



# Assessment Report.

Olíudreifing ehf also trading as G  
Hannnesson

## Introduction.

This report has been compiled by John Carter and relates to the assessment activity detailed below:

Visit ref/Type/Date/Duration	Certificate/Standard	Site address
8346369 Continuing Assessment (Surveillance) 28/09/2015 1 day(s) Effective no. of employees : 130 Total no. of employees : 130	EMS 590690 BS EN ISO 14001:2004	Olíudreifing ehf also trading as G Hannnesson Hólmaslóð 8-10 Reykjavik IS-101 Iceland
8346371 Continuing Assessment (Surveillance) 29/09/2015 2 day(s) Effective no. of employees : 130 Total no. of employees : 130	FM 557235 ISO 9001:2008	Olíudreifing ehf also trading as G Hannnesson Hólmaslóð 8-10 Reykjavik IS-101 Iceland
8346372 Continuing Assessment (Surveillance) 01/10/2015 2 day(s) Effective no. of employees : 130 Total no. of employees : 130	OHS 590691 BS OHSAS 18001:2007	Olíudreifing ehf also trading as G Hannnesson Hólmaslóð 8-10 Reykjavik IS-101 Iceland

The objective of the assessment was to conduct a surveillance assessment and look for positive evidence to ensure that elements of the scope of certification and the requirements of the management standard are effectively addressed by the organisation's management system and that the system is demonstrating the ability to support the achievement of statutory, regulatory and contractual requirements and the organisations specified objectives, as applicable with regard to the scope of the management standard, and to confirm the on-going achievement and applicability of the forward strategic plan and where applicable to identify potential areas for improvement of the management system.

The scope of the assessment is the documented management system with relation to the requirements of ISO 9001:2008; ISO 14001:2004 & BS OHSAS 18001:2007 and the defined assessment plan provided in terms of locations and areas of the system and organisation to be assessed.

## Management Summary.

### Overall Conclusion

The objectives of this assessment have been achieved.

We are pleased to recommend the continuation of your registration.

The areas assessed during the course of the visit were generally found to be effective, except as identified in the nonconformities detailed in this report. Corrective action is required to correct these issues, although a written response is not required. The company should review the observations made in this report & implement corrective action where considered appropriate.

Members of staff seen during the visit were competent, knowledgeable of the work being undertaken and following the company procedures.

During the assessment several pages of hand written notes were taken recording compliance with both the standards and the documented management system & detailing further objective evidence viewed.

The assessor would like to thank all staff involved in the assessment for their cooperation, open approach & hospitality during the assessment.

Corrective actions with respect to nonconformities raised at the last assessment have been reviewed. Actions were not found to be effectively implemented in all areas. Such areas, identified in subsequent sections of the report, will be further reviewed for closure at the next assessment.

6 minor nonconformities requiring attention were identified. These, along with other findings, are contained within subsequent sections of the report.

A minor nonconformity relates to a single identified lapse, which in itself would not indicate a breakdown in the management system's ability to effectively control the processes for which it was intended. It is necessary to investigate the underlying cause of any issue to determine corrective action. The proposed action will be reviewed for effective implementation at the next assessment.

## Areas Assessed & Findings.

### General & system management :

#### General :

This visit included assessments of the south west terminals & depots including: Helgúvík, Þorlákshöfn, Hella & Vestmannaeyjar. IMS management activities at Head office at Reykjavík was also assessed, together with Sales & warehousing, workshop & MS Laugarnes.

The company primarily import, store, blend and distribute fuel across the island of Iceland, on behalf of their two main clients N1 (60%) and OLIS (40%). They also receive, store & recycle waste oil.

Included within the registration at this time are:

Head Office - Design, Management, Engineering Services and Administration support services

Import terminals - Receipt, storage, blending and distribution (by ship and road tanker)

Órfirisey

Hvalfjörður

Helgúvík

Akureyri

Ísafjörður

Distribution centres - Distribution (by pipe and road tanker)

Reyðarfjörður

Helgúvík

Distribution vessel

MS Laugarnes

Distribution depot locations - Receipt and distribution (typically unmanned but secure operations/remote storage facilities)

Akranes

Ólafsvík

Grundarfjörður

Flatey

Patreksfjörður

Saudarkrúkur

Siglufjörður

Grimsey

Húsavík

Þorshöfn

Vopnafjörður

Seyðisfjörður

Neskaupföður

Reyðarfjörður

Faskruðsfjörður

Djúpivogur

Höfn

Hella

Vestmannaeyjar

Þorlákshöfn

**Changes:**

There have been no major changes since the last visit.  
The plan for this visit was confirmed at the opening meeting.

**General:**

Unless otherwise stated there was no evidence of spillage & no unusual odours or emissions were detected. All equipment viewed was seen to be suitable & satisfactory unless otherwise stated. All valves were observed to be closed unless that pipeline was seen to be in use.

**IMS Management :****Corrective action :**

The corrective actions taken to correct nonconformities & observations identified or remaining open at the last assessment were viewed. Not all the actions relating to the nonconformities were seen to be satisfactory, as recorded for each nonconformity.

**Management Review :**

The Quality, Environment & Health & Safety Manager produces a Green Report, the English summary of which is included below. This forms the basis of the management review & includes all the items required by the 3 standards, including objectives, incidents, audits, new legislation & a review of applicable legislation. The review for 2014 issued February 2015 & reviewed by top management in June 2015 was viewed.

**Accidents & Incidents :**

An analysis of all incidents, including lost time & minor accidents, quality, pollution, contamination & service incidents, was completed. A number of incidents were viewed in detail including:

Lost time accidents - 4 LTA occurred in 2015, including 2 since the last visit, namely:

15/06/2015 - IP was pulling a long hose & sprained a ligament in his leg - root cause failure to follow the procedure, the hose was too long & heavy.

- 06/07/2015 - IP hit in face when releasing coupling from customer tank, didn't realise tank had been pressurised by the customer.

Accidents - 1 occurred since the last visit, namely:

05/09/2015 - IP slipped on some spillage.

Quality incidents - 7 reported since last visit, including:

08/06/2015 - driver speeding. investigation showed driver not speeding but driving inconsiderately.

Temporary summer driver not re-employed.

03/09/2015 - Complaint from customer GT, did not receive delivery, however, deliveries completed to agreed schedule.

EMS incidents - there have been 26 incidents since the last visit, however many refer to instances where the high level alarms sounded without any spillage, i.e. near misses.

**Objectives & Targets :**

The organisation had numerous objectives, some of which were improvement projects & some measurable targets. Results were reviewed for 2014 as reported in the Green Report.

**Internal Audit :**

The audit schedule was viewed for 2015, which identified areas to audit, latest date audit to be completed, auditor assigned etc. Not all audits planned were actually completed, e.g. maintenance & projects; stock - book-keeping & control - planned to be completed before week 34. Viewed number of audit reports & findings.

**Observations.**

Type	Area/Process	Clause
Observations	General & system management	8.2.2
Scope	FM 557235	
Details:	Not all audits have been completed by the planned date, e.g. maintenance & projects; stock - book-keeping & control - planned to be completed before week 34 not yet completed.	

**Sales & Warehouse :**

Sales department are responsible for sales ranging from spare parts to complete service station installations. They are also responsible for the spare parts warehouse.

SALES - Internal sales are identified by area managers, depot managers etc. Viewed recent requirement received 17/09/2015, for 30 fabricated manways from Technical Department, who required an offer by 1200 on 25/09/2015. Quotes invited from 2 known suppliers, one of which was not able to supply & the other submitted a quotation. An offer was submitted to Technical Department at 1156 on 25/09/2015.

External enquiries are received from customers & any enquiries for new business followed up with a quotation. These are mostly issued by e-mail. Quotations are based on cost plus an appropriate percentage. Sales orders are processed on Concorde software. A typical order was selected (request from customer N1 on 23/09/2014 for 2 diesel pumps & 2 payment terminals on stands), & records traced. A specification was sent to the customer on 02/12/2014, followed by a quotation on 20/01/2015. The customer order was received on 21/01/2015, and a purchase order, 207026, issued to Veeder Root on 21/01/2015. was obtained from Veeder Root & quoted to the customer. An order was received on 21/01/2015

WAREHOUSE - Ware house operations were viewed including ordering & receipt of parts etc . Purchase orders may be placed by sales, as above or by the warehouse to maintain pre-determined minimum stock levels. On receipt, the delivery note is checked against the purchase order, & the parts identified with a label which includes a bar-code. The bar code on the label is scanned by the portable reader, which identifies the put away location & the parts are put away. The location cszxxxxxzs22222ssode is scanned & the number of items input, which confirms the storage into stock. Each location is identified with a location code (row, bay, shelf), part number & bar code. Each item is identified by part number. A number of locations were viewed & the contents checked to the real time stock records, 5 locations checked & 1 found to record the incorrect stock level on the computer, e.g.: part number 060000350 in location 5K0908 10 in stock, recorded stock = 11 - OBSERVATION raised.

Picking is completed against works order numbers which include a bar code. The bar code is scanned by the reader which then identifies the part number to be picked, the location & the quantity. Parts are confirmed as picked on the reader & on completion a print out is made which acts as the delivery note. This is signed on collection by the technician. A number of items were selected & the last delivery observed & the delivery note traced. All the records were readily retrievable & correct. The computer system shows the movement history of all stock & a number of deliveries noted & delivery notes traced. Stock locations were checked for these items. There was some inconsistency in the stock records, e.g. 1.0mm drills, 9 in stock in August, 3 in stock in September but none sold. This was explained to be due to a stock count on 25/09/2015 when a discrepancy was observed. These records showed that a number of items could not be accounted for & were missing - OBSERVATION. Independent checks are completed by accountants annually on a random sample basis.

During the walk round the warehouse area the following was noted:

Steps & ladders were all tagged with up to date inspections recorded.

Several chain blocks & a collapsible access tower were observed for use by the workshop, but there was no evidence of any inspection to verify that they were fit to use & no regime for inspection prior to issue for use - NCR issued.

The first aid kit was checked & found to contain out of date eye wash which expired in January 2015 - OBSERVATION.

## Observations.

Type	Area/Process	Clause
Observations	Sales & Warehouse	7.5
Scope	FM 557235	
Details:	1 item (part no. 060000350) was missing from location 5K0908, 10 actually in stock, 11 recorded as in stock. A number of items, e.g. drills, were missing from stock requiring a stock count to be completed on 25/09/2015, which found, for example, that 3off 1.0mm drills were missing.	

Type	Area/Process	Clause
Observations	Sales & Warehouse	4.4.7
Scope	OHS 590691	
Details:	Eye wash in the first aid kit was out of date, it expired January 2015.	

**Helguvik Terminal :**

This depot is adjacent to Keflavik Airport & stores aviation fuel for the airport. There are 8 underground tanks, originally owned by the US Navy when the airport was a US Navy base. There is a pipeline direct to Keflavik airport, where distribution is managed by EPK. 90% of the product is delivered this way. The remaining 10% is delivered by road tanker to other airports around Iceland, mainly by Shell.

Product is received by ship and pumped into 'holding tanks' (tanks 1,2,3,5,6,7,8). It is held here until required for replenishing delivery tanks, nos. 3 & 4. On pumping into the delivery tank no. 3, customs clearance is obtained. Tank no. 3 supplies the pipeline to Keflavik airport. Tank 3 also supplies tank no. 4 used for truck deliveries.

Each parcel of fuel is given a unique batch number whenever it is transferred from one tank to another. The batch number comprises 'HT/Tank number/sequential number'. Whenever, this transfer occurs the product is recertified, either by full analysis by a surveyor or when transferring from tank 3 to 4, just appearance, density & electrical conductivity.

Records were traced for product receipt using vessel MT Vendome Street delivering on 21/09/2015 & MT Sten Frigg delivering on 18/09/2015 as an example. Comprehensive records were available including, ship/shore safety checklist; safe operations declaration; timesheets; surveyors reports; letters of protest; pumping log etc. The product was pumped into tanks 2,5 & 6. Similar records relating to delivery by MT Sten Frigg on 18/09/2015 were also viewed.

Records relating to batch number HT/3/121 were viewed. this batch being produced when product was pumped from tank 8 on 23/09/2015. A release certificate was produced detailing the testing completed. A surveyor's report & customs clearance document & certificate of quantity were also traced.

Records relating to batch HT/4/119 were viewed when product was transferred from tank 3 to tank 4, including a recertification certificate, detailing certification test results

Delivery to Keflavik airport is recorded in the pumping log. This shows the last delivery as 28/09/2013 - 697215 litres from batch HT/3/146.

Deliveries by road tanker are completed using delivery notes. A delivery of 38078 litres to Akureyri airport on 15/09/2015 was viewed. This was delivered from batch HT/4/119 by Shell. Records for this batch were traced, including release certificate dated 13/09/2015, & surveyors report. Other deliveries by road tanker were also viewed including 38002 litres to Reykjavik on 28/09/2015. Depot infrastructure records were traced, including:

Tank examinations - completed every 10 years - programme reviewed all tanks within examination dates. last examinations tank 6 on 10/07/2014 & tank 1 on 02/05/2014.

Pipeline pressure tests carried out every 5 years, last completed 11/07/2013.

Hose testing completed annually, e.g. number 9 on 29/05/2015 & number 15 on 28/05/2015.

Road tanker flow meter calibration - calibration due May 2017.

Road tanker earthing lead tested 15/09/2015.

Daily tank checks - OK.

ATEX inspection due this year.

Daily draining of drain tanks, viewed D5.

A site tour was completed viewing the office , workshop, pump room & road tanker loading area.

Ladders & steps were viewed in the pump room & workshop which were not tagged & not subject to any apparent inspection regime to determine their fitness for purpose - NCR RAISED.

Emergency facilities:

Fire extinguishers inspected annually, last completed October 2014.

First aid kit available & checked - satisfactory.

Emergency exits clearly marked & free from obstructions.

Appropriate types of fire extinguishers were available, e.g. CO2 for electrical equipment.



**Þorlákshöfn Depot :**

This is a small depot comprising 2 storage tanks in an earthen bund, office & pump room/workshop area. One operator/driver is based here with one delivery vehicle. MGO & AGO is stored in the tanks at this depot.

Product is received from Reykjavik by road tanker, delivery being controlled by delivery notes on the trucks hand held terminals. Records of deliveries into the depot are available at head office.

Orders for delivery out of the depot are received at head office and transferred to the depot electronically. Delivery is then controlled by delivery notes. Records for the following deliveries were viewed.

2362265 on 26/09/2015 - 3600 l MGO; 2312516 on 25/09/2015 - 1964 l MGO; 2352002 on 22/09/2015 - 35000 l AGO. Confirmation of delivery Monthly stock records are retained however, these do not correlate for August, due to the absence of the operator, with stock movements missing.

There is a monthly depot checklist which includes daily checks, monthly checks & includes a check of the interceptors. These were satisfactorily completed up to 29/09/2015.

Records were traced including tank examinations, pipework pressure test ; hose testing.

The depot was visited by the Environment Agency on 15/10/2014 & the report sent to head office.

A walk round the site was completed. Delivery pipes were locked off, overfill alarms are fitted to the tanks, some oil drums stored in the workshop. A ladder was available in the workshop which was not tagged & not subject to any apparent inspection regime to determine their fitness for purpose - NCR RAISED, see Helguvik terminal.

Emergency facilities:

Fire extinguishers inspected annually, last completed April 2014 & thus overdue -NCR RAISED.

First aid kit available on truck, truck not at depot.

Records checked for delivery vehicle based at this depot, RL872, including ADR, flow meter calibration, hose testing.

**Hella Depot :**

This is a very small depot comprising 2 horizontal tanks in an earthen bund & an office/pump room. One operator/driver is based here with one delivery vehicle. MGO & AGO is stored in the tanks at this depot.

Product is received from Reykjavik by road tanker using delivery notes. The following delivery records were reviewed, 2297971 4129 | AGO on 23/09/2015; 2297933 6119 | AGO on 18/09/2013 & 2400258 8789 | MGO on 25/09/2015.

Product is delivered to customers using delivery notes which confirm the delivery by the road tanker pump print out produced on the delivery note, which confirms quantity & times. Delivery notes 240367 2600 | MGO on 29/09/2015 & 240259 on 25/09/2015 3006 | MGO were reviewed.

Monthly stock records are retained, however, no tank measurements are taken to verify quantities.

There is a monthly depot checklist which includes daily checks (completed when depot attended), monthly checks & includes a check of the interceptors. These were satisfactorily completed up to 31/08//2015.

Records were traced including tank examinations, pipework pressure test ; hose testing.

The depot was visited by the Environment Agency on 15/10/2014 & the report sent to head office.

A walk round the site was completed. Delivery pipes were locked off.

Emergency facilities:

Fire extinguishers inspected annually, last completed May 2015.

First aid kit available on truck.

The delivery truck was at the depot. Lights & tyres were checked & satisfactory & the vehicle was correctly placarded.

The delivery vehicle at this depot AY S22 was a new vehicle.

**Vestmannaeyjar Depot :**

This depot is unusual in that the storage terminal is owned by both ODR & Shell. Currently Shell are responsible for operating the depot & the operating permit is in their name. However, due to a recent sales drive by N1, Shell have lost a lot of their customers, & now only have approx. 20% of the market. ODR are hoping to take over the terminal completely. There is also a drum storage operation at this depot. This is currently handled by subcontractor Samskip, but ODR have recently acquired a warehouse which they are currently renovating & it is anticipated that the drum storage will move to this new warehouse during October.

Product is received by ship, the operation being managed by Shell.

ODR receive orders from N1 & Olis by phone & also some orders direct from the customer. The tanker is loaded at the terminal and the delivery completed using a delivery note. The following deliveries were reviewed.

2332698 - 28/09/2015 - 491 l AGO. Delivery confirmed by meter print out on delivery note as 11:55.

Some vessel bunkering is carried out, e.g. 2332277 - 28/09/2015 - 30095 l MDO to vessel Jón Vidalin. Delivery note available & N1 bunkering note completed & signed both parties. Ship tank measurement form verifies delivery quantity. 2332271 also viewed - 39399 l MGO to vessel Kap - delivery note & N1 bunkering note available.

Drum storage is currently under control of the subcontractor, however, MSDS have been obtained for the materials to be stored.

Some waste oil is received using a waste oil delivery receipt note, e.g. 600l from Heimaey on 27/0/2015. This is transferred to Orifisey for treatment by vessel MS Laugarnes.

Terminal records are held by Shell.

Records checked for delivery vehicle based at this depot, FK T87/NJP08, including ADR, flow meter calibration, hose testing.

**M S Laugarnes :**

The vessel was in dock, having the classification examination completed by DNV and the high level alarms in the bridge connected to the previously fitted tank sensors..

The vessel is a small coastal ship having 12 bulk tanks. It normally operates with a crew of 4, captain, engineer, chief mate & deckhand.

## Operation:

Voyages are determined by stock control at Reykjavik who issue a daily loading & delivery list to the vessel. The captain then produces his loading & discharge plan and passage plan. The process was verified using the voyage from 21/09/2015 as an example. This involved collection of 395T of MGO at Neskaupfoður & delivering 168T to Faskruðsfjörður and 230T to Hornafjörður & the collection of 125T waste oil from Neskaupfoður. Checklists are completed for seaworthiness for arrival at port & also for departure from port. Checklists are also completed or loading & for discharge. These checklists were traced on this voyage. Note - there was no checklist completed for discharge at Hornafjörður on 22/09/2015 - OBSERVATION. A stock report is produced for each trip & was seen for this voyage. A waste oil delivery receipt no. 1854 was traced for this collection. Other waste oil collections can be advised by telephone, e.g. collection of 700 litres from Höfn on waste oil delivery receipt no. 1856. All the above occurrences were recorded in the Captain's Log.

## Emergency preparedness:

A number of emergency drills are completed at regular intervals, namely:

Fire - deck 29/06/2015, 15/07/2014; engine room 15/07/2014,

Man overboard - 31/02/2015, 26/07/2014,

Abandon ship - 29/06/2015, 02/08/2014,

Inspections are also completed:

Fire checklist - 29/06/2015,15/07/2014,

Fire extinguishers - September 2015,

Life raft inspection -28/09/2015,

Halon fire equipment - 28/09/2015,

Immersion suit - 14/10/2010,

Beacon test - 09/01/2014

## Maintenance :

Magnetic compass - adjusted every 2 years, last adjusted 25/06/2015.

Arrival & departure checklists are completed in the engine room, viewed for above voyage,

Neskaupfoður (21/09/2015); Faskruðsfjörður (21/09/2015) & Hornafjörður (22/09/2015).

Bunkering checklist completed, last bunkers received 24/09/2015 - receipt also recorded in the mandatory Oil Record Book.

Lubrication checklist details weekly, monthly etc. lubrication requirements. Generally completed as required except the 2 monthly lubrication of Bilge water & fire pumps has not been completed since 10/04/2015 -NCR RAISED.

Engineer's Log book completed.

Maintenance details work completed, e.g. overhaul 15/05/

There were two 1 tonne chain blocks in the engine room, which were not subject to regular examination to ensure they were fit for purpose – NCR RAISED.

## Classification:

DNV were currently completing the classification examinations.

The latest DNV classification status report dated 21/09/2015 detailed:

Certificate of seaworthiness valid to 30/06/2018;

Load line certificate valid to 30/06/2018;

International oil pollution prevention valid to 30/06/2018;

## Observations.

Type	Area/Process	Clause
Observations	M S Laugarnes	7.5
Scope	FM 557235	
Details:	There was no checklist completed for discharge at Hornafjörður on 22/09/2015	

### Pump & Electrical workshop :

There was no work in progress in the workshop, so the opportunity was taken to view an installation on site. the installation consisted of replacing a self-service fuel dispenser for OB (Olis) at Melabraut, Reykjavik. there were 3 ODR personnel on site. The works order was available dated 11/09/2015 for installation of Gilbarco pump serial number 609728, although this was changed to 609721, as supplied from Olis stock. The generic risk assessment for pump installations was viewed, including risks such as working in pits, working in electric cabinets, working with pumps & fuel - safe systems of work available where appropriate. The required prework risk assessment (safety check) was not available on site - NCR RAISED. A parts list was available & also a test sheet to be completed following completion of the installation. Wiring being completed in the control cabinet was observed. The new fuel pump was delivered on truck TL816. The old pump was removed & lifted by the truck's HIAB onto the truck bed. The new pump was unloaded from the truck using the HIAB. Departed site at this point whilst the installation continued.

At the office, the competencies of personnel on site were verified for the tasks observed, including:

Stefnir Elíasson - Gilbarco pump training;

Heimar Haraldsson - trained electrician;

Guðmundur Einarsson - crane/lifting operations trained.

**Vehicle & fabrication workshops :**

The fabrication & vehicle workshops were visited.

Fabrication workshop:

Work witnessed in the fabrication workshop was work order 212971, the splitting of a 2200 litre metal tank into 2 1100 litre tanks. Equipment in the workshop was viewed including overhead crane - inspection due August 2015 & thus overdue - OBSERVATION; manual lift truck - in-house inspection completed annually on 30/01/2015; guillotine, subject to monthly in-house inspection last completed August 2015; overhead crane - inspection due August 2015. Emergency equipment, first aid kit & eyewash checked monthly, last checked September 2015. Fume extraction was observed in the workshop.

Vehicle workshop:

Work witnessed included works order 213496 for repairs to leaks on tanker ZP452. Equipment in the workshop included a 2 post vehicle lift - inspection due January 2016; 4 mobile post lifts - inspection due January 2016; Access gantry & steps - tagged & Inspected 18/08/2015; Fall arrest harnesses inspection due September 2016. Torque wrenches were available identified with the accuracy of the reading. There was a cabinet containing chemicals - MSDS & risk assessments available. There was an oil cleaning area outside with impermeable floor & draining to an oil/water separator. Waste arrangements were viewed & seen to be satisfactory with good segregation & some recycling in evidence.

Machinery in both workshops, pedestal grinders, guillotine, press, compressors etc. were subject to monthly in-house inspections & records were viewed & satisfactory. Monthly checks also completed on fire extinguishers, first aid kits etc.

## Observations.

Type	Area/Process	Clause
Observations	Vehicle & fabrication workshops	4.4.6
Scope	OHS 590691	
Details:	The overhead crane in the fabrication workshop is overdue an inspection, due August 2015	

**Oliudreifing Green Report :**

The following is the English summary from the organisation's Green Report.

In the year 2014, Oliudreifing continued the environmental, quality, health and safety work in accordance with the management system, which in 2013 was accredited by British Standard Institute, BSI, in accordance to the ISO 9001 quality management standard, the ISO 14001 environmental management standard and the OHSAS 18001 health and safety management standard. The final stage of the refurbishment of all of the company's oil depot was reached when a new oil terminal in Isafjordur was opened, allowing the company to close the two late oil terminals, which did not fulfil the latest environmental requirements, including secondary containment, oil water separators, fencing and operational permits. This process started with the issuance of regulation 35/1994, where all the existing terminals should be upgraded to the latest standard. The company continued to clean up abandoned grounds and has now finished all the major clean up projects, except one in Isafjordur, which is ongoing and the in-situ cleaning is expected to be finished in year 2017. The workshops are continuously improving the safety and environmental performance, as well as the quality, through the maturity of the operation system is not the same as the distribution, which has much longer development within the management system. The number of incidents is declining in the company, and the estimated cost of incidents is below 0,5% last year, which is a record in the history of the company

During the course of the visit logos were found to be used correctly.

## Minor Nonconformities Raised at Last Assessment.

Ref	Area/Process	Clause
1178764N1	IMS Management	4.4.7
Scope	OHS 590691	
Statement of non conformance:	There was no evidence that there was a safe method of evacuating the offices in the event of an emergency.	
Requirements:	<p>Emergency preparedness and response</p> <p>The organization shall establish, implement and maintain a procedure(s):</p> <ul style="list-style-type: none"> <li>a) to identify the potential for emergency situations;</li> <li>b) to respond to such emergency situations.</li> </ul> <p>The organization shall respond to actual emergency situations and prevent or mitigate associated adverse OH&amp;S consequences.</p> <p>In planning its emergency response the organization shall take account of the needs of relevant interested parties, e.g. emergency services and neighbours.</p> <p>The organization shall also periodically test its procedure(s) to respond to emergency situations, where practicable, involving relevant interested parties as appropriate.</p> <p>The organization shall periodically review and, where necessary, revise its emergency preparedness and response procedure(s), in particular, after periodical testing and after the occurrence of emergency situations (see 4.5.3).</p>	
Objective Evidence:	There was no evidence that regular emergency evacuation drills had been carried out.	
Actions:	Safety meetings have been held, but to date, no evacuation drills have been carried out. NCR remains open.	
Closed?:	No	
Justification	No evacuation drills have been carried out.	



Ref	Area/Process	Clause
1178764N2	Vopnafjorður Depot	4.4.6
Scope	EMS 590690	
Statement of non conformance:	Product which could cause pollution was stored on broken ground with no provision for the containment of any leaks.	
Requirements:	<p>Operational control</p> <p>The organization shall identify and plan those operations that are associated with the identified significant environmental aspects consistent with its environmental policy, objectives and targets, in order to ensure that they are carried out under specified conditions, by</p> <ul style="list-style-type: none"> <li>a) establishing, implementing and maintaining a documented procedure(s) to control situations where their absence could lead to deviation from the environmental policy, objectives and targets, and</li> <li>b) stipulating the operating criteria in the procedure(s), and</li> <li>c) establishing, implementing and maintaining procedures related to the identified significant environmental aspects of goods and services used by the organization and communicating applicable procedures and requirements to suppliers, including contractors.</li> </ul>	
Objective Evidence:	Although owned by a customer, the organisation should make arrangements to prevent any leakage from the customers products from causing pollution, e.g. drums of gear oil & IBC's of Sodium Hypochlorite	
Actions:	Corrective action has commenced with the design of a fabricated bund tray for the storage of drums & IBC's. The bund has, however, not yet been manufactured. NCR remains open.	
Closed?:	No	
Justification	Bund no manufactured, drums & IBC's still stored on open ground.	

Ref	Area/Process	Clause
1178764N3	Husavik Depot	4.4.7
Scope	OHS 590691	
Statement of non conformance:	Fire extinguishers had not been inspected for continued suitability.	
Requirements:	<p>Emergency preparedness and response</p> <p>The organization shall establish, implement and maintain a procedure(s):</p> <ul style="list-style-type: none"> <li>a) to identify the potential for emergency situations;</li> <li>b) to respond to such emergency situations.</li> </ul> <p>The organization shall respond to actual emergency situations and prevent or mitigate associated adverse OH&amp;S consequences.</p> <p>In planning its emergency response the organization shall take account of the needs of relevant interested parties, e.g. emergency services and neighbours.</p> <p>The organization shall also periodically test its procedure(s) to respond to emergency situations, where practicable, involving relevant interested parties as appropriate.</p> <p>The organization shall periodically review and, where necessary, revise its emergency preparedness and response procedure(s), in particular, after periodical testing and after the occurrence of emergency situations (see 4.5.3).</p>	
Objective Evidence:	Fire extinguishers are required to be inspected annually, however, the ones at this depot were last inspected in November 2013.	
Actions:	The fire extinguishers were inspected in May 2015.	
Closed?:	Yes	

Ref	Area/Process	Clause
1178764N4	Akureyri Terminal	4.4.6
Scope	OHS 590691	
Statement of non conformance:	There was no evidence that all the equipment viewed for working at height had been inspected as required.	
Requirements:	<p>Operational control</p> <p>The organization shall determine those operations and activities that are associated with the identified hazard(s) where the implementation of controls is necessary to manage the OH&amp;S risk(s). This shall include the management of change (see 4.3.1).</p> <p>For those operations and activities, the organization shall implement and maintain:</p> <ul style="list-style-type: none"> <li>a) operational controls, as applicable to the organization and its activities; the organization shall integrate those operational controls into its overall OH&amp;S management system;</li> <li>b) controls related to purchased goods, equipment and services;</li> <li>c) controls related to contractors and other visitors to the workplace;</li> <li>d) documented procedures, to cover situations where their absence could lead to deviations from the OH&amp;S policy and the objectives;</li> <li>e) stipulated operating criteria where their absence could lead to deviations from the OH&amp;S policy and objectives.</li> </ul>	
Objective Evidence:	There were no records to evidence that the ladder at Arkureyri & the steps & ladder at Orfirisey had been inspected.	
Actions:	All ladders at Akureyri have been tagged and inspection commenced. Steps & ladders at Orfirisey have been tagged & inspections have commenced.	
Closed?:	Yes	

## Minor Nonconformities Arising from this Assessment.

Ref	Area/Process	Clause
1244664N1	Sales & Warehouse	4.4.6
Scope	OHS 590691	
Statement of non conformance:	There was no process to ensure that work equipment in the warehouse, available for use by other departments was fit for purpose.	
Requirements:	<p>Operational control</p> <p>The organization shall determine those operations and activities that are associated with the identified hazard(s) where the implementation of controls is necessary to manage the OH&amp;S risk(s). This shall include the management of change (see 4.3.1).</p> <p>For those operations and activities, the organization shall implement and maintain:</p> <ul style="list-style-type: none"> <li>a) operational controls, as applicable to the organization and its activities; the organization shall integrate those operational controls into its overall OH&amp;S management system;</li> <li>b) controls related to purchased goods, equipment and services;</li> <li>c) controls related to contractors and other visitors to the workplace;</li> <li>d) documented procedures, to cover situations where their absence could lead to deviations from the OH&amp;S policy and the objectives;</li> <li>e) stipulated operating criteria where their absence could lead to deviations from the OH&amp;S policy and objectives.</li> </ul>	
Objective Evidence:	Several chain blocks & a collapsible access tower were observed for use by the workshop, but there was no evidence of any inspection to verify that they were fit to use & no regime for inspection prior to issue for use	

Ref	Area/Process	Clause
1244664N2	Helguvik Terminal	4.4.6
Scope	OHS 590691	
Statement of non conformance:	There is no apparent regime for equipment for working at height to ensure it is fit for purpose.	
Requirements:	<p>Operational control</p> <p>The organization shall determine those operations and activities that are associated with the identified hazard(s) where the implementation of controls is necessary to manage the OH&amp;S risk(s). This shall include the management of change (see 4.3.1).</p> <p>For those operations and activities, the organization shall implement and maintain:</p> <ul style="list-style-type: none"> <li>a) operational controls, as applicable to the organization and its activities; the organization shall integrate those operational controls into its overall OH&amp;S management system;</li> <li>b) controls related to purchased goods, equipment and services;</li> <li>c) controls related to contractors and other visitors to the workplace;</li> <li>d) documented procedures, to cover situations where their absence could lead to deviations from the OH&amp;S policy and the objectives;</li> <li>e) stipulated operating criteria where their absence could lead to deviations from the OH&amp;S policy and objectives.</li> </ul>	
Objective Evidence:	Ladders & steps in the workshop & ladders in the pump room at Helguvik, & a ladder at Þorlákshöfn were not tagged & not subject to any apparent inspection regime to determine their fitness for purpose.	

Ref	Area/Process	Clause
1244664N3	Þorlákshöfn Depot	4.4.7
Scope	OHS 590691	
Statement of non conformance:	Emergency equipment has not been inspected as required.	
Requirements:	<p>Emergency preparedness and response</p> <p>The organization shall establish, implement and maintain a procedure(s):</p> <ul style="list-style-type: none"> <li>a) to identify the potential for emergency situations;</li> <li>b) to respond to such emergency situations.</li> </ul> <p>The organization shall also periodically test its procedure(s) to respond to emergency situations, where practicable, involving relevant interested parties as appropriate.</p>	
Objective Evidence:	Fire extinguishers are required to be inspected annually, one at this depot was last inspected in April 2014 & is thus overdue.	

Ref	Area/Process	Clause
1244664N4	M S Laugarnes	4.4.6
Scope	OHS 590691	
Statement of non conformance:	There was no evidence that lifting equipment had been verified as fit for purpose.	
Requirements:	<p>Operational control</p> <p>The organization shall determine those operations and activities that are associated with the identified hazard(s) where the implementation of controls is necessary to manage the OH&amp;S risk(s). This shall include the management of change (see 4.3.1).</p> <p>For those operations and activities, the organization shall implement and maintain:</p> <ul style="list-style-type: none"> <li>a) operational controls, as applicable to the organization and its activities; the organization shall integrate those operational controls into its overall OH&amp;S management system;</li> <li>b) controls related to purchased goods, equipment and services;</li> <li>c) controls related to contractors and other visitors to the workplace;</li> <li>d) documented procedures, to cover situations where their absence could lead to deviations from the OH&amp;S policy and the objectives;</li> <li>e) stipulated operating criteria where their absence could lead to deviations from the OH&amp;S policy and objectives.</li> </ul>	
Objective Evidence:	There were two 1 tonne chain blocks in the engine room, which were not subject to regular examination to ensure they were fit for purpose.	

Ref	Area/Process	Clause
1244664N5	M S Laugarnes	7.5
Scope	FM 557235	
Statement of non conformance:	Lubrication was not always carried out to planned arrangements.	
Requirements:	Production and service provision	
Objective Evidence:	The 2 monthly lubrication of Bilge water & fire pumps has not been completed since 10/04/2015	

Ref	Area/Process	Clause
1244664N6	Pump & Electrical workshop	4.3.1
Scope	OHS 590691	
Statement of non conformance:	The check list for the identification of high risk activities on site had not been completed.	
Requirements:	<p>Hazard identification, risk assessment and determining controls</p> <p>The organization shall establish, implement and maintain a procedure(s) for the ongoing hazard identification, risk assessment, and determination of necessary controls.</p> <p>The procedure(s) for hazard identification and risk assessment shall take into account:</p> <ul style="list-style-type: none"> <li>a) routine and non-routine activities;</li> <li>b) activities of all persons having access to the workplace (including contractors and visitors);</li> <li>c) human behaviour, capabilities and other human factors;</li> <li>d) identified hazards originating outside the workplace capable of adversely affecting the health and safety of persons under the control of the organization within the workplace;</li> <li>e) hazards created in the vicinity of the workplace by work-related activities under the control of the organization;</li> </ul> <p>NOTE 1 It may be more appropriate for such hazards to be assessed as an environmental aspect.</p> <ul style="list-style-type: none"> <li>f) infrastructure, equipment and materials at the workplace, whether provided by the organization or others;</li> <li>g) changes or proposed changes in the organization, its activities, or materials;</li> <li>h) modifications to the OH&amp;S management system, including temporary changes, and their impacts on operations, processes, and activities;</li> <li>i) any applicable legal obligations relating to risk assessment and implementation of necessary controls (see also the NOTE to 3.12);</li> <li>j) the design of work areas, processes, installations, machinery/equipment, operating procedures and work organization, including their adaptation to human capabilities.</li> </ul> <p>OHSAS 18002.</p>	
Objective Evidence:	The required pre-work risk assessment (safety check) was not available on site.	

## Shift Details.

The shifts are identical in terms of process outputs and as a result it has been determined that the effectiveness of all shifts can be seen from outputs records and coverage within the normal assessment times.

## Assessment Participants.

On behalf of the organisation:

Name	Position
Mr G. Gudjonsson	Quality, Environment & Health & Safety Manager
Hórður Gunnarsson	CEO
Jónas Kristinsson	Sales & Service Manager
Gudni Georgsson	Helguvik Terminal Manager
Ómar Nordal Arnarson	Captain M S Laugarnes
Valur Þór Valsson	Workshop Foreman
Sigurleifur Ágústsson	Warehouse Manager

The assessment was conducted on behalf of BSI by:

Name	Position
John Carter	Team Leader



## Continuing Assessment.

The programme of continuing assessment is detailed below.

Site Address	Certificate Reference/Visit Cycle	
Olúdreifing ehf also trading as G Hannesson Hólmaslóð 8-10 Reykjavik IS-101 Iceland	FM 557235	
	Visit interval:	12 months
	Visit duration:	3 Days
	Next re-certification:	01/10/2016

Site Address	Certificate Reference/Visit Cycle	
Olúdreifing ehf also trading as G Hannesson Hólmaslóð 8-10 Reykjavik IS-101 Iceland	EMS 590690	
	Visit interval:	12 months
	Visit duration:	3.5 Days
	Next re-certification:	01/10/2016

Site Address	Certificate Reference/Visit Cycle	
Olúdreifing ehf also trading as G Hannesson Hólmaslóð 8-10 Reykjavik IS-101 Iceland	OHS 590691	
	Visit interval:	12 months
	Visit duration:	2 Days
	Next re-certification:	01/10/2016

Re-certification by Strategic Review will be conducted on completion of the cycle, or sooner as required. The review will focus on the strengths and weaknesses of your Management System.

Re-certification will be conducted on completion of the cycle, or sooner as required. An entire system re-assessment visit will be required.

## Certification Assessment Plan.

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		Visit1	Visit2	Visit3	Visit4	Visit5	Visit6
Business area/Location	Date (mm/yy):	04/14	10/14	04/15	10/15	04/16	10/16
	Duration (days):	5	5	5	5	5	5
This visit plan includes ISO 9001:2008, ISO 14001:2004 & OHSAS 18001:2007 requirements							
Head Office - IMS Management (review, audits, nonconformance, actions, emergencies)		X	X	X	X	X	X
Head office - workshops		X			X		
Head Office - Engineering (Projects)			X			X	
Head Office -Service						X	
Head Office - Sales/warehouse		X			X		
Ófirisey Terminal		X		X			
Distribution		X		X			
MS Laugarnes					X		
West coast terminals (Isafjorður, Patreksfjorður, Flatey, Olafsvik, Grundarfjorður)		X					
East Coast Locations(Seyðisfjorður, Reyðarfjorður, Faskruðsfjorður, Djupivogur, Hofn				X			
NorthWest Coast (Akureyri, Husavik, Þorshofn, Vopnafjorður)			X				
North Coast(Akureyri, Saudarkrókur, Siglufjorður, Grimsey						X	
SouthWest Coast(Helgufik, Þorlákshofn, Hella, Vestmannaeyjar)					X		
Reykjavik area(Hvalfjorður, Akranes							X
EMS Specialist							
OHS Specialist							X
Risk Management / Prevention						X	X
Legal and Other Requirements						X	X
Strategic review							X

OLIUDR-0047370237-000|EMS 590690

		Visit1	Visit2	Visit3
Business area/Location	Date (mm/yy):	01/08/14	01/08/15	01/08/16
	Duration (days):	3.5	3.5	4.5
See visit plan for ISO 9001:2008 - includes ISO 14001:2004		X	X	X
Workshops		X	X	X
Engineering services		X	X	X
Órifisey (Import terminal)		X		X
Hvalforður (Import terminal)			X	
Helgúvik (Import terminal)			X	
Akureyri (Import terminal)				X
Reyðarfjörður (Distribution centre)		X		
Receipt, storage and distribution (Distribution locations)		X	X	X
Strategic Review				X

## OLIUDR-0047370237-000|OHS 590691

		Visit1	Visit2	Visit3
Business area/Location	Date (mm/yy):	01/08/14	01/08/15	01/08/16
	Duration (days):	3.5	3.5	4.5
See visit plan for ISO 9001:2008 includes OHSAS 18001:2007		X	X	X
Workshops		X	X	X
Engineering services		X	X	X
Órifisey terminal		X		
Hvalfjörður terminal			X	
Helgavík terminal			X	
Akureyri terminal				X
Reyðarfjörður terminal		X		
Receipt, storage and distribution (Distribution depots)		X	X	X
Strategic review				X

## Next Visit Plan.

### Visit objectives:

The objective of the assessment is to conduct a surveillance assessment and look for positive evidence to ensure the elements of the scope of certification and the requirements of the management standard are effectively addressed by the organisation's management system and that the system is demonstrating the ability to support the achievement of statutory, regulatory and contractual requirements and the organisations specified objectives, as applicable with regard to the scope of the management standard, and to confirm the on-going achievement and applicability of the forward strategic plan.

The scope of the assessment is the documented management system with relation to the requirements of ISO 9001:2008; ISO 14001:2004 & OHSAS 18001:2007 and the defined assessment plan provided in terms of locations and areas of the system and organisation to be assessed.

### Visit Criteria

### Visit Scope

Date	Assessor	Time	Area/Process	Clause
25/04/2016	Assessor 1	0900	Opening Meeting	
		0930	Head office, management system and senior management	
		1430	Risk Management / Prevention including provision of food to employees.	
		1530	Legal and Other Requirements	
		1630	Interim Meeting	
26/04/2016		0900	North Coast(Akureyri,Saudarkrókur,Siglufjorður ,Grimsey	
		1630	Interim Meeting	
27/04/2016		0900	North Coast(Akureyri,Saudarkrókur,Siglufjorður ,Grimsey	
		1630	Interim Meeting	
28/04/2016		0900	Head Office - Engineering (Projects)	
		1300	Head Office -Service	
		1630	Interim Meeting	
29/04/2016		0900	Transition - ISO 9001:2015 clauses 1-7	
		1300	Report Preparation	

		1600	Closing Meeting	
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Please note that BSI reserves the right to apply a charge equivalent to the full daily rate for cancellation of the visit by the organisation within 30 days of an agreed visit date. It is a condition of Registration that a deputy management representative be nominated. It is expected that the deputy would stand in should the management representative find themselves unavailable to attend an agreed visit within 30 days of its conduct.

## Scope of Certificate FM 557235 (ISO 9001:2008).

### Main Scope

The receipt, storage, blending and distribution of liquid fuels and chemicals, including stock management and the operation of tank terminals. The collection and processing of waste oil. Design, project management, sales and engineering services relating to the storage and sales of liquid fuels and chemicals, including ongoing engineering and maintenance services, data communications, promotional material, environmental protection equipment, boilers, lift and car washes.

Location	Scope
Olíudreifing ehf also trading as G Hannnesson Hólmaslóð 8-10 Reykjavík IS-101 Iceland  OLIUDR-0047370237-000	Main Certificate Scope applies.

## Scope of Certificate EMS 590690 (BS EN ISO 14001:2004).

### Main Scope

The receipt, storage, blending and distribution of liquid fuels, including stock management and the operation of oil terminals. The collection and processing of waste oil. The design, project management and engineering services for fuel storage facilities (including engineering and maintenance of electrical/mechanical engineering, data communications, boilers, lift and car washes).

Location	Scope
Olíudreifing ehf also trading as G Hannnesson Hólmaslóð 8-10 Reykjavík IS-101 Iceland  OLIUDR-0047370237-000	Main Certificate Scope applies.

## Scope of Certificate OHS 590691 (BS OHSAS 18001:2007).

**Main Scope**

The receipt, storage, blending and distribution of liquid fuels, including stock management and the operation of oil terminals. The collection and processing of waste oil. The design, project management and engineering services for fuel storage facilities (including engineering and maintenance of electrical/mechanical engineering, data communications, boilers, lift and car washes).

Location	Scope
Olíudreifing ehf also trading as G Hannesson Hólmaslóð 8-10 Reykjavík IS-101 Iceland  OLIUDR-0047370237-000	Main Certificate Scope applies.

**Notes.**

The assessment was based on sampling and therefore nonconformities may exist which have not been identified.

If you wish to distribute copies of this report external to your organisation, then all pages must be included.

BSI, its staff and agents shall keep confidential all information relating to your organisation and shall not disclose any such information to any third party, except that in the public domain or required by law or relevant accreditation bodies. BSI staff, agents and accreditation bodies have signed individual confidentiality undertakings and will only receive confidential information on a 'need to know' basis.

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This report and related documents is prepared for and only for BSI's client and for no other purpose. As such, BSI does not accept or assume any responsibility (legal or otherwise) or accept any liability for or in connection with any other purpose for which the Report may be used, or to any other person to whom the Report is shown or in to whose hands it may come, and no other persons shall be entitled to rely on the Report.

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 BSI  
 Kitemark Court,  
 Davy Avenue, Knowlhill  
 Milton Keynes  
 MK5 8PP

Tel: +44 (0)845 080 9000

Email: [MK.Customerservices@bsigroup.com](mailto:MK.Customerservices@bsigroup.com)

## Regulatory Compliance.

BSI conditions of contract for this visit require that BSI be informed of all relevant regulatory non-compliance or incidents that require notification to any regulatory authority. Acceptance of this report by the client signifies that all such issues have been disclosed as part of the assessment process and agreement that any such non-compliance or incidents occurring after this visit will be notified to the BSI client manager as soon as practical after the event.

## Expected Outcomes for Accredited Certification.

### **What accredited certification means:**

The accredited certification process provides confidence that the organization has a management system that conforms to the applicable requirements of the certified standards covered within this assessment and scope of certification.

### **What accredited certification does not mean:**

It is important to recognize that certification defines the requirements for an organization's management system, not for its products or services. It does not imply that the organization is providing a superior product or service, or that the product, service or performance itself is certified as meeting the requirements of an ISO standard or specification or that the organisation can guarantee 100% product, service or performance conformity, though this should of course be a permanent goal.