



**Shell Chemicals**

# General Requirements for Road Transport Carriers

[www.shell.com/chemicals/transport](http://www.shell.com/chemicals/transport)

Version 12  
October 2019

## General Requirements for Road Transport Carriers

Definition "Road Tank": *Transport vehicles with tank vessel /demountable or not demountable containers*

Carriers collecting product from or delivering product to, any of the Shell Chemicals companies (collectively "Shell") at a location owned by Shell or its affiliates ("Shell Location") or by a third party ("Third Party Location"), e.g. storage terminals, must meet and abide by the general HSSE requirements in this document (the "General Requirements"). "Carriers" used in this document means any or all of the following collectively as the context requires: the entity contracted by Shell, Shell's customer or Shell's supplier to transport product to or from the Shell Location or Third Party Location ("Carrier company"), subcontractors of such entity or their subcontractors, and the respective personnel of such entity or subcontractors.

In addition to complying with the General Requirements, Carriers also must comply with any Site Specific Requirements imposed by the Shell Location or Third Party Location and applicable law where product will be collected or unloaded ("Site Specific Requirements"). Information on Site Specific Requirements for Shell Locations can be accessed via this link [<http://www.shell.com/business-customers/chemicals/safe-product-handling-and-transportation/on-site-collection-requirements.html>]. For Site Specific Requirements of Third Party Locations, please always contact the Third Party Location directly. Customers purchasing product from and suppliers supplying product to Shell must ensure that their Carriers comply with the General Requirements, the Site Specific Requirements and the applicable law.

The relevant Shell Location or Third Party Location reserves the right to reject any means of transport presented for loading or discharge when the condition of the equipment, standard of maintenance, lack of necessary equipment or (insufficiently qualified) staff would constitute an unacceptable hazard or in the event of non-compliance with the applicable law, the General Requirements and/or Site Specific Requirements.

Customer and/or Supplier are solely responsible for advising their Carriers that access to Shell Locations and Third Party Location is conditioned upon compliance with the General Requirements, any Site Specific Requirements and the applicable law.

# 1. General Requirements

## General Requirement 1: Life Saving Rules

All Carriers must comply with the 12 Life-Saving Rules, these 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 authorization before entering a confined space
- Obtain authorization 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; and
- Follow prescribed Journey Management Plan

## General Requirement 2: Drugs and Alcohol Policy

It is prohibited to light a fire, to possess alcohol and/or drugs on site, to bring in passengers or to record videos or take photographs at any Shell Location.

## General Requirement 3: Communication

Carriers must be able to communicate with staff at the Shell Location or Third Party Location (as the case may be) in English and/or the most widely used official language of the country where such location is.

## General Requirement 4: Entrance

Carriers must always report at the gate or site entrance and ask for site inductions. These site inductions may include, but are not limited to, emergency procedures, site safety orientation/training, required PPE, parking restrictions, route to loading or unloading point, general information such as the prohibition of smoking, alcohol and drugs, prohibition of the use of mobile phones, driving speed limits etc., or any other site procedures. Carriers must always comply with instructions. Carriers must witness the whole unloading/loading activity, unless Site Specific Requirements stipulate otherwise.

### General Requirement 5: Instructions

After reporting to the gate or site entrance and receiving site induction, Carriers must proceed to the unloading/loading area and park any Transport vehicles with tank vessel /demountable or not demountable containers (collectively "Road Tank") according to site instructions. Additionally, Carriers must always take the necessary precautions to prevent any movement of Road Tanks during loading/unloading.

Carriers are responsible for their own protection and must wear all necessary personal protective equipment to mitigate product and other site specific hazards as mandated by law and Site Specific Requirements. This may include but is not limited to helmet, goggles or safety spectacles with side protection, rubber gloves, suitable footwear (e.g. non-slip soles and steel toe caps) or flame-retardant protective clothing. The personal protective equipment must be available on the transport vehicles.

Carriers must carry an adequate supply of numerals and plates for hazard placarding purposes, and it is their responsibility to apply said numerals and hazard labels / placards as mandated by law.

### General Requirement 6: Road transport requirements

Road Tank sent to a Shell Location or Third Party Location for product collection or delivery may be subjected to close inspection by personnel at the Shell Location or Third Party Location. Should it be determined that a Road Tank, or its accompanying equipment ( e.g. hoses, valves, pump) is defective or non-compliant with the General Requirements, the applicable law or Site Specific Requirements in any respect it will be rejected.

Carriers must operate to good professional standards, competence and safety performance.

### General Requirement 7: Equipment and Road Tanks requirements

No loaded Road Tanks will be permitted to leave a Shell Location or Third Party Location until it is properly hazard placarded.

Road Tanks must be suitable for the product(s) being transported and meet all requirements as mandated by law.

Carriers must ensure that the Road Tanks are fit for purpose and in good condition.

Carriers' equipment inspection and maintenance program must have been reviewed and found to be fit for purpose by the employing customer/supplier.

Road Tanks must be clean, dry and free from odor or if they had been used for a prior cargo, that prior cargo must be of the same product that will be loaded at the Shell Location or Third Party Location.

Road Tanks cleanliness and fitness for transport is the sole and exclusive responsibility of the Carrier. The Carrier must provide a certificate of cleanliness to the site personnel prior to loading. Any visual inspection by personnel at the applicable loading location does not relieve the Carrier from responsibility in this regard.

If site personnel that operates the loading or unloading facility (collectively "Site Staff") determine, in their sole discretion, that the Road Tanks are not clean and dry or are otherwise unfit for loading, the Road Tanks will be rejected and will only be reevaluated on presentation of a valid document of cleaning.

Carriers must be familiar with the precise capacity of the Road Tanks and be able to pass on this information to the personnel at the applicable loading location.

The order quantity for all Shell products to be loaded must meet the following requirements: Road Tanks compartments larger than 7500 liters shall not be loaded between 20% and 80% of the maximum capacity, unless they are fitted with baffle/surge plates dividing the compartment in sections of maximum 7500 liters. Carriers will not be permitted to load the Road Tanks if the offered Road Tanks does not conform with this requirement.

Products which are incompatible must not be loaded in adjoining compartments of the Road Tanks.

Incompatible materials which could present an increased hazard when in contact with product(s) to be collected or delivered must not be present on the Road Tanks. Such incompatible products must not be subsequently loaded whilst the collected or delivered products are still on board.

### General Requirement 8: Prohibited products

The following products are not allowed for collection by road, without prior written approval by Shell:

- Ethylene oxide (EO)
- Butadiene (BD)
- Propylene oxide (PO)
- Ethylene
- Propylene
- Benzene (& Pygas)
- MPG USP, IPA GMP/USP & Acetone NF
- Toluene Di Isocyanate (TDI)

### General Requirement 9: Documents

The documents identified below must be presented by the Carrier at the applicable gate/site entrance of loading/ unloading/ drop off location:

A written loading order specifying:

- Indent number
- Product and quantity to be loaded or unloaded
- Destination of the product, if applicable
- Carrier's company name
- Driver's name
- Road tank license numbers
- Way of transport (ferry, road, combined road rail) (Carrier's declaration)
- Weighing ticket
- Delivery note,
- Certificate of analysis,
- Certificate of cleanliness and transport document,
- the required dangerous goods information

AP specific: Carrier must have emergency response instructions. These instructions shall be provided by the Carrier company to drivers in language(s) that drivers can read and understand. Carriers shall be fully conversant with the hazard(s) of the product(s) they are transporting for loading or unloading.

Should any Road Tanks arrive without the documents as mandated by law, then:

- it will not be permitted to enter the site and loading/unloading will not take place or will be delayed.

## General Requirement 10: Capacity and Weight Restrictions

Road Tanks capacity: Before loading, Carriers must verify that the Road Tanks can accommodate the quantity to be transferred. Under no circumstances will Shell Locations or Third Party Locations (as the case may be) load a Road Tank more than the applicable legal weight limits between the Shell Location or Third Party Location and destination. Where necessary, Shell Locations or Third Party Locations will reduce the order quantity to bring the loaded quantity within these legal limits.

Loading of Liquids into Multiple Compartments: Carriers must ensure that the loading is conducted according to the load plan provided by the Shell Location or Third Party Location.

Connections: Carriers must be familiar with the related equipment of the Road Tanks, e.g. (un)loading valves, pressure/vapor return connections, number and capacity of compartments, hoses, couplings and gauges.

Permission to Load/Unload: Carriers are only allowed to operate equipment on the Road Tanks such as valves, compressor and pump after explicit approval of the site operator. Carriers must not operate site equipment, except for connecting hoses to truck. Only site operators may operate the storage tank valves, pressure valves and the pump.

Road Tanks Weight Restrictions: Carriers, in co-operation with the Site Staff, must ensure that the maximum permissible Road Tanks gross weight is not exceeded. During loading of the Road Tanks, Carriers should take all possible precautions not to exceed the maximum permissible axle weight and never exceed applicable legal weight limits between the Shell Location or Third Party Location and destination. Where necessary, Shell Locations or Third Party Locations will reduce the order quantity to bring the loaded quantity within these legal limits

Pre-departure labelling, placarding and documentation:

(a) Prior to departure, the way-bill must be fully completed by the Carrier. The Carrier shall always be responsible for the proper issuance of transport documentation and accompanying documents, such as permits, licenses, notifications, certificates in line with the applicable law.

(b) Carriers must ensure that the correct hazard markings and placards have been affixed to the Road Tanks.

## General Requirement 11: Adverse weather conditions near the Shell Location or Third Party Location

Shell Locations and Third Party Locations reserve the right to suspend loading/unloading when adverse or unusual weather conditions such as thick fog, ice or heavy snowfall persist in the vicinity of such location until such time as conditions improve.

## General Requirement 12: Reporting of Unsafe Situations, Near Misses, and Incidents

Carriers are requested to report all loading/discharge problems, unsafe situations or conditions, near misses and incidents to Site Staff.

### 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 warranty or guarantee of any kind. Shell counterparties and any carriers engaged by Shell counterparties are solely responsible for ensuring that they are knowledgeable about the goods (including dangerous goods) to be transported, and that their equipment is suitable for such transport.

### Shell Chemicals

The companies in which Royal Dutch Shell plc directly and indirectly owns investments are separate entities. The terms "Shell", "Shell group" and "Royal Dutch Shell" are sometimes used for convenience where references are made to Royal Dutch Shell plc and its subsidiaries in general. Likewise, the words "we", "us" and "our" are also used to refer to subsidiaries in general or to those who work for them. These expressions are also used where no useful purpose is served by identifying the particular company or companies. The expression "Shell Chemicals" refers to the companies of the Shell group of companies that are engaged in the chemical businesses. Each of the companies that make up the Shell Group of companies is an independent entity and has its own separate identity.