

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.

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:
 - o vehicle and equipment maintenance;
 - o scheduling and dispatching; and
 - o 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.