



LAMPTON-LOVE, INC.

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Date: November 10, 2020
To: All Branch Managers
From: Gene Maddox 
Safety Director
Subject: Branch Office Monthly Safety Meeting – November 2020

Company policy requires that each branch office hold a minimum of one safety meeting each month with the documentation of the material covered and the attendance being recorded on the "Monthly Safety Meeting Minutes and Attendance Record" (see attached form). **Please detach the Monthly Safety Meeting Minutes and Attendance Record, fill it out and e-mail or fax a copy to Lynn Eldridge.** *Please keep the original for your records.*

NOTE: ONLY the Monthly Safety Meeting Minutes and Attendance Records is to be sent in.

To assist you in complying with this requirement, the following subjects are for your Monthly Safety Meeting, for the month of November 2020. You may add topics, but please document the following topics:

1. News Briefs!!! (DOT Cylinder Requalification Training Materials)
2. Safety Meeting: (Providing Quality Customer Service)

It is recommended that you thoroughly read this material prior to your meeting.

It is strongly recommended that you use the 3-ring binder to store the last 12 months of the Safety Meeting Minutes and Attendance Record Form!!! This material should be referred to or used to train new employees from the website. This manual should be kept in an area of the office that is easily accessible to all employees.

Be Smart...Be Safe and Be Courteous!!!



PROPANE
EXCEPTIONAL ENERGY

NEWS BRIEFS!!!

(This monthly "column" will include short newsworthy topics, which will serve as a friendly reminder to us all)

DOT Cylinder Requalification Training Materials

General Information

The U.S. Department of Transportation regulations at 49 C.F.R. 180.209(g) requires that requalification of cylinders by the external visual inspection method is performed in accordance with CGA Pamphlet C-6 or C-6.3, as applicable. Based on feedback received from various member companies, there seemed to be confusion as to whether a facility that performs an external visual inspection for cylinder requalification must purchase an edition of the applicable CGA pamphlet, or if it's permissible to use alternative training material that includes the same information on inspections, condemnation, rejection, requalification, etc.

NPGA engaged DOT for a Letter of Interpretation seeking to resolve the confusion. This Fact Sheet summarizes DOT's response.

Must a person who performs external visual inspection to requalify Dot cylinders purchase the applicable CGA pamphlet?

DOT states: "The HMR do not specify how regulated parties must obtain this information."

Do the regulations prohibit the use of alternative publications that include the application information for external visual inspection to requalify DOT cylinders?

DOT states: "It is the responsibility of all persons involved in the safe transportation of hazardous materials in commerce to comply with the requirements of the HMR when performing prescribed tasks. If these individuals choose to use alternative publications as guidance to perform these tasks, these individuals are responsible for ensuring that the information in the publications they use is identical to that prescribed in the HMR."

Frequently Asked Questions

Question 1: Does Dot require that a company purchase the applicable CGA pamphlet for each facility that performs external visual inspection to requalify DOT-specification cylinders?

Answer: No. DOT's Letter of Interpretation clarifies that the regulations do not require a company to purchase information from a specific entity.

Question 2: Can a company rely on PERC training materials on how to perform external visual inspection to requalify Dot-specification cylinders instead of the CGA pamphlets?

Answer: Yes, as long as the PERC training materials contain the applicable information on external visual inspection, condemnation, rejection, requalification, etc.

Question 3: Does a company need to retain external visual inspection materials at each facility that performs visual requalification?

Answer: Yes, this requirement is not changed by the Letter of Interpretation. Each facility that performs cylinder requalification by external visual inspection must obtain a RIN/VIN and adhere to the applicable regulations.

Question 4: Are there any other related Letters of Interpretation on this topic?

Answer: Yes. DOT previously clarified that facilities are not required to purchase the exact CGA pamphlet edition incorporated by reference in the federal code, and that "the HMR only require a cylinder requalifier to have the information contained in the applicable CGA publications incorporated by reference in §171.7."

Question 5: How can a company obtain the applicable PERC materials for cylinder requalification by external visual inspection?

All of you have a copy of the CGA pamphlet C-6 and C-6.3 in your binder titled Cylinder Re-Qualification Manual. If you do not have a copy let me or Lynn know, and we will send you a copy.

NOVEMBER 2020 SAFETY MEETING

Providing Quality Customer Service

Propane customers have different applications, requirements, and knowledge. Make it a point to understand their needs and provide helpful answers and accurate information. Positive, professional interactions are key to keeping the customers you have and developing new ones. More important, quality, trustworthy customer service is critical in promoting the safe use of propane.

TIPS FOR EVERY CUSTOMER ENCOUNTER:

Be on time – Be diligent about scheduling. Allow enough time to account for necessary work and travel between appointments. Call if you run late. It's better to schedule a job for the next day than to schedule an appointment that cannot be kept.

Check work orders – Before heading to a job, check order information, such as account number, address, customer name, and a description of the work to be done. This ensures you are informed about their particular situation and ready to handle it when you arrive.

Develop a good relationship – Treat your customers as you would like to be treated. Wipe your shoes before entering a customer's home, be prepared to take care of the task at hand and show your concern about their issue – regardless of the size of the job.

Demonstrate integrity – Never promise a customer something that can't be done. Verify that requested services make sense for your company to handle.

Build trust – Do the job right the first time. If a mistake is made, don't be afraid to admit it. Address the issue and handle it quickly.

Manage angry customers the right way – Occasionally, you may deal with an angry customer. Remain calm, be as informative as possible, and don't take hurtful words personally. Apologize for the inconvenience and do whatever is within company policy to satisfy the customer. When your work is done, ask the customer to inspect the work area to ensure they are satisfied.

THREE ESSENTIALS OF PROFESSIONALISM:

Personal appearance – Customers will make a judgment on your trustworthiness by your personal appearance. Always be neat and well-groomed, with your hair trimmed and out of your face. Keep your uniform clean and mended.

Equipment care and maintenance – Even if they don't know how each tool is used, customers notice its condition. Make sure all equipment is cleaned serviced, and repaired regularly.

Vehicle operation – For both appearance and safety, clean and service your vehicle regularly. Safe and courteous driving habits are a must.

TIP FOR ONGOING INTERACTIONS AND COMMUNICATIONS:

Oftentimes, customers may need follow-up support or information. This is especially true after an installation or a repair. It is important to remain patient and courteous at all times, and clearly answer any concerns the customer may have.

Know your company policies and procedures for documenting safety-related contacts with the customer. Be sure to note the question or concern along with your response. If your company does not have a special form for this purpose, use a service work order or delivery ticket.

If you cannot answer a customer's question accurately or completely, refer him/her to someone who can. Start with internal staff, but don't be afraid to refer to appliance service companies if you cannot handle the issue in-house.

NOVEMBER 2020
MONTHLY SAFETY MEETING
MINUTES & ATTENDANCE RECORD

Company Name: _____

City: _____ State: _____

Date: _____ Time Started: _____ Time Finished: _____

Instructed By: _____ Number Attending: _____

Subject Covered and Comments:

1. Briefs: 1. DOT Cylinder Requalification Training Materials _____
2. Safety Meeting: Providing Quality Customer Service _____

By my signature below, I certify that I attended and participated in this Safety Meeting and I understand the material presented.

Employee Name (Please print)	Employee Signature	License Expires *	Endorsements**	DOT Physical Expires***
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				

**List driver's license expiration date in this column.*

***Check licenses for proper endorsements and re-testing (For example: "HazMat") List endorsements in this column.*

****List DOT physical expiration date in this column.*

By my signature below, I hereby certify that the employees listed above have been trained in accordance with the applicable regulation and curriculum for this monthly safety meeting.

Instructor's Signature: _____

E-Mail or fax this sheet only to: Lampton-Love, Inc.

Gene Maddox/Lynn Eldridge

Date: _____

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