



GUIDANCE FOR QUALIFYING CUSTOMERS PURCHASING COMPRESSED GASES

AIGA 091/14

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Acknowledgement

This document is adopted from the European Industrial Gases Association document 920/13 – Guidelines for qualifying customers purchasing compressed gases. Thanks and acknowledgement are hereby given to EIGA for permission granted for the use of their document.

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1 Introduction

National authorities in Asia Region are becoming increasingly concerned about the illegal use of hazardous chemicals, including compressed gases. As a result of the events that occurred on September 11, 2001, agencies around the World identified compressed gas products that can be directly or indirectly used as Weapons of Mass Destruction (WMD). In addition authorities have identified compressed and liquefied gas products that can be used for illegal purposes such as precursors in the manufacture of illegal drugs.

Whilst this document has not been harmonized with other gas associations it is based on the European Industrial Gases Association (EIGA) standard EIGA 920/13 Security Standard for Qualifying Customers Purchasing Compressed Gases [1] and AIGA thanks EIGA for permission to reproduce this document.

2 Scope

This document applies to the products listed in Appendix B that are classified by a number of government and global organizations as weapons of mass destruction (WMD) or products that can be used to produce WMD or illegal drugs.

In addition to the chemicals and compressed gases that are of concern for WMD and use for illegal drugs manufacture there are legal requirements to control the sale of environmentally harmful products. Some companies may wish to use the same control procedures for all these chemicals and compressed gases.

When there are national requirements regarding the sale of hazardous chemicals, including compressed gas these shall be followed. If requirements of this document are more stringent they should be complied with.

3 Purpose

The purpose of this document is to provide guidelines for qualifying customers purchasing compressed and liquefied gas products that are at risk of being used illegally.

4 Definitions

4.1 Qualified customer

This is customer who has been reviewed and approved to purchase a chemical listed in Appendix B.

4.2 Weapons of mass destruction

A chemical that is capable of causing mass casualties when abused or released.

4.3 Chemicals of concern (C.O.C)

Chemical that is a likely target for terrorist or criminal activity.

4.4 Compressed gas

Compressed gas, liquefied gas and dissolved gas.

4.5 Weapons of Mass Effect

A chemical agent that is capable of causing mass terror.

5 Qualification criteria for customers wishing to purchase Chemicals of Concern (C.O.C)

5.1 General

Customer qualification ensures that a company's products of concern are controlled to reduce their illegal use. Each company should compare their products to the chemicals of concern list to identify their company's products of concern. Appendix B contains the current list of chemicals that may be at risk for illegal use.

Customer qualification should be performed when a new customer places an order, an existing customer orders a product they have not previously purchased, or an existing customer significantly increases the quantity of a previously purchased product.

Customers that previously purchased chemicals of concern (existing customers) should be reviewed periodically to ensure continued qualification in accordance with Company policy.

The following factors should be considered when qualifying customers:

- customer is legitimate;
- product use is legitimate; and
- product is held in a secure manner at the customer's site.

Chemicals of concern should not be sold to customers that do not meet the qualification criteria listed in 5.2, 5.3, and 5.4. If it cannot be determined that a customer is legitimate, the product use is legitimate, and the product is properly secured at the customer's site, a supplier should perform further evaluation of that customer or deny the sale. Further evaluation can include a site visit by the supplier's personnel with relevant knowledge and experience.

Personnel involved in processing requests of chemicals of concern shall be trained so that they understand the requirements of this document and any legal requirements covering the supply of chemical of concern in the relevant geography.

5.2 Determining if a customer is legitimate

The following factors should be considered when determining if a customer is legitimate:

- established business with a legitimate billing and shipping address;
- listed with a business accreditation agency; and
- has an employer/business identification number.

Note :Governments and international bodies issue lists of organization that have links to terrorism and illegal trade that should be referred to as part of the qualification process.

The customer's shipping /delivery address should not be a port, a foreign trade zone, or the address of a forwarding agent (a party other than the 'bill to' customer). The customer's shipping/delivery address should not be a private residence.

"Walk in sales", cash sales, or pickup in an unmarked commercial or private vehicle should be discouraged or prohibited. It is recommended that products of concern should not be sold directly over the Internet to non approved customers.

5.3 Determining if product use is legitimate

Prior to supplying chemicals of concern, suppliers should consider establishing that the product shall be used and stored taking into account the following factors:

The application of the product, for example is it an application the supplier is familiar with?

Is the quantity of product requested in line with what would be expected for that application?

If the chemical of concern is not used for a known application, the application should be evaluated by the supplier's personnel to determine whether the product use is appropriate. An example of an appropriate use of chlorine is for water treatment. An example of an appropriate use of ammonia is in a commercial refrigeration system.

Indicators of suspicious orders or enquires can include:

- Any large increase in a customer's usage pattern (should be investigated).
- Order/enquiry from person/company with no apparent use for the chemical
- Specification of use for which the chemical is unsuitable
- Lack of familiarity with the chemical
- Enquiry/order from person/company with no relevant business record
- Request for packaging/labelling not in accordance with the normal commercial practice
- Request for a chemical where the end user is unknown and evasive answers are given to questions
- Request for delivery via strange or dubious route
- Collection of goods in private vehicle
- Payment in cash

5.4 Determining if product is held in secure manner at the customer's site

It is important that the customer should have implemented a site security plan to protect chemicals of concern from theft or deliberate release. It will be expected that the plan addresses as a minimum restricted access, adequate lighting, intrusion monitoring and employee training. The potential supplier should establish that a site security plan is in place, though it is not the responsibility of the supplier to audit or approve site security plans.

5.5 Customer security responsibilities

The supplier should inform the customer that an individual should have direct responsibility for ensuring the security of chemicals of concern on their site. This individual should be aware of the number, location, and content of all containers housing chemicals of concern and should have the supplier's customer service representative's name and phone number readily available.

The customer is ultimately responsible for establishing their own policies and practices for managing COC risk to their own staff, and any third parties. They are also responsible for ensuring their own staff complies with their own policies and practices.

It is the customer's responsibility to report any loss, theft, or suspicious activity related to chemicals of concern to their supplier and to local Police or law enforcement as required.

Implementing customer qualification

Companies can implement customer qualification in various ways including:

- developing company procedures;
- conducting customer education;
- completing checklists;
- performing site visits;
- performing phone screening; or
- completing questionnaires.

Appendix A contains an example of a customer qualification checklist that can be used when qualifying customers purchasing compressed and liquefied gases.

6 References

[1] EIGA 920/13, Security Standard For Qualifying Customers Purchasing Compressed Gases, European Industrial Gases Association, Avenue des Arts 3-5, B 1210 Brussels. www.eiga.eu

Appendix A - Example of a general customer qualification checklist

The questions in the general customer qualification checklist are examples of the types of questions that can be asked when qualifying customers.

NOTE—If the supplier is not satisfied with the customer's answer to a question, further investigation is recommended.

Business information	Yes	No
1. Do you have an employer/business identification number?	<input type="checkbox"/>	<input type="checkbox"/>
2. Are you registered with a business accreditation agency?	<input type="checkbox"/>	<input type="checkbox"/>
3. Delivery information:		
a. Is this a private residence?	<input type="checkbox"/>	<input type="checkbox"/>
b. Is this a port or foreign trade zone?	<input type="checkbox"/>	<input type="checkbox"/>
c. Is this a forwarding agent?	<input type="checkbox"/>	<input type="checkbox"/>
d. Is this a legitimate business address?	<input type="checkbox"/>	<input type="checkbox"/>
Legitimate use	Yes	No
1. Is this a known application for the product?	<input type="checkbox"/>	<input type="checkbox"/>
2. Is the application appropriate to the product?	<input type="checkbox"/>	<input type="checkbox"/>
3. Is the quantity appropriate for the intended use?	<input type="checkbox"/>	<input type="checkbox"/>
General information	Yes	No
1. Is your business location zoned industrial?	<input type="checkbox"/>	<input type="checkbox"/>
2. Do you have the required permit for the product being purchased if applicable?	<input type="checkbox"/>	<input type="checkbox"/>
3. Have you notified the local fire departments, hospitals, and other emergency services of the products you use at your facility?	<input type="checkbox"/>	<input type="checkbox"/>
4. Are you in compliance with all federal/National, state, and local regulations pertaining to the storage and use of the chemicals used?	<input type="checkbox"/>	<input type="checkbox"/>
5. Do you have a security plan in place?	<input type="checkbox"/>	<input type="checkbox"/>
6. Do you have an inventory management system?	<input type="checkbox"/>	<input type="checkbox"/>
7. Do you understand the need for additional security requirements for the product being purchased?	<input type="checkbox"/>	<input type="checkbox"/>
8. Do you have an individual that is responsible for the security of the product being purchased?	<input type="checkbox"/>	<input type="checkbox"/>
9. Do you have a security incident reporting system?	<input type="checkbox"/>	<input type="checkbox"/>
Storage	Yes	No
1. Are your chemicals of concern stored in a secure area?	<input type="checkbox"/>	<input type="checkbox"/>
2. Do you control access to the chemicals of concern?	<input type="checkbox"/>	<input type="checkbox"/>
3. Do you have an intrusion monitoring system?	<input type="checkbox"/>	<input type="checkbox"/>

Appendix B - Chemicals of concern

The products listed in Appendix B are classified by a number of government and global organizations as weapons of mass destruction (WMD) or products that can be used to produce WMD or illegal drugs.

Chemical name	C.A.S No.	Comments
Acetylene	74-86-2	Greater than 4,540 Kg 10 000 lbs
Ammonia	231-635-3	Any quantity
Ammonium nitrate	6484-52-2	Any quantity
Arsenic	7440-38-2	Any quantity
Arsine (arsenic hydride)	7784-42-1	Any quantity
Boron tribromide	10294-33-4	Any quantity
Boron trichloride	10294-34-5	Any quantity
Boron trifluoride	7637-07-2	Any quantity
Bromine trifluoride	7787-71-5	Any quantity
Carbon monoxide	630-08-0	Greater than 4,540Kg 10,000lbs
Chlorine	7782-50-5	Any quantity
Chlorine pentafluoride	13637-63-3	Any quantity
Chlorine trifluoride	7790-91-2	Any quantity
Cyanides		Any quantity
Cyanogen	460-19-5	Any quantity
Cyanogen chloride	506-77-4	Any quantity
Diborane	19287-45-7	Any quantity
Dichlorosilane	4109-96-0	Any quantity
Disilane	1590-87-0	Any quantity
Ethylamine	75-04-7	Any quantity
Ethyl chloride	75-00-3	Any quantity
Ethylene	74-85-1	Any quantity
Ethylene oxide	75-21-8	Any quantity
Formaldehyde	50-00-0	Any quantity
Fluorine	7782-41-4	Any quantity
Germane	7782-65-2	Any quantity
Germanium tetrafluoride	10038-98-9	Any quantity
Hexafluoro-1, 3-butadiene	685-63-2	Any quantity
Hydrogen, gaseous (cylinder/tube trailer)	1333-74-0	Any quantity
Hydrogen, liquid	1333-74-0	Greater than 4,540Kg 10 000 lbs
Hydrogen bromide	10035-10-6	Any quantity
Hydrogen chloride	7647-01-0	Any quantity
Hydrogen cyanide	74-90-8	Any quantity
Hydrogen fluoride	7664-39-3	Any quantity
Hydrogen selenide	7783-07-5	Any quantity
Hydrogen sulfide	7783-06-4	Any quantity

Chemical name	C.A.S No.	Comments
Methane	74-82-8	Any quantity
Methylamine	74-89-5	Any quantity
Methyl chloride	74-87-3	Any quantity
Methylsilane	992-94-9	Any quantity
Methyltrichlorosilane	75-79-6	Any quantity
Nickle carbonyl	13463-39-3	Any quantity
Nitrogen oxides (NO; NO ₂ ; N ₂ O ₄ ; N ₂ O ₃)	10102-43-9,10102-44-0,10544-72-6,	Any quantity
Nitrogen trifluoride (NF ₃)	7783-54-2	Any quantity
Nitrous oxide	10024-97-2	Any quantity
Octafluorocyclopentene	559-40-0	Any quantity
Phosgene	75-44-5	Any quantity
Phosphine	7803-51-2	Any quantity
Phosphorus oxychloride (POCl)	10025-87-3	Any quantity
Phosphorus trichloride	7719-12-2	Any quantity
Propane	74-98-6	Greater than 4,540 Kg 10 000 lbs
Propylene	115-07-1	Greater than 4,540Kg 10 000 lbs
Red phosphorus	7723-14-0	Any quantity
Silane	7803-62-5	Any quantity
Silicon tetrachloride	10026-04-7	Any quantity
Silicon tetrafluoride	7783-61-1	Any quantity
Sulfur dioxide	7446-09-5	Any quantity
Sulfuric acid	7664-93-9	Any quantity
Sulfur tetrafluoride	7783-60-0	Any quantity
TBA (Tertiary butyl arsine)	4262-43-5	Any quantity
TBP (Tertiary butyl phosphine)	2501-94-2	Any quantity
TDEAT (Tetra kis (diethylamino) Titanium)	4419-47-0	Any quantity
TDMIAT (Tetra kis (dimethylamino) Titanium)	3275-24-9	Any quantity
Tetramethylsilane	993-07-7	Any quantity
Titanium tetrachloride	7550-45-0	Any quantity
Trichlorosilane	10025-78-2	Any quantity
Triethyl phosphite	122-52-1	Any quantity
Trimethyl phosphate (TMPI)	121-45-7	Any quantity
Trimethylsilane	993-07-7	Any quantity
Tungsten hexafluoride	7783-82-6	Any quantity
Zinc arsenide	56450-43-2	Any quantity
Toxic Mixtures; For toxic mixtures the supplier shall determine whether the toxicity and risk the mixture are similar to the products listed above		Any quantity

The list of chemicals of concern is based upon the EIGA 920/13, Security Guidelines for Qualifying Customers Purchasing Compressed Gases.