

Stillage Return Procedure

1. Purpose

The purpose of this procedure is to ensure that all stillages supplied to customers are returned safely, recorded accurately, and managed correctly as company assets.

2. Scope

This procedure applies to all employees, drivers, warehouse staff, and customers involved in the delivery, collection, use, return, and inspection of stillages.

3. Responsibility

Management is responsible for ensuring stillage records are maintained and deposits or charges are managed correctly.

Drivers are responsible for checking, collecting, and reporting stillages during deliveries and collections.

Warehouse staff are responsible for inspecting returned stillages and recording their condition.

Customers are responsible for keeping stillages safe and returning them when requested or when no longer required.

4. Stillage Ownership

All stillages supplied to customers remain the property of the Company (Beck & Scott (Services) LTD (Besceau)) at all times, unless otherwise agreed in writing.

Customers must not sell, dispose of, alter, misuse, or transfer stillages to another party.

5. Stillage Return Process

When a stillage is no longer required, the customer must contact the Company to arrange collection.

A collection date will be agreed where possible. The customer must ensure the stillage is accessible, empty, and safe for collection.

Drivers must check the stillage before loading to ensure it is safe to move and has not been damaged.

The driver must record the return of the stillage on the delivery or collection paperwork, system, or handheld device where applicable.

6. Condition on Return

Returned stillages must be in a safe, reusable condition.

The following may be treated as damage or misuse:

- Bent or broken frame
- Missing parts
- Excessive rust or contamination
- Signs of improper use
- Unsafe stacking or storage damage
- Stillage altered or modified without permission

Any damaged stillage must be reported to management before being returned to use.

7. Deposits and Charges

Where a deposit has been paid, it will be refunded or credited once the stillage has been returned and inspected.

The Company may deduct repair or replacement costs from the deposit if the stillage is damaged, missing, or not returned in a usable condition.

If no deposit was paid, the Company reserves the right to charge the customer for any missing, damaged, or unreturned stillage.

8. Missed Collections

If a driver attends site to collect a stillage and it is not available, not accessible, or unsafe to collect, this must be recorded.

The Company may arrange a further collection date and may apply a reasonable collection charge where repeated failed collections occur.

9. Safety Requirements

Drivers must follow manual handling and safe loading procedures when collecting stillages.

Stillage collections must not take place if the driver believes the collection would be unsafe due to poor access, unstable loading, obstruction, or damage to the stillage.

Any safety concerns must be reported immediately to management.

10. Records

The Company will maintain records of stillages issued, returned, damaged, repaired, replaced, or written off.

Records should include:

- Customer name
- Delivery or collection date
- Stillage quantity
- Condition on return
- Driver name
- Any deposit or charge applied

11. Lost or Unreturned Stillages

If a stillage is not returned after reasonable request, the Company may invoice the customer for the replacement cost.

The Company may also recover any outstanding stillage charges in line with its deposits and assets recovery policy.

12. Review

This procedure will be reviewed regularly and updated where required to reflect operational, safety, or business changes.