


**Training Package
TP 20/16**



**Safe visits to Customer Site
for occasional visitors
from Industrial Gas Companies**

Safe visits to Customer Sites for occasional visitors from Industrial Gas Companies

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Introduction

Industrial Gas Companies recognise the need to **address the safety risks their employees are exposed to during customer site visits.**

While events may not be completely under the control of the Industrial Gas Company,

- **a site visit preparation,**
- **the respect of simple rules,**
- **check lists, etc ...**

can help the employee to understand hazards and risks at customer sites and to be prepared in case of emergency.

Objective and Target Audience

❑ Objective :

BE SAFE while visiting a Customer Site

❑ Target Audience :

“Occasional Visitors”

Means all first time visits or/and non regular / non technical visitors from Industrial Gas Companies.

How to achieve a safe visit to customer site?

❑ Before the Visit

- Preparation of the Visit
 - Take time to prepare the visit
 - Try to identify the hazards in advance
- On the way to Customer Site
 - Do not rush, be vigilant on the way to customer site

❑ At Customer Site

- On Arrival at Site
 - Identify the hazards and risks
 - Ensure mitigation measures are in place
 - Know what to do in case of Emergency
- During the Site Tour
 - Understand & Comply to customer safety rules
 - Demonstrate safe behaviour

What to do for a safe visit to a customer site?

▪ Before; preparation of the visit

TAKE TIME TO PREPARE FOR THE VISIT

- Check the location of customer site and understand if there are any concerns / restrictions with the route or mode of travel
- Check weather condition / forecast and for any related travel security alert
- Arrange well in advance for the safe mode of transport
- Get an understanding of the type of industry and activities performed at customer site (if available, review customer website)
- Contact customer in advance to understand the major safety hazards at the site
- Review MSDS of the major products and chemicals being handled at the site
- Enquire and understand the site tour & activities planned on the day of the visit
- If possible, get a soft copy of a plot plan in advance and study the same with the perspective of entry and exists, location of hazardous activities, parking area, etc ...
- Arrange for the basic PPEs to be carried : Safety shoes, hard hat, safety glasses and ear & nose protections
- Ensure your immediate supervisor is kept informed about the proposed visit
- Not having any personal health concern
- Understand the name of the person to welcome you on arrival

What to do for a safe visit to a customer site?

▪ On the way to Customer Site

DO NOT RUSH WITH THE TRIP

- If self driving a car, apply defensive driving technique during the journey
- Observe travel safety and security policies as per your company guideline

▪ On arrival at Customer Site

- Meet the concerned customer representative and ask for a safety briefing / induction
- Understands what to do in case of Emergency (If customer emergency plan is not available, you shall at least identify the safe Exits and the Assembly Area)
- Ensure your car is parked at the designated parking lot
- Complete the Gate Entry and Security procedure for visitors
- Understand about the site visit plan including the specific hazards, DO's & DON'Ts at the facility
- Understand the specific PPEs' required if any, related to site hazards and seek customer's help in getting the same
- Ensure you understand who is the person escorting you during the visit

DO NOT TAKE or CONTINUE THE SITE TOUR IF YOU DO NOT FEEL SAFE

What to do for a safe visit to a customer site?

▪ During the site tour

- Comply with all safety requirements as informed during the safety briefing / induction by the customer representative
- Never move alone inside the customer operating area without being escorted
- Walk only on pedestrian ways
- Wear PPE according to the requirements of both the customer and the gas company
- Always remain alert and look out for hazards or unsafe conditions
- Pay attention to safety signages and visible / audible instructions
- Always demonstrate safe behaviour
- Never enter an area which is out of bounds for visitors
- Do not enter into an area or carry out any activity if it does not appear to be safe
- Do not carry out any unplanned activity
- In case of an Emergency, evacuate as per the site Emergency Response plan for visitors

ALWAYS DEMONSTRATE SAFE BEHAVIOUR
(as expected from the representative of an Industrial Gas Company)

WHAT TO DO? for A SAFE CUSTOMER VISIT - CHECK LIST					
Name of Visitor		Visit Date			
Name of Customer		Customer site address			
Name of Customer Rep		Contact details			
BEFORE THE VISIT			Yes	No	Comment
Have you checked the location of Customer Site?					
	Have you prepared an access plan (Google map or other means)?				
Have you checked the weather condition / forecast around the day of the visit?					
Have you checked for restrictions and security alerts, if any?					
Have you arranged (well in advance) for the safest mode of transport?					
Have you collected info about Customer's type of industry and the nature of hazards?					
	Have you prepared and reviewed MSDS of hazardous products?				
Have you clarified the objective and the activities planned during the visit?					
Have you gathered the name and the phone number of the contact person at site?					
Have you checked the availability of your Personal Protective Equipment (PPE) to be carried?					
	Safety Shoes				
	Hard Hat				
	Safety Glasses				
	Ear plugs				
	Nose mask				
Have you kept informed (with contact details) your Supervisor & Family about this visit?					
ON ARRIVAL AT CUSTOMER SITE			Yes	No	Comment
Ensure parking of the car at the designated parking lot					
Follow Gate Entry and Security Process as per customer requirement					
Contact the customer representative organising the visit					
Safety briefing / induction including what to do in case of Emergency					
Identify the safe Exits and Assembly Area in case of an Emergency Evacuation					
Understand and comply with Site Specific PPE Requirements					
Get a brief on the site tour and activities planned for the visit					
Name and Contact of the Escort during the tour					
Remain alert and look out for hazards or unsafe conditions / situations during the tour					

List of References

- ❑ AIGA Safety Bulletin SB 07/11, Safety at Customer Site
- ❑ EIGA News Letter NL 86/09E

Thank you
website: <http://www.asiaiga.org>