National Transportation Safety Board
Office of Highway Safety
Washington, DC 20594

HWY24MH013

HAZARDOUS MATERIALS ATTACHMENT

Brenntag Customer Pickups, Loading, Refusing Loading SOP

(5 Pages)

BRENNTAG GREAT LAKES, LLC

S T A N D A R D O P E R A T I N G P R O C E D U R E

DATE ISSUED	DEPT	FACILITY	PREPARED BY	APPROVED BY	REVISION NUMBER	INSTRUCTION NO.
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DISTRIBUTION: WAREHOUSE & PROCEDURES MANUAL

SUBJECT: Customer Pickups/Loading/Refusing Loading

OBJECTIVE: To ensure product picked up by customer or common carrier will arrive at its destination safely.

RESPONSIBILITY: Foremen & Warehousemen

PROCEDURE

1. The employee loading a customer pickup may use a copy of the customer pickup checklist included with this SOP. STOP: If an unknown carrier or NOT the assigned carrier to the pickup arrives “refuse loading” Security Issue. Seek out on site or Corporate Security Officer.

2. For shipments of any quantity of hazardous materials, cargo area must be separate from the driver/passenger compartment. (No passenger cars or vans will be loaded with hazardous materials)

3. For outside carriers and will call customers receiving hazardous materials in placardable quantities, check drivers license for HAZMAT endorsement.

4. Portable tanks and IBCs will not be loaded on flat bed vehicles.

5. Check to make sure vehicle will be loaded within its gross vehicle weight rating.

6. Check the load area. It must be free of debris or sharp objects that could damage containers. The load area must be in good condition.

7. Check for product compatibility and segregate material appropriately. Ask a supervisor or consult the segregation and separation charts (49CFR 177.848).

8. Chock the wheels and put load ramp in place. Do not drive on liftgates. *If no tractor is hooked to a trailer nose, stand must be in place!*

9. Load trucks putting product delivered last, on first. Make sure containers are loaded tightly to minimize motion between containers. Make sure the containers are not loaded so tight as to create damage to the load.

10. Record lot and batch numbers for each product along with container numbers for portable tanks. Indicate any back orders appropriately after checking to make sure the product is not coming in on another purchase order in time for the shipment.

11. Make sure load is properly blocked and braced (49CFR 177.834(a)).

12. Make sure the proper placards are affixed to the vehicle (49CFR 172.500-172.516).

13. Make sure the appropriate emergency response information is available to the driver and that the driver has the proper ERG information.

14. The driver can now be released.

15. Signs will be prepared with the information on the customer pickup checklist attached to this SOP. The signs will be posted at conspicuous spots within each facility.

SUMMARY: If these steps are followed, we will be keeping our people, customers, the public, and product safe from harm. All of these steps are simple to do, and even easier to miss. All it takes is to miss one of them for an accident to occur or a security incident to take place by shipping a DHS-listed product to the wrong carrier or customer by mistake. In our business, if an accident happens, in most circumstances, you don't have the option of going back and trying it again. Please go through these requirements with your employees so we can make sure all of the above noted items are taken care of appropriately and on an individual basis. As managers and area supervisors, it is your responsibility to allocate and find appropriate resources to comply with company policy, rules, and regulations. It is also your responsibility to direct the work force in order to accomplish tasks the organization feels are important. We insist that you involve each and every employee in this process. Our employees have a responsibility to comply with the above items and follow the work rules we have set for them.

CUSTOMER PICK-UP
CHECKLIST MAYBE USED

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☐ VALID CARRIER. IF UNKNOWN CARRIER, REFUSE LOADING (SECURITY ISSUE)

☐ DRIVER HAS A VALID C.D.L.

☐ DRIVER HAS A MEDICAL CARD AND A HAZMAT ENDORSEMENT (FOR PLACARDABLE HAZARDOUS MATERIAL LOADS)

☐ DRIVER HAS A TANKER ENDORSEMENT (FOR CARGO TANK SHIPMENTS)

☐ CARGO TANK HAS CURRENT TEST DATES AND PROPER D.O.T. SPECS.

☐ PRODUCTS HAVE BEEN PROPERLY SEGREGATED PER 49CFR 177.848 (IF UNSURE CHECK WITH SUPERVISOR ON DUTY)

☐ GLAD HAND SET, WHEELS ARE CHOCKED

☐ CARGO AREA HAS BEEN CHECKED FOR HAZARDS AND WILL BE LOADED WITHIN ITS GROSS VEHICLE WEIGHT RATING

☐ THE LOAD IS PROPERLY SECURED

☐ PROPER PLACARDS HAVE BEEN AFFIXED

☐ THE CUSTOMER OR CARRIER HAS APPROPRIATE EMERGENCY RESPONSE GUIDE INFORMATION

CUSTOMER PICKUP POLICY

1. DRIVER MUST BE APPROVED CARRIER AND NOT AN UNKNOWN CARRIER AND PROVIDE A CURRENT COMMERCIAL DRIVERS LICENSE OF THE PROPER CLASS AND ENDORSEMENTS FOR THE VEHICLE AND CARGO.

2. THE VEHICLE'S CARGO AREA WILL BE INSPECTED FOR OBVIOUS DEFECTS THAT COULD AFFECT THE INTEGRITY OR STABILITY OF THE LOAD.

3. THE VEHICLE MUST BE LOADED WITHIN ITS GROSS VEHICLE WEIGHT RATING.

4. THE CARGO MUST BE SECURED AGAINST MOVEMENT.

5. THE VEHICLE MUST HAVE A CARGO AREA SEPARATE FROM THE DRIVER/PASSENGER COMPARTMENT.

6. INCOMPATIBLE PRODUCTS WILL NOT BE LOADED TOGETHER. (CFR 49 177.848 DELINEATES THESE RESTRICTIONS.)

7. THE DRIVER IS REQUIRED TO HAVE EMERGENCY RESPONSE INFORMATION FOR ALL HAZARDOUS MATERIALS BEING TRANSPORTED.

NOTE: 1, 5, 6, AND 7 ARE INTENDED FOR HAZARDOUS MATERIALS SHIPMENTS.

TO ENSURE YOUR SAFETY AND SECURITY,

PLEASE OBEY ALL WARNING SIGNS AND

INSTRUCTIONS FROM PLANT PERSONNEL WHILE ON

BRENNTAG PROPERTY.