

Noel Zwecker International Transport are committed to supply a dependable and fully satisfactory food chain service and are therefore pleased to provide our customers whatever assurance may be required. To this end we have compiled the following standard response and trust we have found enables most customers comply with relevant food standard requirements.

- Process performance data is downloaded from our refrigeration equipment automatically on return to base via “Fleetwatch™” and “R.Com™” systems. This is saved routinely and retained for reference as necessary.
- Drivers are trained in the operation of temperature control equipment and our refrigerated trailers are maintained to ensure process capability. Required temperature settings for product can be agreed when your order is accepted. The accuracy of temperature recording equipment is checked during routine service against a device that is calibrated to International Standards.
- Our POD recovery is pro-active. This is to say, we record each order assigned to drivers and those who are tasked with debriefing the driver use this information to collect the POD for each order delivered. The driver’s responsibility for care of POD is underlined by two means;
 - a) Written instructions incorporated in their contract of employment terms.
 - b) Performance related bonus affected by default.
- Our trailer fleet is maintained in process performance capability by recorded maintenance, scheduled monthly and with additional interim safety checks.
- Vehicles are routinely cleansed inside and out on each return to depot. Trailer interiors are subject to cleaning by use of a ‘food safe’ detergent, high temperature pressure wash followed by a clear water rinse.
- Our quality management system is based on a commitment to customer satisfaction that has been a fundamental principle in our business for over 29 years. We were first certified to ISO 9002:1994 in 1996 and this was upgraded to ISO 9001:2000 in August 2001.
- We have contractual arrangements in place with vehicle, trailer and refrigeration manufacturer’s and their agents throughout the British Isles and Europe. These arrangements provide any back up drivers may need and which they can access directly if required.
- Our drivers are instructed in writing that they must co-operate with customers’ site rules in every respect.

Please note all goods are carried under RHA Conditions of Carriage 1991 (within UK) or CMR (International), as applicable.