

Annex H:

Standards for Deliveries

Access and Egress

- Customers have a legal duty to provide safe access and egress both for vehicles and people to enable our operatives to carry out their tasks safely.
- Management will endeavour to obtain information with regard to the customer's arrangements for safe delivery including: approach to site; vehicle restrictions; driver reporting on arrival; site rules; pedestrian safety; vehicle reversing arrangements; access to tank/delivery point.

Deliveries Through Properties

- Due to the potentially serious environmental impact if a hose bursts in living quarters, the health issues relating to contaminated items being transferred through living quarters and the safety hazards negotiating property with a hose reel etc;
- No deliveries will be made via the living quarters of properties, including conservatories.

Use of Ladders and Ladder Safety

- Working at heights is a significant risk
- Visually inspect your ladder on a daily basis and report any defect to your depot manager.

6 rules on ladder safety:-

1. **NEVER** place a ladder on uneven ground, or on a sloping surface.
 2. **NEVER** climb on an unfixed ladder more than five feet above the ground.
 3. Whenever possible have at least three points of contact with the ladder.
 4. **ALWAYS** check the condition of ladder and your footwear.
 5. **ALWAYS** check before descending ladder.
 6. **ALWAYS** follow the "4 to 1 rule" for safe working angle.
- Please remember that it is you who has to determine and report unsatisfactory conditions that may exist at customer locations. This is a crucial feedback loop to ensure rectification of a problem, or that we do not return to a site unaware of existing problems. Always use the "HAZARDGRAM" form for reporting unsatisfactory conditions.
 - Where a portable ladder is required, drivers may only use the Portable ladders supplied to them by the Company, which are inspected periodically. It is company policy that if the delivery is deemed too high to safely use the company single ladder, then a HAZARDGRAM must be completed and customer advised that the delivery is unsafe to continue. Drivers must not in any circumstance use the customer's portable ladders to continue any such delivery.

- Drivers may use the customers fixed or permanently secured ladders at the point of delivery. Where fixed ladders are used to climb above 2ms then safety hoops must have been installed (H&S At Work Regulations) or again over 2ms standing on a flat service working within 2ms from an edge on a platform guardrails must have been installed.

Condition of Tank and Receiving Equipment

- Drivers must check, and be able to check, the receiving tank and equipment is suitable for the delivery to be made. Where this is not possible at commercial/industrial sites a “competent person” MUST be available to confirm the suitability of the tank and equipment; the “competent person” MUST sign the delivery paperwork prior to delivery commencing.
- Where the driver cannot check the receiving tank and equipment no delivery will be made.

Blind and/or Offset Fills (OIL)

- Drivers must check that any offset fill is permanently connected to the receiving tank. Customers MUST provide instructions and labelling for the driver at the delivery point. Overfill alarms should be fitted; drivers MUST confirm any alarms are on prior to commencing delivery. Where overspill alarms are not fitted then at commercial/industrial sites a “competent person” MUST be available to confirm there is sufficient ullage for the delivery and sign the declaration prior to delivery commencement.

Underground Storage Tanks (OIL)

- The Scottish Environment Protection Agency has identified that underground **oil** storage tanks cause a large percentage of groundwater pollution. This may be caused by spillage due to insufficient ullage or tank failure due to condition and pressurisation of underground lines and tanks.
- Underground tanks should be filled using gravity meter.
- Where gravity meter is not available, confirm ullage, confirm tank venting, fill on slow speed, via hose reel drop pipe, rather than fixed connector.

Barrel Filling (OIL)

- Filling barrels at customer sites is not permitted.
- It is permissible to fill IBC's provided they are at ground level and are sufficiently vented

Mobile Plant and Equipment (OIL)

- Small mobile plant fuel tanks will not be filled. Customer should have suitable mobile bowser or tank for this purpose.
- Larger plant with independent storage (other than day tanks) should be assessed to ensure adequate access, venting, ullage and/or gauging to enable safe delivery prior to commencing delivery.

Tank Capacity

- Drivers are instructed to ensure there is adequate ullage in the tank prior to commencing delivery. Where the ullage cannot be established prior to delivery drivers will not deliver. At commercial/industrial sites it is acceptable for a “competent person” to confirm the ullage and they MUST sign the ullage declaration prior to delivery commencement.
- Oil Tanks should not be filled beyond their marked Safe Working Capacity (SWP) or 95% of the tank capacity if SWP not marked.

Assisted Deliveries

- Drivers are instructed not to allow customers to assist with deliveries.
- Where suitable alternatives are not available it is permissible for trained customers at specific sites to assist with deliveries following a site risk assessment. Such deliveries will be notified to drivers via the delivery instructions

Delivery Instructions

- Any special delivery requirements/Instructions will be notified to drivers via the delivery ticket / paperwork.
- Drivers are instructed to ensure they follow any specific delivery instructions issued.

Customer Improvement Reports

- Where deliveries are made to sites that fail to meet these standards or have other potential safety/environmental issues, Drivers will defect the delivery point using the HAZARDRAM to the office. The appropriate person will follow this up to request suitable modifications are made, within a stipulated timescale, during which time efforts will be made to deliver to the customer in a safe manner.
- Where a site is deemed too unsafe to make a delivery, the company will not contract 3rd party or otherwise to carry out delivery on their behalf. The customer will be notified and advice offered on action required enabling the delivery to be made safely.

Competent Person

- A Competent Person is a person authorised by the customer who has sufficient knowledge, training and experience with reference to the tank capacity, set-up and delivery procedures on their premises.
- Note: For legal purposes at Domestic properties the householder cannot be considered a competent person.