



SANDHU TRANSPORT CO.
FLEET OWNERS & TRANSPORT CONTRACTORS

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Company Policy

Sandhu Transport was founded on a set of guiding values & principals. We at Sandhu Transport foster an environment to instill and support them in every aspect of our organization.

1. Our core values are at the heart of our reputation and reflect
2. A business conduct foundation based on honesty and integrity
3. Respect for our customers, neighbours and employees
4. A dedication to the highest health, environmental and safety practices.

We at Sandhu Transport are dedicated to uphold the highest ethical standards and principles throughout our operations, both in letter and in spirit.



Mission Statement

Our mission is to fully utilize the professional skills of all associates as we continue to grow and succeed; building a viable business that satisfied and exceed the ever evolving needs of our customers.

To encourage creativity from our company team, promote principles of responsible care and foster continuous improvement in areas of safety, quality and profitability.

Quality Policy

Sandhu Transport is a provider of transportation services for bulk distribution of liquid chemicals, in India.

We, at Sandhu Transport, shall deliver high quality & cost-effective transportation services by employing and supporting motivated, flexible and focused team that satisfies or exceeds the ever evolving needs of our customers.

We, at Sandhu Transport, shall provide and maintain safe & healthy working conditions, equipment and systems of work for all of us, and we shall provide such information, training and supervision as we may need for this purpose.

Seat Belt Policy

All occupants traveling in trucks, cars and light vehicles on company business must wear seat belts. Driving to and from company business lunches and dinners is considered as traveling on company business. The number of passengers must therefore not exceed the number of seat belts fitted in the vehicle. Staffs driving their own cars are also strongly urged to follow this guideline for the safety of their passengers and themselves.

Company owned vehicles and company hired or contracted cars used for transporting passengers will be fitted with rear seat belts if these are not already installed. Private vehicles used frequently by staff for company business are also to be fitted with rear seat belts.

Phone Policy while Driving

Mobile phones have become an essential business tool for most staff; however the use of a mobile phone, or other communication equipment, while driving presents a significant safety hazard.

Sandhu Transport's phone policy whilst driving is as follows:

- Hand held mobile phones and 2-way radios shall not be used by drivers whilst driving a company vehicle or own car on work related activities or Company business.
- The use of Hands Free facilities of any kind is also not permitted and is unacceptable.
- It is also recommended that Sandhu Transport adopts this standard when driving on personal business, thereby demonstrating leadership and commitment to the enhancement of road safety.
- The mobile phone unit must be switched off while driving, "Engine-ON, Phone-OFF". A hand held phone or 2-way radio must only be used when the vehicle is safely parked.
- For locations using 2-way radio, the person has to ensure that he is not on the driver's seat (either the regular driver or another colleague is driving the vehicle)

This policy applies to all company car drivers, all tanker drivers, own fleet or contracted, construction sites, retail outlets, terminals and locations and where appropriate. It does not apply to passengers who are not driving the vehicle. Non adherence to the above will be treated as a breach of company policy and will attract an appropriate disciplinary action.

Smoking Policy

Sandhu Transport has vital interest in maintaining a healthy and safe environment for its employees and visitors while respecting individual choice. It is the policy of Sandhu Transport to maintain smoke-free area for its employees and visitors to maximum possible extent.

Smoking is strictly prohibited in Sandhu Transport's premises and on the surrounding grounds, including the car/truck park owned by Sandhu Transport. Smoking is also prohibited in company vehicles and in private vehicle. This applies to all the employees whether employed directly by Sandhu Transport, through an agency, by a contractor or other organization and visitors.

Employees who wish to smoke may do so in their own time during lunch breaks but outside the premises. Employees will not be permitted to smoke whilst carrying out their duties and responsibilities for Sandhu Transport.

The sale of tobacco will be strictly prohibited in all Sandhu Transport premises.

Implementation & Enforcement of the Policy

Co-operation and consideration between smokers and non-smokers are necessary to assure the successful implementation of this policy. All members of the Sandhu Transport community are responsible for observing the provisions of this policy on smoking.

- Managers will be responsible for the promotion and maintenance of the policy by their staff. Managers will receive training and guidance regarding their responsibilities in relation to the policy and enforcement of it.
 - Employees should inform the appropriate manager about the defaulter of the policy.
 - Employees not complying with the policy will be referred to their manager for support subject to the usual disciplinary procedure.
 - Visitors not adhering to the policy will be asked to comply or leave the premises or site.
 - All job applicants will be made aware of the policy and applicants will be reminded of the policy at interview stage.
 - A copy of the policy will form part of new employee's induction packs. Training and guidance on enforcing the policy will form part of new manager's induction process.
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Drugs & Alcohol Policy

The use of drugs and alcohol can impair performance at work, and can be a serious threat to safety, environment, health and productivity. The company wishes to ensure that all employees recognize this threat and aims to nullify the risks involved. To achieve this, the following policy will be part of the employee's conditions of employment.

- Establish and enforce clear policies for employees that promote an environment free from the use of alcohol and illegal drugs.
- Educate all members of the organization about the health risks associated with the use and abuse of alcohol and other drugs.
- Provide confidential, effective and redemptive assistance to employees who seek help for substance abuse problems. And
- Create an environment that promotes and reinforces healthy lifestyles and responsible decision-making.

Any violation of the alcohol policy will subject the employees to the following minimum disciplinary actions:

First Offence

The first violation in a year will result in a fine of Rs.500/- (20 hours of community service in lieu of fine) an alcohol assessment and an educational workshop/counseling.

Second Offence

The second violation in a year will result in a fine of Rs.750/- a warning letter of possible expulsion on next offence, an additional alcohol assessment, attendance at an 8 hour educational workshop/counseling, possible demotion and 30 hours of community service.

Third Offence

The third violation in a year may result in probable expulsion from the organization and/or a fine of Rs.1500/- further alcohol assessment, one year of disciplinary probation and 60 hours of community service.

Driver Recruitment Policy

1. Introduction

- 1.1 All Drivers shall be recruited on the basis of merit with minimum eligibility standards. No preference shall be given on the basis of cast, creed, colour, race and language.
- 1.2 The recruitment system encompasses mandatory criteria for all applicants, which must be followed in letter and spirit for recruitment of a driver in the organization.

2. Driver Recruitment Criteria

- 2.1 Age and Experience. Applicants for the slot of TL drivers shall comply with the following age and experience criteria:
 - 2.1.1 Applicant must have at least two years driving experience on the type of vehicle required to be driven in the company. e.g. articulated and fixed.
 - 2.1.2 Applicant's age should not exceed the official retirement age of the company i.e. 58 years.
 - 2.1.3 At the time of recruitment, if the above selection criteria could not be met, then emphasis shall be laid on driving skills and personality. Moreover, additional care during training will be taken through the added support of Monitor drivers.
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2.2 **Personality**

Driver's personality attributes shall be verified through an Interview/ Assessment-Form at the time of selection. The ideal candidate should be someone :

- 2.2.1 who has an aptitude of driving.
 - 2.2.2 who can provide courteous service to customer
 - 2.2.3 mature and responsible
 - 2.2.4 decisive
 - 2.2.5 capable of working independently, self reliant and self disciplined
 - 2.2.6 prepared and capable of working in shifts
 - 2.2.7 is aware and determined to practice all safety rules, methods and procedures
 - 2.2.8 non-smoker
 - 2.2.9 no declination towards drugs
 - 2.2.10 no physical deformity and capable of controlling the vehicle (reaching and operating the controls)
 - 2.2.11 with the ability to perceive hazards & able to react rationally in normal and emergency situations
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2.3 Health

Company approved doctor shall conduct a comprehensive medical examination. Medical report shall be placed in the personal file of each driver after completion of selection process. Medical examination must ensure following fitness areas:

- 2.3.1 Vision (eyesight and colour blindness)
 - 2.3.2 Any serious illness
 - 2.3.3 Any neurological or musculoskeletal deficiency which could adversely effect movement and reaction time
 - 2.3.4 Conditions that could result in sudden collapse such as epilepsy, diabetes and heart attack
 - 2.3.5 Any history of anxiety or depression
 - 2.3.6 Use of any medication which could influence driving behaviour
 - 2.3.7 Stress/sleeping disorders, and degree of dependence on sleeping pills, alcohol and other measures.
 - 2.3.8 Drug and alcohol testing.
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2.4 **Driving Skills**

- 2.4.1 Practical Driving Test. Each driver should go through a practical driving examination before recruitment. An experience driver / monitor driver shall conduct this test under typical operating conditions. He will confirm that applicant is fully competent to drive the type of vehicle he would use on company business.
 - 2.4.2 Appropriate Driving License. The candidate must have an appropriate valid License for the vehicle to be driven by him. A Photocopy of license must be placed in his personal file.
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3. **Intelligence and General Education (Pre-Recruitment Test)**

- 3.1 Intelligence tests shall be conducted if the applicant has limited education. This shall ensure that the prospective driver demonstrates minimum level of intelligence required to fulfill his duties.
 - 3.2 Preferable level of education for a prospective driver is a Matriculate, if not, Middle level would meet the criteria.
 - 3.3 If an applicant is not meeting the above education standards, then he should be literate and numerate at a level where he is able to:
 - 3.3.1 follow written work instructions
 - 3.3.2 read maps
 - 3.3.3 read safety bulletins
 - 3.3.4 fill up trip log
 - 3.3.5 fill up other forms required to report about the journey details etc.
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4. Induction

- 4.1 A newly selected driver will be given a Job-Offer letter along with “Extract from Rules & Regulation of the Company” for his guidance. He will be on probation for three months.
 - 4.2 Newly hired drivers should be put on the safest and least demanding routes.
 - 4.3 There should be a progression from smaller to larger trucks and from rigid to articulated vehicles, supported by continuous progressive training.
 - 4.4 During initial short trips, a monitor driver should spend the first three to five days with new driver, identifying any skill gaps, attitude problems and providing the necessary support.
 - 4.5 The monitor driver shall continue to record his skill gaps during the probationary period and through coaching, counseling and other training drills would bridge the gaps in his driving skills. He will then submit his report to the company.
 - 4.6 Following a final trip at the end of the probationary period, the monitor driver should recommend whether a driver to be rejected or accepted.
 - 4.7 Job confirmation letter will be issued to the driver on probation, if Monitor-Driver comments positively about him and there is no other negative report against him.
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5. **Conduct**

With respect to general conduct, drivers shall:

- 5.1 Follow procedures regarding duty and rest periods.
 - 5.2 Follow defensive driving principles
 - 5.3 Wear a seat belt at all times whilst in a moving vehicle.
 - 5.4 Work in accordance with all company HSSE Rules and to act on the instructions of their supervisor
 - 5.5 Keep the vehicle and cab interior clean and tidy.
 - 5.6 Not place heavy or sharp objects in the cab (or on the top of trailers)
 - 5.7 Not place product samples or product contaminated material, including gloves, in the cab.
 - 5.8 Must not smoke or carry matches, lighters or other source of ignition when carrying flammable products.
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6. Other Important Requirements

During the selection process in addition to the above mentioned requirements the under mentioned elements are also very important and the driver selection shall encompass the following:

- 6.1 Driving record (no serious offences and not more than three accidents or violations in the last 5 years)
 - 6.2 Knowledge of defensive driving
 - 6.3 Attitude to alcohol and drugs
 - 6.4 Understanding of the Highway Code
 - 6.5 Awareness of key road safety issues
 - 6.6 Product knowledge
 - 6.7 First-aid skills
 - 6.8 Firefighting skills
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Rules & Regulations (For Tank Lorry Drivers)

You are required to be well aware of company's Rules & Regulations. Salient features are reproduced for your information and mandatory compliance:

1. Your Recommended Maximum Driving and Duty Hours are:
 - a. Maximum daily driving 9 hours
 - b. Maximum daily duty 12 hours
 - c. Maximum continuous driving 4 hours
 - d. Minimum break from driving 30 minutes every 4 hours of continuous driving
 - e. Maximum weekly driving 54 hours
 - f. Maximum daily rest period 11 consecutive hours*
 - g. Minimum weekly rest period 24 consecutive hours
 - h. Maximum working in a week 6 consecutive days

(*reducible to 9 on two occasions during the week but which must be subsequently compensated)
 2. **Seat Belt.** You will wear seat belt on all occasions while driving.
 3. **Reporting.** You will report to your immediate supervisor about accidents, potential incidents, spillage, vehicle and equipment defects and delivery operation.
 4. **Trip Log.** You must carry and fill the trip log as the day work proceeds and hand it over to the Operation Supervisor at the end of the shift or trip.
 5. **Shifts.** The Company will make sure and YOU should also personally ensure that your work cycle, wherever possible should not vary. Any variance should be a step forward, which has limited impact on your rest periods. In any case, a minimum rest time of 24 hours is to be availed by you prior to any change in shifts cycle.
 6. **Pre-approved Stop Areas.** You are NOT permitted to stop you tank lorry unless at an approved stop area (on an approved route) and at planned stop times.
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7. **Route Hazard Map (RHM).** You must always carry RHM for all your delivery routes to ensure all key potential road and traffic safety hazards and risks.
 8. **Daily Vehicle Inspection Sheet.** You must carry and fill Inspection Sheet and hand it over to Maintenance Supervisor at the end of shift or trip.
 9. **Driving License.** You must always be in possession of a valid and appropriate driving license.
 10. **Speed Limit.** Your permissible maximum speed limit on highways is 60 kmph and in cities/towns is 45 kmph which is applicable only when road conditions permit you.
 11. **Use of Narcotics.** Use of alcohol or any other narcotics is strictly prohibited.
 12. **Unauthorized Passengers & Load.** Carrying unauthorized passengers and load on a tank lorry is strictly prohibited.
 13. **Uniform.** Uniform provided by the company should be kept clean & tidy and must be worn when on duty on the vehicle.
 14. **Fire Prevention.** You must be well-versed with fire prevention techniques and use of fire extinguishers.
 15. **Emergency.** You must be well-versed with emergency handling techniques.
 16. **Security of the Vehicle.** In case of rest or any unavoidable halt, you must not leave the vehicle unattended and must secure it to prevent loss of product or equipment by theft.
 17. **Personal Health.** Your personal health is the most important factor of safe journey. You must never drive a tanker lorry when you are unfit for driving and must stop driving if fallen ill during the journey. Never drive with self medication or exceeded doses of prescribed medicine.
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18. **Personal Safety.** Adhere to following points while handling petroleum products:
 - a. You must wash immediately any product spread on skin or clothing
 - b. You must report any persistent complaint about skin irritation and infection
 19. **PPE.** You shall always put on PPE before entering any installation or depot.
 20. **Customer Care.** You shall always be polite and helpful to the customer.

AFFIRMATION

The above RULES have been read over to _____ by
_____ in the _____ language,
who signs it as UNDERSTOOD for future compliance.

Date:

Signature of Driver:

Place:

Name of the Driver:

Departmental Functions

Marketing & Operations

Marketing & Sales:

1. Projecting & Creating demand for services offered.
 2. Deciding freight charges for transportation of materials
 3. Getting new work orders/contracts and retaining old ones
 4. Generating Indents for execution of orders
 5. Getting delivery orders/documents required for execution of orders and forwarding same to Operations dept.
 6. Liaison with Operations dept. for availability of vehicles and timely execution of orders undertaken.
 7. Updating status of orders to customers
 8. Maintaining customer database and generating various MIS reports
 9. Develop & implement Marketing Strategies/Policies
 10. Organize weekly review meetings to set and achieve sale targets
 11. Handling customer relations
 12. Setting up marketing budget
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Operations:

1. Execution of orders undertaken
 2. Planning and scheduling of vehicles as per orders undertaken
 3. Vehicular Traffic Management
 4. Generating Challans/LRs for taking loads
 5. Despatching vehicles with proper documents and expenses
 6. Liaison with Marketing & Sales dept. and Fleet Maintenance dept. in order to ensure smooth dispatch of vehicles.
 7. Maintaining database of executed and pending orders.
 8. Prompt collection of acknowledged challans/LRs and submission of same to Accounts dept. for raising freight bills.
 9. Maintaining Challans/LRs database
 10. Monitoring fleet performance
 11. Generate Daily Vehicle Availability Report and pass it to Marketing & Sales Dept.
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Finance & Accounting

Finance:

1. Keeping track of the financial health of the company
2. Optimizing cash flow of the company
3. Performing all the functions related to banking such as Cash/DD deposits/withdrawals, payment of loan installments, etc. and maintaining all the record required.
4. Releasing payments as and when required.
5. Developing financial strategies/policies
6. Setting up financial budget
7. Setting up schedule for purchase of new vehicles
8. Forecasting, well in advance, the future financial requirements of the company

Accounts:

1. Maintaining all the account books in accordance with the prevailing govt./IT rules
 2. Preparing bills/receipts/vouchers, etc.
 3. Timely submission of freight bills and collection of payments against the same
 4. Generating MIS reports
 5. Dealing with Income Tax officials
 6. Identifying legal methods to reduce the tax liability of the company/individual
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HRD & General Administration

HRD:

1. Hiring and firing of drivers/cleaners/garage and office staff.
2. Monitoring employee performance
3. Training & motivating employees of the company
4. Addressing employee complaints/requirements etc
5. Rewarding drivers/cleaners/staff for their good work
6. Preparing HRD budget
7. Dealing with legal matters

General Administration:

1. Upkeep of office and garage premises
 2. Maintain utility bills and arrange for timely payments of utility bills
 3. Maintain fleet database and make necessary arrangements for timely payments/validation of vehicle insurance, road taxes, permits, fitness, explosive license, tank calibration
 4. Organize Board Meetings, AGM, EOGM, and all other meetings/gatherings
 5. Maintain Minutes Book and all ROC documents/registers
 6. Organize and arrange official visits of Directors/employees
 7. Maintain office reception and canteen
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Fleet Maintenance :

1. Carrying out repairs and maintenance of vehicles with minimum downtime of vehicles.
2. Liaison with Operations department to ensure the availability of required vehicles as and when required.
3. Liaison with Purchase department to ensure availability of stocks as and when required.
4. Maintaining repair and maintenance records of all vehicles
5. Servicing and washing of tanks (internal & external)
6. Maintain database of tanks services/washed
7. Authorize and approve vehicles with all relevant documents for required loadings.
8. Training of mechanics for latest developments/advancements in technology in liaison with equipment manufacturers and HRD department.

Procurement & Safety

1. Inviting quotation/tenders for purchase of vehicles/stocks
 2. Deciding purchase rates & terms and generating purchase orders accordingly
 3. Purchasing stocks as and when required
 4. Maintaining adequate stocks at garage (should follow Just-in-Time approach)
 5. Maintaining proper records for both incoming and outgoing stocks
 6. Preparing monthly budgets to fulfill the requirements
 7. Informing finance department well in advance about the purchase of stocks and their payments as and when due.
 8. Handling vendor relations
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EHS:

1. Maintaining 24x7 Emergency helpline & Emergency Response Team
 2. Developing and implementing Safety Policies
 3. Maintain and update Chemical database – MSDS, Tremcards
 4. Develop & implement inherent safer business processes
 5. Conduct training sessions for creating awareness amongst the employees towards EHS
 6. Maintain, analyze and publish accident records
 7. Distribution and maintenance of PPE and other safety equipments
 8. Ensure safe handling of hazardous waste
 9. Driver & Staff counseling
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Roles & Responsibilities (Job Descriptions)

Loading Officer:

1. Ensuring timely reporting of tankers at loading/unloading points with required documents, safety kit
 2. Coordinating with operations department for expected tankers at the loading/unloading points
 3. Understanding new/fresh requirements of the loading/unloading installations and communicating the same to operations department
 4. Maintaining records of tankers reporting. Reports should indicate tanker number, loading/dispatch particulars, driver name, date & time of reporting/exit against scheduled date & time.
 5. Maintaining records of all non-compliances and communicating same to the operations department/concerned parties.
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Safety Officer:

1. Ensuring adherence to all Safety and Legislative requirements pertaining to hazardous goods transportation at all times.
 2. Conducting Tool Box Meetings with drivers discussing principles of defensive driving
 3. Training & assessing newly inducted drivers on Company Policies, Loading & Discharging, Defensive driving, Product Knowledge & product handling, Basic First Aid, Fire fighting, Emergency Response
 4. Conducting scheduled & surprise spot checks for HSSE compliances
 5. Managing PPE & First Aid kits and ensuring availability of same with all tank lorries
 6. Identifying, recording & reporting unsafe conditions/unsafe acts
 7. Taking corrective/preventive actions eliminate unsafe conditions/unsafe acts.
 8. Conducting follow-up audits to avoid re-occurrence of unsafe conditions/unsafe acts.
 9. Act as Emergency Response Team facilitator for all ER requirements
 10. Ensure timely availability of all resources to ER Team
 11. Investigate/Analyze cause of incidents/accidents and record/report the same to Management.
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Emergency Response Focal Point Manager

Purpose

The incumbent has the responsibility for coordinating the hazardous chemical emergency response within his or her “territory”, managing and ensuring effective operation of hazardous chemical ER resources and developing procedures to ensure effective initiation of the scheme by all relevant parties.

It is the intention that the Sandhu Transport Emergency Response scheme should become integrated into national chemical emergency response schemes over time. Sandhu Transport wishes to ensure (by its contribution) that the quality of the hazardous chemical ER so provided is of a high standard and the provision of Mutual Aid for all remains effective.

The incumbent has the responsibility of managing this transition, linking the timing and the pace of integration to emergence of effectiveness of the chemical ER schemes.

Principal Accountabilities

A. Managing Sandhu Transport ER Resources

- Manage and ensure effective operation of all ER resources within his territory. Monitor ER equipment and the availability and training of staff providing ER intervention within his territory.
- Organize and maintain an effective “call out” procedure, ensuring that all parties are fully informed of the procedure and any changes that may be implemented.
- Where equipment and human resources needed for effective ER within the “territory” are not directly available from Sandhu Transport, take steps to establish “equipment and human resources centres”, at Customer's / affiliates sites (e.g. refinery sites, chemical operations) where there is a general ER capability.
- Oversee the management of “resource centres” and any hazardous chemical related training required, to ensure operational effectiveness.
- Establish procedures to ensure an effective media response where required.
- Report on any incident and provide an annual status report to the Management team of the company. Keep up to date an operating experience and developments in the other “territories” to ensure standards are harmonized at a high operational level.

B. Managing the Integration of ISOPA's Emergency Response into National Chemical ER Schemes

- Establish close links with national emergency services / chemical industry intervention schemes, monitoring their effectiveness and ensuring that practical advice, support and assistance for chemical emergencies is available as and when needed.
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Job Requirements / Competencies

1. A good knowledge of English, Hindi & Local Language, both spoken and written.
2. Strong management and interpersonal skills
3. Familiarity with technical aspects of chemicals and with transportation systems
4. A good understanding of the practical delivery of emergency response. Familiarity with Sandhu Transport & national ER schemes
5. Seniority and ability to influence chemical logistics/safety matters within the Company.

Control of Non-Conformity in Service

1. Purpose and scope of the procedure:

This procedure is laid down to ensure that all the Non conformities in the service are identified, documented and appropriate disposition action are initiated and controlled.

This procedure covers the Non conformity disposition relating to ISO 9001:2000 Standards

This procedure is applicable for non-conformities observed in the lifecycle of the transport of chemicals.

2. Definition

Anything not meeting the Customer Requirements or not conforming to the Standard Operating Procedures is non-conformity.

- 2.1 Not meeting the deadline for delivery (Turn around time)
 - 2.2 Not maintaining the quality of Material while transporting until delivery i.e. Contamination of the chemicals
 - 2.3 Not maintaining the quantity of Material while transporting until delivery i.e. Quantity loss due to improper upkeep of the tanker causing leakage / evaporation, lack of safety/security causing theft/robbery.
 - 2.4 Lack of statutory and legal documents causing rejection at loading/unloading point.
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3. Procedure

Proper preventive procedures are adopted to avoid these non-conformances.

To meet the Deadline:

- a. While planning for the trip, the estimated time taken for the trip from loading to unloading inclusive of rest time for drivers is calculated. Accordingly the order is accepted.
 - b. The tankers are cleaned and preventive / regular maintenance is done as soon as they arrive at the depot after unloading and hence no time loss is made for preparation of the vehicle.
 - c. The required documents are collected prior to the departure of the vehicle so that no delay is caused due to searching for statutory and legal documents.
 - d. The driving routes and day / night halts are pre-determined.
 - e. Most of the drivers are provided with cell phone facility to establish communication for any undue problem on the way. Drivers who do not have cell phone, are instructed at to be in touch with the dispatch department on daily basis and update their whereabouts. And this way they are physically monitored.
 - f. Most of the vehicles are fitted with GPS system which can find the location at which the vehicle is currently plying and this information is communicated through satellite facility and can be downloaded into system through internet and hence the vehicles on the route are closely monitored.
 - g. In case of unavoidable delay due to reasons unforeseen and beyond the scope of drivers is communicated to clients (receiver of the material as well as sender) in advance and they are appraised of the current situation and the time at which the vehicle would reach the destination.
 - h. A tracking sheet for the same is maintained by recording different timings from start to end.
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- i. In case of emergency situation, the drivers and cleaners are provided with Emergency response notification flowchart and also provided with first aid box and also spare tires, fire extinguisher so that minimum time is spent on such situations.
- j. In case the situation demands, an alternate vehicle is sent to transfer the material and proceed further. (such situation rarely occurs and this is done sparingly)

To avoid contamination of the chemicals

- i. The MSDS sheet is procured along with work order or even prior to the order so that planning of the right type of tanker is made along with correct cleaning, loading and unloading procedures.
 - ii. The unloaded tankers are cleaned as per procedures as mentioned in the respective MSDS instructions so that the new chemical that is going to be loaded will not get contaminated.
 - iii. To this effect a test is carried out at the loading point by the customer himself to ensure the tanker is free from any contamination.
 - iv. The tanker itself is either modified / bought to suit the particular chemical while purchase to take care of the humidity / temperature / pressure etc. and the vehicles are fitted with due control mechanisms.
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To avoid quantity loss due to improper upkeep of the tanker causing leakage / evaporation, lack of safety / security causing theft / robbery

- i. The drivers and cleaners are given training for upkeep of the tankers and how to handle the chemicals that they are transporting.
- ii. The Instruction sheets to drivers are given during the trip.
- iii. The drivers are advised to take rest and not travel in the late night so that any robbery or theft can be avoided by miscreants. In case of unexpected accidents where tanker gets affected and hence loss of chemical happens, Sandhu Transport tries to compensate the loss to the customer by mutual agreements.
- iv. All the customers are requested to take insurance prior to the transport of chemicals and this way undue circumstances are met with.

Lack of statutory and legal documents causing rejection at loading/unloading point

- i. Management keeps track of all the statutory / legal documents like License, road permit etc. for their validity and duly renewed so that at the time of travel, no problem is faced by drivers.
 - ii. All the required documents are collected by the field staff and kept ready well in advance prior to the trip.
 - iii. On return after unloading, the documents are collected from drivers and kept safe for future use.
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Safety in Road Transportation of Hazardous / Non-Hazardous Liquid Chemicals – Instructions to Supervisors, Drivers & Cleaners:

General

1. Refer appropriate Transport Emergency Card (TREM CARD)
 2. Before placing the tank lorry for loading, ensure that it is fit in all respect and is in a safe condition.
 3. Check that you carry (a) appropriate TREM CARD (b) a copy of instructions, and (c) License in Form IX for flammable liquids issued by the Explosives Department (for bulk cargo only) in the tank lorry.
 4. Ensure that the tank lorry carries (a) a portable dry chemical powder or carbon (DCP or CO₂) fire extinguishers of 10 kg capacity for flammable liquid in an easily accessible position, (b) a 5 meter long earthing cable with suitable clamps or clips on both ends and (c) four wheel chocks
 5. Check the tank and fittings for any leakage after loading. Do not carry passengers, any combustible substances, incense sticks, matches or any source of ignition in the vehicle. Do not carry eatables or any other goods used by human beings or animals.
 6. Never allow any vehicle repair involving hot work unless it is gas freed and you have an authorized gas-free certificate.
 7. Park the vehicle away from the residential areas and sources of ignition. Use wheel chocks on both sided of rear wheels.
 8. Do not allow the vehicle to be driven by an unauthorized person.
 9. Ensure that a responsible person is an attendance during loading, unloading and parking of the vehicle. Ignition key should always be in a possession of the driver.
 10. Do not consume alcohol or drugs before or while driving the vehicle.
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11. Keep the speed limit to 20 km per hour inside the loading / unloading plant area and as prescribed by the authorities when on public roads.
12. Ensure that the tank lorry is always clean and that the markings / placards / labels are always clear and legible.
13. Ensure that there are no sharp projections within the truck body.
14. Do not load leaky drums.
15. Do not permit any person near the vehicle to smoke or to carry naked flames.
16. Do not deviate from the prescribed route unless approved or altered by authorities.
17. Do not rest near or under the vehicle.
18. Give priority to protect life and environment.

In the Event of an Accident

1. Stop Engine
 2. Keep people away from the danger area
 3. Stay upwind
 4. Do not permit naked lights, sparks or smoking.
 5. Notify the nearest Police Station through a messenger or by telephone. Also inform Sandhu Transport, the consignor and the consignee.
 6. Ensure that the vehicle is attended constantly by you or your assistant.
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In the Event of Leakages / Spillages of Product

1. Absorb the split liquid with sand or earth and remove it to a safe area for disposal by burying or allowing it to evaporate. Prevent entry into water courses or drains.
 2. Try to collect leady liquid in sound closeable steel drums. Transfer the liquid to a salvage tank if possible.
 3. Inform the nearest fire brigade.
 4. Prevent leakage if possible, using non-sparking tools and personal protective equipment.
 5. Keep the fire extinguishers in readiness
 6. Ensure adequate ventilation.
 7. Stop vehicular traffic on the road. If necessary, evacuate personnel from the area within a radius of 250 meters.
 8. Notify the nearest Police Station through a messenger or by telephone. Also inform Sandhu Transport, the consignor and the consignee.
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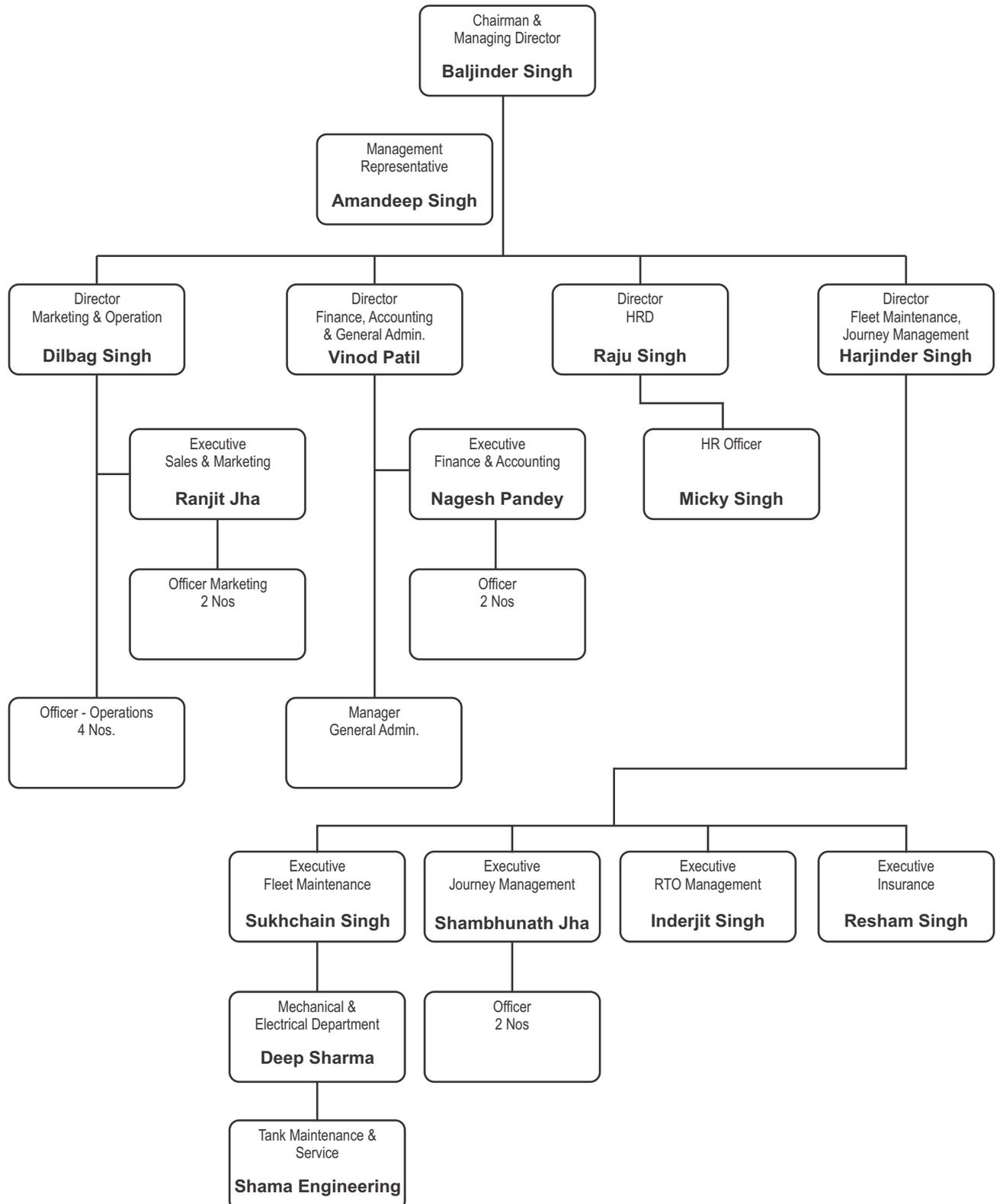
In the Event of a Fire

1. **Small Fire:** Use portable fire extinguishers, sand or earth to extinguish. Keep the equipment and lines cool with plenty of water.
2. **Large Fire:** Inform local Fire Service. Use water spray, alcohol-resistant foam, dry chemical powder (DCP), carbon dioxide or halon. Wear a self-contained breathing apparatus.

First-Aid

1. **Skin Contact:** Wash immediately with soap and water. Remove contaminated clothing immediately and launder it before reuse. Discard contaminated leather footwear. Obtain medical attention immediately.
 2. **Eye Contact:** Flush eyes immediately with water for 15 minutes. Obtain medical attention immediately.
 3. **Inhalation:** Remove affected person to fresh air. Get medical attention immediately. If not breathing, give artificial respiration.
 4. **Ingestion:** Send the affected person to hospital or obtain immediate medical attention. Do not induce vomiting. Give artificial respiration & quarter litre of lukewarm water to drink. Do not give anything by mouth to an unconscious person.
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ORGANISATION CHART



In Case Of	Supervisor	Driver	Manager	Cleaner	Person Contact	Number
Vehicle Breakdown	Yes	Yes	Yes	No	Amandeep Singh	9819430238
Tank Leakage	Yes	Yes	Yes	No	Shama Engnering	8655588881
Driver Not Available	Yes	No	Yes	No	Dilbag Singh	7303084468
Accident	Yes	Yes	Yes	No	Harjinder Singh	7506563633
RTO Docs Incomplete	Yes	Yes	Yes	No	Inderjeetsingh	9768131305
Insurance Invalid	Yes	Yes	Yes	No	Resham Singh	9022721313
Safety Not Available	Yes	Yes	No	Yes	Dilbag Singh	7303084468
Vehicle Not Reached Loading & Unloading Point	Yes	Yes	Yes	No	Amandeep Singh	9819430238
Tyres Not In Condition	Yes	Yes	Yes	Yes	Harjinder Singh	7506563633
Electronic Parts Not Working e.g.(light, Stater)	Yes	Yes	Yes	Yes	Deep Electronics	9987336160
Major Incident	Yes	Yes	No	No	Baljinder Singh	9322593136
Account & Billing	No	No	Yes	No	Nagesh Pandey	9967393141

SPECIFICATION FOR DRIVER LOADING AND UNLOADING IN COMPANY PREMISES

Don'ts

- 1 . No alcohol and/or drugs
2. No use of camera's
3. No ignition source
 - No fire/lighters/matches
 - No smoking
 - No mobile phone use
4. No climbing on trucks (working at heights) without fall protection
5. No plant equipment use without premission
6. No entry of blocked premises or roads
7. No eating and drinking (can be different per (un)loading site)

Do's

1. Follow the instruction of the site personnel and (un)loading operator
 2. Obey the instruction on the traffic signs, and the direction
 3. Make sure that you know the emergency arrangements
 - Emergency/alarm signals
 - Where to find alarm buttons
 - Emergency numbers
 - Where to find first aid and medical assistance
 - Where to find emergency showers, eye showers
 - Where to find fire extinguishers
 - Where to find evacuation routes and assembly locations
-

PPE

1. General site PPE requirements, which need to be communicated to the transport companies in time Personal Protective Equipment (PPE) and Sulid: Site (Un) Loading information
2. Special PPE requirement for specific UN/Loading installation, Which should be agreed upon in

The contract with the transport companies

3. Instruction (by Instruction or signs)



Example of a PPE pictogram

- Special PPE available/provided at/by the (un)loading site
- Use of PPE in a proper way
- Replace defective PPE, only use PPE that is in good condition





**PROTECT
YOURSELF**

**wear
the right
PPE**

Personal Protective Equipment



CHECKLIST OF VEHICLE WHILE WE SEND FOR LOADING

Below mentioned points are taken under consideration before the vehicle is send to Loading point.

- Tyres should be in good condition (no cuts and no uneven verse should be on tyres).
 - Wheel nuts should be tied properly of all wheels
 - Stepney should be checked with air pressure
 - Jack, tomy, wheel spanner and tool kits should be fully checked.
 - Diesel should be enough for the given trip.
 - Battery should be fully checked. All electronic lumens must not be cut short and fully taped from leakage.
 - Brakes should be equally balancing and hand brakes must be in working condition.
 - Tank should be properly calibrated according to its loading capacity and also prevented from any kind of leakage and its release vault should be easily moveable
 - For open and shut down and all gaskets should be properly checked and nuts and bolts should be properly fitted .
 - Reflexes all type of retro fitments should be made around the tank and cabin as it is necessary according to RTO rules.
 - Engine oils, gear oils, differences oil and all transmission all should be checked before vehicle is moved
 - Engine ignition line, all lines from where the engine smoke is released should be properly checked must not be leaked from any end and fire extinguisher should be properly tied and fuel pump should be serviced every 50 thousand kilo meteres so that the puc of the vehicle would be in normal condition.
 - Seat belt should be checked that it is in proper condition to protect driver while driving .
 - The wind viper is always checked that it is in working condition and also the front wind glasses are checked that there are no scratch on it and it is properly visible .
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MARKET VEHICLES

- We also use attached vehicles for transportation of different materials according to customer expectations.
 - Most of attached vehicles are owned by my family members .
 - Or they are in our blood relations.
 - We have more than 30 attached vehicles.
 - We move this vehicle on the requirement of customer as per our commission basis on our attached vehicles.
 - Our transport is registered with different organizations such as Bombay Good Transport Association, Maharashtra Tanker Lorry Owner Associations
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DRIVER INDUCTION AND KNOWLEDGE OF OPERATING

- Driver are well experienced to move vehicles all over India & abroad till Nepal territories and they are trained for carrying different type hazardous liquids & handle them properly.
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FIRST AID

- When ever our vehicle is serviced the first thing we check that our first aid kit is up to date.
 - Bandage and painkillers are included in our first aid kit.
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