1. Name of Installation: Terminal Harburg, Germany

See also General Requirements

2. Physical address of location

Shell Deutschland Oil GmbH
Terminal Harburg

Entrance: Kattwykdamm,
Postal address: Hohe-Schaar-Str. 34

21107 Hamburg
Germany

3. Loading times / Announcement of loading

All vehicles for loading of K21, K30 and K60 are admitted to the terminal as follows:

**Deliveries in Germany:** Monday 00:00 – Saturday 10:00 hrs

**Deliveries in European Community:** Monday 00:00 – Saturday 10:00 hrs

**Attention:** Orders need to be known at Harburg at least one working day (24hrs) before loading!!

**Deliveries outside EC:** Monday – Friday 08:00 - 14:00 hrs

**Attention:** Trucks that arrive after 14:00 hrs will be handled the next working day. Invoices and copies of orders need to be known at Harburg at least two working days (48hrs) before loading!!

Local public holidays may have an impact on loading times.

4. Life Saving Rules.

From July 1, 2009 Shell’s Life-Saving Rules have been fully enforced.

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

5. Driver’s responsibilities / Safety requirements

On their initial visit to terminal, drivers will undergo a general site introduction including safety rules and general rules of conduct.

Drivers will undergo a specific briefing concerning the relevant loading facilities.

Regular customers may receive an individual identity card that cannot be used by another driver. Single appearances of drivers will be covered by a one-time-card to be programmed on site (causes waiting time).
Attention: Dispatcher staff at the site speak only basic English in addition to German. Drivers who do not speak either of the two languages cannot be accepted for loading because of safety reasons. There is no personnel available to assist the driver throughout the loading procedure, so in case of emergency the driver must be able to follow the instructions given via loudspeaker. In case that the driver is accompanied by a translator, both have to wear the described personal protection equipment. There is no personal protection equipment available at the terminal.

General personal protection equipment comprises:

Shoes: Oil resistant, hard front (steel toe cap), antistatic safety shoes (EN 345)

Clothing: Flame retardant, long trousers, long sleeves on jacket or overall (EN 340) Drivers must wear reflective clothing on the site

Helmet: Common safety helmet

Eye protection: Suitable eye protection can be helmet with vizier or glasses

6. Contact details
Contact 1 Mrs. Karen Freitag DSE/1242
Telephone + 49 40 7565 2246
Fax + 49 40 7565 2240
E-mail Karen.Freitag@shell.com

Contact 2 Dispatchers Office
Telephone + 49 40 7565 2607
Fax + 49 40 7565 2601

7. Special requirements of this location
Size of vehicles: vehicles must be no higher than 3.85m.
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