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2026/27

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 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.
- Ensuring environmental monitoring activities are completed within quality protocols delivering independence and integrity
- 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 operations & logistics and implementing a responsible energy purchasing policy.
- Minimising all waste (including hazardous) generated by our operations, and sent to landfill, through the production of co-products, operational efficiency, recycling and reuse
- Using water efficiently in our operations with a longer-term aspiration to move our sites towards water neutrality.
- Working with our suppliers and any third-party operations, across the supply chain, to support activities to reduce our 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.
- Supporting biodiversity and nature improvements both at our factory sites and associated with our raw material supply with stakeholders across our supply chain to drive impactful environmental initiatives.

This policy statement is communicated to all of British Sugar's employees, contractors, and to the public via our website.

A handwritten signature in black ink, appearing to read "K. Packer", written over a light grey rectangular background.

Keith Packer
Managing Director

Supplier Code of Conduct: Your Responsibilities



British Sugar is committed to maintaining responsible and ethical working practices across the sugar beet supply chain. Growers, harvesting contractors, and hauliers should ensure they have read and understood ABF Supplier Code of Conduct and the relevant requirements within the Inter-Professional Agreement (IPA).

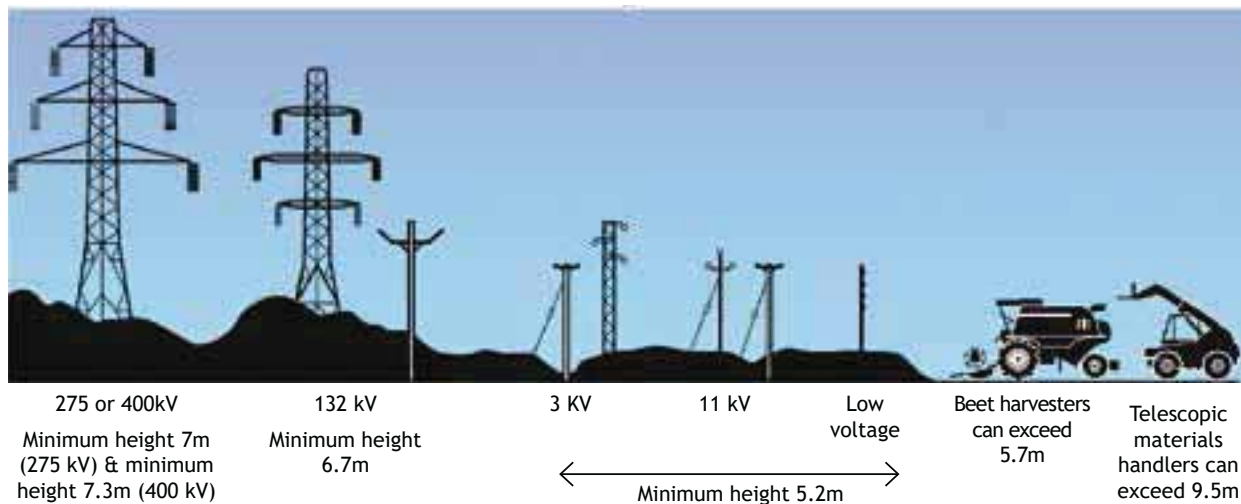
The Code of Conduct covers a range of areas including the employment of young workers, fair pay and working hours. Specifically, everyone involved in the Campaign should ensure that:

- Young workers are employed in line with UK legislation and the provisions agreed within the IPA
- Workers are paid at least the UK National Living Wage (or any replacement rate)
- Working hours are managed responsibly and comply with UK legal requirements

Compliance with the ABF Supplier Code of Conduct forms part of growers' contractual obligations under the IPA.

View the ABF Supplier Code of Conduct via: <https://www.abf.co.uk/content/dam/abf/corporate/Documents/About-us/governance/policies/ABF-Supplier-Code-of-Conduct-Policy.pdf>

Overhead Power Lines (OHPLs)



The Energy Networks Association have launched new guidance specifically for workers in the agricultural sector, with the support of the National Farmers' Union (NFU) and the National Association of Agricultural Contractors (NAAC). Read it here: www.energynetworks.org/publications/look-out-look-up-agriculture-guidance



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-equipment/power-lines/working-near-power-lines/advice-on-working-near-overhead-power-lines-gs6). 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 of the HSE publication GS6 to warn operators.

Do not travel with loading arms extended

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

- AIS8 (revision 3) - Working safely near overhead electricity power lines
- GS6 (edition 4) - Avoiding danger from overhead power lines

Further useful online resources:

<https://www.energynetworks.org/campaigns/look-out-look-up-agricultural>

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

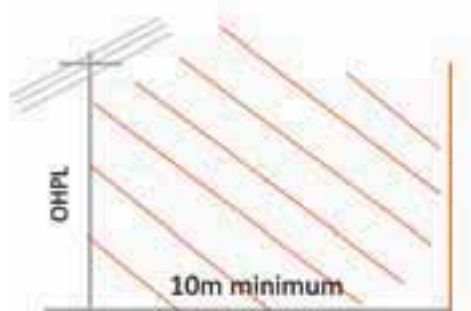
www.hse.gov.uk/agriculture/index.htm

Farmwise: Your essential guide to health and safety in agriculture

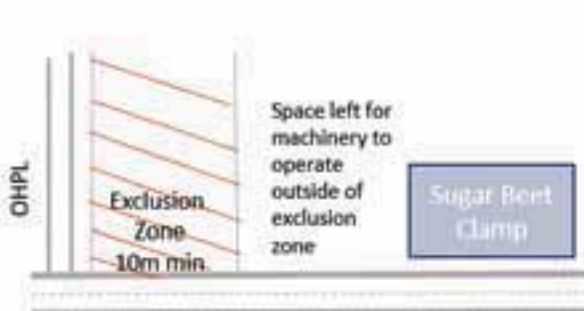
www.hse.gov.uk/pubns/books/hsg270.htm

Relevant guidance can be viewed and downloaded.

Side View



Plan View



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.

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, wear hi-vis clothing and follow their guidance.

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.

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 to use in all weather conditions experienced during the Campaign.

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

If a lorry was to get stuck due to unsuitable conditions, it is the grower's responsibility to resolve the issue.

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

Excessive mud on the road is illegal and can lead to serious and fatal accidents. It is essential to take steps to minimise the risks.

Background - the law

Farmers and vehicle operators who deposit mud on the road are potentially liable for a range of offences. There is a range of powers granted to the Police and highways authorities.

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.

Your Responsibilities

- Do everything possible to prevent mud being deposited on the road - including 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 your local highways authority requirements for warning signs at the side of the road.
- Clean the road as necessary during, 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 there is adequate public liability insurance.

Your Recommendations

- Plan your harvesting and loading in advance to minimise the likelihood of mud on road.
- 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 short distances, to retain mud on vehicles.
- Keep a written record of decisions on deploying signs and/or cleaning the road.

Safe Bulk Material Unloading

Including sugar beet, LimeX, Topsoil, limestone, coke, Gypsum

Key considerations

- *Impact of tipping on sloping ground. Always tip on level solid ground.*
- *Be aware of any Overhead Powerlines above.*

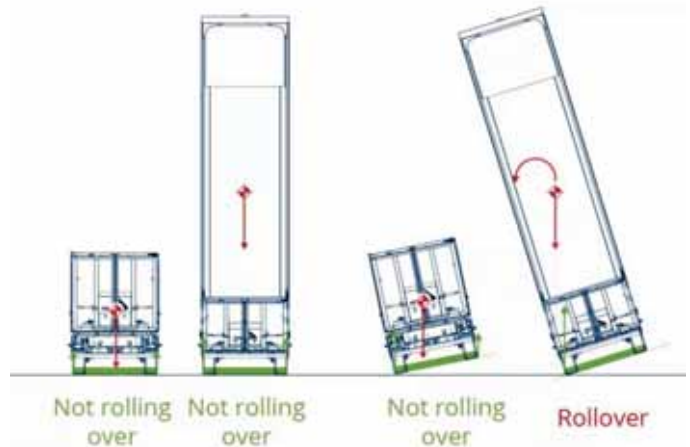
Remember, the ground is not the only thing supporting the weight when tipping.

Between the trailer's centre of gravity and the ground there are several important parts to consider, including the:

- Trailer body
- Tipping hinges and cylinder trunnions
- Chassis/frame
- Suspension system
- Tyres

All these parts work together to support the trailer and if any of these parts are worn, damaged, or asymmetrical in any way, they make the trailer less stable and safe.

5% discount on Quicksilver liners is available to beet hauliers through Gregory Linings. For further details, call 01724 487150.



To keep the trailer as safe as possible, it's essential to perform regular maintenance and visual inspections.

Some materials may stick in the lorry during tipping (e.g. LimeX, beet if frozen overnight). This can cause increased instability - beware of the risk.

Use of a lined trailer will reduce the risk and should be considered if carrying moist materials.

Ensure the load is distributed evenly throughout the trailer.



Safe Load Guidance

The internal ullage must be sufficient to capture any load movement and be a minimum of 125mm.



The load carried must not extend above the sides of the trailer.

Scan the QR code below to take you to the guidance on sheeted vehicles issued by the DVSA in its Categorisation of Defects Manual (2024).

<https://www.gov.uk/government/publications/categorisation-of-defects>

Categorisation of vehicle defects

- Loads being carried must be completely contained within the vehicle body sides.
- Failure to comply will risk fixed penalty and Prohibition Notices being served by the Police or the load will require sheeting.
- Also refer to the Government Code of Practice, especially sections 10.6 to 10.8.
 - Safety of Loads on Vehicles: Code of Practice (1 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 on top of loads is strictly forbidden for any reason. Total compliance is required to maintain site access.



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:

2026 one-year fixed contract £30/t adjusted (no market bonus).

2026 one-year variable contract £25.00/t adjusted minimum (with market bonus).

The sugar beet Market-linked Bonus will be paid in accordance with the information shown on page 16.

Payment for beet on Index-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 £5/t adjusted.

Levies

All levies based on a zero-crowned basis in 2026/27. The following levies will apply for this campaign:

R&E (BBRO) - 21p 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 20 September 2026 = Automatic Bank Transfer (BACS) 14 October 2026



Late Delivery Allowance

Delivery Date	
26 December	£0.05 plus 0.162% per day after 26 December
e.g. 30 December 2026	£0.24
30 January 2027	£1.75
28 February 2027	£3.16

2026/27 Transport Allowance (TA) Table (£/clean tonne)

These are interim rates based on 2025/26 Final TA. Mileage is capped at 60 miles for all factories.

Final 2026/27 rates will be calculated and paid post-Campaign.

Miles	Interim 26 - 27	Miles	Interim 26 - 27	Miles	Interim 26 - 27
1	£4.20	21	£7.51	41	£10.81
2	£4.37	22	£7.67	42	£10.98
3	£4.53	23	£7.84	43	£11.15
4	£4.70	24	£8.00	44	£11.31
5	£4.86	25	£8.17	45	£11.48
6	£5.03	26	£8.34	46	£11.64
7	£5.19	27	£8.50	47	£11.81
8	£5.36	28	£8.67	48	£11.97
9	£5.53	29	£8.83	49	£12.14
10	£5.69	30	£9.00	50	£12.30
11	£5.86	31	£9.16	51	£12.47
12	£6.02	32	£9.33	52	£12.63
13	£6.19	33	£9.49	53	£12.80
14	£6.35	34	£9.66	54	£12.96
15	£6.52	35	£9.82	55	£13.13
16	£6.68	36	£9.99	56	£13.29
17	£6.85	37	£10.15	57	£13.46
18	£7.01	38	£10.32	58	£13.63
19	£7.18	39	£10.48	59	£13.79
20	£7.34	40	£10.65	60	£13.96

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 share of any upside in the sugar market above a price of €535/tonne. The rate of uplift is 25% from the €535 trigger value.

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

Before beet deliveries start in September 2026, 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 2026/27 Campaign and once an independent auditor has reviewed British Sugar's actual and forecasted sales to the end of the financial year.



Cash Advance

For growers who opted for the 2026/27 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 an interest-free 20% cash advance on the 2026 crop, paid June/ July 2026, on receipt of the 2026/27 Crop Area Declaration and completed DocuSign contract.

The Cash Advance is based on the 2026/27 Crop Area Declaration and calculated on grower's five-year average yields.

The Cash Advance equals 20% of a grower's expected production at a rate of £28.25/t. This amount may be reduced due to other commitments on beet.

The Cash Advance is recovered from the first deliveries in the 2026/27 Campaign, unless the grower has tonnage on the Index-linked contract, in which case that will be recovered first.



If you chose Yield Protection for the 2026/27 crop, find more information here:

<https://landing.britishsugar.com/2026-27/2026-27-yield-protection-terms-conditions.html>



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 31 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 grower must 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 can only be operated by the insurers if all growers participate. As risks of campaigns are spread by some growers delivering late, allowing others to deliver early, 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 has contracted the insurance using NFU Mutual to administer the scheme. British Sugar pays the premium with no cost to growers.



Weekly Beet Invoice Explained

This page is for demonstration purposes only and does not use relevant figures for the current campaign.

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
XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX
XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX
XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX
XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX

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

XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX
XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX

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
XXX	0.00	XXX	XXX	XXX	XXX	XXX	XXX	XXX

	DEDUCTIONS	PRICES & LEVIES	With Yield Protection	Without Yield Protection
ACCOUNT NO: XXXXXXXXXX		One year with Market bonus =	XXX	XXX
Entitlement:		One year fixed =	XXX	XXX
One Year With MB		Index-linked =		XXX
One Year Fixed XXX		Surplus =		XXX
Futures linked		NFU levy =		XXX
Total XXX		R & E levy =		XXX

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
XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX
XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX
XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX
XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX
XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX

XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX
XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX	XXX

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

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: $\text{Adjusted Total Tonnes} = \{\text{total clean beet tonnes (6)} \times (\text{sugar factor})\}$ (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 To-date 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 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	N/A for 2025/26.
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 (see pages 22-23) 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:



 **BritishSugar**
Log in Support



 **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



Too much green material

Risk of rejection - adjust harvester to remove more green material



Acceptable

Beet with minimal amounts of green material



Optimum defoliation

Yield maximised - all leaf material removed and root fully intact



All green material and some root removed

Loss of yield potential - adjust harvester to remove less root material



Excessive root loss

1cm slice of root material removed from all beets can result in 12% yield loss - adjust harvester to remove less root

Frost events: Maximising 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.



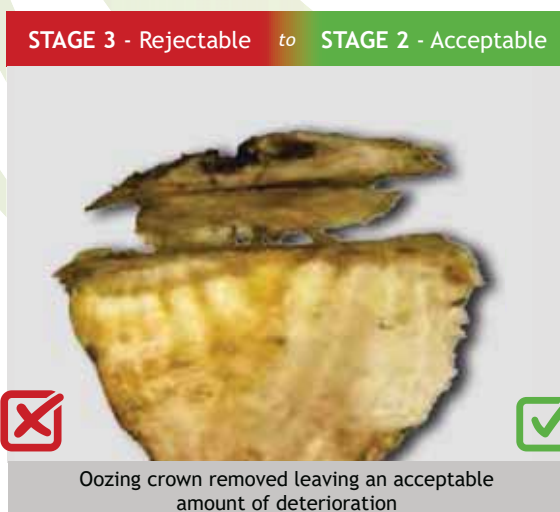
Please refer to the guidance in the BBRO handbook regarding frost.

<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 using your mobile phone for a useful video on Acceptable Beet Standards for Delivery.

Storage Strategy

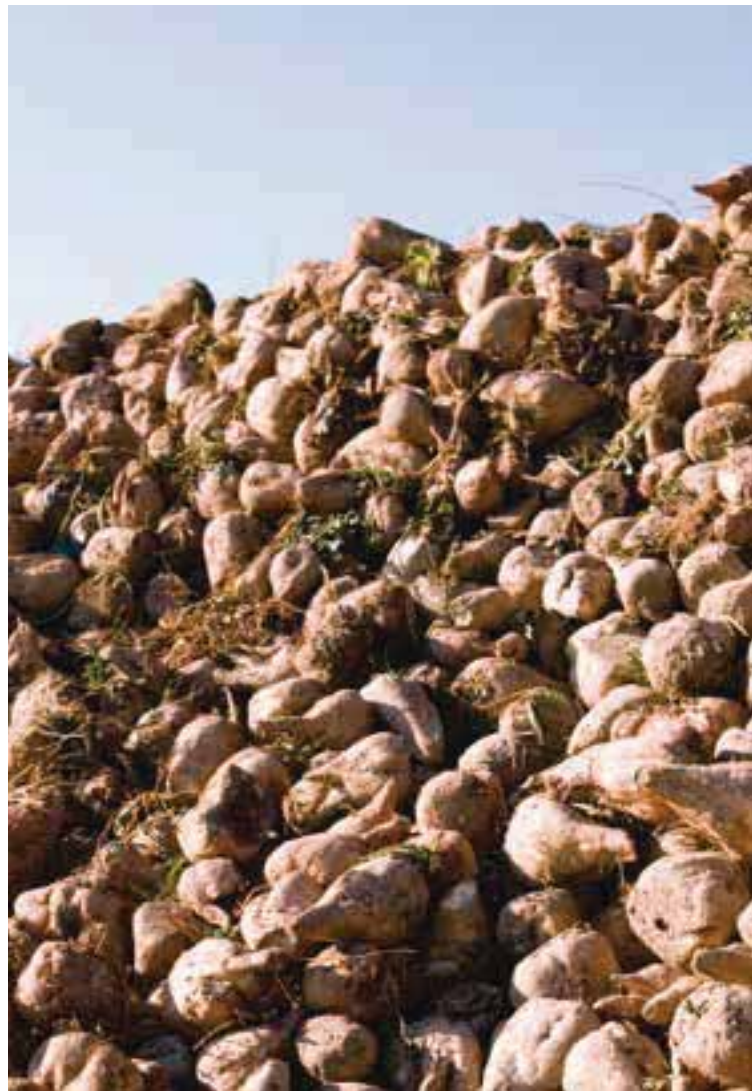
When building a clamp aim to handle the sugar beet as gently as possible to minimise sugar losses, as bruising and breakage will increase respiration and sugar loss.

Poor ventilation is associated with overheating and is often the result of excess soil, weeds or leaf material and leads to sugar loss and may lead to increased chances of rejection at the factory.

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 and a half weeks in store as overheating risks are increased.

Guidance for minimising sugar losses

- 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.



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 a valid Combinable Crops & Sugar Beet Red Tractor Farm Assurance number at all times

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 certification may be suspended or withdrawn if membership subscriptions are not renewed or if non-conformances raised at assessment are not closed off with the Certification Body. If your Farm Assurance does become invalid during campaign, you will no longer be able to deliver beet.

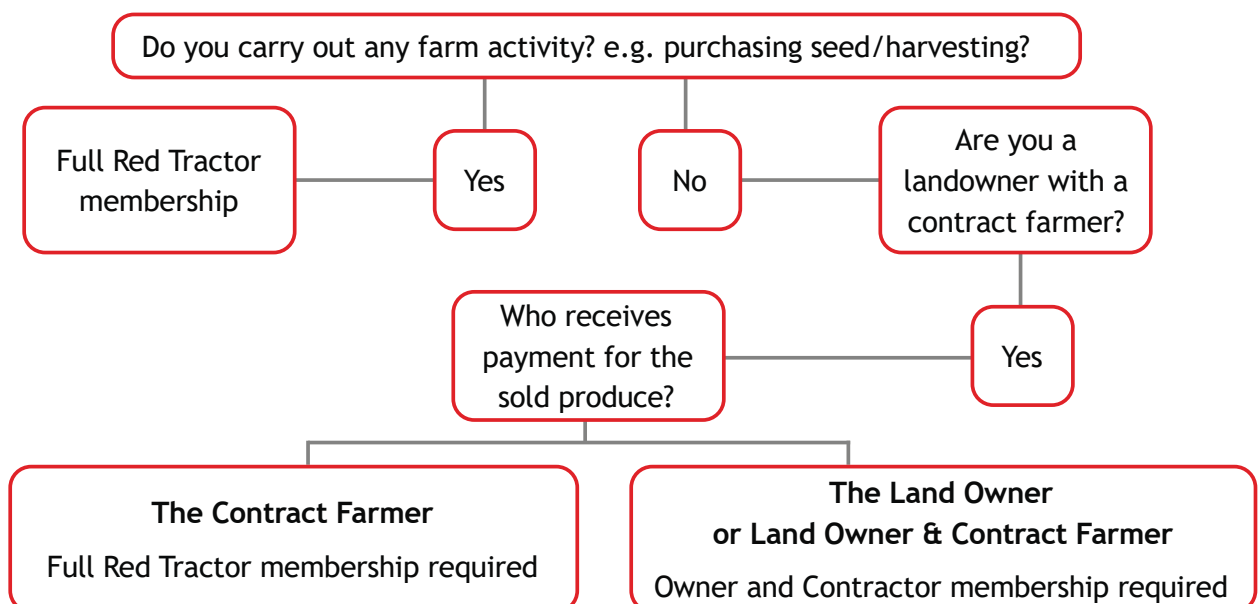
Your British Sugar Agriculture Manager, or a member of the British Sugar Services team will contact you to help resolve the issue as quickly as possible, however compliance remains the responsibility of the grower.

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 turned away, and any costs associated will be the responsibility of the 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 become 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

1. Vehicle Identification Cards (VICs)

- a. A declaration of compliance will be on the reverse side of VICs.
- b. VICs used last campaign will be valid this year.

2. Trailer labelling, records & audit

- a. For all trailers and fixed body lorries 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 the trailer and be visible from a distance. This is applicable also to wholly sub-contracted hauliers and hired trailers which are operating under the beet haulier's control.
- b. Identification numbers for wider schemes can be used as your unique trailer number. This requirement includes both TASCC assured hauliers and own transport growers (who will be covered by Red Tractor standards, and should use their Red Tractor membership number along with an individual trailer ID).

- c. Records must be kept of the vehicle's/ trailer's three previous loads.
- d. 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.

3. Trailer hygiene

- a. If vehicles/trailers/sheets have carried anything other than combinable crops and sugar beet you refer to the AIC Haulage Exclusion and Sensitive lists to determine;
 - i. whether you can use the vehicle/trailer/ sheet for combinable crops and sugar beet again
 - ii. if you can continue to use the vehicle/ trailer/sheet for combinable crops and sugar beet, what the process is for cleaning it



Trailer Hygiene

b. Vehicles/trailers/sheets are cleaned according to the requirements in the AIC Haulage Sensitive list

Guidance:

1. The AIC TASCC Haulage Exclusion List provides details of products which, if they have been carried in your vehicle/trailer, mean that vehicle/trailer cannot be used for combinable crops/sugar beet again: www.agindustries.org.uk/sectors/trade-assurance-schemes/tascc-trade-assurance-scheme-for-combinable-crops/appendices.html
2. The AIC TASCC Haulage Sensitive List provides details of products which, if they have been carried in your vehicle/trailer, require specific actions to clean the vehicle/trailer out: www.agindustries.org.uk/sectors/trade-assurance-schemes/tascc-trade-assurance-scheme-for-combinable-crops/appendices.html

3. For Feed Manufacturers Assurance Scheme (FEMAS) compliance there needs to be a record of the trailers being used for sugar beet deliveries and hauliers need to be registered with TASCC or an equivalent assurance scheme. All trailers used for sugar beet do not need to be TASCC registered, however the business operating those trailers must be TASCC registered.

For anything else that is not covered in these lists you can clean your vehicle/trailer as appropriate.



www.agindustries.org.uk/sectors/combinable-crops.html



Site Rules

<https://landing.britishsugar.com/driver-inductions-2025/general-driver-induction-2025.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 on site, we have approved a number of reputable companies covering all four of our factories (see the below table for contact information)

If a breakdown occurs

Inform the 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.

1. Contact an approved contractor.
2. Approved contractor records presence on site and informs beet intake supervisor of arrival.

3. 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.

4. 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.

5. Report to beet intake supervisor when work is completed.

6. 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
Hoseflex	0800 0086125			
Talbot Tyres	07825 253040	07825 253040		07825 253040
Welbourns of Wisbech	01945 584 228			
Manchetts Rescue & Recovery	01638 744 523			
Norfolk Trucks				01603 253 300

RFID Trailer Tagging

British Sugar identifies all trailers that deliver sugar beet to our factories for compliance with the Feed Materials Assurance Scheme (FEMAS. This process is 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. Tags fitted in previous campaigns will not require replacing. When read by a receiver, this records the time, date and serial number. Tags are supplied and fitted at British Sugar's expense and do not allow tracking.

For more information, please contact your site representative.



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

Lifted, Loaded and Delivered

Following the success of “Lifted” and “Delivered” which were widely used last Campaign, British Sugar has invested to make further improvements, with many of the latest changes coming from harvester and haulier suggestions.

A “Loaded” pilot with a further two hauliers is also running this Campaign. Using RFID tags, the system links deliveries from the clamp to the factory, making for more accurate and detailed recording.



An app for harvesters to record the field, clamp location, and tonnage.



An automated process to link each delivery back to the clamp.



Web portal for Hauliers to see the clamp locations and tonnage in real time.

Being a Responsible Neighbour

Health and Safety 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.

- Respect local villages you travel through

- Keep to the speed limits
- Avoid travelling on grass verges wherever possible
- Be courteous to local communities and other road users

Any incidents reported to British Sugar or witnessed firsthand 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 consistent flow of vehicles to and from our factories. The permit movement rules below facilitates 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 MyBritishSugar.

Weighbridge Telephone Numbers

Bury St Edmunds	07849092830
Cantley	07895312714
Newark	07843814676
Wissington	07926283805

- 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 rolled over automatically. Hauliers must phone the weighbridge to roll over 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 - 17:00	06:00 - 16:00	05:00 - 17:00	05:00 - 17:00
Sun	07:30 - 17:00	Closed	05:00 - 17:00	06:00 - 16:00

Tractor and trailer deliveries are requested not to deliver until after 7:00am.

Time Zones

Two 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 MyBritishSugar. 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 driver of the same haulier business 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 32).
- 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.
- 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 or 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:

Please note: From 2035, all tailgate operations must be carried out from within the cab at the point of unloading. Starting with the 2035/36 campaign, only automatic tailgate mechanisms will be permitted on all delivery vehicles, including those used for beet deliveries.

- 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 all 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:
 - i. safety helmet (not bumpcaps) ii. high visibility vest/jacket iii. safety glasses (not sunglasses) 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).

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**
 - 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

Tailgates must be maintained in a safe and efficient state.

Tailgates 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 34).

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. 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 overload 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

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.

Vehicle engines must be switched off during sampling.

- a. Chains and bars should be clearly marked on the outside of the trailer and be present in no greater number than is required to maintain the structural integrity of the vehicle sides under load.
- b. 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 on the outside of the trailer.
- c. 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 is caused by driver error and/or not following traffic light instructions, British Sugar reserves the right to claim against the party concerned.
- d. 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.

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

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, 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.

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 must 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 will 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.

Reduced Sampling Band	Contract Size	% Sampling
1	Up to 1000 tonnes	100
2	1001 - 1200	75
3	1201 - 1500	66
4	1501 - 2500	50
5	2501 - 3300	33
6	3301 - 4500	25
7	Greater than 4500	20
	Less than 300 tonnes contract double sample if load size is greater than 15000kg.	Sample the first load - growers 1001 - 2500. Sample the first two loads - growers above 2500 tonnes.

The determination of a load to be sampled or not follows the below criteria.

1. The Grower's Identification Card (GIC) is swiped at the weighbridge. This identifies the reduced sampling band from the grower Contract Tonnage Entitlement. It is important to use the correct GIC. Failure to do so may result in the wrong number of samples being taken for that contract for that year.

Note - Upon requests for Grower Identification Card changes to reassign load(s) from one grower to another, the grower accepts that the Percentage Sampled Target may not be met, although British Sugar will take all reasonable steps to ensure that the Percentage Sampled Target is met.

2. If the load is the first delivery of the Campaign for the contract, this load will be sampled.

3. If the load is the second delivery of the Campaign and the contract size is above 2500 tonnes, the load is sampled.

4. All subsequent loads are sampled according to the reduced sample bands. To determine if a

sample is taken, the time is taken of the delivery as a random identifier which will then determine the sample block to be started.

5. The sample block will run for a number of loads, which will deliver the correct target sampling frequency.

Points 4 and 5 run without any visibility to British Sugar, operators, and NFU representatives, and therefore the requirement of a sample is completely unknown until notified through the delivery receipt provided to the driver.

If there is a beet quality problem identified (for example high clods, deteriorated beet, contamination), the grower's contract can be placed on inspection, all loads will be sampled, but only those loads identified as requiring a payment sample will be completed for analysis through the tarehouse.

Errors on registering the load to the wrong grower (driver handed in the wrong GIC) at the weighbridge must be reported to the site of delivery as soon as possible.

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



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 payment data.

All loads must 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

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)

Please note that only sample results which are outside your normal range of results should be considered for complaint. Complaints can be raised at any time during the Campaign, up to two weeks after the last factory closes.

It should be noted that only loads which are outside your normal range load values should be considered for complaint. Complaints can be raised at any time, up to two weeks after the last factory closes.

What happens next?

Step 1: Telephone your NFU Sugar Representative (contact details on page 3), send an email with all the required information or go to nfuonline.com/grower-complaints and complete the online form.

Step 2: Your complaint details will be sent to the NFU Sugar Office for processing.

Step 3: The NFU Beet Reception Programme Manager will confirm to you in writing (by post or email) that your complaint has been registered. The notification will also contain a reference number (e.g. Ca/26/036), 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.

Please note that only results which are outside your normal range of results should be considered for complaint. Complaints can be raised at any time, up to two weeks after the last factory closes.



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 a 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.

Complaint Outcome

The NFU Beet Reception Programme 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, which will include:

- The complaint load reference, its previous and revised values
- The number of populated loads, these will also be adjusted to the same value 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 Reception Programme 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 Reception Programme 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

An appeal must be made in writing (by post or email) to the NFU Beet Reception Programme Manager clearly stating the complaint reference number and why, in your opinion, you believe that the sample result in question is uniquely different from the other sampled results.

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 Reception Programme Manager by telephone.

Appeals must be raised within four weeks 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)

British Sugar and NFU Sugar 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 mismatch that is made between GIC and a 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.

Where an incorrect GIC has been used on a load, contact a British Sugar employee before leaving the site, or as soon as the error is noticed.

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 the Beet Reception Programme Manager. The Tarehouse operates between 19.00 and 07.00.

Types of complaint

Complaints can be raised for results on sugar or dirt percentage. A complaint can only be made on a sampled load. You cannot complain about populated load results or the number of populated loads.

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 ask British Sugar to raise 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	07586 717 763
Cantley	07543 501 949
Newark	07586 717 764
Wissington	01366 377 481

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- **Improves soil structure**
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Consult your
certification body

Customer service **0800 090 2376**

limex@britishsugar.com

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0800 090 2376 | agriculture@britishsugar.com

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