

TRANSPORTATION YOU CAN RELY ON

Safe Operational Procedure for Temperature
Controlled Shipments – Office Staff

01.08.2025

Safe Operational Procedure for Temperature Controlled Shipments – Office Staff

Prepared by Keith Crozier

1. Allocate approved trailer for shipment. (Approved trailers are all up to date with servicing, MOTs, calibrations and washed, these are all shown on morning/afternoon asset check list)
2. Check paperwork received from Customer has all invoices and relevant documentation. Ensure that paperwork states quantity, weight and required temperature.
3. For all journeys, outgoing and return, ensure and confirm the electrical plug ins are booked for crossings.
4. Driver is to be given written instructions for all work. Check driver understands instructions and signs off on this.
5. Before driver leaves with the trailer. Ensure he has confirmed that trailer and thermo printer is in working order.
6. Driver to report when loaded. Temperature controlled loads must be double checked in office at time of loading. Download sent to Customer if required.
7. At point of delivery, download of temperatures should be done and sent to customer if required. At least two MTL approved temperature data representatives must check and sign off downloads.
8. Any temperature deviations throughout the journey must be acted on immediately. These will be notified by either the driver, delivery point or Tracking emails.

In the event of any temperature issues, customer must be informed as soon as it has been made known to us. MTL Incident form must be completed and sent to a Manager within 1hr of notification.

Investigation of the incident will be handled by a Manager, with RCCA form being shared with the customer on completion.

Approved by:



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Managing Director

McLanachan Transport

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