

HAJI GUL GROUP OF COMPANIES**Title: JOURNEY MANAGEMENT PROCEDURE****Document #:****HGGC/OM/SOP-05****Rev #****01****Effective Date****01-01-2022****Review Date****01-01-2025****REVISION HISTORY**

Revision	Date	Change
00	January 01, 2022	Created
01	January 01, 2023	➤ Reformatting of the whole document. ➤ Précised Clause numbers. ➤ Driver's responsibilities added, Clause # 4.4. ➤ Add Records.
02	January 01,2024	Reviewed
03	January 01,2025	Reviewed

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Journey Management Procedure

1. PURPOSE:

- 1.1 The purpose of this procedure is to ensure effective controls are in place to manage the safety and security of drivers and vehicles during the journey and ensure compliance with JMPs.

2. SCOPE:

- 2.1 This system shall apply to all the fleets operating by the name of **M/S HAJI GUL GROUP OF COMPANIES**.

3. DEFINITIONS:

- 3.1 **JMP:** "Journey Management Plan"
 3.2 **VTs:** "Vehicle Tracking System"
 3.3 **RHM:** "Route hazard map"
 3.4 **ERP:** "Emergency response plan"
 3.5 **HSEQ:** "Health, Safety, Environment & Quality"
 3.6 **KMR:** "Kemari"
 3.7 **LFI:** "Learning from the incident"
 3.8 **NMPI:** "Near Miss & Potential Incident"
 3.9 **DG:** "Dangerous Goods"

4. RESPONSIBILITIES:

- 4.1 All Vehicle Drivers shall be responsible to carry the journey plan document of all routes prior to loading of their trucks. The drivers must understand the JP document and the details provided in the JP documents.
- 4.2 All drivers shall be responsible to follow the guidelines given in the JP documents.
- 4.3 **OPERATION/HSEQ MANAGER/VTs Rep.:**
- 4.3.1 The Operation Manager/ VTs Rep. shall be responsible to maintain the records.
- 4.3.2 The Operations Manager shall ensure that all authorized overnight stop areas are communicated to all drivers.
- 4.3.3 HSEQ Manager/ VTs Rep. shall ensure that all drivers are complying HSEQ requirements when using authorized rest area/overnight stop area.
- 4.3.4 The Operations Manager / HSEQ Manager shall be responsible to conduct regular spot checks at the authorized rest area as per plan.
- 4.3.5 The Operations Manager shall visit the newly identified the black spot area and the required details are communicated to client for info and record.
- 4.3.6 The Operations Manager shall ensure that every vehicle is being monitored by tracker staff.

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- 4.3.7 The Operation Manager shall ensure that VTS Reps. are recording the drivers daily duty hours, driving hours, trip data as per the guidelines given by the client.
- 4.3.8 The loading supervisor shall ensure that driver carries all required documents e.g. invoice, license, permits and other legal documents prior to departure. All legal documents must be valid.

4.4 RESPONSIBILITIES (DRIVER):

- 4.4.1 Drivers shall take rest at least for 30 minutes after every 4.30 hours of continuous drive.
- 4.4.2 Drivers are not allowed to stop tank lorry unless it is an approved rest area.
- 4.4.3 Drivers have to take 360 walk-about while start journey after taking rest at the rest area.
- 4.4.4 Drivers shall take proper rest and take good care of Personal hygiene.
- 4.4.5 In case of any road blockage or any uncertain situation, drivers are not allowed to take another/ alternate route without getting approval from their respective supervisors.
- 4.4.6 In case, change of route is inevitable, the Operation Manager prior to allowing driver to use alternate route shall do Route Assessment using GPS map for any blockage/issue.
- 4.4.7 All drivers shall be required to follow the JMP.
- 4.4.8 All drivers shall follow duty, driving, and rest hours as per guidelines. The matrix is given below.

4.30 hours	Max continuous driving time
30 min	Min rest duration after continuous drive
10 hours	Max driving hours in a day
56 hours	Max driving hours per week
12 hours	Max working hours in a day
72 Hours	Max working hours in a week
9 hours	Minimum rest per day
02 hours	Min rest during duty for 2 drivers in a day
24 hours	Min rest per week

***Note: If the customer has more stringent driving, duty & rest hour's guideline which is within the limits of above-provided company guideline then same will be followed.**

- 4.4.9 Drivers shall report for any usual situation (route hazard/site hazard) at the time of trip-closing through NMPI reporting.

5. PROCEDURE:**5.1 Authorized Rest Area Characteristics:**

- 5.1.1 The rest area is a designated location where drivers can park their vehicles safely.
- 5.1.2 Rest Area is also identified to provide a better meal, drinking water, and washing facilities for drivers.

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5.1.3 Identified Rest Area should have the following characteristics but not limited to following:

- **24-hour availability of fuel and food.**
- **Visible, attractive, and well-lit during the night.**
- **Service standard that encourages ongoing and future use.**
- **Well, signposted so that drivers can plan to stop.**
- **Sufficient space to park vehicles safely.**

5.2 RHM & JMP Development:

- 5.2.1 JMP is a live document and will be updated frequently.
- 5.2.2 JMP shall be considered up to the mark if it includes three phases i.e. Planning, Executing & closing out journeys.
- 5.2.3 Risk (security/local) assessment shall be made for all the routes and rest areas.
- 5.2.4 Based on the severity level of risk (security/local) assessment, i.e. for high and medium risk routes, JMP shall be implemented to mitigate the hazards.
- 5.2.5 The journey management plan shall be developed based on RHM to manage the entire journey of the driver including working hours, driving hours, authorized routes, and rest points.
- 5.2.6 Loading & Unloading sites details shall also be included in the journey plan.

5.3 New Site Induction:

- 5.3.1 Upon confirmation from the customer for any new site, a new RHM (Site & Route Hazards) and JMP shall be developed before sending the vehicle.
- 5.3.2 Driver shall be briefed on new site routes and its hazards prior to the first trip.

5.4 Driver Handbook:

- 5.4.1 Driver Handbook is a readily available manual comprised of route hazard map, journey plan, MSDS, site hazards, First aid instructions & emergency contact numbers.
- **The driver shall ensure the availability of the driver handbook throughout the journey.**
 - **The loading inspector shall ensure the availability of the driver handbook with the driver.**

5.5 Un-authorized passenger:

- 5.5.1 Unauthorized passenger is not allowed in the vehicle. Drivers shall ensure that no extra person is traveling in the vehicle.
- 5.5.2 All the drivers are required to carry only authorized passengers in their vehicles. Those who are authorized to ride in company vehicle include:
- **Monitor Driver**
 - **Driver Trainer (external)**
 - **All other persons must be authorized by the concerned supervisor**

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5.6 Unauthorized routes and Blackspot:

- 5.6.1 If there is any pilferage station nearby, then it would be considered as Black Spot.
- 5.6.2 If there is any adulteration station nearby, then it would be considered as Black Spot.
- 5.6.3 If the area has security issues, such as theft or hijack, then it would be considered a Black Spot.
- 5.6.4 All routes other than those defined in JMP will be considered unauthorized routes.

5.7 Red Spot:

- 5.7.1 If the area doesn't have enough space to park the vehicle safely, then it would be considered a Red Spot.
- 5.7.2 If there is any hot work/welding job done nearby, then the area would be considered a Red Spot.
- 5.7.3 If the area has potential chances of incident/chance of collision of tank lorry, then it would be considered as Red Spot.
- 5.7.4 If there is a high risk of incident or having a high traffic incident zone, then the area would be considered a Red Spot.

5.8 The requirement for Parking & Rest Areas:

- 5.8.1 HSEQ/Operation Manager shall visit the new rest area for reviewing the facility for parking of trucks.
- 5.8.2 Assessment shall be done by using compliance checklist for rest area.
- 5.8.3 If the driver is parking his truck at any rest area for which he was not use it before, following are few checks that need to be performed:
 - **Is there proper access to the rest area, with an appropriate approach road?**
 - **Has the site got enough parking spaces to park the vehicle safely?**
 - **Has the site got enough facility for drivers to take rest?**
 - **Is the land is solid enough to bear the vehicle load?**
 - **Is there proper lighting in the parking?**
 - **Is there any fuel station nearby?**
 - **Is there any maintenance facility available on the site?**
 - **Is there any hazard of flames or welding in the nearby area?**
 - **Is there proper security available in that place?**
- 5.8.4 If all of the above-mentioned hazards are assessed and no problem is found, then the driver can park his vehicle at the site.

5.9 Journey Start:

- 5.9.1 Once a trip is assigned to the driver, JMP shall be briefed by loading inspector to the driver before the commencement of the trip and the respective JMP will be issued to the driver.
- 5.9.2 The driver is responsible to clarify his understanding of JMP and shall sign the JMP at the end of the briefing. The loading inspector shall also sign the JMP to ensure that JMP has been communicated and endorsed by the driver.

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5.9.3 Once JMP is issued to the driver and the vehicle has been inspected as per procedure (Vehicle Inspection), the driver shall start his journey and mention it on a Trip log.

5.10 Journey Execution:

- 5.10.1 Once pre-trip briefing / JMP has been issued to the driver and the vehicle has been released by the vehicle inspector/monitor driver for loading, the driver shall start his journey and shall mention time and location on the trip log.
- 5.10.2 During the journey, the driver shall follow the respective JMP provided and shall log the actual time and location on a trip log.
- 5.10.3 The driver shall be responsible to strictly follow driving and rest hours briefed at the start and shall document it. The driver is also responsible to stop at authorized rest areas for night rest.
- 5.10.4 The VTS rep. shall be responsible to monitor the working hours of drivers and shall ensure compliance through proactive planning through VTS.

5.11 Journey Communication:

- 5.11.1 The VTS rep. shall be responsible to communicate with the vehicle driver at least once a day during the journey.
- 5.11.2 VTS Rep. shall contact driver while truck is parked at approved/authorized rest area.
- 5.11.3 The VTS rep. shall ensure that driver should not use mobile phones or hands-free devices while driving, this can be checked by calling driver during driving.
- 5.11.4 During driving driver should not use mobile phone for any communication, the second driver shall always reply on driver phone.
- 5.11.5 In case of any emergency, second driver shall inform the current situation to company hotline/emergency number. Driver shall handle the emergency situation advised by company emergency team, also coordinate with the local administration.
- 5.11.6 The driver shall inform his company regarding his and second driver physical condition, vehicle condition, after effect of accident to VTS Rep.
- 5.11.7 Driver shall also communicate his and his second driver regarding their health condition or any issue to VTS Rep. after completion of the day journey.
- 5.11.8 The Operation Manager shall ensure that daily Journey communication is being conducted by VTS and details are recorded in the Journey Communication log.
- 5.11.9 Operation Manager shall inform VTS rep. to inform all drivers regarding working hours and rest hours of the day.
- 5.11.10 The VTS rep. shall also responsible to communicate with the driver regarding his violation during the journey and other special instructions or journey risks ahead of him (e.g. roadblocks, protests, or adverse weather).
- 5.11.11 In case of unavailability of mobile signal, the driver shall contact VTS rep. once the signals are restored. In emergency situation, driver shall ask law enforcement agencies for help in communication to his company representatives.

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- 5.12.1 VTS monitoring is a control measure to track the overall journey of the vehicle 24/7.
- 5.12.2 VTS rep. shall be responsible to monitor the movement of the vehicles during the journey on a frequency of every 3 hours for all vehicles and shall record the vehicle location and time in Daily vehicle status.
- 5.12.3 VTS rep. shall monitor daily violations (e.g. seatbelt compliance, speed compliance, Harsh acceleration, etc.) and shall log it in VTS violation log and shall report to HSEQ for consequence management.
- 5.12.4 VTS rep. shall monitor VTS alerts proactively and shall respond to all alerts, and shall escalate to management / HSEQ / Customer, after correspondence with the driver. In case of fake alert due to VTS device issue, VTS rep. shall intimate VTS service provider for rectification, if the alert is true VTS rep. is responsible to immediately intimate ER team for activation of ERP.
- 5.12.5 VTS rep. shall be responsible to closely monitor working hour compliance and shall report to management / HSEQ / Customer in case of any noncompliance for investigation & consequence management.
- 5.12.6 If duty & driving hours exceed, the driver shall be counselled & compensated the next day's duty hours
- 5.12.7 If rest hours are violated, the driver shall be counselled & debrief on two driver operation guidelines.

5.13 Dashboard Analysis:

- 5.13.1 VTS dept. shall develop a dashboard consisting of all violation.
- 5.13.2 HSEQ Manager shall analysis the data and result shall be discussed in the management committee meeting.
- 5.13.3 HSEQ Manager shall develop action item after the analysis of violation data to reduce the recurrence of violation by drivers.
- 5.13.4 Action shall be taken against those drivers who are found violating the company's rule and regulation.

5.14 Journey Closer:

- 5.14.1 After finishing the trips, the JMP & trip log documents shall be returned to the VTS dept. for the journey closer.
- 5.14.2 VTS team shall analyse JMP and trip closer documents for the following issues:
 - **Working hours' compliance,**
 - **VTS violations during the journey,**
 - **JMP noncompliance and deviations,**
 - **Driver behaviour (i.e. Over speeding, harsh acceleration, harsh brakes, etc.)**
- 5.14.3 In case of non-compliance or deviations, the VTS team shall note down the reason for noncompliance or deviation and shall document it in the "Journey Closer log".
- 5.14.4 For non-compliances regarding driver behaviour, the VTS team shall create a counselling form and conduct counselling.

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- 5.14.5 VTS team shall maintain the log for counselling against noncompliance.
- 5.14.6 If the non-compliance occurs due to a driver's mistake which directly leads to Company policy violation or customer-provided violation which shall result in direct implementation of consequence management, then actions shall be taken against the driver as per the consequence management procedure.
- 5.14.7 The Operation Manager shall be responsible for recording the non-compliances and their reasons.
- 5.14.8 VTS team shall also be responsible to take feedback from the driver at the end of the journey regarding new route hazards and JMP deviations.
- 5.14.9 If any JMP deviation is constantly observed or due to a change in JMP then the Operation Manager shall coordinate with HSEQ Manager to update the JMP.
- 5.14.10 If a driver reports any new route hazard, the JMP shall be updated and revised documents shall be provided to all drivers.
- 5.14.11 JMP shall also be updated/revised in case of high accident zones are identified on that particular route provided alternate routes are available.
- 5.14.12 JMP shall also be revised if any customer declares that particular route, or any part of that route, as an unauthorized route.

6. RECORDS:

Sr. #	Document Name	Document #	Retention Period
1	Pre-Trip Briefing (P2P)	HGGC/OM/FM004	1 Year
2	Pre-Trip Briefing (P2C)	HGGC/OM/FM005	1 Year
3	Driver Trip Log	HGGC/OM/LOG03	1 Year
4	NMPI Reporting Form	HGGC/HSEQ/FM001	1 Year
5	NMPI Analysis	HGGC/HSEQ/LOG02	1 Year
6	Driver Counselling Form	HGGC/DM/FM002	1 Year
7	Journey Closure Form	HGGC/OM/LOG01	1 Year
8	Journey Closing Log	HGGC/OM/LOG02	1 Year
9	Journey Comm. Log	HGGC/OM/LOG01	1 Year
10	Driver Daily Insp. Checklist	HGGC/OM/FM001	1 Year
11	RHM	OCSC Doc.	1 Year
12	OBC Procedure	HGGC/OM/SOP-06	1 Year
13	MDVR Spot Check Checklist	HGGC/VM/CHK06	1 Year

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