INEOS Solvents - FCA POLICY

Requirements for customer collection of chemicals

INEOS Solvents

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1.1 Introduction

Detailed below are the INEOS Solvents requirements for all customers collecting chemicals from INEOS Solvents. You are only permitted to collect goods from our sites and depots if you fully accept these requirements. Whilst the customer is responsible for ensuring these requirements are met, it is recognized that they may delegate some of the consequent actions to their hauliers.
The obligation to comply with all legal requirements remains unaffected.

1.2 HSE & equipment requirements

The customer shall ensure communication of the relevant requirements directly to the driver who will attend an INEOS site.

1.2.1 Level 3 Emergency Response

The customer shall be responsible for handling any emergencies associated with transportation of the goods. They shall have the capability to provide a Level 3 response for the goods being transported. The vehicle shall display their emergency response number.

1.2.2 DGSA

The haulier or customer shall have a nominated Dangerous Goods Safety Adviser.

1.2.3 Personal Protective Equipment (PPE)

The customer shall provide all PPE required on the collection site, which is normally an INEOS Solvents site or a depot.
The driver shall possess and wear all the PPE designated by the company and site where he/she is working, loading or offloading. The driver shall ensure that he/she knows and understands all the relevant PPE standards.

- PPE must always be worn clean and undamaged, covering the entire body.
- A combination of different PPE garments is permissible if the minimum PPE requirements (see 1.2.3.1) are met. e.g.:
  - Work trousers / dungarees and jacket
  - Work trousers / dungarees and shirt (o. long-sleeved shirt)
  - Overalls
  - Weather and rain protective clothing
  - A high-visibility vest or other PPE outerwear in yellow or orange fluorescent color

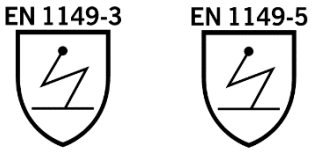
In all cases, the driver shall proactively find out the relevant site PPE requirements and comply with them. Compliance will be formally checked before entry and drivers with none-complying PPE will not be allowed onto the site/depot.

1.2.3.1 Minimum PPE requirements

PPE clothing

Flame-retardant property according to EN 11612 A1, B1, C1

Electrostatic dissipative property according to EN 1149-3, EN 1149-5



High-visibility characteristic according to EN 20471 class 2

↳ Class 3 must be fulfilled for all activities on the rail track

Eye protection

According to DIN EN 166

- With tight fitting side protection

Safety boots

- Ankle high safety shoes, S2 according to EN ISO 20345

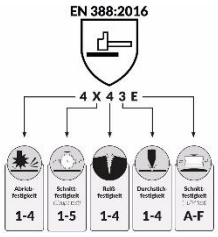
Industrial safety helmet

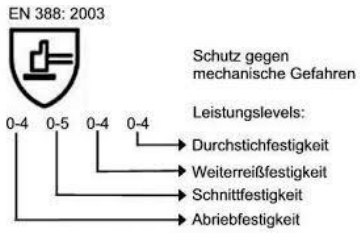
According to DIN EN 397

- Maximum 4 years old, see date of manufacture on the helmet
- Without dammage

Cut-resistant gloves

- Minimum cut protection class:

New 

Old 

1.2.3.2 Additional PPE when handling corrosive substances

- Full protective suit, with separate hood.
- Longer cut-resistant chemical protective gloves so as not to expose any area of skin, even when stretched
- Chemical resistant boots if applicable

1.2.3.3 PPE against fall from height

The driver must bring his own safety harness as PPE against fall from height. The 'ECTA/CEFIC Best Practice Guidelines for the Safe working at Height in the Chemical Logistics Supply Chain' are to be respected. The management of the transport company is responsible for the provision and maintenance of adequate personal protective equipment and the periodic training in its use.

1.2.4 Vehicle standards

1.2.4.1 General Requirements

All vehicles presented for transport of product must be fit for purpose, compatible with the cargo, clean and meet all legal obligations. The vehicles must be in proper working order and suitable for the intended carriage.
The vehicle must be able to load the requested quantity of product(s), considering the maximum gross weight allowed in countries of passage. The gross weight – and not the net weight – determines the quantity that can be loaded.
Vehicles presented for transport of product must not require any pre-loading activities such as cleaning, sweeping or venting. Any necessary cleaning shall not be done on an INEOS site and shall be done before the vehicle is presented for loading.

1.2.4.2 Requirements for tank trucks / tank containers:

For tank trucks, ADR guidelines for maximum and minimum filling degree must be respected. The maximum filling degree for tanks is defined by ADR (tank trucks ADR 4.3.2.2.1 / tank containers ADR 4.2.1.9) and varies for different products and loading temperatures.

In addition, ADR clause 4.3.2.2.4 applies: shells which are not divided by partitions or surge plates into sections of not more than 7500 liters capacity, shall be filled to not less than 80% or no more than 20% of their capacity.
In line with industry trend and Cefic recommendations, INEOS imposes same filling degree criteria for non-ADR products.

For single product deliveries only single compartment vehicles must be used at all sites!

For loading of ADR products original ADR certificates should be presented.

All vehicles – irrespective of product shipped (ADR/ non-ADR) – shall be equipped with 3 independent closures for bottom filling/discharge openings, mounted in series:

- internal stop valve (bottom valve / foot valve)
- external stop valve (side valve)
- closing device on end of each pipe which may be a screw-threaded plug / blind flange or an equivalent device.

Vehicles already partly loaded with another none-INEOS product will not be accepted for loading.
For multi compartment trucks, all compartments must be cleaned, regardless which compartments will be loaded.

Emergency equipment including fire extinguishers (sealed and validity not expired) must be available on the vehicle and be in good serviceable condition. The driver must be trained and competent in the use of emergency equipment such as fire extinguisher.

No jumbo trucks are accepted.
Flex tanks or composite tanks are not allowed.

Vehicle Preparation – Cleaning policy

The suitability and cleanliness of the tank remains the responsibility of the customer / haulier. Prior load information and wash-out certificates must be presented before loading. An original EFCTO cleaning certificate OR a proof that the previous load is suitable to the ordered product is required at all loading sites. Only originals – no copies – of the cleaning certificate are accepted.

All valves, blanks and lids must be securely closed before a tank or tanker enters and leaves the site. Before loading and before leaving site the driver shall check that all safely accessible valves and hatches are properly closed.

1.2.4.3 Requirements for lorries / packed goods

To ensure the safe transport of our palletised products in a standardised way, we require from all our carriers, including FCA deliveries, the following vehicle specifications and load securing equipment:

- Preferably CODE XL vehicle
- Clean, dry, undamaged loading space
- Sufficient lashing points on the bottom frame to lash the required number of pallets or IBCs

- Sufficient undamaged 6 mm anti-slip mats (friction coefficient = 0.6) to place each pallet skid completely on anti-slip material, example for 6 pallets: 6x3 =18 anti-slip mats or corresponding material on reel
- For every row to be loaded at least one lashing strap with appropriate edge protectors. Per row 1-2 pallets or IBCs, according to carrier's load planning.
- 2 empty pallets with at least 1 lashing strap to secure to the rear
- in case of preloading, 2 additional empty pallets + 1 strap to secure to the front
- Generally, undamaged lashing straps of good quality with at least 300 dAN pre-tensioning force are required
- Form-fit loading of the goods to the front wall

Vehicles that do not come with the necessary load securing material as defined above will not be admitted for loading.

Regulations for packed goods according to ADR and the German dangerous goods regulation GGVSE.

Because of safety reasons double trailers are not allowed for loadings of packed goods.

1.2.5 SHE Incidents

All SHE incidents loading or transporting the product or goods shall be reported to INEOS Solvents immediately and investigated by the customer / haulier. In the event of an incident the customer and haulier senior manager together with the person (driver) concerned may be required to attend investigations held by the relevant site owner. These shall be attended at the customer's cost. Any reports shall be submitted typed or in electronic format.

1.2.6 Tank Top Working

The customer should address to his service provider the issue of safety of drivers working on top of tankers or tanks.
Working on top of tankers is only allowed when safety equipment for heights is used.
Please see Chapter 1.2.10: 7 INEOS Life Saving Rules
Please see Chapter 1.2.3.3: PPE against fall from height
Please see Chapter 1.5: Site Specific Instructions for specific local requirements.

1.2.7 Safety rails / fall protection

The road tank cars and tank containers should always have safety rails/walkway over the full length of the barrel, unless specifically agreed otherwise with the loading site.

Safety rail and walkway must be placed on the side of the access ladder.
Please see Chapter 1.2.10: 7 INEOS Life Saving Rules
Please see Chapter 1.5 Site Specific Instructions for specific local requirements.

1.2.8 Driver's License / ADR License

Drivers transporting any INEOS Solvents products must be ADR trained
and licensed. The driver shall always carry his/her driving license and ADR license. The ADR license shall be appropriate
for the goods carried.
Apart from members of the vehicle crew, no passengers may be taken in transport units carrying dangerous goods (ADR 8.3.1.). As vehicle crew we accept 2nd drivers with ADR license or translators when they carry appropriate training certificates (ADR 8.2.3.)

1.2.9 Language skills

Drivers shall be able to understand and express themselves in the local language of the loading site and/or in English.

1.2.10 7 INEOS Life Saving Rules

- No consumption or being under the influence of alcohol or drugs on company property.
- No smoking or vaping outside dedicated smoking areas.
- No work on live equipment/machines to commence without authorisation.
- Safety critical devices/interlocks must not be disabled or overridden without authorisation.
- Persons working at height must use proper fall protection.
- No entry to confined space without authorisation and gas test.
- Lifting & hoisting: no unauthorised person to enter the defined danger zone where objects can fall.

The following is forbidden on all sites – also inside the vehicles

- The entrance of alcohol and drugs on the sites is strictly forbidden. (Even alcohol bottles that are kept closed are forbidden).
- Eating and drinking.
- Using mobile phone.
- Taking pictures without written permission.
- Leaving the tank during the loading and unloading operations.

1.2.11 Documentation and Placarding

The customer shall provide the required Hazard Warning Panels e.g. orange 'squares', etc.
The customer shall ensure that all drivers are familiar with the paperwork involved with transportation of the particular INEOS Solvents goods.

Where the driver is issued with documents detailing driver procedures, site route maps, site approach information and loading point / offloading point emergency procedures,
these instructions shall be strictly adhered to at all times.

1.2.12 Site Induction Training, Procedures and Instructions

The driver shall attend any specific site induction and/or product training on arrival at any site, plant, or depot as requested or deemed necessary by local personnel.
The driver shall comply with all the rules, safety and operating instructions and requirements of the site he or she is on at all times.

In all cases the driver shall proactively find out the relevant site rules, operational and safety instructions and comply with them.

The driver is not allowed to operate any equipment on site except with the approval and under supervision of the loading operator. The driver must attend the loading operations and provide assistance if required by the loading crew.

Entry into confined spaces (e.g. a Tank) is always forbidden even if a tank has a cleanliness certificate (=cleaned/dry and odorless).

INEOS Solvents will carry out checks on the driver and vehicle before, during
and/or after loading.

1.2.13 Failure to Comply

If the loading personnel decide the vehicle is not fit for purpose and/or the driver does not fulfil the requirements outlined above, the vehicle will not be loaded.
Failure to adhere to site loading procedures, regulations and safety standards will result in the driver and vehicle being asked to leave the site.
Gross or repeated breach of regulations or standards may result in drivers and/or haulier being barred from entering the site on future occasions.

1.3 Operational requirements

1.3.1 Booking in for loading

Most sites operate a time slot booking system.
Once a loading slot has been agreed, the truck driver is expected to be present for loading at least 15 minutes before the loading slot.
Please be aware that there might be site-specific instructions that specify a longer window of expected presence. Please check these instructions in the site-specific instructions in the following chapters.

1.3.2 Arrival at an INEOS Solvents site

Upon arrival at an INEOS Solvents site the driver must quote the INEOS Solvents order number, the name of the customer, the quantity and product(s) to be loaded, the destination country and vehicle/haulier registration & identity details.

1.4 General conditions

1.4.1 Transfer of ownership, responsibility and risk

Ownership, responsibility and risk associated with the product and its carriage shall transfer from the seller to the buyer as soon as it is on (or in) the customer's vehicle (or tank). This includes responsibility for product quality.

1.4.2 Demurrages

INEOS Solvents does not accept any demurrage claims for small operational delays. Only for excessive delays compensation can be considered provided this is proven to be the direct result of an error made by INEOS Solvents.
'Late arrivals' will never be considered for demurrage compensation.

1.4.3 Weight differences

The weight on the INEOS Solvents weight ticket is considered binding.
INEOS Solvents will not accept any claims for weight differences unless a clear error of INEOS Solvents can be proven and/or the driver made a remark on the CMR at the time of loading.

1.4.4 VAT Treatment

As a matter of policy, orders collected by customers (FCA) will be treated as domestic sales in the country of collection and local VAT will be charged, even if the customer declares a destination in another EU country and irrespective whether the customer has a VAT Identification number in the country of collection or destination country. If the customer chooses to collect material under these guidelines without being VAT registered in the country of departure, INEOS Solvents cannot be held responsible for any difficulties associated with any VAT reclaim.

To participate in the INEOS Solvents VAT exemption program customers need to accept the terms and conditions of this program and sign the respective agreement.
For specific questions about VAT treatment and how to enter into the INEOS Solvents VAT exemption program, please contact your Account Manager directly.

1.5 Site Specific Instructions

1.5.1 INEOS Solvents – Moers (DE)

- General

  Drivers must wear the following obligatory Personal Protection Equipment:

  Safety Helmet, safety glasses, flame-retardant jacket and trousers, closed shirt,

  (sleeves down), closed safety shoes (see 1.2.3ff).

- Loading Address

  Römerstraße 733

  47443 Moers

- Loading Hours

  (according to assigned loading slot)

  For agreeing a loading slot please contact:

  Phone: +49 2841 494400

  Email: solvents.orders@ineos.com

  solvents.exports@ineos.com

- Loading hours (packed goods)

  Monday to Thursday: 6 am – 1 pm

  Friday: 6 am – 12 am

  For agreeing a loading day please contact:

  Phone: +49 2841 494400

  Email: solvents.orders@ineos.com

  solvents.exports@ineos.com

1.5.2 INEOS Solvents – Herne (DE)

- PPE against fall from height

  For loading or unloading at the INEOS Herne plant, the driver must bring a faultless and tested safety harness as personal protective equipment (PPE) against fall from height and a proof of annual instruction for the proper use of fall protection PPE. Both must be presented for a visual inspection at the gate upon entry.
  If these requirements are not met, the following procedure is followed:

  - In case of an existing training certificate but no or faulty fall protection PPE, the driver can either procure a proper fall arrest harness externally or borrow a tested harness at the gate against deposit of his or her driving license. If neither is done, entry will not be permitted.
  - If no training certificate is available, the driver is not allowed to climb or work on the top of the car.
  - In that case, loading cannot take place for safety reasons and entry is not permitted.

- Loading Address

  Shamrockstraße 121

  44623 Herne

- Loading Hours (bulk)

  (according to assigned loading slot)

  For agreeing a loading slot please contact:

  Phone: +49 2841 494400

  Email: solvents.orders@ineos.com

  solvents.exports@ineos.com

- Loading hours (packed goods)

  Even calendar weeks: Mo/We/Fr: 7 am – 2 pm

  Odd calendar weeks: Tue/Thu: 7 am – 2pm

  For agreeing a loading day please contact:

  Phone: +49 2841 494400

  Email: solvents.orders@ineos.com

  solvents.exports@ineos.com

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1.5.3 Tanquid – Duisburg (DE)

- General

  Drivers must wear the following obligatory Personal Protection Equipment:
  Safety Helmet, safety glasses, flame-retardant jacket and trousers, closed shirt, (sleeves down), closed safety shoes.

- Loading Address

  Oelinsel 2
  47138 Duisburg

- Loading Hours

  Monday to Friday: 7 am – 2 pm
  Saturday: 7 am – 1 pm

1.5.4 Rhenus Port Logistics Rhein – Ruhr – Duisburg (DE)

- General

  Drivers must wear the following obligatory Personal Protection Equipment:
  Safety Helmet, safety glasses, flame-retardant jacket and trousers, closed shirt (sleeves down), closed safety shoes.

- Loading Address

  Parallelhafen 14
  47059 Duisburg

1.5.5 TCS Terminal Chemical Services – Duisburg (DE)

- General

  Drivers must wear the following obligatory Personal Protection Equipment:
  Safety Helmet, safety glasses, flame-retardant jacket and trousers, closed shirt (sleeves down), closed safety shoes

- Loading Address

  Wanheimer Straße 408
  47055 Duisburg

- Loading Hours

  8.00 am – 4.30 pm (according to assigned loading slot)

  For agreeing a loading slot please contact:

  Email: Christian.Wagner@tcs-duisburg.com

  scm@tcs-duisburg.com

  Phone: +49 203 799 087-14

  +49 203 799 087-0

1.5.6 ADPO nv – Kallo (B) / Liefkenshoek Logistic Hub (LLH)

- General

  The driver needs to be able to communicate verbally in English, German, French or Dutch.
  In case the driver does not speak any of the official languages, driver will be refused or needs to be accompanied during the complete operation by a (registered) person able to communicate in above languages.

  The driver needs to have the following personal protection equipment with him long sleeves, trousers/overall, safety shoes, helmet and goggles.

  PPE needs to be worn **all time** as soon as the driver is at our sites.

  No exceptions can be made as safety is our first priority.

- Loading Addresses

ADPO:	**LLH:**
Haven 1111	Haven 1931
Steenlandlaan 3	Geslecht
B – 9130 Kallo	9130 Beveren
Belgium	Belgium

- Loading Hours

ADPO:	**LLH:**
Monday to Friday: 07.30 am – 3.30 pm	Monday to Friday: 07.30.am – 3.30 pm

- Timeblock packed products

ADPO/LLH provides our warehouse storage customers an automatic ADPO-managed timeblock program. This timeblock system allows your carriers to book an operational timeblock with a guaranteed TTAT (Truck Turn Around Time).

Please find below some information regarding our timeblock planning:

We want to highlight that the **customer order** needs to be send to Backoffice.LLH@adpo.com first. The haulier can book his timeslot earliest 3 hours after the **customer order** has been send to LLH-site.

The haulier needs to book in a timeblock latest day A – 14h00 for timeblock day B or later.

Requested slot will be provided depending on total workload.

How to book your timeblock in advance:

The transport company has to log in (register when it is the first time) in our timeslots web application. https://www.adpo.com/en/timeslot-planning

Following info is required when booking a timeslot:

- Customer order number (registered in ADPO/LLH system) → if not known, please contact the customer.
- Full product name (no abbreviations) → this needs to be checked by the transporter on the ADPO timeslots web application.
- Requested date and hour.

Timeblock 1: 8 am – 10.30 am

Timeblock 2: 10.30 am – 1 pm

Timeblock 3: 1 pm – 3.30 pm

On the day of operation:

Driver announces himself via the self-registration kiosk using the QR code.

We expect the driver to **complete** his announcement at our self-registration kiosk **before** the given timeblock expires.

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Driver needs to bring the necessary documents (CMR, Cleaning certificates, Customs documents, …) to the front desk when applicable.
After registration he can wait in the truck awaiting a text message from ADPO/LLH to come to the dispatch office to receive his paperwork.
Announcements after the given timeblock will be rescheduled to the best of our ability and in consultation with the haulier and/or the customer.
Loading or unloading in overtime is always discussable.

After operations:
Driver hand over his papers to the dispatch office and scans his badge at the window office to register the "return time".

1.5.7 United Molasses Storage – Hull (GB)

- General

  Drivers must wear the following obligatory Personal Protection Equipment:
  Safety Helmet, safety glasses, flame-retardant jacket and trousers, closed shirt (sleeves down), closed safety shoes.

- Loading Address

  King George Dock
  East Hull
  Hull
  HU9 5PR

- Loading Hours

  10.00 am – 2.00 pm (according to assigned loading slot)
  For agreeing a loading slot please contact:

  Email: methylation@umgroup.com

  Phone: +44 1482 781118

1.5.8 Evos Ghent N.V. – Ghent (BE)

- General

  The drivers need to watch a safety movie and do an exam after following the safety introduction.
  When the driver passed the exam, we register the driver and the truck in our entrance and ordering system, the driver has a validation for 1 year in our entrance system.
  The safety movie and the exam are in four languages: Dutch/French/German/English
  The driver needs to be ADR trained and need to have all the proper ADR documents in the truck so that we can enter all details in the system.

- Special requirements for tank trucks / tank containers

  The loading arm is equipped with a rubber cone which is covering the manhole of the loading compartment during loading. In the rubber cone, safety equipment is installed such as overfill probe / vapor return connection, which cannot work properly if the cone does not fit in the manhole of the truck.

  It is therefore mandatory that the size of the manhole is between 35cm and 60 cm, whereas the optimal size is between 40cm and 50cm.

- Loading Address

  Moervaartkaai 12

  B - 9042 Ghent, Belgium

- Loading Hours

  6.00 am – 4.00 pm (according to assigned loading slot)
  For agreeing a loading slot please contact:

  Email: cs.gnt@evos.eu