Useful Contacts

- **Bury St Edmunds**
  Factory: 01284 763 291
  Weighbridge: 01284 829 367
  Agriculture Operations: 07769 936 494
  07514 726 877
  NFU Sugar Contact: 01284 703 263

- **Cantley**
  Factory: 01493 700 351
  Weighbridge: 01493 724 367
  Agriculture Operations: 07769 936 494
  07514 726 877
  NFU Sugar Contact: 01493 700 016

- **Newark**
  Factory: 01636 640 000
  Weighbridge: 07843 841 676
  Agriculture Operations: 07753 310 779
  07912 569 288
  NFU Sugar Contact: 01636 706 279

- **Wissington**
  Factory: 01366 377 364
  Weighbridge: 01366 325 304
  Agriculture Operations: 07850 369 775
  07902 104 574
  NFU Sugar Contact: 01366 377 481

**British Sugar Farm Support Team**
0800 090 2376
agriculture@britishsugar.com

**BBRO**
General Helpline 01603 672 169
info@bbro.co.uk
www.bbro.co.uk

**NFU Sugar**
General Helpline 0370 066 1974
nfusugar@nfu.org.uk
www.nfuonline.com/sectors/nfu-sugar/
Beet Intake Manager: 01366 377 481
NFU_Wissington@nfu.org.uk
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.

Warning

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

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

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

SEE IT ✓ SORT IT ✓ REPORT IT
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 signage in order
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
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-related bonus, where applicable, according to the contract(s) you have taken out:

- **2022 1-year contract** £27.00 adjusted, as paid on a zero-crowned basis (no market bonus).
- **2020 & 2021 3-year extended contract** £27.00 adjusted, as paid on a zero-crowned basis (no market bonus).
- **2020 & 2021 3-year contracts** £21.18 adjusted + £5.82 minimum guaranteed market bonus as paid on a zero-crowned basis.

The sugar beet market-linked bonus will be paid in accordance with the information shown on page 11.

For 22/23 British Sugar has guaranteed a minimum market bonus of £5.82 for the original 2020 and 2021 3-year contracts only.

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 £27.00 per adjusted tonne.

**Levies**

All levies based on a zero-crowned basis in 2022/23. The following levies will apply for this campaign:

- **R&E (BBRO)** - 14p per adjusted tonne (+VAT)
- **NFU** - 13p 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 18 September 2022 Automatic Bank Transfer (BACS) 11 October 2022
Late Delivery Allowance

Delivery Date

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<td>e.g. 30 December</td>
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2022/23 Transport Allowance (TA) Table (£/clean tonne)

These are INTERIM rates based upon 21/22 final calculated TA, with a 25% inflationary increase included towards haulage pressures.

Mileage is capped at 60 miles for all factories.

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Sugar Market 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.

Both the 2020 and 2021 3-Year Contracts provide a 25% bonus payment once the minimum sugar market price of €400/tonne is triggered, up to a maximum market price of €700/tonne.

All other contracts currently do not include any bonus.

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

The bonus payment will be paid post audit review with an interim payment post campaign and then a final payment post end of marketing year in late 2023.

Note: For 22/23 British Sugar has guaranteed a minimum market bonus of £5.82 for 2020 and 2021 3-Year Contracts. Any value calculated above this will also be paid as per the mechanism.
Cash Advance

For growers who opt-in to take the 2022/23 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 usual process.

British Sugar is offering growers a choice to opt-in to a 20% cash advance on the 2023/24 crop, paid in June 2023, on receipt of the 2023/24 Crop Area Declaration.

The cash advance is based on the 2023/24 Crop Area Declaration and calculated on growers’ five-year average yields. Growers who have less than five years of yield data will see their cash advance calculated according to their contracted factory’s average yield.

The cash advance will equal 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.

The cash advance will be recovered from the first deliveries in the 2023/24 Campaign, unless you have tonnage on the Futures-linked contract, in which case that will take preference.

Local Premiums

A Local Premium is available for all growers, up to 28 miles from their nearest factory (contract distance), sharing back the efficiency saving we see in the Transport Allowance from local growers.

Starting at £2/t for growers up to 9 miles, this premium reduces on a linear scale down to 10p/mile up to 28 miles.

The Local Premium applies to all contracts from the 2022/23 season.
Compensation if you suffer yield losses from Virus Yellows

At British Sugar we’re committed to supporting you, our growers, through the challenges of Virus Yellows.

That’s why we agreed with NFU Sugar to provide a £12m fund over three-years to compensate growers for losses of yield suffered by Virus Yellows.

There is no fee or levy for this crop assurance - you are simply compensated for the loss of yield according to a transparent compensation calculation which will be carried out by British Sugar if you have registered the presence of the virus.

Individual growers with a valid claim will be compensated for a yield loss of up to 35%. The first 10% of lost yield acts as an excess and is deducted from the total yield loss.

British Sugar will pay 45% of the remaining loss of yield at your agreed contract price.

There are a few things you need to do to be eligible for a claim:

1. Plant enough area to fill your total CTE when multiplied by your Virus Yellows 5-year average yield (your 5-year average yield before the 2020 crop)\(^1\).\(^2\).
   If you have planted a lower area, you will still be covered but your covered CTE will be reduced in proportion\(^1\).\(^2\)

2. Deliver all the beet contracted and grown on the fields you declared to us

3. Be contracted to grow beet for the following year and not in breach of your contract obligations

4. Register the presence of Virus Yellows in your crop by the 31st August.

5. If requested, provide evidence (e.g. invoices or spray records) of the aphicide sprays applied if aphid thresholds reached in accordance with BBRO recommended practice.

You cannot claim compensation under the scheme if you have not suffered any loss.

For transparency of this compensation scheme, we’re setting up a joint appeal process with NFU Sugar.

British Sugar reserves the right to inspect fields with a Virus Yellows claim, as well as to request evidence of crop management. If a grower, or anyone acting for the grower, makes a claim which is fraudulent and/or intentionally exaggerated, British Sugar reserves the right to recover any compensation paid, cancel participation in the scheme in future years, or cancel CTE in future years.

For full details of the Virus Yellows Compensation Agreement please visit My British Sugar; email: agriculture@britishsugar.com. Or visit NFUOnline.

\(^1\) Note that if you are a new grower, this will be the contract factory 2015/16-2019/20 average. If you have only grown for one year, then the factory’s five-year average has been used, but with an adjustment to reflect the percentage of the factory average you achieved in that one year.

\(^2\) Area planted may be replaced where crop damage has resulted in plant population dropping below 80,000 plants per hectare.
Virus Yellows Appeals Process

Here is a brief overview of how to make an appeal, as well as how it will be dealt with.

Making a claim for Virus Yellows:
- By ticking the relevant box on the Crop Health screen in MyBritishSugar (or on the paper form) you have declared that you have Virus Yellows in your field(s)
- Once you have done this, you will have submitted a claim on the Virus Yellows Assurance Scheme, and you don’t need to take any further action unless notified by British Sugar

British Sugar will then be inspecting a sample of fields with claims, to check the presence of the virus in the crop.

As the Virus Yellows assurance scheme depends on you having virus in your fields, if we cannot find any Virus Yellows in any of the fields on a contract with a claim, we will notify you that we have rejected your claim.

When we do this, we will also supply a detailed list of the steps you will need to take if you wish to appeal. We have included an overview below:

Appeals Process:
1. British Sugar will notify the grower of the rejected claim and provide any evidence we have gathered for the rejection.
2. You then have the option to appeal. This will need to be in writing and submitted by the 31st of October. (The address to send it to will be included in the Appeals Pack you’ll receive).
3. The NFU will confirm that your appeal has been registered.
4. The Appeals Panel, made up of an equal number of representatives from British Sugar and the NFU, will meet to discuss the appeals submitted.
5. The results of the appeal will be communicated to the grower.

If the appeal is successful, the Virus Yellows claim will be reinstated, and you will receive a pay-out dependent on your yield as per the terms of the scheme.

If the appeal is unsuccessful, the you will not be considered for a Virus Yellows pay-out this year.

(This does not affect your ability to claim in future years, but, if we suspect fraudulent behaviour British Sugar reserve the right to bar growers from the Virus Yellows Assurance Scheme)

It should be noted that only fields where you have a genuine belief that there is Virus Yellows present should be considered for appeal.

All appeals should be submitted by the 31st of October, along with any accompanying evidence.
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.

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/ XXXXXXXXXXX
Date (TAX POINT)

Farm Name & Address
Post Code

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<tr>
<th>1</th>
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<td>Number</td>
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Please note:- the above load caused your multi-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.

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<td>11</td>
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<td>13</td>
<td>14</td>
<td>15</td>
<td>16</td>
<td>17</td>
<td>18</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Todate Adjusted Tonnes</th>
<th>Value of Beet</th>
<th>Local Premium</th>
<th>Transport Allowance</th>
<th>Delivery Bonus</th>
<th>NFU Levy</th>
<th>R &amp; E Levy</th>
<th>Deductions VAT</th>
<th>Deductions Non VAT</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>125.9020</td>
<td>251.80</td>
<td>47.84</td>
<td>93.41</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>393.05</td>
</tr>
<tr>
<td>151.0824</td>
<td>251.80</td>
<td>47.84</td>
<td>93.41</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>393.05</td>
</tr>
</tbody>
</table>

**Todate Total value of beet**

| 3125.82 |

**VALUE OF THIS INVOICE**

Credit (Less Invs Due) To Bank On 06/09/2022

£3973.32
Pages 16 and 17 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.

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Rec Fac No</td>
</tr>
<tr>
<td></td>
<td>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</td>
</tr>
<tr>
<td>2</td>
<td>Date</td>
</tr>
<tr>
<td></td>
<td>Abbreviated to the day and month</td>
</tr>
<tr>
<td>3</td>
<td>Serial Number</td>
</tr>
<tr>
<td></td>
<td>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).</td>
</tr>
<tr>
<td>4</td>
<td>Dirty Beet Tonnes</td>
</tr>
<tr>
<td></td>
<td>This is the difference between the gross and tare weight of the vehicle expressed in tonnes to two places of decimal.</td>
</tr>
<tr>
<td>5</td>
<td>Tare % - Dirt</td>
</tr>
<tr>
<td></td>
<td>This is the weight of the dirt measured in the sample expressed as a % of the dirty weight.</td>
</tr>
<tr>
<td>6</td>
<td>Clean beet tonnes</td>
</tr>
<tr>
<td></td>
<td>Total clean beet tonnes are calculated by deducting the % crown and % dirt from the total dirty beet tonnes (4)</td>
</tr>
<tr>
<td>7</td>
<td>Amino - N</td>
</tr>
<tr>
<td></td>
<td>This is calculated as follows: Amino N = Amino blue number (ABN) x 100 ÷ Sugar % (9)</td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
<tr>
<td>8</td>
<td>Sugar %</td>
</tr>
<tr>
<td></td>
<td>The sugar % quoted is as measured in the tarehouse. (now with no single bladed saw adjustment). This figure is accurate to two decimal places.</td>
</tr>
<tr>
<td>9</td>
<td>Adjusted Total Tonnes</td>
</tr>
<tr>
<td></td>
<td>This is calculated as follows: Adjusted Total Tonnes = (total clean beet tonnes (7) x (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.</td>
</tr>
<tr>
<td>10</td>
<td>Todate Adjusted Tonnes</td>
</tr>
<tr>
<td></td>
<td>The Todate Adjusted Tonnes quoted is a cumulative total for the campaign to date of the Adjusted Total Tonnes.</td>
</tr>
<tr>
<td>11</td>
<td>Value of Beet</td>
</tr>
<tr>
<td></td>
<td>This is calculated as follows: Value of Beet = Adjusted Total Tonnes (10) x Price</td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
<tr>
<td>12</td>
<td>Local Premium</td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
<tr>
<td>13</td>
<td>Transport Allowance</td>
</tr>
<tr>
<td></td>
<td>The transport allowance figure quoted is calculated by multiplying clean beet tonnes (7) x transport rate (21) and is rounded to two decimal places</td>
</tr>
<tr>
<td>14</td>
<td>Late Delivery Allowance</td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
<tr>
<td>15</td>
<td>NFU and R&amp;E levy</td>
</tr>
<tr>
<td></td>
<td>The levies are calculated by multiplying the figure shown in prices and levies by the figure shown in adjusted tonnes (10)</td>
</tr>
</tbody>
</table>
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’.

The total figure shown is the calculation of all the figures shown in columns 11, 12, 13, 14, 15, 16, 17 & 18.

Transport allowance is calculated based on this figure.

The transport rate (including cleaning and loading) is agreed annually. Please note each year an interim transport allowance is paid during the 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.

The Todate Total Loads is quoted as the total number of unique loads supplied for the campaign to date.

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 %.

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.

<table>
<thead>
<tr>
<th>Invoice Date</th>
<th>Invoice Reference</th>
<th>Voucher Number</th>
<th>Amount (to be paid / deducted)</th>
</tr>
</thead>
<tbody>
<tr>
<td>02/04/2019</td>
<td>BWXXXXXXXXX</td>
<td>GAXXXXXX</td>
<td>456.12</td>
</tr>
<tr>
<td>02/04/2019</td>
<td>BWXXXXXXXXX</td>
<td>GAXXXXXX</td>
<td>1872.07</td>
</tr>
<tr>
<td>02/04/2019</td>
<td>BWXXXXXXXXX</td>
<td>GAXXXXXX</td>
<td>34.44</td>
</tr>
<tr>
<td>02/04/2019</td>
<td>BWXXXXXXXXX</td>
<td>GAXXXXXX</td>
<td>-12.11</td>
</tr>
<tr>
<td>02/04/2019</td>
<td>BWXXXXXXXXX</td>
<td>GAXXXXXX</td>
<td>-15.40</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td></td>
<td>2479.97</td>
</tr>
</tbody>
</table>

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
Farm Support Team

is dedicated to assisting our growers & industry partners with:

- Log in Support
- Invoice queries
- Seed orders
- Mileage payments
- Farm assurance
- User Guidance
- Grower finance
- Contract support
- LimeX orders
- General enquiries

Get in touch...

britishsugar.com
0800 090 2376 | agriculture@britishsugar.com

All calls to British Sugar’s Farm Support Team are free of charge, including from mobiles.
Harvesting best practice with zero crown agreement

The 2022 contract sees growers being paid for the entire sugar beet root - from the tip to the crown - in a clear and transparent model agreed between British Sugar and NFU Sugar.

The agreement provides all growers with an incentive to maximise yield and to deliver all beet of suitable quality to process.

Harvesting practice should be to remove the minimum crown material possible to help avoid loss of yield in the field.

Aim for a crown scar of 3cm (the size of a two pound coin)

Use this chart to identify potential yield loss based on leaf scar and the impact of over crowning.
Delivery Guide

Too much green material. Will be tolerated if not too many in loads.

Acceptable. No issues with receiving beets of this standard.

Optimum defoliation. All leaf material removed and root fully in-tact. Yield maximised.

All green material removed and some root material. Loss of potential yield. Adjust harvester to remove less root material.

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

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.
If a valid Farm Assurance number is not held at the start of campaign, contracts will be rendered 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 becomes unassured and is unable to deliver beet into factory.

Red Tractor Assurance decision flow diagram

Do you carry out any farm activity? E.g. purchasing seed / harvesting?

- **Yes**
  - Full Red Tractor membership

- **No**
  - Are you a landowner with a contract farmer?
    - **Yes**
      - Who receives payment for the sold produce?
        - **Yes**
          - The Land Owner or Land Owner & Contract Farmer
            - Owner and Contractor membership required
        - **No**
          - The Contract Farmer
            - Full Red Tractor membership required
Trailer Hygiene

a. Vehicle Identification Cards (VICs)
A declaration of compliance will be on the reverse side of VIC cards.
VIC 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 visible and unique number displayed on both sides and rear of trailer and be visible from a distance. NOTE this is applicable also to wholly subcontracted hauliers and hired trailers who are operating under the beet haulier’s control.
• Identification numbers for wider schemes can be used as your unique trailer number. This includes fixed body lorries. NOTE this requirement includes both TASCC assured hauliers and own transport growers (who will be covered by Red Tractor)

c. Exclusion List
Trailers that have ever transported materials listed as “excluded” by the AIC TASCC Standard shall never be presented for the transport of sugar beet.
Trailers that have transported materials listed as “allowed” by the AIC TASCC 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 TASCC Standard Exclusion & Sensitive List.
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 and inspected. Proof 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 page 26.
  2. Details of the last 3 loads carried
  3. 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 when 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 de-activated 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 restricted list, the haulier will be de-activated 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 TASCC 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) is/are informed and aware and operate to the British Sugar standard.
SITE RULES

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

- 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
- Report to beet intake supervisor when completed
- Approved contractor and repaired vehicle leave site

<table>
<thead>
<tr>
<th></th>
<th>Bury St Edmunds</th>
<th>Cantley</th>
<th>Newark</th>
<th>Wissington</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lodge Tyres</td>
<td>01842 766 333</td>
<td>01603 408000</td>
<td>01636 673471</td>
<td>01366 385 566</td>
</tr>
<tr>
<td>MCS Tyres</td>
<td></td>
<td></td>
<td></td>
<td>01366 388 655</td>
</tr>
<tr>
<td>Pirtek</td>
<td>01473 688 288</td>
<td>01603 744 544</td>
<td>0115 9850 081</td>
<td>01603 744 544</td>
</tr>
<tr>
<td>Talbot Tyres</td>
<td>01953 498 972</td>
<td>01953 498 972</td>
<td></td>
<td>01953 498 972</td>
</tr>
<tr>
<td>Welbourns of Wisbech</td>
<td></td>
<td></td>
<td></td>
<td>01945 584 228</td>
</tr>
<tr>
<td>Manchetts Rescue &amp; Recovery</td>
<td>01638 744 528</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Norfolk Trucks</td>
<td></td>
<td></td>
<td></td>
<td>01603 253 300</td>
</tr>
</tbody>
</table>
YOU choose what campaign news YOU want to receive

To choose your preferences please scan the QR code below
British Sugar’s aim is to make your beet deliveries as flexible as possible whilst maintaining a steady flow of sugar beet into our factories. The permit movement rules below will help facilitate this. Please note Agricultural Operations Managers 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.

<table>
<thead>
<tr>
<th>Time Zones</th>
<th>Monday to Friday</th>
<th>Saturday</th>
<th>Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Bury St Edmunds</td>
<td>Cantley</td>
<td></td>
</tr>
<tr>
<td></td>
<td>06:00-07:00</td>
<td>05:00-07:00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>06:00-07:00</td>
<td>05:00-07:00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>07:00 - 12:00</td>
<td>07:00 - 12:00</td>
<td>07:00 - 12:00</td>
</tr>
<tr>
<td></td>
<td>12:00 - 16:00</td>
<td>07:00 - 12:00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>16:00 - 18:00</td>
<td>07:00 - 12:00</td>
<td></td>
</tr>
</tbody>
</table>

**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 be applied by 9.30am
- If haulage contractors have specific requirements that need to be accommodated due to equipment hire (i.e. Maus) the Agricultural Operations Manager will make arrangements for this where factory conditions allow. This should be communicated at least a week before required or the Agricultural Operations Manager will reserve the right to refuse if operational conditions don’t allow.
- Loads added into zone 2 and removed from zone 3
Full details of delivery schedules including real time updates to loads allocated and delivered are available from the online My British Sugar for hauliers. If you have any problems accessing the site, please call the British Sugar Farm Support Team on 0800 090 2376.
## Load Allocation Matrix

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
<th>11</th>
<th>12</th>
<th>13</th>
<th>14</th>
<th>15</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
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<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>4</td>
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<td>1</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>2</td>
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<td>4</td>
<td>4</td>
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<td>5</td>
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<td>4</td>
<td>5</td>
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<td>6</td>
</tr>
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<td>2</td>
<td>2</td>
<td>3</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>6</td>
<td>6</td>
<td>7</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>E</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>7</td>
<td>8</td>
<td>8</td>
<td>9</td>
<td>10</td>
</tr>
<tr>
<td>F</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>3</td>
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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 items ‘i to iv’ 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.

• 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 act 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 overloaded 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 official warning if the vehicle is considered poorly 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**

- Sheetling and load levelling MUST NEVER be carried out from the top of your vehicle.
- Sheetling may only be carried out in designated sheeting areas.
- Sheetling 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.
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.
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.

<table>
<thead>
<tr>
<th>Contract Size</th>
<th>% Sampling</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 1000 tonnes</td>
<td>100</td>
</tr>
<tr>
<td>1001 - 1200</td>
<td>75</td>
</tr>
<tr>
<td>1201 - 1500</td>
<td>66</td>
</tr>
<tr>
<td>1501 - 2500</td>
<td>50</td>
</tr>
<tr>
<td>2501 - 3300</td>
<td>33</td>
</tr>
<tr>
<td>3301 - 4500</td>
<td>25</td>
</tr>
<tr>
<td>Greater than 4500</td>
<td>20</td>
</tr>
</tbody>
</table>

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)

<table>
<thead>
<tr>
<th>Y</th>
<th>N</th>
<th>N</th>
<th>N</th>
<th>Y</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Y</th>
<th>N</th>
<th>N</th>
<th>N</th>
<th>Y</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Y</th>
<th>N</th>
<th>N</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

First load sampled

<table>
<thead>
<tr>
<th>N</th>
<th>Y</th>
<th>N</th>
<th>N</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

One load sampled

<table>
<thead>
<tr>
<th>N</th>
<th>N</th>
<th>N</th>
<th>N</th>
<th>Y</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

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.

How to make a complaint about a delivered load:
- 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.

What happens next?

**Step 1:**
The NFU representative will complete a complaint form with details of your complaint and send it to the NFU Beet Intake Manager (BIM);

**Step 2:**
The BIM will confirm to you in writing (by postcard, letter 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
reply from the Complaints Panel. If you do not receive a communication within two weeks of raising a load complaint then please consult with your NFU Representative at your delivery factory.

**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’)

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Beet Reception Complaints Procedure

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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 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.

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.
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
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
- Enhancing its environmental performance through the continual improvement of the Environment Management System and a process of monitoring, measuring and reviewing its significant environmental impacts
- Minimising the environmental impact of our energy use across our operations, and implementing a responsible energy purchasing policy
- Consuming resources responsibly, including the reduction of our end-to-end supply chain CO2 footprint, water usage and plastic packaging

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

Paul Kenward  
Managing Director

Phil McNaughton  
Company Environment Manager

September 2022
Backloading
Cost effective transport for your liming requirements

- Optimises soil pH
- Increases available calcium
- Fast acting and long lasting
- Provides valuable nutrients
- Improves soil structure
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- Phosphate
- Magnesium
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