

CARRIER PERFORMANCE RATING SYSTEM (CPRS)

1. INTRODUCTION

The carrier performance consists of five elements. The elements will be weighted based on their relative importance and on the total number of deliveries each month, resulting in a score for each carrier.

The score will be communicated to the carrier, and the carrier will be expected to take corrective actions, as required.

The elements are:

- Loading performance
- Delivery performance
- Documents
- Safety
- Information

Borealis is using the ECTA-CEFIC [guidelines](#) for standardized coding of transport events – “ECTA codes”.

REASON CODES AND WEIGHING

Type	Borealis description short	Factor	ECTA code
Loading performance	No loading reference	1	DO-H-RO-N-B-CN-16
	No loading booking or Loading not on-time (early not announced) - DAY	1.67	DT-H-RO-N-B-CN-05
	Loading not on-time (late not announced) - DAY	2.5	DT-H-RO-N-L-CN-12
	Load securing not ok according to procedure but changed afterwards	2.5	SH-H-RO-N-L-CN-14
	Too heavy trucks to load the agreed nett payload	2.5	EQ-H-RO-N-B-CN-5
	Loading floor not ok or in bad shape	1.67	EQ-H-RO-N-B-CN-1
	Spansets (Quality, min. Requirement DaN, number of spansets)	1.67	SH-H-RO-N-B-CN-14
Delivery performance	Not on time delivery haulier - late	10	DT-H-RO-N-D-CN-12
	Not on time delivery haulier - early	2.5	DT-H-RO-N-D-CN-121
	Booking refused acc. standard terms	2.5	DT-H-RO-N-B-CN-12
	Booking refused (not DCA related)	10	DT-H-RO-N-B-CN-02
	Small claims/complaints	2.5	~~~~~CC~

	Claim/Complaint speciality customer >=1000 € (claimed amount)	5	~~~~~CC-S
	Claim/Complaint productivity customer >=2500 € (claimed amount)	5	~~~~~CC-P
	Not correct use of TW confirmation (incident reporting)	1.67	DT-H-RO-N-A-CN-05
	Wrong confirmation by carrier of final delivery date (audit)	10	DT-H-RO-N-A-CN-12
Documents	Customs clearance not ok	2.5	DO-H-RO-N-T-CN-20
	Delivery documents not ok	2.5	DO-H-RO-N-D-CN-09
	Cleaning certificate not ok	2.5	DO-H-RO-N-T-CN-03
Safety	Safety regulations not followed (minor safety incident)	2.5	SH-H-RO-N-L-CN-12
	Incident acc to CEFIC	5	SH-H-RO-N-T-CN-12
	Severe safety incident on site : alcohol and drugs (before, during and after loading)	10	SH-H-RO-N-B-CN-30
	Severe safety accident during loading with driver due to his own mistake	10	SH-H-RO-N-L-CN-29
	Severe safety incident on site: speed (before and after loading)	5	SH-H-RO-N-L-CN-15
	Severe safety incident on site : aggressive behaviour (before, during and after loading)	5	SH-H-RO-N-L-CN-30
	Severe safety incident on site : not passing safety test in native language (3 times)	2.5	SH-H-RO-N-B-CN-29
	Severe safety incident during loading with driver: climbing on load	7.5	SH-H-RO-N-L-CN-08
	Severe safety incident on site : smoking	10	SH-H-RO-N-L-CN-02

ECTA code note: the fourth letter represents the Order type. Here N (Normal) is shown, however R (Rush) can also be applied.

2. CALCULATION

The basis for the calculation of the quality score is the numerical value of all the deviations registered against a carrier and the number of deliveries handled by the same carrier.

The formula for this calculation is:

$$\text{Quality score} = 100 - (\text{sum of the deviation values}) / (\text{number of deliveries} * 2) * 100$$

The performance follow-up will be done on a monthly basis.

Follow-up will be done at carrier level, site level and total Borealis (all sites together).

Based on the total score, there are 3 categories:

- Category A : > 90 % : No action required
- Category B : 80 - 90 % : Carrier is expected to improve the service level
- Category C : < 80 % : Urgent need of improvement