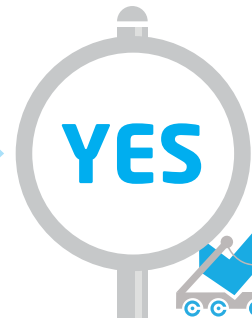




**Vehicle arrives at site**  
Vehicles over 3.5 tonnes checked for compliance using Compliance check form



Vehicle enters site



Determine type of non-compliance and take appropriate action

Level determined by client informed by risk



**Level 1: Monitoring compliance**

- Compliance checks carried out using check form



**Level 2: Warning issued**

- Compliance checks carried out using check form
- Driver non-conformance notification issued



**Vehicle makes delivery**



**Level 3: Refuse access/delivery**

- Compliance checks carried out using check form
- Recorded as a 'failed delivery' and vehicle turned away
- Driver issued with non-conformance notification
- Follow-up with operator through Stage C, Contractual Compliance



**Vehicle turned away**

Completed **compliance check form** and **non-conformance report** sent to contract manager / department with driver operator details, area of non-compliance and action taken



**Stage C: Follow up through contract with supplier**