# Safety Transport Information

Prepared by WG-17 Transport Safety

Safety Info TS 04/20

# Transport of Gases – Contractor management

## Introduction

In the industrial and medical gases industry, the transport of gases to the customers is often carried out by contractors acting as transporters or carriers. In most cases the contractor provides personnel (for example drivers) and certain transport equipment (for example truck, semi-trailer tractor, chassis for swap bodies / containers and driver's equipment). Hence, the contractor's personnel are directly responsible for transport safety. The employees of the contractors also act as representatives of the gas companies towards the customers.

For these reasons, it is critical that gas companies choose their contractors diligently, train them for the transport of industrial and medical gases (see EIGA Info TS 03, *Training: Induction and Refresher Training of Drivers, Management & Other Transport Function Personnel*), monitor their performance closely and take action if they perform poorly [1].

## Scope

This safety information provides guidance on the minimum requirements for the selection, qualification, and performance monitoring of contractors that provide equipment, personnel, and services for the transport of industrial and medical gases.

## Learning more about contractor management:

1. Do you have processes and selection criteria in place for choosing contractors?
2. Do you have a training program implemented for your contractor personnel?
3. Do you monitor the performance of the employees of your contractors?
4. Do you monitor the condition of the equipment of your contractors?
5. Do you maintain a good and fair business relationship with your contractors?

***If the answer to any of the above questions is 'no', then you should consider taking action!***

**THIS TRANSPORT SAFETY INFORMATION DESCRIBES THE MINIMUM REQUIREMENTS FOR THE SELECTION, QUALIFICATION AND PERFORMANCE MONITORING OF CONTRACTORS. NATIONAL REGULATIONS SHALL BE FOLLOWED.**

© EIGA 2020 - EIGA grants permission to reproduce this publication provided the Association is acknowledged as the source

***EUROPEAN INDUSTRIAL GASES ASSOCIATION*** *AISBL*
AVENUEDES ARTS 3 – 5 ♦ B-1210 BRUSSELS
PHONE +32 2 217 70 98 ♦ FAX + 32 2 219 85 14 ♦ E-mail : info@eiga.eu - www.eiga.eu

**Minimum requirements for contractors concerning their capability to transport industrial and medical gases**

- Experience with the transport of industrial and medical gases in the designated mode of transport (for example tank vehicles, battery vehicles or cylinder transport). If a contractor does not have prior experience then, an induction / start up programme should be agreed to ensure that the contractor is capable of acquiring experience.
- Knowledge concerning regulations.
- Qualified personnel for the scope of work or the means to acquire it.

**Minimum standards for the contract**

All new contracts with carriers should include agreed minimum requirements such as:

- vehicle safety related Technology (for example brake assistance and lane departure warning system), for further information see EIGA Info TS 09, *Vehicle Specification and Maintenance* [2];
- Personal Protective Equipment (PPE) required by the risks related to the task (for example detectors, clothing);
- driver selection and training, for further information see EIGA Info TS 03 and EIGA Info TS 05, *Driver Recruitment Process for Bulk and Cylinder Vehicles* [1, 3];
- commitment to manage and report the agreed Key Performance Indicators (KPI), for further information see below and also EIGA Info TS 11, *Vehicle Data Management* [4];
- commitment to accident / incident reporting, including vehicle accidents, spills and / or product releases, customer related incidents, equipment damage, regulatory penalties or suspension of operations, or any situation that could adversely affect the gas and contractor companies;
- commitment to perform / participate in contractor assessments on a regular basis;
- subcontractors hired by a contractor shall be held to the same level of performance as the contractor and shall provide reports required of contractors by the gas company; and
- agreed delineation of responsibilities with regard to:
    - vehicle and equipment maintenance;
    - scheduling and dispatching; and
    - driver training.

**Key performance indicators**

Contracts should be managed by Key Performance Indicators (KPIs) that cover safety and service, and these should be clearly defined and transparent to the contractor.

KPIs should be agreed in advance and the contractor should provide a periodic report containing measurement of performance against these KPIs to the identified operational representative of the gas company.

The contractor shall recognise that the KPIs will be the measure of its success or failure.

The method and process for measurement should be agreed at the time of contracting and contained in the contract. Additional KPIs may be defined during the contract as long as they are mutually agreed. Each measurement should be obtained from devices with common standards, methods or processes factual and generally recognised to ensure equity among contractor companies and their employed personnel.

Some examples of KPIs are (these can differ according to business needs):

- personnel injury frequency rates;
- preventable vehicle accident frequency rates (per established contract KPI); and
- number of regulatory offences.

© EIGA 2020 - EIGA grants permission to reproduce this publication provided the Association is acknowledged as the source

### Assessments / audits

Contracts should be formally reviewed on a regular basis as a minimum with the contractor to provide feedback and to improve the contractor's performance. The review meeting should cover:

- the update of documentation, for example insurance, licenses, permits;
- personnel injury frequency rates; and
- preventable vehicle accident frequency rates (per established contract KPI).

Conduct and evaluate reviews of contractor's performance on a regular basis on the following elements:

- driver on-duty hours;
- accident / incident causes, frequency and handling;
- out of service performance for vehicles, drivers, and regulatory violations;
- effectiveness of training programmes;
- records required by applicable regulations and internal standards;
- equipment maintenance, condition and regular standard inspection; and
- availability and application of the required safety measures defined in the contract.

If the result of the audit is not satisfactory, especially due to safety concerns, corrective actions shall be agreed and put in place by the contractor.

### Measures

Where a contractor's performance is not equivalent to the established performance matrix (KPI) and / or does not comply with this policy, improvement programmes shall be established and tracked. Contractors failing to meet established improvement targets at specific distribution facilities / locations may be subject to contract cancelation for those specific distribution facilities / location(s).

Contractors shall operate vehicles and handle receptacles in accordance with applicable regulations and internal standards so that there are no unplanned releases of product at customer sites or during transportation (for example unreported hydrogen releases not controlled through a customer vent stack, or the burst of a bursting disc or the unexpected opening of a pressure relief valve).

Safety, either during transport or while loading and unloading, should always be the top priority of contractors and the gas companies. Event investigations demonstrating violations concerning safety regulations and gas company critical procedures by the contractor's personnel should entail direct countermeasures on a management and / or operational level.

NOTE It should always be kept in mind that switching to a new carrier or transporter can come with various difficulties. The employees of the old contractor will have gained a lot of experience while working with the customers (for example access to customer's facilities, personal relations with customer's personnel, customer's gases demand). It will take a new contractor some time to provide the same quality of service in these areas in the beginning. Furthermore, employees of a new contractor shall all be trained according to gases company's policies. Generally, it is better to manage one's contractors well and establish a good and fair working relationship rather than to switch the contractor with levity.

### References

[1] EIGA Info TS 03, *Training: Induction and Refresher Training of Drivers, Management & Other Transport Function Personnel*, www.eiga.eu.

[2] EIGA Info TS 09, *Vehicle Specification and Maintenance*, www.eiga.eu.

[3] EIGA Info TS 05, *Driver Recruitment Process for Bulk and Cylinder Vehicles*, www.eiga.eu.

[4] EIGA Info TS 11, *Vehicle Data Management*, www.eiga.eu.

© EIGA 2020 - EIGA grants permission to reproduce this publication provided the Association is acknowledged as the source

***EUROPEAN INDUSTRIAL GASES ASSOCIATION*** *AISBL*
AVENUE DES ARTS 3 – 5 ♦ B-1210 BRUSSELS
PHONE +32 2 217 70 98 ♦ FAX + 32 2 219 85 14 ♦ E-mail : info@eiga.eu - www.eiga.eu

**Further information**

EIGA Info TS01, *Transport Safety Information, an Overview*, www.eiga.eu

EIGA Doc 52, *Load Securing of Class 2 Receptacles*, www.eiga.eu.

EIGA Doc 56, *CO2 Tanker Driver Manual*, www.eiga.eu.

EIGA Doc 63, *Prevention of Tow-Away Accidents*, www.eiga.eu.

EIGA Doc 81, Road Vehicle Emergency and Recovery, www.eiga.eu.

EIGA Doc 173, *ADR Transport Security Guidelines*, www.eiga.eu.

EIGA NL 88, *Safety Newsletter on Rollover accidents*, www.eiga.eu.

EIGA TP 28, Safe Driving in Bad Weather Conditions, www.eiga.eu.

CEFIC SQAS, *Safety & Quality Assessment System*, www.sqas.org.

DISCLAIMER

All technical publications of EIGA or under EIGA's name, including Codes of practice, Safety procedures and any other technical information contained in such publications were obtained from sources believed to be reliable and are based on technical information and experience currently available from members of EIGA and others at the date of their issuance.

While EIGA recommends reference to or use of its publications by its members, such reference to or use of EIGA's publications by its members or third parties are purely voluntary and not binding. Therefore, EIGA or its members make no guarantee of the results and assume no liability or responsibility in connection with the reference to or use of information or suggestions contained in EIGA's publications.

EIGA has no control whatsoever as regards, performance or non performance, misinterpretation, proper or improper use of any information or suggestions contained in EIGA's publications by any person or entity (including EIGA members) and EIGA expressly disclaims any liability in connection thereto.

© EIGA 2020 - EIGA grants permission to reproduce this publication provided the Association is acknowledged as the source

***EUROPEAN INDUSTRIAL GASES ASSOCIATION*** *AISBL*
AVENUE DES ARTS 3 – 5 ♦ B-1210 BRUSSELS
PHONE +32 2 217 70 98 ♦ FAX + 32 2 219 85 14 ♦ E-mail : info@eiga.eu - www.eiga.eu