



SAFE WORK INSTRUCTION - LOADING ROAD TANKERS WITH NON-DANGEROUS LIQUID PRODUCTS

INTRODUCTION

All Pro is the leading supplier of BULK Truck Wash, Rim Treatment and Dust Suppressants in Queensland, delivering hundreds of thousands of litres per month to mine sites throughout the Bowen Basin.

We are a medium size business that manufactures and supplies various chemical products, predominately to the mining industry. **All-Pro** have manufacturing facilities in Sandgate NSW and Rockhampton QLD. Head office is located at Sandgate.

NSW: Unit 3/7 Ayrshire Crescent, Sandgate 2304 (Ph: 0249 682 000)

QLD: 19 Dooley Street, North Rockhampton 4701 (Ph: 0749 275 550)

Website: www.all-pro.com.au

All Pro consigns Emerald Carrying Company (ECC) who are a well-respected and steadfast transport supplier for bulk liquids to load and transport to our customers quality assured products for delivery. ECC's plant is fully mine certified and all drivers are fully qualified and hold current site-specific inductions and competencies.

EMERALD CARRYING COMPANY
Pride, Care, Respect & Excellence

ALL-PRO MANAGEMENT

Qld Factory Manager	Pete Mills	0436 627506
Managing Director	Ian Barkley	0412 375025
General Manager	Steve Robinson	0412 375038
Nation Sales Manager	Craig Parkinson	0412 333488

PURPOSE OF THIS DOCUMENT

Due to the potential of harm to people, property and the environment, the loading of Road Tankers must be performed cautiously and consistently by competent and authorised ECC personnel only. This document aligns with the requirements set out in ECC's Tanker discharge Safe Work Instruction (SWI) and ALL-Pro's Work Health and Safety policy, Environmental Policy, Quality Assurance Policy and all ISO certifications. Loading a tanker presents risks which must be controlled by the operator. The task carries a LOW degree of risk of harm, in all aspects of people, environment and quality.

EMERALD CARRYING COMPANY - PERFORMANCE CRITERIA

- Explain and demonstrate which checks are needed to be made before the vehicle can safely Proceed to the delivery point.
- Drive the vehicle to the discharge point and secure it.
- State the requirements to organise & position themselves prior to loading.
- Prepare the vehicle for loading.
- Connect the delivery hose to the correct compartment and load the compartment.
- Complete the loading operation for each compartment and clean up in preparation for departure.
- Complete a compartment-to-compartment transfer within the same vehicle combination.

After an appropriate amount of on-the-job training by ECC, the driver must be assessed by an ECC approved trainer. To be deemed qualified, the driver must complete the task accurately and without guidance on as many as, three consecutive occasions.

TASK PURPOSE AND IMPORTANCE

Loading road tankers requires vigilance and concentration to ensure that you don't overflow a compartment, have a product spill, cross-over contamination or underestimate the dangers of static electricity. A lapse in concentration can be extremely serious. Keeping a constant watch on proceedings and following the process to the letter is critical.

All-Pro must ensure that all due care and attention is forwarded to all ECC tanker drivers during the loading process and all instructions given by ECC before, during and after the load process is adhered to by the All-Pro team to ensure an incident free load. All-Pro team members are not permitted on the tanker or to use the controls for loading. All-Pro team members, when required, can assist with hose locations and connection to All-Pro's storage tanks but may not touch or connect to the tanker in any way.

HEALTH, SAFETY, ENVIROMENT AND QUALITY INSTRUCTIONS

- **ECC** are to remain in attendance during the whole time the load is being made. Remaining close to the controls to enable shut down of the flow is essential to mitigate risk.
- **All-Pro** team are to stay clear of all operations but within vicinity of ECC operator to provide any emergency assistance if required.
- All processes must be carried out pursuant to all Work Health Safety (WHS) and ISO Environmental and Quality Assurance requirements.

ECC Requirements

- If uncertain about anything, do not proceed until/unless that doubt is removed.
- If using unfamiliar equipment/combination, **double** check all fittings, connections & pump to ensure they are in safe & secure working order
- **Do not** move the vehicle whilst hoses are connected to the vehicle, fill point, or both.
- **All Connections must be secured shut** while product is being loaded
- Stop the loading if anything goes wrong and do not recommence until the fault is rectified.
- Report any problem to the All-Pro site supervisor
- In the event of a spillage, depress Emergency Stop button, shut down pump & close the interceptor valve (if fitted). Contain the spill if safe to do so and report immediately. All-Pro has spill kits located throughout the factory. All-Pro team will assist with all spills.
- If the site or situation is unsafe, do not proceed, contact the site supervisor and your supervisor.
- You must be aware of and adhere to all site-specific requirements and policies.

KNOWN HAZARDS OF LOADING A ROAD TANKER

SPILLS – Tank ullages to be checked against load capacity plan by the driver. Constant attendance is required by the ECC operator. All hose connections to be inspected and checked before operation commences. Spill kits to be available and fully stocked.

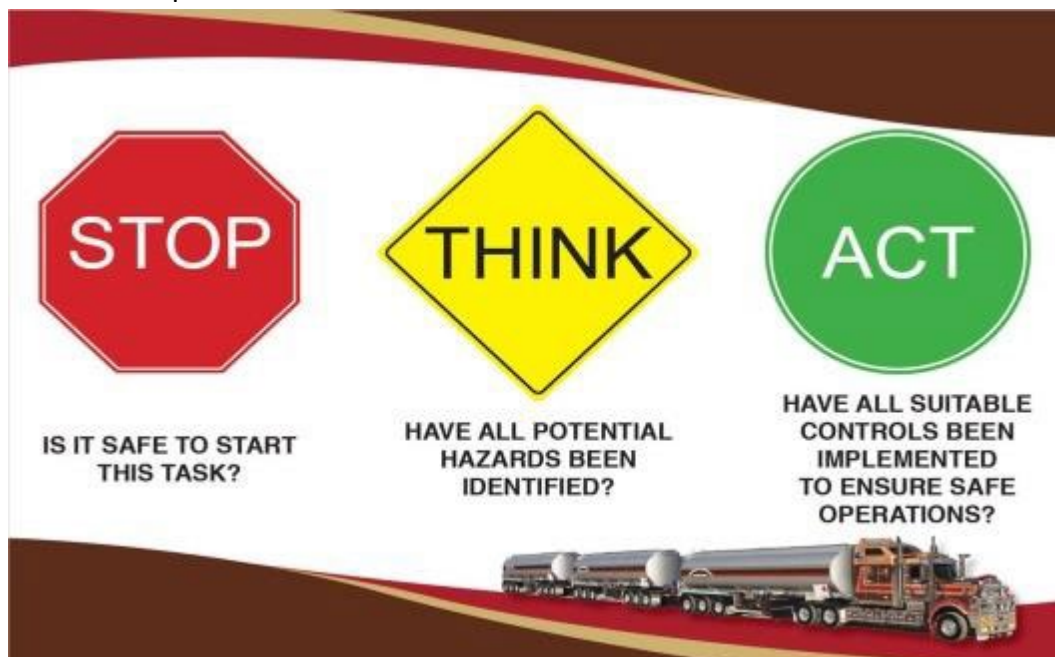
CROSS CONTAMINATION – Confirm compartment and hose is fit for purpose before commencing operations. Ensure compartment is clean and ready for use and identifying tumblers are in use.

STATIC ELECTRICITY – Bonding of vehicle to bare metal section of tank or fill point using the trucks earth reel where applicable.

FIRE – No form of ignition permitted within loading zone. Fire extinguishers and reels are located at the loading zone and on the truck. The All-Pro team have been trained in their use.

EXPOSURE – All appropriate PPE is to be worn. PPE is supplied by ECC and All-Pro as required. Exposure includes to the environment; sun cream and hats to be worn as required.

SIMULTANEOUS OPERATIONS – Ensure that both All-Pro and ECC have communicated and remain in their own area of operation.



MINIMUM PPE REQUIREMENTS:

- Neck to Toe Clothing (100% anti-static) including Hi-Viz shirt, vest or jacket
- PVC Gloves (chemically impervious)
- Safety Glasses complying with AS1337 or equivalent

(Prescription glasses shall be fitted with side shields or overlays to AS1337)

- Safety Footwear (boots/shoes) – chemical/oil resistant soles
- Safety Helmet (when required)
- Sun protection (when required) – SPF 50+ sunscreen recommended

TASK 1 – ARRIVAL TO SITE

Before proceeding ECC must report to the ALL-PRO manager and sign-in to site.

Position the Vehicle

Check site for obvious signs of activity before proceeding to the load point.

Ensure that the tanker's path to the exit is unobstructed in the event of an emergency.

Position the tanker at the loading connection points. If another vehicle is at the loading point, queue at a safe distance from the other vehicle and wait for the vehicle to be removed for that area.

Apply the vehicle Park (Maxi) brakes. Place the transmission in Neutral. To ensure vehicle is electrically safe, turn off all non-essential electrics:

Radios, Telephone, Air conditioners, Ice Packs, UHF/CB units, non-essential tablets and other electronic devices

Ensure all vehicle doors and windows are closed.

To prevent any unauthorised movement of the vehicle during loading ensure you neutralise the gearbox & apply the park brake.

Exit the cab safely with 3 points of contact. Chock wheels with wheel chocks (provided) – *if required*

Check site for hazards and any unsafe load conditions. If observed report to management.

Check truck is in the correct position for hoses to reach load point with minimal stress.

Task 2: Preparation to Unload

1. Ensure you have put on all required PPE & check that the work area is free from anything which could cause a trip, slip or fall.
2. Deploy Safety Markers if required.
3. Identify the location of the safety equipment, Fire extinguishers and fire hose reels.
3. Emergency pump stops & Emergency Alarms
4. Vents on tanks
Positively identify the product tank – Tank signage & number/pipework markings/fill point ID
5. Dip Tanks to ensure that the receiving tank/s will hold the vehicle's load
6. Identify the SFL of the compartment at this time.
10. Plan the load, completing all entries and calculation, ensuring that planned product and delivery amount does not exceed available ullage in the compartment.
11. Remove hoses from the hose tray using only approved manual handling and lifting techniques (Don't twist your back – move your feet) and gather other fittings required to make connections to load points.

TASK 3: HOSE CONNECTION

1. Remove the receiving tank fill point cap and connect the hose to the load point and the opposite end of the hose to the outlet on the pump.
2. Connect the suction hoses from the pump inlet to the compartment to be loaded – utilise connection via the through pipe for subsequent trailers after the lead, always connecting to the compartment to be loaded.
3. Ensure all camlocks are securely closed and firm, with locking devices engaged, **DO NOT** use shims or cable ties to tighten worn or damaged fittings or hoses. Report defects to Manager.
4. Observe all connections, ensure all locking devices are engaged.

TASK 4: PRODUCT LOADING

Before proceeding, cross check the product between the load documentation, the compartment product ID tag/tumbler, the sight glass and the fill point marker.

- * Do they all agree?
- * Is this the correct tank?
- * Will the product fit?
- * Do I have the Right product/the Right tank/Will the product fit?
- * Do I have the correct hose for the product?

Ensure all connections are secure, check the internals are open.

Leaving the tanker inlet **closed**, open all other valves through to the tank and ensure they are correctly aligned for the load.

Check the operation of the pump.

Partially open the API valve. Check all connections for leaks, hose security, tensions, or signs of any issues.

Once it is confirmed that there are no leaks and the connection appear secure, the API valve may be fully open.

Start pumping.

Stand near the outlets of the tanker and observe the loading process is continuing safely.

Driver MUST remain vigilant at tanker outlets to be able to shutdown flow immediately should an emergency arise – using API handle or emergency stop button. (ADG Code)

*****Note – the cabin must not be entered anytime product is flowing*****

Task 5: Completion of Discharge

At the completion of the load, stop the pump and turn the tank valve off. Check all compartment sight glasses to ensure all product has been filled correctly.

1. Open the camlock fitting on the hose connected to the outlet and capture any residual product that may drip from the outlet into the open hose. Do not let product drip onto the ground.
2. Cap the end of the delivery hose.
3. Use a rag or absorbent cloth and wipe the outlet clean of residual product before replacing final dust cap.
4. Lower the brake interlock bar over the tanker outlets, ensuring that locking mechanisms are correctly applied / used to prevent accidentally opening of brake interlock bar during transit.
5. Disconnect the delivery hose/s from the loading tank, cap the hose, replace the fill point cap/s and stow the hose, and any other equipment used for the discharge on the vehicle securely using correct manual handling techniques.
6. Disconnect the earth/bonding strap from the tanker and stow.

Task 6: Packing up

1. Close and lock storage tank valves.
2. Return all pipework line valves to their original position/s as set prior to load
Complete the calculations to ensure accuracy of load. If any discrepancies are found, consult the All Pro manager.
3. Complete all documentation.
4. Obtain all relevant paperwork before leaving All-Pro factory

Task 7: Departure from Site

1. Carry out final vehicle/tanker and loading location check. Walk around the vehicle (full 360°) and ensure all equipment is stowed and secured appropriately whilst tapping the side of each compartment making sure each one full. Ensure the vehicle has not been tampered with or altered in anyway during the delivery.
2. Remove & stow chocks from wheels if used.
3. Enter cabin with 3 points of contact – care to be taken with footing if wet, muddy, or icy to avoid injury.
4. Exit the factory carefully in a slow, safe and orderly manner.

WORKPLACE FACILITIES

All Pro facilities consist of offices, bulk loading bays, manufacturing areas, storage areas inclusive of hazardous substances, raw chemical products, manufactured products and cleaning accessories, areas for the receiving and dispatch of goods and storage tanks and containers.

ALL-PRO POLICIES:

Relevant **All-Pro** defined policies to follow:

- Work Health and Safety
- Environmental Management
- Quality Management
- Drugs and Alcohol
- Smoking

All policies are stored within the SMP and framed copies of policies are clearly displayed in the entrance foyer of the factory office. Policies **MUST** be complied with at all times.

SAFETY MANAGEMENT

All-Pro has implemented a coordinated and systematic approach to managing health safety and environmental risks via our Safety Management Plan (SMP) in accordance with the Queensland Work Health and Safety Act 2011 and Work Health and Safety Regulation 2011 . Records are maintained on all aspects of health and safety and provide a valuable reference tool for staff at all

levels. The system can be easily accessed via our company's computer server and the system allows **All-Pro** to continually improve safety performance and compliance to health and safety legislation and standards. In addition, the system supports a safer working environment to help protect our workers by eliminating, or better managing, health and safety hazards. The SMP and associated documents are stored electronically within the company computer system on the R: Drive. A hard copy is stored in the factory for quick reference and in case of emergency.

SPILL KITS- Refer to Emergency Equipment Location Report

There are three spill kits available for spill response in the factory. There are two spill kits located to the left & right of the main roller door, and one located against the wall at the bottom of the stairs leading up to the mezzanine batching area. They are signed and ready for use in the event of chemical spills. They are accessible at all times and no items are to be stored on the top lid of the kits or placed near or against the kits that hinder or obstruct direct access in case of emergency.

SAFETY DATA SHEETS

Safety Data Sheets, commonly referred to as SDS, are stored both electronically on the company R: Drive and hard copies are contained in folders within the factory in the relevant areas in which hazardous substances are stored. They contain vital information regarding the identity of the product, its chemical properties and information for emergency response. In most cases they provide additional information not shown on product labels. Factory staff will be trained to understand the contents of SDS's and how the information can be applied in case of an emergency.

PERSONAL PROTECTIVE EQUIPMENT (PPE):

PPE is provided and will be used as applicable. You will be given instruction in the use of PPE and required to comply with company requirements when used in respective tasks.

FIRST AID- Refer to Emergency Equipment Location Report

First Aid kits are placed throughout the office and factory areas. Qualified first aid staff will be identified and they can provide assistance where required.

FIRE EQUIPMENT

At Rockhampton fire hose reels and extinguishers are located throughout the factory and office building. Detailed information on fire-fighting equipment is contained in the **All-Pro** Emergency Plan.

EMERGENCY SHOWERS

At Rockhampton the emergency shower including an eye wash facility is located at the bottom of the stairs leading to the mezzanine floor. There is also an eye wash only located on the mezzanine floor.

EMERGENCY PLAN

All-Pro have documented Emergency Plans for both our Rockhampton factory as well as Newcastle. The Rockhampton plan is stored electronically on the company R: Drive. Hard copies are on hand in the factory and office for reference and response.

EVACUATION/EMERGENCY MUSTER AREA- Refer to Emergency Equipment Location Report

In the event of an emergency or if instructed by the factory manager to evacuate the buildings, you will be required to leave from your closest exit if safe to do so. At Rockhampton the exits are located at the factory front office door, the roller doors in the factory section and warehouse section leading to the loading area and the front and side doors from the office building. Look to render assistance and ensure that other staff are aware of what is happening and to check in toilets and smaller rooms and offices where staff or visitors may be. Look for a safe exit path and proceed to the emergency muster area beside the loading area adjacent to Dooley Street between the two front gates. A roll call, instruction and first aid, if required, will be given by the factory manager or other qualified person in our workplace. You will remain at that location under the guidance of the manager until EMQ (Emergency Management QLD) personnel arrive and deal with the situation. You will be instructed further by EMQ as to re-entry to the factory.

In the event of an emergency identified by any staff member who fears for the safety of fellow staff and issues an instruction to evacuate the building you will be required to leave the building from your closest exit. Look to render assistance to any injured person if safe to do so without endangering your life or that of others. Managers will ensure that all staff are aware of what is happening. Look for a safe exit path and proceed to the emergency muster area. You will remain at that location under instruction from managers whilst awaiting response from EMQ. First Aid, if required, will be given by qualified first aid staff. The EMQ Commander will give all further instructions and staff will not be permitted to re-enter our workplace until EMQ have cleared the

buildings and rendered our workplace safe. The factory Manager will conduct an evacuation debrief when appropriate to do so. The debrief is a valuable tool in assessing what led to the emergency, how it was responded to and what can be learned from the emergency.

HAZMAT CABINET

The Hazmat Cabinet contains information on hazardous substances located within our workplace. It contains SDS's and a copy of our Notification of Dangerous Goods. The Hazmat Cabinet is mounted on the front fence between the main entrance gates facing Dooley Street for ease of access for emergency services if required. There is a key for the cabinet located inside the factory office. In the event of an emergency do not create further risk to yourself or others by attempting to locate the key and remove information. The emergency services will break open the cabinet as required. The key allows for the cabinet to be stocked with required documents when applicable.

ACCOUNTABILITY AND RESPONSIBILITY

All-Pro acknowledge our "Duty of care" under the WHS Act, 2011 and WHS Regulation, 2011, in that management will take all reasonably practical steps to protect the health and safety of our workers, sub-contractors, visitors and others at our place of work.

Managers:

- Set the strategic direction for WHS and environmental management.
- Analyse the need for, develop, approve and implement company WHS policy and associated policies.
- Monitor adherence to and the effectiveness of the Safety Management Plan.

Workers

- Accountable to work safely and inform management of any potential or actual safety or environmental issue.
- You will be advised who your Manager or Supervisor is and the obligations and reporting processes required by you in our workplace.





QUALITY AND ENVIRONMENTAL MANAGEMENT









All-Pro is certified for quality and environmental management meeting the standards for:





- **AS/NZS ISO 9001-2016: Quality Management Systems- Requirements**
- **AS/NZS ISO 14001-2016: Environmental Management Systems- Requirements with guidance for use**







Documents and records are captured and stored in our company OQMS System for auditing and certification purposes. **All-Pro** will be audited and re-certified in August 2020s.

EMERGENCY EQUIPMENT LOCATION REGISTER

Date: January 2024			QLD Factory Rockhampton		
Prepared by: Pete Mills, QLD Factory Manager.					
1	Fire extinguisher Location: Factory Office exit door.		2	Fire extinguisher Location: Factory front roller door. Left hand side.	
3	Fire extinguisher Location: Factory Label room entry area.		4	Hose reel Location: Factory Tool area behind toilet block.	

5	Hose reel Location: Factory floor between the 10 & 20,000L vats in the production area		6	Fire extinguisher Location: Factory Floor at entry to underneath mezz floor.	
7	Fire extinguisher Location: Factory back roller door, right hand side.		8	Fire extinguisher Location: Factory bottom of stairs leading to Mezzanine upper area.	
9	Fire extinguisher Location: Factory top of stairs on Mezzanine upper area.		10	Hose reel Location: Factory & Warehouse adjoining entry point between areas.	
11	Fire extinguisher Location: Warehouse front centre pole.		12	Fire extinguisher Location: Warehouse rear centre pole.	

13	<p>Fire extinguisher</p> <p>Location: Warehouse back right hand side between centre rack and open air area.</p>		14	<p>Spill Kit</p> <p>Location: Factory front roller door right hand side.</p>	
15	<p>First Aid Station</p> <p>Location: Factory front roller door right hand side.</p>		16	<p>Spill Kit</p> <p>Location: Factory front roller door left hand side.</p>	

17	Spill Kit Location: Factory back roller door left hand side.		18	Shower & Eyewash Location: Factory back roller door left hand side.	 4
19	Hazmat Location: Facing Dooley Street between the 2 front gates.		20	Eyewash Location: Factory top of stairs on Mezzanine upper area.	
21	First Aid Station Location: Factory Mezzanine upper area.		22	Emergency Assembly Point Location: Adjacent to Dooley street between the 2 front gates.	
23	N/A		24	N/A	