Objective: To deliver product safely taking into account risks to the Health and Safety of persons or damage to property or the environment, in accordance with legislation.

1 Procedure:

Elements of this Procedure require mandatory compliance to the following:

- The Health and Safety at Work Etc. Act 1974
- Pollution Prevention Guidelines 2010
- The control of pollution (oil storage) (England) regulations 2001
- TOTAL LINDSEY OIL REFINERY LIMITED Driver Concern Form Procedure

(i) General Notes

1.1 This Procedure is intended to ensure the minimum standard for the safe delivery of fuel by pumping from a road tanker into the customer’s storage tanks with the CUSTOMER in full time attendance.

The DRIVER must not commence a delivery (and must immediately stop any delivery in progress and contact HOYER TRANSPORT OFFICE) if these procedures are not being followed.

Note: Hoyer Transport Office can be contacted on 01772 472419 (Preston) or out of working hours on 01484 447384 (Huddersfield)

The products covered by this Procedure are the following:

- Un 3082 Heavy Fuel Oil

Material Safety Data Sheets for these products are available from TOTAL.

2. Definitions
- Fuel Oil means either Heavy Fuel Oil BS2869 Class G, Medium Fuel Oil BS2869 Class F or Light Fuel Oil BS2869 Class E
- RTW (Road Tank Wagon)
- DCF (Driver Concern Form)
- BSP (British Standard Pipe, type of thread).
- DELIVERY NOTE (TOTAL delivery note used to convey ordered, delivery details and used to confirm receipt of product).
- HOYER TRANSPORT OFFICE (the normal point of contact for the driver).
- LOB (Left On Board)
- CUSTOMER (Authorised person to oversee the delivery)
- CUSTOMER DELIVERY ACCEPTANCE PROCEDURE (a WRITTEN system of control to ensure the safe delivery and storage of product through the use of applicable equipment and procedures incorporating adequate measurement of stock and ullage levels).
- SAFE WORKING CAPACITY (a maximum of 95% of the tank’s total capacity).
- OFF LOADING POINT (Point at which DRIVER connects RTW delivery hose to the CUSTOMER’s tank inlet connection).
- BUND (secondary containment system around tanks and ancillary equipment that must be impermeable to water & oil)

In this Procedure, the word “DRIVER” means the RTW delivery driver and the word “CUSTOMER” means the customer’s authorised person in attendance and in charge of the OFF LOADING POINT, storage tanks, pipe work and equipment during the delivery.

When printed in capital letters, these definitions show which of the two is personally responsible for the particular action in this delivery procedure i.e. CUSTOMER or DRIVER.

3. Application

3.1 CUSTOMER: has a legal duty to provide the driver with a safe place of work.

The CUSTOMER has a legal duty to provide the driver with a safe place of work, with safe access and egress for the vehicle. The delivery site should have adequate safety procedures in place to deal with emergencies, and ensure that arrangements for storage are in accordance with legal requirements and any appropriate guidance and legislation. The CUSTOMER must ensure that the authorised person has sufficient knowledge and training to supervise the
delivery. The authorised person must be in full time attendance at the OFF LOADING POINT throughout the delivery.

The authorised person must be vigilant not smoke, nor carry any forms of ignition whilst in attendance during the delivery.

3.1.2 The CUSTOMER is advised to have a DELIVERY ACCEPTANCE PROCEDURE, in writing, to ensure the safe delivery of petroleum products into the relevant storage tank without a spillage, contamination or damage to the environment.

3.2 The DRIVER must contact HOYER TRANSPORT OFFICE for advice on any condition at the delivery address that represents a significant risk to themselves, personnel, property, the environment or the RTW before the delivery commences.

3.2.1 The DRIVER must report any site defects via the HOYER DCF reporting system; the customer must be advised of any site defects

(i) Delivery Procedures

The content detailed in this Procedure applies only to deliveries made whilst the CUSTOMER is in full time attendance. For unattended deliveries (part-time attendance) a High Level Alarm must be in place that can be tested by the driver and or an Overfill Prevention Valve (OPD’s cannot be tested before a delivery commences).

Note: confirmation of the Overfill Prevention Device is required during the initial site assessment carried out by HOYER or TLOR Staff.

Before the Road Tanker Arrives

4.1.1 The CUSTOMER must ensure that they have satisfactory oil storage in accordance with legal requirements and any appropriate Environment Agency guidance notes or Codes of Practice. The CUSTOMER must ensure there is sufficient ullage in the receiving storage tanks before the ordered quantity of product is delivered, by use of an accepted, accurate method, e.g. dipping by dedicated calibrated dip stick, or calibrated electrical or mechanical tank gauging. The CUSTOMER must also ensure that the bund is fit for purpose and is capable of containing 110% of the tanks maximum capacity.
Note: it is part of the Attended Procedure that either storage tanks and or fill pipes are clearly identified, and marked with the SAFE WORKING CAPACITY. The driver must be able to view this figure before delivering.

Note: no storage tank should be filled beyond its SAFE WORKING CAPACITY (a maximum 95% of the total tank capacity). Tanks MUST be equipped with a BUND as per Oil Storage Regulations 2001.

4.1.2 The CUSTOMER must ensure the storage tanks, bunds, pipe work, tank gauges and all other related delivery equipment is in a suitable working condition for receiving a delivery of petroleum products prior to the delivery and that all tank fill points are clearly identified with a colour coded product grade label as recommended by the Energy Institute (EI).

4.1.3 The CUSTOMER must provide adequate lighting if the delivery is to take place outside of daylight hours. This is to ensure that the off loading area, including the tank(s) and vent(s) can be clearly observed and the load discharged safely. A minimum lighting level of 100 lux is required.

4.2 When Road Tanker Arrives

4.2.1 The DRIVER on arrival must report to the CUSTOMER in charge of the storage tanks with the DELIVERY NOTE.

The CUSTOMER must advise the DRIVER of any special instructions or considerations regarding the tank configuration or off loading area, prior to delivery.

4.2.3 The CUSTOMER must check that the information on the Delivery Note corresponds with their order. The CUSTOMER must sign the relevant sections on the DELIVERY NOTE to confirm that the products and quantities can be safely delivered into the appropriate receiving storage tank(s) without causing an overfill or contamination. The CUSTOMER must also complete the tank details section on the Delivery Note telling the DRIVER which tank/s to deliver into.

The CUSTOMER must not sign confirmation for the receipt of the load at this time.

The DRIVER & TOTAL will be entitled to assume that the person signing this declaration is acting on behalf of the CUSTOMER.

The CUSTOMER must accompany the driver to the storage tank OFF LOADING POINT and remain in full time attendance throughout the delivery; otherwise the DRIVER shall not commence or complete the delivery.
4.2.4. The DRIVER and CUSTOMER should have full view of the receiving storage tank, vent pipe(s), associated delivery pipe work and all connections on RTW during the delivery. The CUSTOMER must not engage in other duties while the delivery is in progress.

If the DRIVER and CUSTOMER cannot see the receiving storage tank(s), vent pipe(s), associated delivery pipe work and all connections on RTW simultaneously then the DRIVER must ensure that the CUSTOMER observes the storage tanks and overflows during the whole delivery and the CUSTOMER must notify the DRIVER immediately should a spillage occur to mitigate the amount of overfill.

NOTE: this is the only occasion where the CUSTOMER can leave the DRIVER, whilst the DRIVER remains with the RTW in a position to shut down the delivery in the event of an emergency arising.

4.2.6 The DRIVER must carry out pre-delivery checks (as for the customer in reference section 4.1.1) before connecting up to CUSTOMER OFF LOADING POINT to ensure that the delivery can be made safely. Where possible the DRIVER must view the customers method of measuring the tank ullage, the bund shall also be checked to ensure that it is fit for purpose and able to contain 110% of the tanks maximum capacity.

Note: the DRIVER will not be able to check the bund if the inspection hatch is on top of the storage tank unless stable and fixed stairs with a hand rail are in place. A fixed and stabled platform on top of the tank would also be required.

4.2.7 The DRIVER is to connect the delivery hose to the storage tank inlet as instructed by the customer, a BSP screw thread connection must be used when fuel is being pumped into the receiving storage tank (preferably a 3” fitting).

4.3 During the Delivery

THE DRIVER MUST BE IN FULL CONTROL OF THE RTW DISCHARGE PROCESS AND MUST NOT LEAVE THE VEHICLE UNATTENDED, EXCEPT IN AN EMERGENCY.

IN ADDITION, THE DRIVER MUST FOLLOW THE INSTRUCTIONS IN SECTION 37 OF THE HOYER DRIVER MANUAL TITLED “PUMP DISCHARGE DELIVERY PROCEDURE – FUEL OILS”
4.3.2 The **CUSTOMER and DRIVER** must agree and organise themselves to constantly check the receiving tank, tank vents, pipe work and all other related equipment throughout the delivery process for leakage or overflow.

**Note:** the **DRIVER** must also constantly check the cargo pump, delivery hose, API's and RTW during the whole delivery.

4.3.3 The **DRIVER** must check all hoses & connections for leaks and drips as soon as the delivery has started. **DO NOT attempt to tighten hose couplings etc…. with pump running or valves open.**

**Note:** during the delivery the **DRIVER** must be in a position to execute an emergency shut down on the RTW if required.

4.3.4 The **DRIVER** is to check the customer’s method of measuring the ullage (unless manually dipped or not possible) during the delivery to ensure the correct operation and accuracy of the device.

4.4 **After the Delivery**

The **DRIVER** must ensure all the required compartments have been emptied into the storage tank making sure that the delivery hose has been pumped clear before closing any valves and disconnecting. If asked by the customer to prove that all products have been delivered then the **DRIVER** must verify that the vehicle compartments are empty.

4.4.2 The **CUSTOMER** once satisfied that the quantity shown on the Delivery Note has been delivered in full, must sign the Delivery Note in the space provided.

4.4.3 **DRIVER:** If a different quantity from that shown on the DELIVERY NOTE ‘Quantities’ column has been delivered, enter revised product quantity into ‘Quantities’ column on the DELIVERY NOTE and obtain the Customers agreement and signature.

4.4.4 If any changes or amendments are made to the DELIVERY NOTE the **CUSTOMER and DRIVER** must initial those changes **on both copies.**
4.4.5 If for any reason the ordered volume cannot be delivered, the DRIVER must report the amount delivered and remaining product left on board to HOYER TRANSPORT OFFICE before leaving the Customer’s premises. In addition the DRIVER must also report any product that is left on board (LOB) the RTW, to terminal staff on return to the terminal / depot, plus leave a document in the vehicle to advise of the fuel left on board so that anybody driving the vehicle is subsequently made aware.

Note: HOYER TRANSPORT OFFICE may advise the DRIVER to deliver the LOB to another site before returning to the terminal / depot.

4.4.6 Before the RTW leaves the premises the CUSTOMER and DRIVER must ensure that all the inlet control valves are closed, drip caps replaced and check that no spillage has occurred at the storage tank, discharge points or delivery equipment.

Note: should a DCF be left by the DRIVER that relates to the CUSTOMER’s premises, the CUSTOMER is responsible for investigating, rectifying & advising TOTAL LINDSEY OIL REFINERY LIMITED of the corrective actions taken (FAILURE TO ACTION THE ANR MAY RESULT IN FUTURE DELIVERIES BEING ABORTED)

5 Emergencies

5.1 The DRIVER must immediately report to HOYER TRANSPORT OFFICE any spillages, contaminations, accidents or near misses.

The DRIVER must not leave the site until permission has been received from HOYER TRANSPORT OFFICE.

5.2 If an emergency occurs during a delivery, the DRIVER and CUSTOMER are responsible for taking appropriate action to protect the safety of themselves, the public, and the environment. Where possible the DRIVER should stop the delivery, disconnect delivery hoses, refit the storage tank inlet cap and drive the tanker to an appropriate area if it is safe to do so.

5.3 In the event of a spillage the DRIVER must stop the delivery and with the help of the CUSTOMER attempt to contain and control the spillage by using spill kit, sand, or other any suitable absorbent material.

5.4 In the event of a spillage outside the BUND the Environment Agency must be informed when the spill is of a significant amount of fuel and/or a river, canal or other watercourse
etc... is at risk or polluted. Contaminated earth / sand etc... must be disposed of in accordance with Legal requirements.

Note: that it is TOTAL policy to report any spillage as noted above to the Environment Agency.

DRIVER and CUSTOMER in the event of fire, security threat or serious injury the appropriate Emergency Service must be called directly.