

# **Conway Underground East Driver Instructions**



**For  
Truck  
Unloading Terminals**



# INTRODUCTION

Terminals on the Williams system are designed and equipped for loading motor carrier transports by their drivers. Successful operation of the driver loading program requires close and continued cooperation between Williams and the motor carrier. Thoroughly training the motor carrier driver in the proper loading procedure is essential.

Improper loading of petroleum products can be dangerous. Fire or explosion can occur if the vapors from petroleum fuels are ignited by an ignition source, such as a spark, open flame or static electricity.

The purpose of this booklet is to provide the Carrier and Driver with the general operating methods for the Williams' LPG Truck Loading Terminals and the safety procedures, rules and practices that must be followed to ensure safe and efficient loading. **These instructions are also designed to supplement the Conway Underground East Truck Unloading Instructions that a driver must receive from Williams' personnel.**

Therefore, it is extremely important to thoroughly read and understand this Driver Instructions booklet, the Conway Underground East Truck Unloading Instructions and Driver Safety Training Acknowledgement.

## NOTE

Williams' personnel will require you to complete the Driver Safety Training Acknowledgement (Form 02-PIR-1056-C) or equivalent, every two years. Please note that it requires your signature and the signature of the Williams' employee who trained you and witnessed your signature.

If Williams determines, after the carrier's driver completes the number of training sessions designated by Williams, that the carrier's driver is unable to follow the safety procedures, rules and practices of the Driver Instructions booklet, the individual will be refused access to load (locked out) at all Williams facilities.

In these procedures, the motor carrier company, whether it is a private contract or common carrier, is referred to as *Carrier*. The Carrier's motor vehicle is referred to as *tractor* (power unit) and *trailer* (tank) and jointly as *truck*. *Driver* is the individual operating a truck on behalf of a motor carrier as an employee, contractor, sole proprietor or agent. The *Shipper* is the LPG owner who has requested Williams to deliver LPG to a specific LPG Truck Unloading Terminal.

## **VIOLENCE IN THE WORKPLACE**

Williams has a zero tolerance policy for violence in the workplace. Any physical contact that results in injury or incidents of abuse, verbal attacks or aggressive behavior that may be threatening, such as pushing or shouting and acts of aggression towards others, will not be permitted or tolerated on Williams' property.

### **WARNING**

Any person demonstrating workplace violence will risk criminal prosecution and **permanent** loss of loading/unloading privileges at all Williams' facilities.

# SAFETY PRECAUTIONS

***Strict adherence to the procedures and safety precautions included in this booklet is required of the Driver.***

Observe the following safety precautions:

- If unloading area is occupied, the next truck must stay behind the yellow line until the unloading area is clear.
- **SMOKING IS PROHIBITED** except outside the Williams property fence or in posted designated areas.
- **NEVER LEAVE THE TRUCK UNATTENDED WHILE IT IS BEING UNLOADED.**
- All drivers are expected to wear the following when unloading at Williams' terminals:
  - Safety Glasses (with side shields)
  - Hard Hat
  - Long sleeved flame retardant clothing or Nomex Coveralls
  - Leather work boots or shoes
  - Hearing protection (as needed during an emergency situation)
- Material Safety Data Sheets (MSDS) for all products and chemicals present are available at each terminal. Williams strongly encourages each driver to use the MSDSs to become familiar with the physical properties, hazards and suggested medical concerns and treatment of each product and chemical.
- The Driver should restrict movement within the Williams' terminal to the Control Room / lounge, bathroom and those areas necessary for trailer unloading and ticketing, unless otherwise authorized or directed by Williams' personnel. The Driver should maintain awareness of the terminal surroundings at all times. Report any unfamiliar or unusual sights, noises or mechanical malfunctions to Williams' personnel.
- In the event of an uncontrolled product release or any emergency situation, the Driver should follow the Emergency Procedures contained in this booklet and reference Site-Specific information provided by Williams' personnel.

## **IMPORTANT**

Under no circumstances should the Driver attempt to start the tractor and move the truck in an emergency situation without the expressed direction of Williams' personnel.

## **ACCIDENTS/INCIDENTS**

Any accident/incident occurring on Williams' property that results in personal injury or damage to the facility must be reported to Williams' personnel before a driver leaves the property.

## **YOUR TRUCK**

- Your truck must be in compliance with all safety regulations.
- The grounding and overfill system on your trailer must be operable.

# **CARRIER RESPONSIBILITIES**

## **FEDERAL REGULATIONS**

The Carrier shall follow all codes of federal regulations (Title 49-Part 177) regarding the transportation of hazardous materials.

Prior to entering the Williams facility, the driver shall comply with regulation 49 CFR Part 177 that includes, but is not limited to, special vehicle handling characteristics, loading and unloading procedures, the properties and hazards of the material transported, and bonding and grounding.

## **SECURITY**

The Carrier shall follow the Williams Hazardous Materials Security Plan to ensure the proper level of security at this facility.

Security for Hazardous Materials that have departed the Williams Facility will be the responsibility of the transporting carrier. The Driver should contact their Company/office, not Williams and/or the Facility, for assistance or information concerning security of their vehicle and the product they carry. In the event of unauthorized access to the transport vehicle (rail or wheeled), the Driver should call 911 or the local police for assistance.

Security requirements may change based upon Security Threat Condition from the Homeland Security Advisory System.

## **EQUIPMENT AND MATERIALS LOSS**

Williams supplies sufficient equipment and material to perform unloading. It is essential that nothing be removed from the unloading area. Carriers and the Shippers they represent, will jointly be held responsible for any removal of equipment and/or material.

## **WILLIAMS EQUIPMENT DAMAGE**

Williams will address equipment damage on a case-by-case basis.

## **PRODUCT LOSS**

The Carrier will be held fully responsible for all product that passes the unloading hose. If mechanical failure occurs and the Driver fails to note it or call Williams, the Carrier will be held responsible for the product actually measured from the trailer.

## **PRODUCT QUALITY**

Williams is responsible for the quality of the product being delivered over the unloading rack. The Carrier is responsible for product quality after it leaves the unloading hose and is on the trailer.

## **PRODUCT CONTAMINATION**

It is the drivers' responsibility to verify that the product is being unloaded through the proper valve and that the proper vapor valve is being used.

## **CARRIER EQUIPMENT**

The truck (tractor and trailer) shall be in safe working order. The truck must be equipped with handbrakes (parking brakes) or brake locking devices (Dixie gate) and with grounding equipment that is compatible with Williams' grounding system.

## **DRIVER AUTHORIZATION**

It is the Carrier's responsibility to provide Williams with written authorization before a driver will be allowed to unload. Only Drivers instructed by Williams personnel using this booklet and Conway Underground East Truck Loading Instructions may unload unattended. The Carrier is urged to contact Williams to make arrangements prior to indoctrinating new Drivers, Drivers requiring recertification or any other untrained Driver. Furthermore, Williams strongly encourages Carriers to have new drivers ride and perform unloading with experienced drivers, prior to attempting to receive certification for unloading by a Williams' employee.

## **DRIVER UNLOADING PIN NUMBERS**

Williams will provide certified Drivers, under the authority of their Carriers, with a PIN # required for unloading at the Williams terminal. The driver assumes full responsibility for the PIN # and must not allow any other persons to use it.

## **INSURANCE**

Carriers of hazardous substances and materials are required to maintain minimum levels of insurance as provided in 49 CFR 387.303. A current Certificate of Insurance must be maintained by the Carrier and made available to Williams upon request.

# TERMINAL ENTRY

Enter through gate.

Observe the posted speed limit.

Turn off all CBs, radios, radar detectors, cellular phones, beepers and computers before entering the unloading rack.

Drive only in authorized areas. Observe and follow posted instruction signs.

## NOTE

Any passenger in truck must wait in lounge while you load. Exception: Another driver riding with you for the purpose of training/orientation may be allowed to remain with you, provided he or she is on the Carrier's list of approved drivers.

Shut off engine and all electrical devices if leaving the truck unattended prior to unloading.

Report potential hazards and security problems with the terminal unloading facility while on the premises.

If bay is occupied, wait until bay is completely clear. Drive **SLOWLY** to bay when unoccupied. **DO NOT DRIVE INTO BAY IF THERE IS EVIDENCE OF ANY STANDING PRODUCT IN BAY.**

## WHILE AT LOADING AND UNLOADING BAY

As soon as you have entered the bay, **IMMEDIATELY** shut off engine, lights and ignition and set parking brake. **DO NOT LEAVE ENGINE RUNNING.**

**Backing up at the rack is prohibited.**

You are not permitted to work on your truck while at the unloading rack or within 100 feet of the unloading rack.

If your tractor will not start, **DO NOT JUMP START YOUR TRACTOR AT THE RACK AT ANY TIME.** Seek assistance from Williams' personnel. The truck must be towed, **NOT PUSHED**, at least 100 feet from the unloading area before any work may be performed on it.

Driver shall visually inspect the trailer to make certain the outlet valves are not leaking prior to unloading.

# UNLOADING

Unloading instructions may vary from one unloading facility to another. Refer to site-specific information in addition to the following.

- Pull on to unload scale – Turn off truck
- All truckers are expected to wear the following when loading at Williams' terminals:
  - Safety Glasses (with side shields)
  - Hard Hat
  - Long sleeved flame retardant clothing or Nomex Coveralls
  - Leather work boots or shoes
  - Hearing protection (as needed during an emergency situation)
- **Read and Understand all visual notes: (If any questions call the operator at ext. 14)**
- Contact Williams' personnel prior to leaving the unloading scale.
- Go to Touch Screen Panel in the Unload Scale House.
- Select unload
- Enter PIN number
- Select correct product
- Select supplier (if asked)
- Enter "bill of lading" number or Contract number (if applicable).
- Acknowledge yes (if information is correct)
- **Do not pull off of scale until touch screen indicates "start weight is captured successfully."**
- Manually write down the loaded weight, trucking company, and truck number.
- Pull onto unload bay
- Chock trailer
- **A proper ground connection must be made first before any other connection is made.**

## WARNING

Attempting to cause a false ground by tampering with the ground system will cause the driver to be immediately locked out and the driver's loading privileges suspended. You must establish a true ground from your trailer to the grounding system.

- Connect vapor and liquid hoses to trailer.
- Open trailer **Fire Valve First**.
- Select appropriate color-coded liquid valve and open it, product should be seen moving through clear check valve.
- Select appropriate color-coded vapor valve and open it.
- Select appropriate compressors and turn on no more than two compressors at one time.
- When empty, shut off compressor(s) **(First)**.
- Close liquid and vapor valves.
- Close trailer valves.
- Empty hoses using blow down valves.
- Disconnect hoses.
- Disconnect ground.
- Pull onto unload scale.
- Go to touch screen panel and select **"Print"**
- Enter PIN number.
- **Do not pull off of scale until touch screen indicates "end weight captured successfully."**
- Manually write down the empty weight next to the loaded weight.
- Pull truck around to load scale house to get bill of lading.
- Attach one signed copy of the loaded BOL and attach it to the signed Williams BOL and leave it in the unload ticket slot.

### **WARNING**

Driver shall remain at the unloading area at all times to monitor the unloading process.

### **WARNING**

Drivers are responsible for preventing product releases. Truck valve (s) should be used to shut off product in the event of a release, regardless of the cause.

# TRUCK INSPECTIONS

After receiving the Bill of Lading, visually inspect the trailer to make certain the outlet valves are not leaking. If required, the driver is responsible for applying and recording seals on the valves and to make certain the truck is in satisfactory condition for over-the-road driving (per 40 CFR 112).

# EMERGENCY PROCEDURES

Williams' personnel will train you on the following:

- Emergency escape routes
- Location and proper use of the emergency equipment shutdown controls (ESDs)
- Location of manual fire extinguishers
- Types of communication used in emergency notification, such as alarms, etc.
- Instructions regarding whom to contact in case of emergency

## IF A SPILL OCCURS

### WARNING

If a spill or overfill occurs, unloading should be shut down immediately. The manually operated unloading valve or emergency stop controls (ESD's) should be used to shut off product. However, these functions do NOT take precedence over your personal safety. If you feel that you are in danger, evacuate immediately.

**Take extreme care not to do anything that might cause an ignition source,** such as turning on or off electrical devices or starting your tractor.

Immediately call Williams' personnel if a spill occurs.

Notify all other Drivers at the rack to shut down immediately. *Do not allow other drivers to start their tractors.*

**IN ALL SPILL CASES, YOU MUST TAKE DIRECTION FROM WILLIAMS' PERSONNEL.**

**DO NOT START YOUR TRACTOR UNTIL SPILL IS COMPLETELY CLEANED UP AND YOU RECEIVE APPROVAL FROM WILLIAMS PERSONNEL TO DO SO.**

### NOTE

Spills will be charged to driver when caused by setting gross weight incorrectly, improper coupler connection or failure to follow procedures properly.

# MISCELLANEOUS

It is the driver's responsibility to take appropriate action to protect his/her health and safety and to report any unsafe conditions while unloading at Williams facilities.

**Restrooms** are provided at the terminal for the driver's use before and after unloading.

Williams' personnel will provide information about the use of the phone and the bulletin board.

**REMEMBER: IF YOU DON'T KNOW, ASK.  
WILLIAMS WANTS YOU TO OPERATE SAFELY.**

**THANK YOU FOR UNLOADING AT  
WILLIAMS!**

**DRIVE SAFELY!**

**02-PIR-1056-C - DRIVER SAFETY TRAINING ACKNOWLEDGEMENT  
FOR CONWAY UNDERGROUND EAST**



I hereby attest that I have read the entire contents of the Williams Driver Instruction Booklet and fully understand the instructions contained in it. Specifically, I have read or received training on the following sections (check all boxes):

- Introduction     
  Safety Precautions     
  Carrier Responsibilities     
  Terminal Entry  
 Trailer Connection     
  Loading/Unloading     
  Emergency Procedures     
  Miscellaneous  
 Conway East Underground Loading/Unloading Instructions

**Driver Initials Required:**

1. \_\_\_\_\_ Williams personnel have reviewed with me the sections listed above and each loading/unloading (circle one) procedure specific to the \_\_\_\_\_ Terminal, Product (s) \_\_\_\_\_, Terminal # \_\_\_\_\_, and have satisfactorily answered all procedural questions.
2. \_\_\_\_\_ I acknowledge that failure to comply with the safety guidelines herein may result in suspension or cancellation of my loading/unloading privileges.
3. \_\_\_\_\_ Upon receipt of my Personal Identification Number (PIN) or loading card, I agree that I will be the sole user of this authorization on behalf of the Shipper/Carrier noted on the Bill of Lading.
4. \_\_\_\_\_ I have read and fully understand the Safety Precautions and Emergency Procedures, especially the procedures for handling and reporting an accident or spill.

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 Driver Name: \_\_\_\_\_

Williams Driver / PIN: \_\_\_\_\_

Address: \_\_\_\_\_

Business Phone: \_\_\_\_\_ Home Phone: \_\_\_\_\_

Driver License State and Number: \_\_\_\_\_

Carrier Name and Number: \_\_\_\_\_

**Driver must sign and date below to be authorized for unrestricted loading/unloading at this terminal. See Note for more information.**

Driver's Signature: \_\_\_\_\_ Date Signed\*: \_\_\_\_\_

Williams Employee who trained Driver: \_\_\_\_\_

\*NOTE: This Driver Safety Training Acknowledgement expires two years from the date signed. You will be notified of your Training expiration date at the driver console. You must be recertified prior to your expiration date in order to continue loading/unloading at the terminal listed above.

Retention: 5 years from date of last training  
 Distribution: Original: Area Office