



When dealing with Customers who are collecting items with a DGN

Please follow the steps below

1. If the person collecting the hazardous goods looks to be younger than 18. In a polite manner ask for proof of age.
2. If they produce identification and they are over 18 years the goods can be handed over.
3. Update the relevant box when stamped.
4. If they cannot produce proof of age, the goods cannot be handed to them, all non-hazardous items can be given but not anything with a DGN.
5. If No4 happens, please contact Stewart, Colin or Jude.
6. ADR Limits – Ensure the vehicle/driver is permitted to carry the load.
If in any doubt, do not load the hazardous goods and refer to Stewart, Jude or Colin.
7. When dangerous goods are handed over the **DGN'S MUST** be given to the person collecting and they must accompany the goods.
8. When handing over anything with a DGN the appropriate box will have to be ticked on the pink copy to show this.
9. The box will be one of the below
saying - id obtained
saying – no id needed
saying collection refused no id shown
10. Once the pink collection note has been signed, they should be put in the tray next to the export frame. With one of the following stamps on it accordingly, collection refused no id shown, No Id needed, Id obtained.
11. All collection notes to be scanned into the collection folder first thing the next day

ID Checked	
No ID Needed	
Collection Refused No ID	

Signature

Name

Date.....

Training By.....

Date.....