

P2W
ePermit to Work

NUSTAR TERMINALS



P2W delivers benefits to the Tank Storage Industry

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Paul Mackay | Systems and Safety Manager | NUSTAR TERMINALS LTD

▶ The Challenge

NuStar Terminals Ltd, part of NuStar Energy LP, provides third party bulk storage and road and sea distribution of hazardous liquids and chemicals from its terminal at Grangemouth and seven other sites across the UK, Northern Ireland and Holland. In 2005 a decision was made to review, update and standardise Health and Safety practices across the company. Until then, each of the sites had their own paper based system for managing site access and work permits, some of which were developed several years earlier. The NuStar Terminals' management team wanted to ensure that industry best practices were used consistently at each terminal.

The Tank Storage industry is always closely monitored by the Health and Safety Executive and even more so since the Buncefield Oil Depot explosions in 2005. NuStar Terminals, like all tank storage organisations, has to demonstrate safe operational working practices and also needs to be able to prove that these are rigorously and continuously enforced. NuStar Terminals wanted to introduce software that would enforce compliance with current HSE guidelines regarding work permits, contractors and access control, but that would also be flexible enough to incorporate any future safety recommendations or legislation.

NuStar Terminals also wanted to solve the problem of contractors arriving on site without proper authorisation. All contractors and employees must undertake NuStar's safety induction training before they are allowed to undertake any work. The old access system had no built in way of demonstrating whether individuals had received the induction training or not.

▶ The Solution (PART ONE)

NuStar Terminals's managers researched the market for Permit to Work and Contractor Management software and were particularly impressed with **P2W**, **GEMsoft7**'s electronic Permit to Work, Contractor Management and Access Control System.

The NuStar Terminals team quickly saw the operational and financial benefits of introducing P2W across the company. Engineers at the Grangemouth site typically raise one or two permits per day, although this can rise to nine to ten per day when a major project is underway, such as an out-of-service tank inspection or the construction of a new tank. Management and storage of large numbers of paper based permits can be problematic. When combined with the requirements from the other seven sites it made sense to deploy an electronic system with a common user interface which could also easily produce centralised reports if necessary.

P2W was designed from the outset to be flexible and configurable by its users. This means that as NuStar Terminals refines or introduces new working practices these can be very quickly reflected in the system, across the whole organisation, with minimal effort and very little expense. The speed by which **P2W** can be deployed and subsequently updated to reflect changing work practices sets it apart from its competitors, where lengthy, resource intensive deployments and long periods between updates are the norm.



SEE OVER

P2W - The ULTIMATE ePermit & Contractor Control System

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▶ The Solution (PART TWO)

The Contractor Management functionality in **P2W** has also solved NuStar Terminals' issue regarding contractor monitoring. It stores information about all individual contractors and their companies. If a contractor is not recognised by the system, or there is an anomaly with his records, such as no evidence that he has completed induction training, or even that his employer's insurance has expired, P2W automatically flags up the issue before a Permit to Work can be issued. If either the issuer or the Permit Authoriser chooses to ignore this information he must record a reason, which is then stored as part of the system's automatic audit trail functionality.

NuStar Terminals' staff have been pleased with the customer service they receive from **GEMsoft7**. "The team at **GEMsoft7** are so approachable and we really feel as though we have been included in the feature development process of **P2W**," said Paul Mackay, NuStar Terminals' Systems and Safety Manager. The HSE has reviewed NuStar's use of the system and was also impressed by **P2W**'s ability to call up and attach Risk Assessments to Work Permits and the way the system flags Permit Conflicts. **P2W** is now operational at all of NuStar Terminals' British sites, including Eastham, Grays, Glasgow and Belfast.

▶ The Benefits

Since the introduction of **P2W** NuStar Terminals has enjoyed further safety and operational benefits:

- Better work management and organisation of work permits. "**P2W** encourages us to plan ahead better," said NuStar Terminals Grangemouth's Terminal Manager, Billy Pullar. "Engineers now raise all permits for the following day's work the evening before. As shifts start at six am the duty terminal engineer now inspects the work site and is able to authorise permits before the contractors arrive on site at eight am. Contractors now only have to sign their acceptance of the prepared and authorised permit to start work, rather than waiting for permits to be raised, authorised and signed off, as they had to in the past." This means that NuStar Terminals now benefits from greater productivity from its contractors and the contractors themselves are happier, as they have fewer hold ups and spend less time waiting for permits to be authorised.
- Ease of use and access to the system. "Because **P2W** is web based it is easy to administer and you can access it from anywhere," said Paul Mackay. Once logged in, users only have access to functionality and information that is pertinent to their role.
- Proof of compliance. The audit functionality in **P2W** automatically records and stores all actions entered into the system. Processes can no longer be overlooked or forgotten as the system flags up and then records all deviations from the standard practices. Engineers are less likely to accidentally miss important safety considerations when raising permits and can demonstrate exactly what actions were taken for each previous piece of work.

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