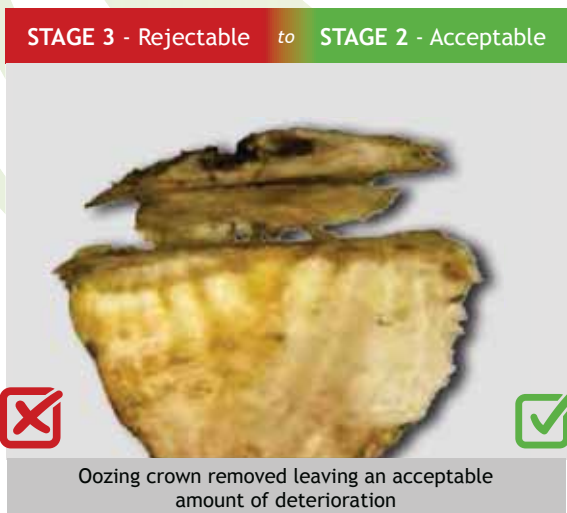
Please refer to the guidance in the BBRO handbook re frost.

<https://bbro.co.uk/publications/reference-book/>

If you are concerned about your crop quality or the acceptable standards for processing at any point, please consult your Agriculture Manager for further advice.

Your Agriculture Manager's details can be found within your account on My British Sugar.

Adverse Frost Events Beet Acceptance / Rejection Standards



Scan the QR code for a useful video on Acceptable Beet Standards for Delivery

Storage Strategy

When building a clamp aim to handle the sugar beet as gently as possible to minimise sugar losses, as bruising and breakage will increase respiration and sugar loss.

Poor ventilation is associated with overheating and is often the result of excess soil, weeds or leaf material and leads to sugar loss. Beet harvested in very muddy conditions should be in a clamp for five to seven days to allow the soil to dry, but no more than two to two and a half weeks in store as overheating risks are increased.

To minimise sugar losses our guidelines would be:

- Operate a 'just in time' harvesting and delivery approach for as long as practical and monitor the weather forecast as the season progresses.
- Minimise beet storage early in the campaign. Short-term storage using single tipped or Maus clamps are the preferred methods.
- Clamps should be built in an open area to aid ventilation and cooling, with the capability to protect from frost damage.
- Don't push beet up the face of the clamp.
- Operate a 'first in, first out' system, so older beet is delivered first.



Safe Load Guidance

The internal ullage Must be sufficient To capture any Load movement and be at least a minimum of 125mm



The load carried must not Extend above the sides of the trailer

Please scan the QR code below to take you to the guidance on sheeted vehicles issued by the DVSA.

<https://www.gov.uk/guidance/securing-loads-on-hgvs-and-goods-vehicles>



- Loads being carried must be completely contained within the vehicle body sides.
- Failure to comply will risk fixed penalty notices being served by the police or the load will require sheeting.
- DVSA Guidance was updated in 2023 and should be referred to. Load Securing:- Vehicle Operator Guidance. Updated 20th July 2023.
- Government Code of Practice should also be referred to especially section 10.6 to 10.8. Safety of Loads on Vehicles: Code of Practice. 1st June 2002.
- The vehicle driver is responsible for his vehicle and secure load at all times. Regular overloading of vehicles by the same driver will be reported back to the Haulage Manager.
- If sheets are used this must be operated from ground level or from within the cab.
- Climbing ontop of loads is strictly forbidden for any reason. Compliance 100% is required to maintain site access.

Clamps

Short term clamps

Maintain beet at ambient temperature.

Beet should be in a clamp for no more than a few weeks.

- Clamps should not be pushed up, but left as individually tipped loads of no more than 2m high.
- For conventional loading, allow a space of at least 4m surrounding the clamp for movement of the loading shovel.

Long term clamps

Maintain ambient temperature and protect from frost.

- Level the surface to reduce frost pockets in which beet will start deteriorating.
- Only use clamp sheets if the ground temperature is forecast to be below -3°C.

- Clamps should be built using straw retaining walls, ideally placed on pallets for ventilation.
- Please ensure when straw has been used as frost protection it has been adequately removed before collection.

A-Shaped clamps

Create an optimal storage site.

- Width of clamps for self-propelled cleaner loaders should be suitable for contractor's machinery, e.g. 9m for Maus-4, Kleine/ Grimme and 7m for Maus-3.
- There should be enough space at the end of the clamp to allow access for the machine.
- Ideally on a flat un-rutted surface to minimise whole beet losses.
- Please be aware, do not place beet on a headland with a plough furrow as this will collect whole beet, increasing beet losses and decreasing yield.
- If beet is placed too wide for a self-propelled machine to collect, please ensure that the remaining beet are collected and delivered to maximise crop yield.

Please ensure clamp sheets are removed prior to beet collection. Inspect and discard any frost deteriorated roots prior to loading.



Red Tractor Assurance

It is a contractual requirement to hold at all times a valid, Combinable Crops & Sugar Beet, Red Tractor Farm Assurance number.

If a valid Farm Assurance number is not held at the start of campaign, contracts will be made inactive. You will not be able to bring any beet into the factory until British Sugar is informed by Red Tractor that the number is valid.

Red Tractor memberships will become invalid if subscriptions are not renewed, or if there are any kind of major or minor, non-conformances.

If your Farm Assurance does become invalid during campaign your British Sugar Account

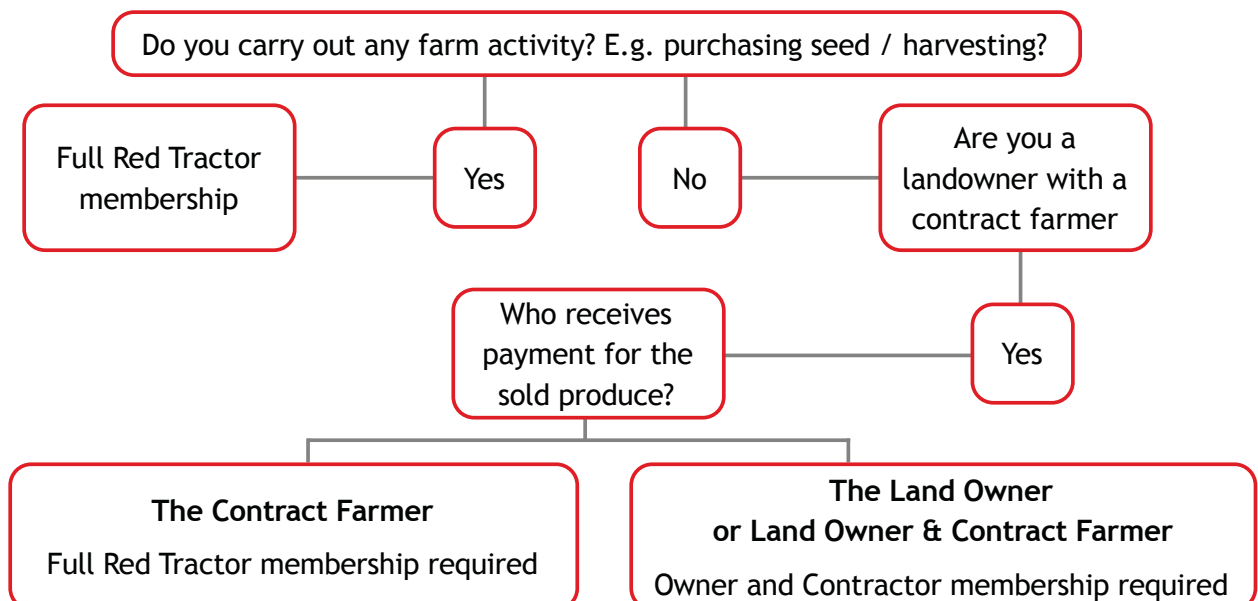
Manager, or a member of the Farm Support team, will contact you to help resolve the issue as quickly as possible.

CONTRACT FARMING RULES

It is the grower's responsibility to liaise directly with their contractors to ensure they know when to harvest and deliver the crop. If unassured beet arrives at the factory, it will be rejected, and any costs associated will be between the contractor and grower.

Growers either need to hold a full valid Red Tractor membership or an Owner membership which is then associated to a valid Contractor membership. If you hold an Owner membership, your contractor must hold a valid Contractor membership, if either go invalid the grower will no longer be assured, and will be unable to deliver beet into the factory.

Red Tractor Assurance decision flow diagram



Trailer Hygiene

a. Vehicle Identification Cards (VICs)

A declaration of compliance will be on the reverse side of VICs cards.

VICs cards used last campaign will be valid this year.

b. Trailer labelling, records & audit

- For all trailers delivering sugar beet to British Sugar sites, beet hauliers will be required to clearly identify all trailers with a unique number displayed on both sides and rear of trailer and be visible from a distance. NOTE this is applicable also to wholly sub- contracted hauliers and hired trailers which are operating under the beet haulier's control. This includes fixed body lorries.
- Identification numbers for wider schemes can be used as your unique trailer number. NOTE this requirement includes both TASC standard assured hauliers and own transport growers (who will be covered by Red Tractor standards)
- Records must be kept of all vehicles or trailers owned, hired or leased including unique ID number, date of purchase/hire/ lease, and date of disposal.

c. Exclusion List

Trailers that have ever transported materials listed as “excluded” by the AIC TASC standard shall never be presented for the transport of sugar beet.

Trailers that have transported materials listed as “sensitive” by the AIC TASC standard shall not be presented for the transport of sugar beet unless they have undergone the procedure described below:

Trailers must be thoroughly pressure washed and disinfected (to include all surfaces that come in to contact with sugar beet) in accordance with the manufacturers of food grade disinfectants recommendations. Proof of appropriate cleaning must be kept and produced if requested.

Please scan the QR code below to download the most up-to-date AIC TASC standard Exclusion & Sensitive List.



<https://www.agindustries.org.uk/sectors/combinable-crops.html>



Trailer Hygiene cont.

Before using any new or second-hand trailers, they must be thoroughly pressure washed and disinfected (to include all surfaces that come into contact with sugar beet) in accordance with the manufacturers of food grade disinfectants recommendations. Records of appropriate cleaning must be kept.

- Before hiring or purchasing second hand trailers for the haulage of sugar beet, the haulier must have as a minimum:
 1. A signed declaration from the previous operator(s) that the trailer complies with point C on previous page.
 2. Details of the last 3 loads carried
 3. Records of cleaning and disinfecting operations relating to these loads

Records and checks

When delivering to Beet Reception, drivers must be able to show evidence of the current load and previous three loads carried, together with the cleaning or disinfecting operations relating to each load where required.

Random audits will take place throughout the campaign to check for adherence to the standard.

On inspection, if a trailer is not compliant with the last three loads, then the trailer will be held on site and the haulier will be investigated to establish the status of the trailer. If proved acceptable then the trailer will be permitted entry to site, if not the haulier (total fleet) will be made inactive

and not allowed entry to British Sugar sites until British Sugar can be satisfied that the correct controls are in place.

On inspection, if records show that loads previous to the last three are non-compliant then British Sugar will issue a warning and the haulier will be subject to additional inspections.

If it is identified that a trailer has carried material on the exclusion list, the haulier will be made inactive and not allowed entry to site until British Sugar can be satisfied that the correct controls are in place.

Important notes:

1. If a business is operating trailers under TASC or Red Tractor, to ensure status of these is not compromised then it is important that the trailers continue to operate and adhere to those standards particularly with regard to the exclusion list.
2. If using sub-contractors, it's the responsibility of the principal contractor to ensure that the sub-contractor(s) are informed and operate to these standards.

SITE RULES

<https://landing.britishsugar.com/driver-inductions-2024/generaldriverinduction24.html>

Driver Inductions

Please ensure that all drivers delivering beet to a British Sugar factory during the next campaign have completed the online British Sugar Site Induction, before coming on site for the first time this Campaign. You can access the induction by scanning the QR code on your right.



Breakdowns

In the unlikely event that your vehicle requires recovery or repair we have approved a number of reputable companies who can cover all four of our factories. Contact information for each company can be found in the table below.

If a breakdown occurs

Inform beet intake supervisor who will give the correct guidance on how to proceed and ensure vehicle is in as safe location as possible and cordoned off for repair

- Contact approved contractor (see list below)

- Approved contractor records presence on site and informs beet intake supervisor of arrival
- Ensure necessary health and safety paperwork (Risk Assessment, Method Statement, Hot Work Permit, etc..) is in place and signed-off before any work is carried out
- Work to be carried out on vehicle or vehicle recovered off site. This decision will be British Sugar's based on type of repair required
- Report to beet intake supervisor when completed
- Approved contractor and repaired vehicle leave site

	Bury St Edmunds	Cantley	Newark	Wissington
Lodge Tyres	01842 766 333	01603 408000	01636 673471	01366 385 566
MCS Tyres				01366 388 655
Pirtek	01473 688 288	01603 744 544	0115 9850 081	01603 744 544
Talbot Tyres	01953 498 972	01953 498 972		01953 498 972
Welbourns of Wisbech	01945 584 228			
Manchetts Rescue & Recovery	01638 744 528			
Norfolk Trucks				01603 253 300

RFID Trailer Tagging

From the start of the 24/25 Campaign British Sugar will identify all trailers that deliver Sugar Beet to our factories to provide compliance with the Feed Manufacturers Assurance Scheme (FEMAS). This process will be automated using Radio Frequency Identification (RFID). Prior to the Campaign or when trailers arrive on site they will be fitted with a small RFID tag. When scanned this tag will record the time, date and serial number. Tags will be supplied and fitted at British Sugar's expense. The tag does not allow tracking, it will only be read and recorded when in range of the receiver

Example of an RFID Tag fitted to a vehicle



Example of an RFID Tag approx. 100mm x 10mm x 10mm



Being a Responsible Neighbour

Safety & Health is at the heart of everything British Sugar does, and this extends to both the local communities in which its factories are based and the extended network of villages and highways.

We would also ask that you respect the local villages you travel through, paying attention to the speed limits, driving on the road surfaces and avoiding travelling on to any grass verges, wherever possible.

Please be courteous to the local communities and other road users. Any Incidents reported to British Sugar or seen directly will be referred to the appropriate authorities.



Opening Hours and Delivery Information

British Sugar's aim is to make your beet deliveries as flexible as possible, whilst maintaining a steady flow of vehicles in our factories. The permit movement rules below will facilitate this. Please note the Inbound Operations team reserve the right to remove this flexibility where operational conditions dictate it. These changes will be communicated via text message and will be available on My British Sugar.

Weighbridge Telephone Numbers

Bury St Edmunds	01284 829 367
Cantley	07895 312 714
Newark	07843 814 676
Wissington	01366 325 376

- Weekend loads cannot be pulled forward into the week.
- Any loads not delivered in the week cannot be rolled into subsequent weeks. Permits may be rolled down the week.
- Permits may be pulled forward but only after letter call has been applied and only from one day forward i.e. Tuesday into Monday, not Wednesday into Monday.
- Unused permits on a given day will not be auto rolled. Hauliers must phone the weighbridge to roll permits.
- Letter call will typically be applied by 9.30am.
- If haulage contractors have specific requirements that need to be accommodated due to equipment hire (i.e. Maus) the Inbound Operations Manager will make arrangements for this where factory conditions allow. This should be communicated at least a week before required or the Inbound Operations Manager will reserve the right to refuse if operational conditions don't allow.

	Bury	Cantley	Newark	Wissington
Mon	06:00 - 18:00	06:00 - 17:00	05:00 - 18:00	05:00 - 17:00
Tue	06:00 - 18:00	06:00 - 17:00	05:00 - 18:00	05:00 - 17:00
Wed	06:00 - 18:00	06:00 - 17:00	05:00 - 18:00	05:00 - 17:00
Thu	06:00 - 18:00	06:00 - 17:00	05:00 - 18:00	05:00 - 17:00
Fri	06:00 - 18:00	06:00 - 17:00	05:00 - 18:00	05:00 - 17:00
Sat	06:00 - 18:00	06:00 - 16:00	05:00 - 17:00	05:00 - 17:00
Sun	07:30 - 17:00	Closed	05:00 - 17:00	Closed

Tractor and Trailer deliveries are requested to not deliver until after 7.00am

Time Zones

2 Time Zones will be shown on allocation



Total daily allocation of loads will be placed into Zone 1 and can be delivered throughout the day.

Zone 2 is for Administration Purposes.

Load Callup letter will be added or removed from Zone 1. See load allocation matrix table.

Full details of delivery schedules including real time updates to loads allocated and delivered are available on My British Sugar. If you have any problems accessing the site, please call British Sugar Services on 0800 090 2376

Load Allocation Matrix

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
A	0	1	1	1	1	2	2	2	2	3	3	3	3	4	4
B	0	1	1	1	2	2	2	3	3	4	4	4	5	5	5
C	0	1	1	2	2	3	3	4	4	5	5	5	6	6	7
D	1	1	2	2	3	3	4	4	5	6	6	7	7	8	8
E	1	1	2	3	3	4	5	5	6	7	7	8	8	9	10
F	1	2	2	3	4	5	5	6	7	8	8	9	10	11	11
G	1	2	2	3	4	5	6	6	7	8	9	10	10	11	12
H	1	2	3	3	4	5	6	7	8	9	9	10	11	12	13
J	1	2	3	4	5	5	6	7	8	9	10	11	12	13	14
K	1	2	3	4	5	6	7	8	9	10	10	11	12	13	14
L	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
M	1	2	3	4	5	6	7	8	9	11	12	13	14	15	16
N	1	2	3	4	6	7	8	9	10	11	12	13	14	15	17
P	1	2	3	5	6	7	8	9	10	12	13	14	15	16	17
R	1	2	4	5	6	7	8	10	11	12	13	14	16	17	18
S	1	3	4	5	6	8	9	10	11	13	14	15	16	18	19
T	1	3	4	5	7	8	9	10	12	13	14	16	17	18	20
U	1	3	4	5	7	8	9	11	12	14	15	16	18	19	20
W	1	3	4	6	7	8	10	11	13	14	15	17	18	20	21
Y	1	3	4	6	7	9	10	12	13	15	16	17	19	20	22
Z	2	3	5	6	8	9	11	12	14	15	17	18	20	21	23

16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
4	4	5	5	5	5	6	6	6	6	7	7	7	7	8	A
6	6	6	7	7	7	8	8	8	9	9	9	10	10	11	B
7	8	8	9	9	9	10	10	11	11	12	12	13	13	14	C
9	9	10	10	11	12	12	13	13	14	14	15	15	16	17	D
10	11	12	12	13	14	14	15	16	16	17	18	18	19	20	E
12	13	14	14	15	16	17	17	18	19	20	20	21	22	23	F
13	14	14	15	16	17	18	18	19	20	21	22	22	23	24	G
14	14	15	16	17	18	19	20	20	21	22	23	24	25	26	H
14	15	16	17	18	19	20	21	22	23	23	24	25	26	27	J
15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	K
16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	L
17	18	19	20	21	22	23	24	25	26	27	28	29	30	32	M
18	19	20	21	22	23	24	25	26	28	29	30	31	32	33	N
18	20	21	22	23	24	25	26	28	29	30	31	32	33	35	P
19	20	22	23	24	25	26	28	29	30	31	32	34	35	36	R
20	21	23	24	25	26	28	29	30	31	33	34	35	36	38	S
21	22	23	25	26	27	29	30	31	33	34	35	36	38	39	T
22	23	24	26	27	28	30	31	32	34	35	36	38	39	41	U
22	24	25	27	28	29	31	32	34	35	36	38	39	41	42	W
23	25	26	28	29	30	32	33	35	36	38	39	41	42	44	Y
24	26	27	29	30	32	33	35	46	38	39	41	42	44	45	Z

HYGIENE & ENVIRONMENT

British Sugar sites are designated as Food Factories and as such must comply with certain standards of hygiene as laid down in the Food Safety (General Food Hygiene) Regulations 1995.

The following rules must be observed by all persons coming on to British Sugar sites

- a. A driver induction must be completed before delivery can be made to the factory, confirming the driver has been inducted and agrees to comply with our safety, hygiene and environmental requirements.

Drivers arriving on site and identified as not having an induction will receive an official warning. If another, of the same haulier business, driver's arrives on site and identifies as not having had an induction they will incur exclusion for the remainder of that day from all British Sugar sites.

Any further arrivals, without a valid induction, from the same haulage business will incur exclusion for the remainder of that day and the following day for all the drivers from the particular haulage business from all British Sugar sites.

In all scenarios a driver induction must be completed before entry is permitted on to any British Sugar site and checks will be made to validate this.

- b. A 'No Smoking' and 'No Vaping' policy is in place at all factories without exception.
- c. British Sugar sites are designated as food factories and as such must comply with certain standards of hygiene as laid down in the Food Safety (General Food Hygiene) regulations 1995. The vehicles used to transport beet must comply with the standard (see page 26).
- d. No glass or glass products of any kind may be brought on to the factory premises. If an incident occurs on site involving the breaking of glass vehicle lenses or bulbs, a member of British Sugar staff must be notified immediately (see page 26).
- e. Any form of litter must be disposed of in an appropriate manner and not discarded out of vehicle windows.
- f. No other produce, products or substances may be brought on to factory premises which might pose a hazard to health or contravene food safety of criminal law.

- g. British Sugar reserves the right to exclude any persons or organisations who consistently refuse to comply with the terms of the stated health and safety policy.

Health & Safety Requirements - Beet Delivery Vehicles & Drivers

Beet Reception

- a. Move around site in line with guidance given on site. If unsure ask a member of staff for help.
- b. All signs on the route must be adhered to.
- c. Site speed limits will be strictly enforced and are identified appropriately.
- d. Areas for the release and fastening of tailgates have been designated and are clearly identified.
- e. Pedestrian traffic will be excluded or controlled in vehicle movement areas.

Driver behaviour & personnel protective equipment (PPE)

- a. Drivers will be expected to remain in their vehicles unless:
 - They are in a designated area where they are permitted out of their cab
 - They have been invited to come out of the cab by a member of British Sugar staff
 - They are tractor drivers, where they are permitted out of their cab during the weighing process
 - An emergency occurs

Full PPE must be worn in all the above cases (see d)

b. Tailgate and tipping operations:

- Drivers must release their tailgate fastenings in a designated area (at Newark both catches to be removed by a banksman only), leaving one locally confirmed catch to be released by the banksman at the point of tipping. Where sites have Elfa wash off facilities drivers will release their own tailgate in the Elfa wash off area.
- Vehicles MUST arrive at site with tailgate fastenings in use.
- Tailgates must be fully released before starting to raise the vehicle body.
- Vehicle bodies will only be raised when the British Sugar banksman indicates his/her authority to do so.
- Tailgate catches will be refastened by the driver in a designated area.
- Entry to the vehicle body will only be allowed under exceptional circumstances and by agreement with the local factory management. Access only using the tailgate. The British Sugar corporately approved Safe System of Work must be followed.

c Sheets & nets

- Vehicles arriving on site with nets and sheets fitted will only be allowed to remove them in a designated area.
- Unsheeting is only permitted using systems which can be operated from ground level or from the cab.

d. Use of PPE

- All drivers arriving on site will be expected to have the following PPE with them

- safety helmet (not bumpcaps) ii. high visibility vest/jacket iii. safety glasses iv. safety footwear v. protective gloves.

- Drivers will be expected to wear
 - Safety Boots
 - Hi Viz Vest
 - Safety Glasses
 - Hard Hat when outside their vehicle cabs on site, and to use gloves when releasing tailgate or performing other manual tasks on site. Body, legs and arms must be fully covered with preferably overalls or other appropriate long sleeved garment to join or overlap the cuff of a glove (where gloves are worn).

e. Use of mobile phones and CB radios on site

- The use of mobile phones on site is not permitted while driving.
- The use of CB radios on site is not permitted.

f. Driver behaviour

- Reminder speed limit on all sites is 10mph at all times.

Vehicle Design & Specification

- a. Vehicles must be fit for purpose and maintained in line with statutory guidelines outlined in the DVSA Guide to Maintaining Roadworthiness.
 - Vehicles considered to be unsafe by British Sugar will be excluded from site.
- b. Tipping gear
 - Must be maintained in a safe and efficient state.
 - Pay particular attention to the pivot points on the buck and ram(s).

- Vehicles are expected to be able to lift to their full height in less than 2 minutes.
- Vehicles are expected to descend from full height to rest in less than 2 minutes.
- All tipping gear controls must be cab operated, including the starting and stopping of any auxiliary engines.
- Drivers must not drive around the site with tipping bodies elevated.

c. Tailgate construction and operation

Tailgate must be maintained in a safe and efficient state.

Tailgate which require the operator to stand directly behind the vehicle to open them are NOT acceptable.

Remote tailgate release mechanisms should be cab operated, or be clearly identified and accessible on both sides of the vehicle trailer to the British Sugar banksman.

d. Vehicle breakdowns/punctures

Only approved contractors are allowed to work on vehicles on site. Details of approved contractors are contained in this booklet (see page 28).

NO PASSENGERS, CHILDREN, PETS OR PRODUCE ARE ALLOWED ON SITE

Action taken for non-compliance with site safety requirements

- a. Non-compliance will be brought to the attention of the driver.
- b. Gross, persistent non-compliance or unsafe behaviour may lead to the driver or vehicle being excluded from the site.
- c. Full co-operation will be given to those authorities responsible for the enforcement of road traffic regulations.

VEHICLE POLICY

ALL VEHICLES MUST COMPLY WITH CURRENT ROAD TRAFFIC LEGISLATION

OVERWEIGHT VEHICLES

Do not exceed the maximum permitted Gross Vehicle Weight

- a. Following the implementation of automatic weighbridges at factories, vehicles arriving 'overweight' will trigger loads (allocated permits) being removed from your schedule. Repeat offences will incur site exclusion.

Vehicles exceeding +2.5% of the maximum permitted GVW will have an allocated permit removed from the following weeks deliveries.

Vehicles exceeding +5% of the maximum permitted GVW will have two allocated permits removed from the following weeks deliveries and the driver will receive an official warning.

If the same driver arrives on site again +5% of the maximum permitted GVW two permits will be removed from the following week of deliveries and the driver will incur exclusion for the remainder of that day from all British Sugar sites.

Any subsequent deliveries from the same driver +5% of the maximum permitted GVW two permits will be removed from the following week's deliveries and the driver will incur exclusion for the remainder of that day and the following day from all British Sugar sites.

- b. Factories may require overweight vehicles to be unloaded in the wash-off bay, where this is an option
- c. Do not over load your vehicle. Vehicles

will be deemed over-loaded if beet spill from the trailer during sampling or if there is less than 125mm (5") free board above the loaded beet (i.e. the distance from the beet to the top of the trailer side.) Drivers who repeatedly overload their vehicles will incur site exclusion.

VEHICLE SAMPLING & MARKING

- a. All vehicles used to deliver beet must be capable of being sampled correctly e.g. the side/floor junction should not be so curved or angled that the inside edge of the sampler barrel cannot get to the bottom of the vehicle within 300mm (12") of the side, front or back. Vehicles which can be correctly sampled despite curved side/floor junction must be correctly marked along the outside to correspond with the position of the lorry bottom.
- b. Markings should be on the side of the vehicle in 51mm (2") black and yellow hazard tape.
- c. Limited supplies may be available upon request. All markings must be clearly visible.
- d. Markings must run the full length/height of the body. The bottom edge of the tape must be LEVEL with the internal surface of the vehicle bottom and not the top of any internal flanges.
- e. Chains and bars should be clearly marked and be present in no greater number than is required to maintain the structural integrity of the vehicle sides under load.
- f. Tipping Gear Housing. Vehicles with tipping gear housings which

slope back into the load carrying area should indicate the furthest backward point of the housing with a vertical line (starting at the vehicle bottom) at least 300mm (12") long.

- g. Any damage to vehicles from failure of the sampling equipment or operator error must be reported by the driver to a British Sugar supervisor before leaving the factory. If damage to sampling equipment results from incorrect vehicle marking, British Sugar reserves the right to claim against the party concerned.
- h. Regular inspections will be made of vehicle markings and declared GVWs. Incorrectly marked vehicles may result in our staff refusing to sample the vehicle.

VEHICLE WEIGHING

- a. To comply with weights and measures legislation, the weighing procedure for all transactions, (beet and sundries) require the weighbridge platform to be completely clear prior to vehicle entry. Drivers must comply with the traffic lights at the entry point to all British Sugar weighbridges.

SAFE LOADING & TIPPING

- Drivers are responsible for the safe loading of their vehicles
- Beet must not spill during sampling.
- Drivers will receive an official warning if the vehicle is considered overloaded.
- Any driver who re-offends will incur a ban from all British Sugar sites.

Before you tip check:

- Damage to tyres
- Damaged trailing arms
- Hydraulic leaks
- Over-loaded vehicles
- Faulty butterfly clips
- Tailboard faults

TRAILER ACCESS & SHEETING

Access to trailers

- You **MUST NOT** climb over the side of the trailer walls or front to enter your trailer without permission from a member of site staff.
- If access is permitted, this can only take place in a designated area whilst using steps and a designated safe method of propping the tailgate open.
- If you are unsure then please ask a member of British Sugar staff.

Sheeting

- Sheeting and load levelling **MUST NEVER** be carried out from the top of your vehicle.
- Sheeting may only be carried out in designated sheeting areas.
- Sheeting may only be operated from ground level or from a sheeting platform where provided.
- Load levelling may only take place from a sheeting platform.
- Ensure that all sheeting ropes, straps and attachments are in good condition before use.

If you are unsure, do not tip and report your concerns to a British Sugar staff member.

Tarehouse

RULES OF POPULATION

The following are the basic rules used in deciding the values given to loads where a load is not sampled

- Where a load is not sampled for payment then it is populated with data (i.e. given the same result) from the nearest sampled load
- Wherever possible a load will be populated from a sampled load taken on the same day
- All loads will be populated from the nearest sampled load
- Where two sampled loads are equidistant from a non-sampled load then the load will be populated from the load delivered before it rather than after it
- All loads have to be cleared for payment at the end of each week on a Sunday night. It is therefore impossible for a load to be populated from a load delivered in any subsequent week, even if this is nearer than a load delivered earlier in the campaign
- Due to these sampling rules, it is possible that some sampled loads may not populate any un-sampled loads. However, some sampled loads can populate up to twelve un-sampled loads
- Loads should NOT be populated from a rejected sampled load or a sampled load of sliced beet

To help understand the above comments, here are some specific examples:

On a grower's Weekly Invoice a letter Y after the Serial Number indicates a load has been sampled e.g. 002129Y.

A letter N after the load serial number indicates no sample has been taken e.g. 002198N.

In simple terms the Y means Yes it is a sampled load and an N means No it is a not a sampled load.



Tarehouse

RULES OF POPULATION

Samples are taken on a random basis according to agreed rules and are dependent upon contract size. Sampling is carried out in accordance with the table shown below.

Contract Size	% Sampling
Up to 1000 tonnes	100
1001 - 1200	75
1201 - 1500	66
1501 - 2500	50
2501 - 3300	33
3301 - 4500	25
Greater than 4500	20
Sample the first load - growers 1001 - 1250. Sample the first two loads - growers above 2500 tonnes	Less than 300 tonnes contract double sample if load size is greater than 15000kg



POPULATED LOADS ON REDUCED SAMPLING

Examples of population of non-sampled loads (Loads delivered in one day)



Sampled first and last,
even number of non-sampled loads



Sampled first and last,
odd number of non-sampled loads



First load sampled



One load sampled



Last load sampled



50

Day of the week	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
Non-sampled load delivered									N						
On Monday - no sampled load; Look back 1 day for a sampled load															
On Tuesday - no sampled load; Look back 3 days for a sampled load															
On Wednesday - no sampled load; Look back 5 days for a sampled load															
On Thursday - no sampled load; Look back 7 days for a sampled load															
On Friday - no sampled load; Look back 9 days for a sampled load															
On Saturday - no sampled load; Look back 11 days for a sampled load															
On Sunday - no sampled load; Look back 12 days for a sampled load															
If no sample 12 days back then must look back to the last sampled load. Refer to rules of population (pg 28)															

Failing the above, at the end of the week if no other sampled load has been found, the last sampled load that was delivered will be used to obtain a payment data.

All loads have to be cleared for payment at the end of each week on a Sunday night.

It is therefore impossible for a load to be populated from a load delivered in any subsequent week, even if this is nearer than a load delivered earlier in the campaign.

Beet Reception Complaints Procedure

Here are details on how sugar beet growers may raise a complaint on a sampled, delivered load, who to contact, how the complaint is dealt with and an explanation of certain terms.

To register a complaint about a sampled delivered load, gather the following information together

Sugar beet contract (title and number)

Telephone number

Serial number and delivery date of sampled load(s) in question

Details of complaint (see 'Types of complaint')

Flag status (see 'Flags')

Any other relevant information (see 'Relevant information' for examples)

It should be noted that only loads which are outside your normal range load values should be considered for complaint. All complaints should have been raised before the last two weeks following the last factory close date.

It should be noted that only loads which are outside your normal range load values should be considered for complaint. All complaints should have been raised before the last two weeks following the last factory close date.

What happens next?

Step 1 Telephone your NFU Sugar Representative (contact details on page 3) or send an email with all of the required information about the sampled load.

Step 2 The NFU representative will complete a complaint form with details of your complaint and send it to the NFU Beet Intake Manager (BIM).

Step 3 The NFU Sugar Beet Intake Manager will confirm to you in writing (by post or email) that your complaint has been registered. This notification will also contain a reference number, which you should quote in all future enquiries. A communication will be sent explaining how the complaint will be dealt with on your behalf and an approximate time frame within which you will receive a response.

It should be noted that only loads which are outside your normal range load values should be considered for complaint. All complaints should be raised before the last two weeks following the last factory close date.



Beet Reception Complaints Procedure

COMPLAINTS PANEL

The complaints panel is made up of an NFU representative and a British Sugar representative.

The first meeting of the panel is normally held during November and then at regular intervals during the campaign.

When considering your complaint the panel will follow agreed guidelines and study the results of other loads delivered before and after the load(s) in question.

Tare complaints will be statistically analysed to see if they fall outside individual grower limits.

OUTCOME OF COMPLAINT

The NFU Beet Intake Manager will write and inform you of the outcome of the complaint. The statistical analysis will sort out those loads which are considered to be **uniquely different** from the rest and an adjustment will be made. Where no adjustment is made then the statistical analysis has not indicated that the loads are uniquely different.



What happens if the complaint is upheld?

You will receive confirmation of the decision including:

- Complaint load reference

- Previous and revised values

- Any populated loads will also be adjusted to the same values as the load that has been adjusted

- British Sugar will send you an amended Weekly Beet Invoice confirming the changes

What happens if the complaint is declined?

You will receive confirmation that your complaint has been declined.

Queries that you may have on this decision may be raised with the NFU Beet Intake Manager. You may wish to pursue the complaint further. (see 'Appeals')

Is there an appeals process?

An appeals process exists. You may find it useful to discuss the reasons for a complaint having been declined together with the NFU Beet Intake Manager, before taking your decision on whether to make an appeal. The appeals process is outlined below.

All appeals are considered at the end of the campaign, or earlier if possible, by the Appeals Panel, which comprises of:

NFU representative

This person will be different to the complaints panel representative

British Sugar Representative

This person will be different to the complaints panel representative

**How to make an appeal
(MUST BE MADE IN WRITING)**

Firstly, you must write (by post or email) to the NFU Beet Intake Manager indicating clearly why, in your opinion, you believe that the load in question is uniquely different from the other loads delivered.

You will receive a confirmation email (or telephone call if sending by post) which signifies that your Appeal has been registered. If you do not receive an email or telephone call within 5 days please contact the NFU Sugar Beet Intake Manager by telephone.

Appeals must be raised within one month after the final factory closing date.

The panel will consider your appeal based on your letter of appeal and review all relevant data before reaching a conclusion. British Sugar will write to inform you of the outcome of your appeal. The decision of the panel is final.

Grower identity card (GIC)

The NFU cannot stress too strongly the importance of growers ensuring that the correct GIC is used in connection with the correct delivery of beet.

Any error or mis-match that is made between GIC and load of beet can have a direct financial implication for you the grower, can be difficult to unravel once it has occurred and significantly hampers any complaint that you may choose to make regarding a load. Please make sure that the person responsible for delivering your beet also understands the importance of the correct GIC being used and the ramifications of mistakes.

Explanatory Notes

Pre-delivery guidelines

Adopting the guidelines below may reduce the need for raising a complaint:

- Check the beet harvester settings
- Be present when the beet is being loaded and ensure a cleaner loader is used and set correctly, using a picking off table where appropriate
- Contact your NFU representative to raise a flag when you commence beet deliveries from a new farm, field or beet variety
- It is worth noting that your complaint is likely to be declined if you have delivered other loads in a similar condition

Central tarehouse visits

Both the NFU and British Sugar encourage growers to visit the Central Tarehouse at Wissington Sugar Factory to see how their beet samples are processed. To arrange a visit to the Tarehouse, contact your local NFU representative. It is wise to contact the NFU representative before you intend to visit to ensure that any health and safety requirements, whilst on site, can be catered for. Tarehouse operates between 19.00 and 07.00.

Types of complaint

Complaints can be raised for results on sugar or dirt percentage.

Relevant information

Please discuss any information that you believe is relevant as to why your complaint should be upheld with your local NFU representative (see 'Local NFU Representative')

Populated loads

A populated load is a non-sampled load that is given the same value as a sampled load, in accordance with the random beet sampling procedure.

Flags

The flag procedure allows you to notify your NFU Representative when you change farm, field or beet variety. Raising a flag will provide additional information for the complaints panel to consider if you later raise a complaint. Raising a flag does not change the sampling procedure, it only records that a change has occurred.

To initiate the flag system you should notify your NFU Representative exactly when you will deliver the first load from a new farm, field or beet variety. The NFU Representative will register a flag to the specific load and record the reason. Please note that a flag can only be requested before the delivery is made.

Local NFU representative

To contact your local representative please call the appropriate number below.

Bury St Edmunds	01284 703 263
Cantley	01493 700 016
Newark	01636 706 279
Wissington	01366 377 481

Get in touch...

britishsugar.com

0800 090 2376 | agriculture@britishsugar.com

All calls to British Sugar Services are free of charge, including from mobiles