



# ITR in Practice

## IBC Testing and Repair

### Operating Procedures

Throughout our Testing and Repair Service we will be open honest and transparent from quotation to work completed.

UN/ADR regulations state that when testing or repairing an IBC it should be returned to the original specification. When working on non-Francis Ward IBC's we will require General Assembly drawings along with UN Test Certificates. Your IBC manufacturer is obliged to provide this.

Our Pre-Work Questionnaire will also provide information on customer safety procedures, equipment required and checks that there will be nothing to prevent the efficient completion of the job.

As well as a Pre-Work Questionnaire we will require written confirmation or a Cleanliness Certificate to say that the IBC is fully decontaminated and no longer hazardous. To ensure the safety of all concerned we will always check any IBC residues with pH Indicator Paper before commencing any work. If the pH is  $<2$ , or  $>12$  we will not commence work until the owner has completed further cleaning.

If the IBC has been returned to our Bradford site and found to be still contaminated, we will request the customer to collect the container immediately, or we will advise of the cost of arranging for the unit to be cleaned at an authorised container cleaning facility near our site.

### Pricing

When working on site we quote not per IBC tested, but by length of time to complete the job according to the factors below.

When we quote, accurate estimates of cost will be made in good faith so as to not spring any nasty surprises.

### Quotation of Work

Our work will be quoted on the following basis

**Mileage** - We charge per man per hour travelling time, plus a mileage charge. The mileage quote will be calculated using the AA AutoRoute and will confirmed upon completion of the job.



**Labour charges** - We will give you an accurate estimate of the hours required to complete the jobs requested. Our Engineer will ask you to sign a Service Report at the end of each job when they work on your site, a copy of which is to be retained by you for your records. Our Engineer will take a 30-minute break every 10 hours, for safety reasons, which will also be excluded from the total number of hours worked i.e. you do not pay for the Engineer's break.

**Overnight Charge** - Our Engineers will not work more than a 14-hour day, including driving time. For this reason, a job that cannot be completed in one day will require an overnight stay for our Engineer(s). We will make a single one-off charge per person per night. If an overnight stay is expected, we will advise you in your quotation. We will not charge you for an unexpected overnight stay, unless this has been caused by problems on-site that our Engineers had no control over.

**Spares** – Any spare parts required must be agreed by yourself before fitting and will be charged extra. If any significant extra items are needed, that have not been included in our original quotation, we will not proceed without your authorisation.

**If any changes need to be made to quoted prices 'on-the-day'; we will not proceed without getting your authorisation first. We will never deliberately understate the hours needed on a job, just to win the order.**

## **Legislation**

Francis Ward aims to give customers peace of mind with regard to IBC legislation.

ADR regulations concerning Testing and Repair can be found in chapter 6 of the ADR. Francis Ward carries out all work to comply with the regulations found in chapter 6.

Customers are encouraged to seek advice on legislation from Francis Ward. Francis Ward's in-house team will be only too happy to give customers reassurance concerning legislative matters.

Francis Ward will provide copies of the legislation on request.



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