

(Section A) - NATURE OF NCR:
NCR #: 23/25

Actual Non-Conformity
Potential Non-Conformity
☐ SUPPLIER DEFAULT ☒ INTERNAL DEFICIENCY ☐ CUSTOMER COMPLAINT ☐ OTHER

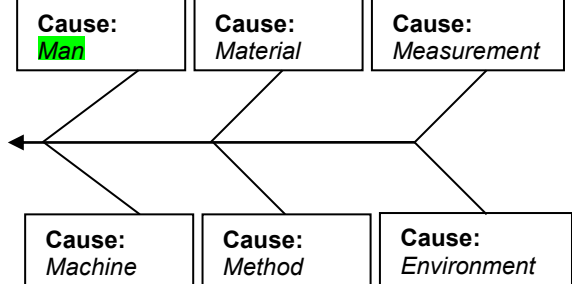
☐ PREVENTIVE ACTION

SYSTEM AFFECTED :
☐ ROAD TRAFFIC SAFETY

☒ ENVIRONMENTAL

(Section B) - DESCRIPTION OF PROBLEM/ EFFECT:

Drivers and contractors have not received adequate communications regarding environmental matters. Driver and contractors need to receive more communication

(Section C) - ROOT CAUSE ANALYSIS:
(Mark appropriate cause)


Details of Root Cause: Driver and contracts failed to receive adequate communications

INITIATOR: Internal audit

DEPT: Management

DATE: 19/11/2025

(Section D) - CONTAINMENT ACTION (IMMEDIATE):
RESP
TARGET DATE
STATUS

1. Create driver and contractor communication register

Leroy

14/01/2026

Open

2.

(Section E) - CORRECTIVE ACTION (SHORT TERM):
RESP
TARGET DATE
STATUS

1 Send driver communications monthly

Ops

ongoing

open

2. Send driver communications monthly

Ops

ongoing

open

(Section F) - PREVENTIVE ACTION (LONG TERM):
RESP
TARGET DATE
STATUS

1. Review communication register monthly to ensure drivers and contractors have received communication

Leroy

Ongoing

open

2.

(Section F) - VERIFY EFFECTIVENESS OF ACTIONS TAKEN:
☐ Problem still occurring. No noticeable differences since actions implemented

☒ Problem still occurring, however less frequently

☐ Problem still occurring very rarely

☐ Problem effectively rectified. No further occurrences since actions taken

☐ (Other)

VERIFIED BY: Leroy

DATE: 19/09/2025