

Road Handling Guide

Liquin Terminals
Botlek, Chemiehaven & TTR

Connect with carriers

With three tank terminals strategically located in Europe's leading refinery cluster, we are the largest hub for liquid chemical storage in the Amsterdam-Rotterdam-Antwerp (ARA) region.

We stand for sustainability, flexibility and efficiency, with safety as our number 1 priority. We aim to deliver our customers excellent service in a sustainable way. We cannot do this on our own. In order to deliver the best service to our joint customers we like to work together with

carriers and our storage holders. One way of doing so is to be transparent on our working practices and to keep you and your drivers connected with us.

This booklet provides you with easily accessible and clear information on our operational and safety standards. I hope the guide will help you with safe and efficient truck handling at our Rotterdam terminals.

Please contact us if you need more information or if you would like to discuss whatever subject to improve our service.



Version history

Version	Changes	Release date
v1.0	<ul style="list-style-type: none">- New Liquin document- Clarification on previous cargo confirmation (2.1)- Changes regarding handling of IMO type-4 containers (5.3) and flexibags (4.7)	15-3-2024
v1.1	<ul style="list-style-type: none">- Clarification for requesting PIT exam (section 1.2)- Correction on validity of vacuum/pressure test and addition for validity cleaning certificate hermetically-closed containers (section 2.1)- Clarification on dust-caps for dry-break couplings (4.7)	19-4-2024

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1. Safety

1.1 Basic safety regulations

There are a few basic safety regulations that are important to follow. First of all, on-site motorized vehicles, including forklifts, should only be operated if:

- The vehicle is appropriate for the purpose and has been inspected and confirmed to be in safe working order.
- Seat belts are present and worn by all occupants and other appropriate safety devices are used as intended.
- Loads are secured and do not exceed design specifications.
- The local road safety regulations are fully complied with.

Moreover, drivers must be fully trained, qualified and medically fit to drive and operate their vehicle. Drivers are allowed to enter Liquin Terminals if they:

- Are able to understand and speak one of the three official ADR languages (English, French and German) or the local language (Dutch).
- Have successfully completed the Introduction to Safety (Port Instruction Test).
- Wear the required personal protective equipment.

People under the age of eighteen, pets and family members are not allowed to enter the terminal.

Smoking is not allowed at Liquin terminals, except for clearly indicated dedicated zones. It is important for drivers to follow all the safety instructions of Liquin employees at all times.

1.2 Port Instruction Test (PIT)

Drivers who have passed the Port Instruction Test are granted access for a period of two years. This safety test is available in Dutch and the three official ADR languages (English, French and German). The PIT brings safety to the drivers' attention. Furthermore, it is an objective measurement of the language skills that the driver needs to have to enable basic communication between our staff and the driver in case of an emergency.

Drivers that have to take our PIT at the gate are strongly advised to arrive an hour before the booked slot time to prevent a late announcement. Therefore we also offer the possibility to take the training and examination in advance via our website. This will save a lot of time at the gate.

Depending on the loading location, drivers can send an email to:

- portier.botlek.nl@liquin.com or
- portier.ttr.nl@liquin.com or
- portier.chemiehaven.nl@liquin.com

to request a Liquin number as the login code. **This request should contain:**

- **First and Last names (as present on ID)**
- **Haulier**
- **Truck license plate**
- **E-mail address to which the exam link and PIT certificate has to be sent .**

This number will be sent by email in reply. On this [website](#) the number can be used to enter our online exam.

1.3 Terminal safety regulations

After registration in the system, the driver will receive a copy of the terminal safety regulations. These terminal safety regulations provide instructions for:

- The general code of conduct at the terminal (what is allowed, what is not allowed).
- The use of Personal Protective Equipment.
- What to do in case of an alarm.
- How to report incidents and near misses.
- Traffic regulations (for road traffic).

1.4 Personal Protective Equipment

At the terminals, the minimum required Personal protective equipment (PPEs) are:

- An overall covering arms and legs
- Safety helmet and glasses
- Safety shoes
- Safety gloves

There is a tolerance zone (where no PPEs are required) at each terminal near the traffic department, to allow drivers to get into and out of their trucks comfortably after retrieving the required documents. Signs with pictograms (see page 6) indicate the operational zone; this is also clearly indicated on the ground.

For certain hazardous goods, full-protection chemical safety suits are required in addition to the standard PPEs. When a driver receives the loading documents, a product information sheet is attached that indicates the required PPEs for (un)loading that particular product. If the required PPEs include a respiratory protection, the driver will need to have the correct filter with him. The mask needs to fully cover the face, therefore some facial hair (e.g. a beard) might not be allowed.

Please note that the safety measures at our terminals may be more stringent than prescribed by the ADR legislation. If required, a product information card can be provided by the terminals at any time.

It is recommended for chemical safety clothing to meet the following specifications:

- EN 14605: 'Protective clothing against liquid chemicals', type 4 'spray-tight protection' (replaces directive EN 465 and EN 1511).
- EN 531: 'Protective clothing to protect against heat and flames.'

1.5 Behavior

We expect all parties involved (drivers, contractors and surveyors) to respect the terminal regulations during their stay at the terminal, including the correct use and maintenance of the sanitary facilities for general use. We request all carriers to observe these regulations when entering our terminals:

- Wear proper PPE as prescribed.
- Use terminal equipment only when authorized.
- Do not use electrical devices in the operational zone without a proper permit (e.g. mobile phone, camera and so forth).
- Do not smoke or start a flame.
- Always follow instructions given by Liquin personnel.
- Always use proper fall protection when working at heights.
- Do not enter the terminal in an intoxicated state (drugs & alcohol).
- Respect the terminal traffic regulations (e.g., speed limit).
- Do not perform cold work or hot work without permission.
- Do not enter a confined space without permission.

If the above regulations are not followed, Liquin Management will determine a sanction based on the nature of the violation and the person's history of violations. For minor violations, the first sanction is a warning. After a severe violation and/or recurring violations, temporary blacklisting, from three weeks up to permanently, will be considered.

1.6 Overview safety signs



A safety helmet is compulsory onsite and at jetties, building sites and loading bays.



The safety barrier must be in place on top of the vehicle. When working on top of the tankcar / container, the safety railing must be raised. At Liquin TTR, Botlek, and Chemiehaven, it is not allowed to work on top of a vehicle without terminal fall protection in place.



Safety glasses are compulsory onsite and at jetties, building sites and loading bays..



An overall/safety vest is mandatory onsite and at jetties, building sites and loading bays.



High visibility clothing is compulsory onsite and at jetties, building sites and loading bays.



Safety shoes are compulsory onsite and at jetties, building sites and loading bays.



Mobile phones are not allowed.



Safety gloves are compulsory onsite and at jetties, building sites and loading bays.



Access is not allowed without permission.



The maximum speed limit onsite.



Indicates an assembly point. When the alarm signal sounds, gather at the assembly point.



Safety belts are compulsory onsite.

2. Slot booking system

We use slot booking reservations for our Rotterdam terminals to reduce waiting times and to assure fast and well-organized handling. After receiving the customer's reference number and product name, carriers are requested to book a pre-specified time slot for loading or discharging in advance. Carriers can visit our [slot booking system](#). Please consult our SBS [user manual](#) if needed.

Bookings can be made 14 working days in advance. Should carriers or drivers require further assistance they can contact our Distribution Department. Contact details can be found on the last two pages of this document.

In case a driver has to load multiple trucks at our terminal, at least 30 min is required between the loading slots. If there are several orders on a multi-compartment trailer, a slot has to be booked for each order.

2.1 Upon arrival

The driver must report at the guard at least 30 minutes (**45 min recommended**) before the reserved slot time, unless the driver has to take the PIT test first; then the driver must arrive at least 45 minutes before the reserved time (an hour is highly recommended).

Drivers who show up late for their slot (i.e. less than 30 minutes or as the case may be 45 minutes before the start of the slot) will be canceled or, if possible, rebooked to the next available slot..

Our terminals have limited parking space. Please be advised not to arrive more than two hours before the start of the slot in order to prevent congestion.

All tank trucks and containers must be clean, dry and odorless unless a "previous cargo confirmation" is presented by the driver prior to the loading to prove that the previous load is equal to the new load (i.e. the same product). This confirmation can also be sent to the distribution department on the day prior to the loading. This confirmation must contain at least:

- customer reference number
- container number
- previous product
- date + signed by haulier

Furthermore, the haulier is responsible for obtaining approval from the customer to load in an uncleaned condition.

All drivers need to report at the gate and complete the handling request form. They also must ensure all required documents are available upon arrival:

- Valid identification card (ID) for Dutch drivers or a valid passport for non Dutch drivers.
- If cleaned: Cleaning certificate of max. 10 working days old for containers, 5 working days for trailers. **Exemption: for hermetically-closed containers the requirement of max. 10 days does not apply.**
- If cleaned: vacuum test (for containers only) or pressure test (for hermetically closed containers) of max. 10 working days old. The test must be carried out **after** the last cleaning.

- Written approval from the storage holder or written permission to load uncleaned
- Previous load confirmation.
- Valid ADR certificate (if ADR goods).
- Handling request form with the correct product name and customer's reference number.

2.2 Unused slot reservations

It is our goal to use our loading bays and resources as effectively as possible. All carriers must strictly follow the guidelines as described in this document. This will prevent rejections at our gate and slots not being used.

After booking a slot, our storage holder commits to the reservation. Liquin will strictly enforce these rules. The storage holder is responsible for all slots that remain unused caused by not handling according to these guidelines. This measure will safeguard the availability of slots and flexibility at our Distribution Department. Booked slots can be canceled or rescheduled until 15h00 PM prior to the working day of the reservation. All cancellations after this time will be considered a late cancellation; thus an unused slot. The storage holder will be held responsible for the unused slots and will be charged to the storage holders as Liquin aims to optimize utilization of its loading slots to increase slot availability for its customers.

In the event that a driver arrives too late, it is not considered an unused slot. Moreover, a slot that is missed (due to one of the reasons below) but can still be handled on the same day - because an available slot can be offered - will also not be charged to the storage holder. Liquin thereby wants to

encourage carriers/drivers to find a solution on the same day.

The following events are considered a **no show / unused slot** and will be charged to the storage holder:

No show: Driver not showing up without notification.

Late cancellation: Any cancellation received after 15.00 PM, the working day prior to the slot.

Invalid ID or passport: Driver cannot show a valid ID or passport at the gate and is not allowed to visit the terminal.

Language or communication barrier: Driver cannot communicate in one of the required languages: Dutch, English, French or German.

Technical malfunction: Truck does not meet the technical requirements.

No/invalid cleaning certificate: Driver cannot hand over a valid cleaning certificate.

No/invalid vacuum test: Driver cannot hand over a valid vacuum test.

Port Instruction Test: Driver did not pass the Port Instruction Test (PIT).

Truck temperature: The truck temperature is above maximum allowed temperature. Please see paragraph 4.3 for further details.

Paperwork: Driver announces without required paperwork, license or reference.

PPEs: Driver does not have or wear the by Liquin required PPEs.

2.3 Methanol loadings

Please be informed that methanol truck loadings are performed at Terminal TTR, but bookings are made in SBS at Terminal Botlek. This is due to the fact that the majority of the methanol-pool is stored at Botlek, but - in case of trucks - loaded at TTR.

3. Handling Request Form

Upon arrival at the gate the driver must fill in our handling request form. This is done hard-copy at Botlek and Chemiehaven and digitally via a tablet at TTR. Examples of the hard-copy form can be found on [our website](#).

Order information

- Product (code): Product name or product code provided by the client as it is known to the terminal.
- Reference Number: (un)loading reference provided by the client as it is known to the terminal.
- Quantity: provided by the client with corresponding unit of measurement
- Scheduled slot time: Reserved time (if applicable)
- Driver name: Name of the driver
- Transport company: Name of the transport company
- ADR goods: State whether the product is covered by ADR classification; Expiration date of the driver's ADR certificate

Customs

- Destination: Destination as stated by the client or origin as listed in the delivery documents.
- Border crossing: Applicable only to destinations outside the EU.
- Customs office: Applicable only for destinations outside the EU or transit goods destination.
- Nationality of the vehicle.
 - By rail: State whether the transport (or a route section) is by rail (check the maximum allowed weight).
 - By sea: State whether the transport (or a route section) takes place by sea (check

the maximum allowed weight and conformity with IMDG).

Vehicle information

- Max. gross weight: Depends on the countries you travel through.
- Weight empty vehicle: Weight on arrival (before loading).
- Truck or trailer registration with test expiry date.
- ADR tank code: A T-code must be filled out for containers that go by sea.
- Trailer type: Only applicable for ADR
- Chassis number.
- Type of tank: Only applicable for ADR.
- Tank container number: Only applicable for containers.
- Type of container: Only applicable for ADR/IMDG.

Handling information

- Compartment: Mark the compartments to be loaded/unloaded with an 'X'.
- 100% capacity (liters): Only for loading: enter the total capacity per compartment.
- Baffle plates: For ADR loads only - Indicate if the compartment is equipped with baffle plates.
- Previous cargo: Name of the previous cargo in the compartment.
- Mixed loading: Other cargo on board? State whether there is other cargo already on board upon arrival.
- Flushed with nitrogen? If flushed with nitrogen, mark yes.

- Cleaned and dry? If compartments are clean and dry, mark yes.
- Bottom valves closed? If the bottom valves are closed, mark yes.
- Vacuum certificate: If certificate is available, mark yes.
- Current temperature: The compartment temperature (max 45 degrees Celsius).
Current exceptions: Styrene, Acrylonitrile and Acrylates, for these products the maximum temperature is 30 degrees Celsius.

Statement with signature

- Date: Note the current date
- Signature: Signature of the driver confirming he or she agrees with the statement

Other important notes:

- Use chemical names instead of brand names on cleaning certificates. The compartments must have been cleaned and clearly marked.
- Only use cleaning certificates in English, German, French or Dutch.
- On the entry form, the driver fills in the capacity of the truck compartments. The stated capacities will be used to calculate the maximum quantities that can be loaded in each compartment. Please read chapter 5 for more details.
- For ADR products it is important to know whether baffle plates are present in the truck/container, because the minimum or maximum weight that can be loaded may depend on them. ADR products must occupy more than 80% or less than 20% of the gross capacity of the compartment (if the volume of the compartment is greater than 7,500

liters), unless baffle plates are present; then a specific fill percentage is not necessary. Liquin recommends carriers to follow these limits too for non-ADR products.

- For test expiry dates: In case only a month+year is present (no specific day), we load until the last day of the month. It is the hauliers' responsibility to ensure the truck or container is discharged within the window as required by ADR legislation (1 month for trucks, 3 months for transport- containers)

4. Equipment

4.1 Manhole requirements

For trucks that are loaded via top-loading, a minimum manhole diameter is required for safety reasons. All loading arms contain overfill protection to make sure loading stops immediately when compartments have reached the maximum fill percentage. If the loading arm cannot be lowered far enough into the manhole, the overfill protection may not be completely inside the truck, thereby losing its purpose. Even though the operator checks whether the compartment capacity corresponds with the capacity the driver has filled out on his entry form, the overfill protection is considered as safety-critical equipment for truck loading. This places some requirements on the size of the manholes:

- The diameter of the manhole must be at least 450 mm.
- Inside the tank there may be no obstacles, such as baffle plates underneath the manhole.
- The raised edge of the manhole must be less than 100 mm high.
- There must be a clearance of at least 650 mm around the manhole.
- The inside of the manhole should be free of any obstacles or lid so the loading cone can be placed correctly.

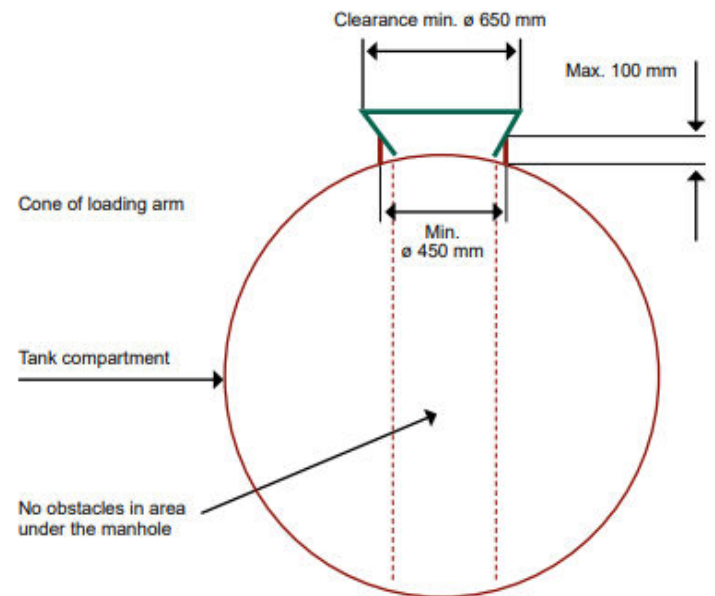
4.2 Truck compartments

Where possible, single-compartment trucks should be used. The turnaround time for single-compartment trucks is shorter for the following reasons.

- The order process: calculating the maximum fill quantities takes less time for single-compartment trucks.

- The loading process: only one manhole has to be opened by the driver and the loading arm does not have to be replaced after filling every compartment separately.
- The potential deviation between the nominal and loaded quantities is lower for single-compartment trucks.
- Even distribution of product in single compartment trucks: in multiple-compartment trucks, the loading sequence must be monitored in order to balance the truck.
- The need for fewer manipulations reduces the potential risk of accidents/ incidents

A maximum of four compartments are accepted per truck, providing the truck fits on the weighbridge. Trucks with more than four compartments will be refused.



4.3 Compartment temperature

The maximum temperature of a compartment before loading is 45 degrees. This limit is not applicable for heated products.

Exceptions: Styrene, Acrylonitrile and Acrylates: for these products the maximum temperature is 30 degrees Celsius.

Note that when the driver provides incorrect information on the current truck temperature, the truck will not be loaded on the day of arrival and Liquin withholds the right to apply the sanction matrix to the respective driver.

4.4 Fall protection

Loading bays are typically equipped with 360 deg fall protection. Exceptions exist at Chemiehaven: in those cases it is only permitted to enter containers and trucks when using a Liquin approved fall arrest system. If the driver cannot prove that he has the certificates for using fall arrest, Liquin personnel will open and close the manhole(s).

Minimum requirements with regards to layout of walkways on top of trucks differ per Liquin loading rack. If safe entry is not possible due to potential risk of falling even after positioning the fall arrest, trucks will be refused. Consult with the local terminal to request guidelines.

Carriers can consult with the local terminal or customer to request further details about the loading bay's dimensions.

4.5 Chassis

A chassis with a gap behind the container is not accepted because of the risk of tripping and difficulties in handling the hoses. Loading/unloading a 20' container on a 40' chassis is possible, as long as the container is placed at the end of the chassis.

If the container is placed in the middle, it will only be loaded if the chassis has a fully covered platform. This means a step up chassis is also approved.

4.6 Grounding vehicles

Grounding ensures that all exposed conductive surfaces are at the same electrical potential as the surface of the earth. Connection of the grounding cable is mandatory. The driver connects and disconnects the earthing cable to/from the earthing point on the truck and the operator checks whether the connection has been made properly ('green light'). For containers, an earthing point must be available on the container. This earthing point on the truck/container must be an official earthing point that is indicated with a sticker.



4.7 Dust-caps on dry-break couplings

In line with industry-standards, we require dust-caps to be present on containers equipped with a dry-break (ToDo) coupling. This ensures the proper functioning of the coupling.

4.8 Handling flexibags

Flexibags are not loaded or discharged at our terminals.

5. Legislation

5.1 ADR tank codes

Hauliers must ensure that containers have the minimum tank codes as per ADR legislation to transport the loaded product (e.g. minimum L4BH or T-7).

5.2 ADR maximum filling degree

The maximum quantity of product to be loaded is calculated per compartment, based on the ADR rules, and may differ from the requested quantity. It is the responsibility of the carrier to present suitable equipment that meets both customer order and ADR requirements. If the equipment does not fulfill these requirements, the vehicle may be rejected by the terminal. We would like to emphasize that it is very important drivers know the equipment they are using. Entering incorrect data may result in the application of the sanction matrix.

5.2 Maximum weight

Depending on the countries to be traveled through, the maximum allowed weight may differ. The rule our terminals follow is that the lowest maximum allowed weight will apply to the loading operation. During preparation of the work instruction for loading, the traffic coordinator will check the total expected weight versus the applicable maximum allowed weight. If this maximum weight risks being exceeded when loading the requested quantity, the quantity to be loaded will be adjusted.

5.3 IMO Type-4 containers

For IMO Type-4 containers for overseas transport the corresponding T-code (e.g. T-8) has to be proven to the Liquin distribution department prior to the loading by sharing the certificate. Without T-code the container cannot be loaded for overseas transport and will be rejected.

6. Third parties

6.1 Supervision

Depending on the customer's instructions, the loading and unloading process can be supervised by a surveyor. The activities of the surveyor may be performed before and/or after loading and unloading (e.g., inspection, sampling and analysis and so forth). If applicable, the driver will be informed by the traffic coordinator upon receipt of the work instruction for loading and unloading.

6.2 Customs

Depending on the customs status of the product(s) delivered or to be dispatched, it is possible that customs or excise authorities must be notified of the vehicle's arrival or departure, before actual loading and unloading takes place. The authorities may have to formally witness and approve the loading and unloading, possibly after a physical check of the documents and/or the product itself. This customs process might increase the truck turnaround time significantly.

Botlek

Welplaatweg 115
3197 KS Botlek Rotterdam
Harbour port 4110
The Netherlands

Contact details:

T: +31 10 472 9682

E: distribution.botlek.nl@liquin.com

Working hours

Monday to Friday:

07h30 – 18h30

Last check in at 17h15

Slot bookings can be made or canceled until 15h00, on a working day prior to the slot.

Overtime is not applicable at this terminal. Exceptions can be made upon request of the customer.

Chemiehaven

Chemiestraat 10
3197 KB Botlek Rotterdam
Harbour port 4202
The Netherlands

Contact details:

T: + 31 10 472 4964

E: distribution.chemiehaven.nl@liquin.com

Working hours

Monday to Friday:

07h00 – 15h15.

Last check in at 13h45.

Slot bookings can be made or canceled until 15h00, on a working day prior to the slot.

All service fees apply to operations during normal working hours, i.e. from 07h00 till to 15h15. All operations outside these hours are subject to overtime fees. Legal holidays and their compensation days are treated as Sundays.

Requests for overtime must be submitted by the customer (storage holder at Liquin) before 15:00 to our Customer Service department. Our Customer Service department will check if overtime is possible and inform the customer.

In certain cases, we will not be able to perform loadings in overtime:

- involvement of a third party (expert);
- customs documents;
- overtime capacity fully booked.

Overtime will be charged irrespective of the late or non-arrival of the truck.

TTR

Overtime will be charged irrespective of the late or non-arrival of the truck.

Torontostraat 19
3197 KN Botlek Rotterdam
Harbour Port 4530
The Netherlands

Contact details:

T: +31 181 270 829

E: distribution.ttr.nl@liquin.com

Working hours

Monday to Friday:

Loading rack 1 A/D:

07h30 – 17h15. Last check in at 16h00.

Other loading racks:

07h30 – 15h00. Last check in at 13h45.

Slot bookings can be made or canceled until 15h00 on a working day prior to the slot.

All service fees apply to operations during normal working hours, i.e. from 07h30 to 15h00. All operations outside these hours are subject to overtime fees. Legal holidays and their compensation days are treated as Sundays.

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