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Title: GENERAL WORK INSTRUCTIONS

Document #:

HGGC/HSEQ/SOP-09

Rev #

01

Effective Date

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General Work Instructions

1 PURPOSE:

- 1.1 The purpose of this procedure is to evaluate hazards, remove or minimize the level of risk by adding control measures.

2 SCOPE:

- 2.1 This system shall be applicable to all the employees, contracted workers, and temporary workers of **M/S HAJI GUL GROUP OF COMPANIES**.

3 DEFINITIONS:

- 3.1 **Hazard:** "Anything that can harm"
- 3.2 **Hazard Identification:** "A process to identify the hazard."
- 3.3 **Risk:** "Risk is the combination of the consequence of an incident and its likelihood to happen."
- 3.4 **Risk Assessment:** "A process to evaluate risk."
- 3.5 **Risk Control:** "Risk control, also known as hazard control, is a part of the risk management process in which methods for neutralizing or reduction of identified risks are implemented."
- 3.6 **PPE:** "Personal Protective Equipment."

4 RESPONSIBILITIES:

- 4.1 All HGGC employees need to follow the work instruction.
- 4.2 HSEQ Manager shall be responsible to ensure that all the employees are following the below mention work instructions.
- 4.3 All HGGC employees shall be responsible to report if there is any hazard inherent in the pre-defined work instructions.

5 PROCEDURE:

- 5.1 Following are the activities that required safe working instructions.
- 5.1.1 **Loading of a vehicle**
 - 5.1.2 **Unloading of a vehicle**
 - 5.1.3 **Product handling and associated risks**
 - 5.1.4 **Manual handling**
 - 5.1.5 **Vehicle parking rules**
 - 5.1.6 **Hosepipe handling**



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5.1.1 LOADING OF VEHICLE:

1. The driver must collect all documents. Checks all information is correct,
2. The Driver then take the documents and vehicle to the filling site.
3. The driver is directed to the correct filling point.
4. Apply the parking brake at the filling point.
5. Switch off the engine and master switch.
6. Connect the bonding wire to the bare metal or bounding lug of the Tank body (First on. Last off).
7. Check product ID tags and fix as per the product being loaded.
8. Close the outlets and internal valves.
9. Open the Manhole covers.
10. Inspect the compartments to ensure that they are empty. If a compartment is not empty, moved out the truck to decant/empty out the chamber.
11. Insert the filling hose right down to the bottom of the appropriate compartment.
12. Inform filling supervisor to start loading.
13. Open the valves to commence filling, manhole must not be jammed open.
14. Stand upwind of the loading compartment where possible, if not face away from vapors.
15. If any product is spilled during the loading operation, all operations must cease until the spillage has been removed.
16. The vehicle engine must not be started until the spilled product is removed.
17. All spills to be reported to the depot supervisor.
18. After the vehicle loaded, Seal all vehicles outlets where appropriate.
19. Confirm product indicators on each compartment.
20. Check paperwork for the route.
21. Leave the terminal slowly.
22. Drive safely to the delivery.

5.1.2 UNLOADING OF VEHICLE:

1. On arrival at the customer's premises the driver shall inspect the area where the vehicle shall need to park.
2. Driver shall check for following points
 - **Electrical wires or other Hazards**
 - **Any source of fire ignition near-by**
 - **Any obstruction (e.g. vehicle parked)**
 - **Soft soil at discharging area**
 - **Uneven surface at discharging area**
3. After ensure the above points, driver shall proceed directly to the discharge point, park the vehicle, apply the park brake, switch off the engine and turn off the master switch.



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4. After parking the vehicle, the driver shall present the delivery document to the customer and request them to take the following actions:
 - **Check location**
 - **Place Safety Cones to direct traffic**
 - **Check all seals against paperwork**
 - **Check product quantity**
5. Customer will Gauge the tank compartments through the dip hole and “not” the manhole using Dip Rod. It is recommended that the customer should have his own dip rod for the measurement.
6. Dip reading at the time of receipt of the product should be mentioned against the dips mentioned already on the invoice.
7. Customer rep receiving the product shall calculate Transit Loss / Gain and shall take signature of the tank truck driver on invoice prior to decant the product.
8. Any difference in dip / product shortage shall be communicated to shipped Terminal / concerned Sales rep for advice. The difference shall be reflected on invoice for compensation / re-imbursement with driver acknowledgement.
9. Customer rep shall then advise the driver/ his rep to connect the other end of the hose with customer tank pipe and start decanting of product into the customer tank.
10. Customer rep shall be present all time at the decanting site to avoid any mishap.
11. Manhole cover of the chamber to be decanted shall be opened only.
12. After completion of the tank truck discharge customer shall verify “all” compartments as being empty.
13. Customer shall then acknowledge the Invoice affixes the rubber stamp and hand over the contractor copy of the invoice to Driver.
14. While the customer is carrying out the checks the driver should be in attendance throughout to satisfy that:
 - **The customer is satisfied**
 - **There are no hazards in the area**
 - **The correct tanks have been identified**
15. The driver should not misbehave the customer in any condition.

5.1.3 PRODUCT HANDLING AND ASSOCIATED RISKS:

1. Store product in correctly labelled containers
2. Follow any instructions on product labels
3. Wear correct protective clothing
4. Use barrier cream and/or gloves
5. Avoid skin contact
6. Avoid breathing vapors.
7. Never swallow / mouth siphoning
8. No eating/smoking
9. Keep all ignition sources away
10. If the product makes contact with your skin, remove it from the skin promptly by washing hands with soap



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11. Do not use product to remove oil/grease from the skin
12. After handling the product, Wash hands and face before eating, drinking, toilet needs
13. Get first aid for cuts and scratches
14. Get medical advice for abnormal skin conditions
15. Use the following PPE for product handling.
 - **Gloves (gauntlets, thermally insulated, impervious to liquids)**
 - **safety boots**
 - **goggles**
 - **side shields**
 - **full-face shields**
 - **safety helmets with chin guard**
 - **Clothes (cotton / natural, anti-static)**
16. For more details, read driver's hand book, which is available in every vehicle.

5.1.4 MANUAL HANDLING:

1. Use mechanical aids or assistance when possible
2. Never bend, lift, and twist at the same time!
3. Bend your knees and use your legs to lift!
4. Hold with both hands
5. Keep close to the body
6. Bend your legs and keep your back straight
7. Get Help if Needed. If the load is too heavy, DON'T TRY TO LIFT IT ALONE
8. Lift with the Legs -- NOT THE BACK
9. Keep the weight close to the body
10. Do not lift with a jerk
11. Do not lift above shoulder height

5.1.5 VEHICLE PARKING RULES:

1. The driver should assess the parking area before parking the vehicle. 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?**
2. If all of the above-mentioned hazards are assessed and no problem is found then the driver can park his vehicle at the site.



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3. After Parking:

- **Always Lock Your Doors**
- **Roll Up and Lock Your Windows**
- **Do Not Leave Valuables Insight - (phones, wallets)**
- **Put valuables and packages in the trunk or out of sight before arriving at the parking facility.**
- **Do Not Leave the vehicle unattended.**
- **If you have the option, choose a well-lit parking spot.**
- **Do not hide a spare key in or on your vehicle - it can be found.**
- **Be aware and report any suspicious activity immediately by calling HGGC Emergency # 0346-6381599 or for emergencies dial 15**

4. When returning to your vehicle:

- **Return to your vehicle along with another driver.**
- **Have your door keys in hand?**
- **When approaching your vehicle look inside before entering to make sure there are no unwanted occupants. After entering, lock all doors.**
- **Once inside the vehicle, lock the door and start the engine. Start moving the vehicle as soon as possible after getting situated.**
- **If there is any concern for personal safety, for any reason, notify the Police immediately or call HGGC ER number 0346-6381599**
- **Never offer rides to an unauthorized person.**

5.1.6 HOSE HANDLING

1. Hose shall be put in the hose carrier/box available in the side of Truck.
2. Proper PPE must be worn while handling hose (cotton gloves).
3. Open the hose box and apply force from both hands.
4. While lifting hose, sit on the floor and lift hose and rest it on shoulder.
5. Stand-up gently, do not stand-up with a jerk.
6. Connect Hose to location decantation point.
7. Check hose is properly fixed (using locking mechanism) prior to start decantation.

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6 RECORDS:

Sr. #	Document Name	Document #	Retention Period
1	Driver Handbook	Company Owned	1 Year

Prepared by:			
Designation	Department	Date	Signature
Manager (Operations)	Operations	Jan 01 st , 2022	

Reviewed by:			
Designation	Department	Date	Signature
Manager (HSEQ)	HSEQ	Jan 01 st , 2025	

Approved by:			
Designation	Department	Date	Signature
CEO	All	Jan 01 st , 2025	

Haji Gul Group of Companies