

New Carrier Requirements at our Canadian Terminals



If you use common carriers, they may be authorized and this info may not be required. Please provide authorization, on your letterhead, to let us know which carrier(s) will be hauling on your account.

Information to Complete

- Driver Card Information
- Trailer or Tank Truck Information

Documents to Provide

- Valid Certificate of Insurance (meeting requirements)
- 5 Year Pressure Test (Tank Inspection)
- 1 Year Tank Inspection
- Overfill Probe Inspection
- Copy of your B620

Please ensure your driver(s) have the following on hand during their first visit to the terminal

- TDG
- WHMIS
- CPPI
- Driver's licence

NOTE:

Each driver must attend orientation and training.

Drivers will need to complete the orientation process, which includes a video and walk around with the operator, before loading. They will then be provided with a sheet to record their first 10 loads (3 loads if not new to the industry), which must be done with a supervising driver who was previously oriented. At the end of the 10 loads, an operator will complete a compliance check and then the new driver will receive their access card.

New drivers and/or trailers.

Please ensure you contact the terminal at least 24 hours prior to arriving at the facility. This will result in timely loading.

Automated Fueling System.

The Irving Oil Refinery, Charlottetown, Halifax Harbour and St. John's terminals use the CSI automated fueling system. Each driver receives a card and a driver identification number. The driver uses their card and ID number with the DET touch screen that allows the driver to select which customer account they are loading for. A customer can have multiple accounts to choose from. Our terminal staff are there to help get you set up and get familiar with the loading process. Please let them know if you have any questions.

You can send your documents to us by emailing them to IOCCustomerSupport@irvingoil.com or faxing them to **506.202.2586**. If you have any questions, please email us at IOCCustomerSupport@irvingoil.com or call us at **1.866.865.8800**.