Shell Chemicals

Pernis Site Requirements

www.shell.com/chemicals/transport

Shell Pernis Refinery

Version 54

August 2020
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1. Name of Installation: PERNIS
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2. Physical address of location

Shell Nederland Raffinaderij B.V.
CVP (Traffic Office)
Vondelingenweg 601, Portnumber (3222)
3196 KK Rotterdam-Pernis,
The Netherlands
Tel: +31 10 431 4159

Shell Nederland Raffinaderij B.V.
Loading gantry HCS
Vondelingenweg 589, Portnumber (3247)
3196 KK Rotterdam-Pernis
The Netherlands
Tel: +31 10 431 4159
E-Mail: M-LOG-DISTR-OPERA-NLF001@shell.com

LSC3014 Drop & Swap (located at terminal CTT Rotterdam)
Butaanweg 17
3196 KC Rotterdam
The Netherlands
Tel: +31 88 162 0252
E-Mail: LSC3014@denhartogh.com
For loading D&N loading area

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3. Booking process and opening hours
Driver needs to report for every load with full order details including order number, product name, quantity and destination at below location.

<table>
<thead>
<tr>
<th>Products</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hydrocarbon Solvents (HCS)</td>
<td>Loading gantry HCS</td>
</tr>
<tr>
<td>Polyolen &amp; Chemical Solvents</td>
<td>LSC3014 (Drop &amp; Swap)</td>
</tr>
<tr>
<td>Divestments &amp; discharges &amp; waste</td>
<td>Traffic Office Security</td>
</tr>
</tbody>
</table>

Loading appointments – Slot Booking

Where required the Carrier needs to book a loading slot via TRANSPOREON.

Review [https://www.transporeon.com/nl/contact/](https://www.transporeon.com/nl/contact/)

FCA customers will receive an email with a link for slot booking.

For questions about the use of TRANSPOREON, you can directly contact the TRANSPOREON Customer Services Team via email [customerservices.west@transporeon.com](mailto:customerservices.west@transporeon.com) or via telephone:

DE: +49 (0) 731 16906 200
UK: +44 (0) 203 6089096
NL/BE: +32 (0) 14 480754

In case of issues, please contact your contact at SCE or customer during working hours and as a backup the following phone numbers can be used to book a loading slot, at least one day before loading:

- D-terrain loading gantry: +31-10-431 4159
- N-terrain loading gantry: +31-10-431 4159
- CVP loading gantry: +31-10-431 1803
- HCS loading gantry: +31-10-431 4159

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Carriers are required to book a loading slot within the operational loading hours of the loading gantry. On the day of loading, carriers are required to report at the designated location according to below schedule.

<table>
<thead>
<tr>
<th>Location</th>
<th>Products</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loading gantry HCS</td>
<td>30 minutes before the agreed loading slot</td>
</tr>
<tr>
<td>LSC3014 (Drop &amp; Swap)</td>
<td>240-60 minutes before the agreed loading slot</td>
</tr>
<tr>
<td>Traffic Office Security</td>
<td>30 minutes before the agreed loading slot</td>
</tr>
</tbody>
</table>

The operational loading hours are:

- D-terrain loading gantry       : 10:00 till 22:00
- N-terrain loading gantry       : 06:00 till 14:00
- CVP loading gantry
  - Sannest Gantry 1&2           : 07:30 till 17:30
  - Phoenix Gantry 1&2           : 07:30 till 17:30
- HCS loading gantry            : 06:00 till 22:00
- LSC3014                        : 06:00 till 22:00
Discharging appointments (base materials)

For CVP Carrier needs to book a discharging slot via the

- CVP loading gantry : +31-10-431 1803.

Admitted from 06.45 hours from Monday to Friday. Latest arrival time to ensure same day departure is 14.00 hours.

Loading demurrage

Loading windows and demurrage for FCA
Road carriers arranged by customers to collect products from the site should allow up to 5 hours from *Arrival to Departure*. If exceptional circumstances arise and, outside the control of the collecting carrier or customer and due to the fault of Shell, the period between Required to report at the designated location to Departure exceeds 5 hours, demurrage can be claimed from the 3rd hour onwards at a rate of €40/hour per truck. Any claim will be validated with actual TMS data. In case of deviation Carrier must submit documentary evidence on our request.

The maximum demurrage claim that will be considered is 5 hours. Demurrage claims will only be considered if the collecting vehicle is available for loading at the agreed date and time. Shell shall not be liable for any other demurrage costs.

Loading windows and demurrage for CPT
Road carriers arranged by Shell to collect products from the site should allow up to 5 hours from *Arrival to Departure*. If exceptional circumstances arise and, outside the control of the collecting carrier or customer and due to the fault of Shell, the period between Required to report at the designated location to Departure exceeds 5 hours, demurrage can be claimed from the 3rd hour onwards at a rate of €40/hour per truck. Any claim will be validated with actual TMS data. In case of deviation Carrier must submit documentary evidence on our request. Road carriers should claim these costs via the regular way (TMS).

The maximum demurrage claim that will be considered is 5 hours. Demurrage claims will only be considered if the collecting vehicle is available for loading at the agreed date and time. Shell shall not be liable for any other demurrage costs.

Definitions
Arrival: Required to report at the designated location
Departure: the recorded time in TMS (Transporeon field “Dispatched”)

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4. Communication
All drivers will have to successfully perform a safety test will be conducted and need to be passed before entering the SNR Pernis site.

For HSSE reasons, each driver collecting or bringing product should speak (at least basic level of) at least one of the following languages:

- Dutch
- English
- French
- German

Drivers who are not able to speak one of the above-mentioned languages will not be granted access to the SNR Pernis site.

Safety test is mandatory.

5. Life Saving Rules
Shell’s Life-Saving Rules set out clear and simple “do’s and don’ts” covering activities with the highest potential safety risk. They are not new. Most people comply with them every day – but there are still breaches taking place. The Life-Saving Rules help to make sure that rules are followed and people are protected.

Compliance with the Life Saving Rules is mandatory, and the Life Saving Rules are applicable to all operations under Shell’s operational and / or governance control. Each reported non-compliance will be investigated. And failure to comply will result in disciplinary action, up to and including termination of employment for Shell employees, or for employees of contractors or sub-contractors, removal from the site and disqualification from future Shell work. Supervisors are held accountable to communicate and ensure compliance.

If you choose to break the rules, You choose not to work for Shell.
The 12 Life-Saving Rules are:

- Work with a valid work permit when required
- Conduct gas tests when required
- Verify isolation before work begins and use the specified life protecting equipment
- Obtain authorisation before entering a confined space
- Obtain authorisation before overriding or disabling safety critical equipment
- Protect yourself against a fall when working at height
- Do not walk under a suspended load
- Do not smoke outside designated smoking areas
- No alcohol or drugs while working or driving
- While driving, do not use your phone and do not exceed speed limits
- Wear your seat belt
- Follow prescribed Journey Management Plan

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6. Special requirements of this location:

PROHIBITED ON SITE

1. Smoking and naked flames, use of alcohol and drugs.
2. Consuming food and drink in the workplace.
3. Theft and misappropriation.
4. Photography and filming.
5. Using personally owned electrical equipment, e.g. laptop, e-reader etc
6. Operating Shell equipment without authorization.
7. Switching electrical systems on or off without authorization
8. Using mobile phones (GSM) and other mobile devices in loading zone or while driving on Shell premises.
9. Entering tank trailers (closed areas) and containers without permission of Shell.
10. It is not allowed to climb onto your road barrel or tank container.
11. It is not allowed to relieve pressure of equipment on Pernis at the loading gantry.

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OBLIGATIONS ON SNR PERNIS Site

1) Observe the traffic regulations; respect additional/different rules. Use car headlights day and night, max speed on the premises 30 km/hr.

2) Show your identity papers when requested to do so.

3) Request permission to gain access to plant and installations.

4) Wear the appropriate industrial clothing and necessary means of personal protection.

   The following items are required in the loading and unloading area’s;
   - a helmet;
   - High Ankle Safety-shoes;
   - Safety goggles with side shields (that fits tightly to the face)
   - Fire-retardant clothing (NEN-EN 11612) and anti-static clothing (NEN-EN 1149-5) and high visibility (NEN-EN 471)
   - Depending on the type of operations, Safety gloves with protection against mechanical risks according to chapter 10.3 CEFIC guidelines “Best Practice Guidelines of Safe (un) loading of road Freight Vehicles.
   - Depending on the type of operations, Safety gloves with protection against chemical risks according to chapter 10.3 CEFIC guidelines “Best Practice Guidelines of Safe (un) loading of road Freight Vehicles.

5) Keep the grounds clean and accessible.

6) Protect confidential information.

7) Report any incidents and dangerous situations.

8) Install catwalks on the containers and use these for trucks and containers without fall protection.

9) Always use Shell-loading/unloading facilities to access the top of the tank container or locally installed/provided fall protection; only with permission of Shell operations.

10) Operate only in accordance with ADR regulations and with local plant regulations if applicable. Keep doors and windows of truck closed while loading; main switch (when available on truck) must always be switched OFF.

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11) No repairs may be made to the vehicle, trailer or container. This is only possible in very special circumstances and only after authorization has been obtained in writing.

12) During loading of the equipment, the driver has to stay at the loading bridge and will further follow all instructions from loading personnel.

13) When using the safety harness, one person must be located on the tank/container and one person supervising its use from the loading bridge near the tank/container in case of an emergency. During loading of the equipment, the driver has to stay at the loading bridge.

14) Follow all the instructions of the plant/loading personnel.

15) Use of car headlights at all times (including daytime).

16) Minimum load quantity is 6MT.

17) Minimum compartment size is 7500l.

18) Turn off the main switch on the loading bridge.

19) Turn off mobile phone (GSM) and other devices before entering the loading bridges and keep them always in the truck.

Failure to abide by these rules will culminate in disciplinary measures, in conformity with the Consequence management SNC/SNR BBS-1 procedure 08.05.1013.

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7. Process Description

<table>
<thead>
<tr>
<th>Process Step</th>
<th>HCS</th>
<th>LSC3014 (D&amp;S)</th>
<th>Traffic Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parking</td>
<td>On site at designated area</td>
<td>On site at designated area</td>
<td>The parking area is situated at the South side of the Vondelingenweg at Pernis.</td>
</tr>
<tr>
<td>Registration requirements</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Order details including order number (and item number), product name, quantity and destination.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- A valid identification document must be handed over upon arrival. A valid identification document is an ID card, passport or driver licence. Without a valid identification document access to the site will be refused.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- For loading: vehicle documents including registration card of truck and tank, ADR certificates, etc.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- For discharge orders the discharge location/plant, product name and order number with item number are requirements</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technical Requirements</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Before entering Site bottom valves must be tightly closed and dust caps tightly fitted! The driver will check that identification marks and labels are applied.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- All ADR drivers must have their “Instructions in writing” available according ADR 5.4.3.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- All gaskets must be in perfect quality before entering the site</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- All twistlocks must be used and properly secured</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- ISO Container specific: After loading the driver will lock every valve with a seal wire, provided by Traffic Office. The driver will check that identification marks and labels are applied.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- The Equipment will be checked based on ADR, Site Requirements and local regulations upon arrival of the site. See Appendix A for the checklist</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- If loading/discharging is possible immediately upon vehicle arrival, the driver will be issued with the loading / discharging instructions and may proceed to the loading station. The routing given by the Traffic Officer must be strictly followed.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- ISO Container specific: After loading the driver will lock every valve with a seal wire, provided by Traffic Office. The driver will check that identification marks and labels are applied.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Before entering the Shell Pernis site the driver should seal the bottom valve with a red seal provided by Traffic Office.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
HCS Loading Arm Dimensions
All loading arms at the HCS loading gantry should fit 100 percent into the manhole. Please note the following dimensions as well as the limitations which can be caused by man lid and/or spill tray. Below drawing illustrates dimensions in mm.

N Loading Arm Dimensions
All loading arms at the N loading gantry should fit 100 percent into the manhole. Please note the following dimensions as well as the limitations which can be caused by man lid and/or spill tray. Below drawing illustrates dimensions in mm.

Figure 1  HCS Loading Arm Dimensions
Figure 2  N area Loading Arm Dimensions

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8. Equipment requirements

Equipment condition

- Tank code must be visible on container or tank ID-plate
- Tank code for trailers and road barrels must be verified via equipment documents
- Walking grid need to be available on trailer or container

Compartment size for ADR and NON-ADR products

The order quantity (for both ADR and NON-ADR products) should fit in a road barrel or container conforming to the following Shell requirements:

- Compartments larger than 7500 litres should be loaded either less than 20% or more than 80% of the max. capacity. (for both ADR and NON-ADR products)
- Compartments larger than 7500 litres, which have to load orders with a volume between 20% and 80% of the max. capacity should have baffle plates dividing the compartment in areas of max. 7500 litres. (for both ADR and NON-ADR products)

The driver will be rejected if the offered equipment cannot be loaded in conformance with the above requirements.

Cleaning Document/Vacuum Test

When previous cargo is not exactly the same as the product to be loaded, equipment must be cleaned!

Depending on product and previous cargo it is required that vehicles collecting bulk liquids are accompanied by a recognised original cleaning document (ECD), 6 weeks valid (EFTCO for C terms).

EFTCO: https://www.eftco.org/downloads

In addition, containers require a statement that a vacuum test (two weeks valid) has been carried out successfully after last cleaning and valves must be kept closed after test.

Documents must be handed over to the Traffic Officer / LSC3014.

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If previous cargo is the same as order that needs to be loaded, a waiver will be required. The following information should be reflected on the waiver:

- previous product
- order number
- license plate number / container number
- to be signed by the haulier
- the carrier takes full responsibility for the information on the waiver and any form of contamination

Installation personnel can always decide to reject the waiver. No claims for lost time or any other associated costs will be accepted, when a waiver for “no cleaning” is used by the haulier.

Except for EO, PO, TDI and IPA GMP this waiver is mx 6 weeks after previous load.

**Temperature**

The temperature of the compartments for Chemical Solvents and Hydro Carbon Solvents is **not allowed to exceed 35°C**.

**Exception** is during the summer months were a maximum temperature of **40°C** is allowed.

The temperature of the compartments for Polyols is **not allowed to exceed 45°C**

In case the temperature is higher, loading will not commence until the temperature has dropped. Please check tank temperature after cleaning procedure.

**Sealing**

Every man-lid, product valve and vapour-return valve from each container loaded at Shell Pernis with Shell product will be sealed. This seal will be fitted by truck driver after loading at the gantry. Seal numbers will be marked on a seal list by operations.

In case sealing is **not** possible, containers will be rejected.

**9. Special Requirements Pentane**

**ONLY ONE** compartment per truck can be loaded with a Pentane (-blend) product. More compartments are **NOT** allowed for Normal Pentane, ISO pentane and Pentane blends.
As from 1\textsuperscript{st} of May till 30\textsuperscript{th} of September a cleaning document must be available for all Pentane loadings.

10. Special Requirements IPA-GMP

For loading IPA-GMP the driver has to report in via:
Security at traffic office to take the driver safety test and get a keycard
Entrance gate 14 for loading the N gantry. No reporting via LSC3014.

11. Special Requirements Caradols
For Polyol products one-compartment trucks or tank containers are required.

Only completely empty trucks will be accepted for filling in Pernis.
Products loaded at the D and N loading gantry can no longer be combined with products from the CVP loading gantry.

Combinations of CARADOL ED260-02 or ED260-30 with ET380-02 or ET380-30 are not possible.

Products that will be loaded at the D-terrain are:

- Polyols
- DIBK
- IPA, IPA C+
- MIBC, MIBK, MPA, MPG
- Ethyl Proxitol
- GTL Fluid G70

Products that will be loaded at the CVP loading gantry are:

- Caradol polymer polyols
- Caradol and Daltolac rigid foam polyols
- Caradol CASE polyols
- Special Requirements Solvents

Special Requirements

Some combination loads would require moving partly filled tanks/containers on the public road in order to collect the second parcel. These movements are considered high risk and so to provide an efficient, cost effective and safe supply chain certain product combinations will, regrettably, no longer be possible under Drop and Swap.

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The following combinations are allowed:

<table>
<thead>
<tr>
<th>Location</th>
<th>HCS Chemical Solvents</th>
<th>D Gantry Polyols</th>
<th>N Gantry</th>
<th>Sannest</th>
<th>Phoenix</th>
</tr>
</thead>
<tbody>
<tr>
<td>HCS</td>
<td>2</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>D-Gantry</td>
<td>X</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>X</td>
</tr>
<tr>
<td>Chemical Solvents</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>D Gantry</td>
<td>X</td>
<td>1</td>
<td>2</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Polyols</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>N Gantry</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>1</td>
<td>X</td>
</tr>
<tr>
<td>Sannest</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>1</td>
<td>X</td>
</tr>
<tr>
<td>Phoenix</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>1</td>
</tr>
</tbody>
</table>

Products that will be loaded at the HCS loading gantry are:

- Pentanes
- Hexanes
- Heptanes
- ShellSol grades
- SBP grades
- Shell GTL Solvents

Products that will be loaded at the N-terrain are:

- MEK and IPA-GMP*
- MEPROX and MEDIPROX
- Proxitol slabs and Meprox butters
- Methanol

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The following products are loaded by a closed system with TODO couplings, minimum work pressure of equipment must be >2.5 bar:
- Proxitol slabs and Meprox slabs
- IPA-GMP*
12. Issue of documents
The following documents will be issued when loading at SNR Pernis.

<table>
<thead>
<tr>
<th>Document type</th>
<th>F-terms</th>
<th>C-terms</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMR (road transport document)</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Delivery note + quantity certificate</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Dangerous Goods Declaration</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Certificate of Analysis</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Weigh ticket</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Export document</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>AAD (Excise accompany document)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Proper shipping name sticker(PSN)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

* PSN sticker will be provided when transport will go by sea according to order info.
10. Contact details
For general inquiries on SNR Pernis Chemicals products loading operations please contact:
+31 (0)10 431 1670 (Shift Supervisor) including HCS

For general inquiries on SNR Pernis Refinery products loading operations marine please contact:
+31 (0)10 431 1599 (Shift Supervisor)

For general inquiries on SNR Pernis Refinery products loading operations trucks please contact:
+31 (0)10 431 3298 / +31 (6) 11583820 (Shift Supervisor).
Appendix A Inspection Checklist

Checklist Ladingdragend Materieel

Administrative gegevens
- Kentekenplaat chassis
- Trailer papieren in de kist van de oplegger
- Reinigingscertificaat/ Vuil van verklaring aanwezig
- Vacuümtest aanwezig

Aankomendatum :
Ja Nee
Aankomsttijd:
Ja Nee

Abwijking

Verlichting

Banden en spatborden:
- Proefdruk (<1,6 mm)/spatplaten

Temperatuur:
- < 35 graden celsius, thermometer

Twistlocks aangedraaid en vergrendeld

Aardpunt tank:
- Sticker aanwezig bij aardpunt

Info op stempelplaats:
- inhoud, container nummer, gewichten, test datum ok/leesbaar

Buitenste tank:
- Geen schade isolatie, leidingen, een vers productstukkenkleverig of vloeibaar

Alle afsluiters gesloten, noodkoord?

Bodemkleppen en vliederkleppen gesloten en voorzien van plastic label per compartiment, afsluitdop aangedraaid

In geval van oplegger bestemd voor ADR; indien mogelijk klemmer-/gevaarborden blind laten monteren

Tank:
- Drukloos, schoon, droog en reukloos;
- Metaalverkleuring zichtbaar, staat dit op het reinigingscertificaat

Pakkingen:
- Schoon, oerbeschadigd en correcte montage

Knevels aanwezig en gangbaar

Dampdetectie gesloten en voorzien van blinddoppen

Onderdelen zitten vast en zijn niet beschadigd

Mogelijk vrij van voorgaande producten?

Indien hermetisch met breekplaat: manometer ok, zie handboek voor wetgeving.

Controle van de tank (tanks of container)

Naar aanleiding van de rijpositie:

Compartment:
- Compartiment
- Slingerschotten

Foto's genomen:
Ja Nee

Akkoord voor belading:
Ja Nee

Afgekeurd voor belading:
Ja Nee

Ondergetekenden hebben het bovenstaande goed bekeken en naar waarheid ingevuld

Naam acceptant

Hondtekening acceptant

Volgens BBS 04.2504 print 4: Keuren Transportmiddelen

Disclaimer
The information contained in this publication is, to the best of our knowledge, true and accurate, but any recommendations or suggestions that may be made are without guarantee, since the conditions of use are beyond our control. Furthermore, nothing contained herein shall be construed as a recommendation to use any product in conflict with existing patents covering any material or its use.

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