

GADOT BELGIUM BV - Handling Protocol Ghent Terminal

A. Contact

Address: **GADOT BELGIUM BV**
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9042 Gent Belgium
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Gent.CS@gadot.com
www.Gadot.com

Whom to contact: See enclosure

B. Safety

Access conditions:

Personal protection

Accessing our site will be done at own risk, Gadot will not be responsible for damages, of any kind, done to persons or goods.

Only Gadot personnel is allowed to service its installation. Should Gadot operators notice that non- Gadot personnel make connections to our installation, the loading/unloading will be stopped. An appropriate sanctioning will be applied by Gadot to avoid the event from happening again. This can include not granting access to the persons involved in such an incident.

Anyone accessing our site, will need to wear following personal protection:

- Safety glasses
- Safety shoes
- Safety helmet
- Fluo jacket or high visibility clothing.
- Full protective clothing (no short sleeves or shorts)
- Fall protection / Recently inspected and approved safety harness.

In case of loading or unloading at height; a fall protection harness is required where possible to click

Mobile phone use

Gadot's site includes areas where flammable products are stored and handled. Some of these areas are subject to ATEX regulation. Therefore, it is forbidden to use mobile phones on the site. This also includes in the cabin of trucks at (un)loading areas. This is also clearly marked by the proper signs. In case of violation of this restriction, Gadot reserves the right to stop the (un)loading and to remove the offender from the site. Gadot does not take any responsibility for the consequences of this interruption of the activity.

Smoking

Smoking is only allowed in the designated smoking area at the entrance of the site. This is also clearly marked by the proper signs. Violation of this restriction will lead to stopping the (un)loading and removing the offender from the site. Gadot does not take any responsibility for the consequences of this interruption of the activity.

Alcohol and drugs

The consumption or being under influence of alcohol and drugs is absolutely prohibited at the Gadot Ghent site.

ISO containers

Handrails according to the safety standards are mandatory at our terminal.

The safety of our employees and all the people who access our installation, is also one of our major concerns, therefore we would like to pull your attention to the following:

Containers which have to be loaded or unloaded at our installation, will have to be equipped with a handrail. We are confident that this measure will help us to improve the safety of drivers and operators. Writing on the entrance document 'handrail = present', while this is not the case = false declaration!

Please note all ISO's without handrail will be refused!!

Language

Drivers presenting themselves to the dispatch should at least have a minimum knowledge of speaking and understanding of Dutch or French or German or English. If this is not the case, Gadot reserves the right to refuse entrance to the truck driver as communication at dispatch and on site cannot be guaranteed, which causes safety issues.

Minimum required knowledge about proper functioning of the trucks

To avoid unsafe situations, Gadot demands from the transport company that drivers presenting themselves at the dispatch, have sufficient skills to safely operate their truck. This includes e.g. (but not limited to) knowing how many compartments the truck has, how to couple – uncouple the truck, how to monitor pressure in the loading compartments, how to open hatches and valves... In case a Gadot operator requests for these actions, the driver should be able to perform these actions right away.

Gadot demands the trucks to be in a decent technical state. If this is not the case, the client of the shipment will be informed and further instructions will be anticipated.

C. Ordering

In view of a good registration and handling of your orders, we would like you to take note of following procedures.

Orders have to be sent in writing (fax or email) to our Customer Service department or CS contact.

All orders have to bear following information:

- Order number!
- Product name
- Quantity
- Operation (loading, discharging, blending ...)
- Execution date
- Destination or trajectory (if relevant) – ship to
- Tank number
- Customs status (EEC material/T1/excise)
- Handling instructions or special requirements such as :
 - Labelling
 - Product temperature
 - Bulk or packed
 - Surveyor
 - Others ...

The received orders are registered by our Customer Service in our terminal application system (SAP) and are tagged with a unique number (SAP).

Minimum notice to be given:

- for truck handling 48 hrs before operation
- for rail tank cars 48 hrs before operation
- for ship handling 48 hrs before operation
- for drumming one week, to be agreed on

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- Orders for standard drumming quantities need to be placed the latest by Tuesday before 16h00 to be drummed the next week
- for tolling & blending two weeks, to be agreed on

New product introduction:

- new or updates of SDS need to be send to following email-address:

D. Operational

All incoming or outgoing goods are subject to our entry control system. Drivers have to present themselves with:

- the client's reference number
- product name
- quantity
- destination
- relevant information on the trajectory (restrictions such as tunnels, country specific allowed weight on the road, specific use of other equipment, maritime transport)

They have to register above-mentioned information in their entry form. They have to present themselves at the dispatch desk at the earliest 30 minutes before the booked timeslot.

Should the driver arrive later at the dispatch of Gadot, then the dispatcher will attempt to process the truck/container according to the operational possibilities, however this can cause a delayed handling of the truck.

Trucks/containers have to be presented in clean, dry and odourless condition and accompanied with a certified cleaning certificate, which cannot be older than 2 weeks. These standard conditions will be inspected by the Gadot operator. In case of reloading of the same product, driver has to present a last loading certificate or CMR. If the cleaning certificate exceeds the 2 weeks' validity, Gadot will request the forwarder's and/or the customer's permission to load nonetheless. However, Gadot cannot be held responsible for supplementary waiting hours or missing a time slot resulting from the extra communication.

Truck drivers are responsible to safely operate their vehicles during loading/unloading activities on site. For inspection and safety reasons Gadot requests to open all top manholes prior to loading.

If ADR regulated products (dangerous goods) have to be loaded, the driver must show his personal ADR certificate together with the certificates from truck and trailer.

Only original certificates will be accepted.

Spot checks on the compliance of the truck, trailer and driver to the ADR regulation can be held.

Any chemical hazardous or non-hazardous products will not be loaded in combination with goods that contain food products or animal nutrition.

In case of full loads, single compartment trucks/containers are used by preference, to avoid extra manipulations and to reduce the "truck turn around time". (TTAT)

Should a multi-compartment truck/container be used, Gadot reserves the right to charge the extra manipulation costs due to the multi-compartments.

In case of preloading at another location, the driver needs to register clearly the quantity loaded at that location, per compartment, prior to the loading of products at Gadot in the same compartment.

Gadot will take no responsibility regarding possible overfilling and/or spills and contamination or off test product. In this case a product sample can only be taken from the loading arm instead of the truck.

Loading operations that do not fall within the standard activities performed at the terminal can be performed at the request of the Client in case Gadot is able to execute them safely and within the permits it holds for the site. However, Gadot will not be liable for any consequence of non-compliance of the result of this action.

Defining of quantity:

All incoming and outgoing trucks/containers are weighed on a legally accepted weighbridge.
The incoming or outgoing quantities ex or in ship will be defined by physical shore tank measurement.

The load accuracy is +2% or -2%.

- <2000kg: +/- 100 kg
- 2000-10000kg: +/- 200 kg
- >10000kg: +/- 2%

For drumming physical min quantity 10mt, financial min quantity 20 mt; this is due to the fact that we must be able to guarantee the quality. No more fillings are allowed directly from the tank for small quantities. If there is no interconnection between tank and filling location, transfer product via internal or external transport.

Opening hours:

Our terminal is open from Monday till Friday from 07h00 till 16h00.

If necessary, operations can be performed in overtime on client's request.

This request has to be forwarded before 15h00 and formally approved by Gadot staff.

In case of customs related products, request has to be forwarded before 14h00. This includes the EAD.

All actions after 15h00 for EAD related trucks will be considered as overtime.

Requests for overtime to be performed during the weekend have to be forwarded before Friday 10h00 and formally approved by Gadot staff.

In case an order/request for overtime is given and operations could not be performed due to delay in delivery or non-delivery, the principal shall be liable for payment of the related costs.

How to book your timeframe in advance?

The haulier company has to contact Customer Services by e-mail (gent.cs@Gadot.com) or telephone, to reserve a timeslot.

- A timeslot can only be booked by a haulier company if the concerned order is released by the customer and available at our office.
- A timeslot must be booked minimum 24 hours in advance.
- When booking the timeslot, the reference number has to be communicated.

When can the driver announce himself on the day of the planned operation?

- A driver has to announce himself 30 minutes before his time schedule starts or 15 minutes after the start at the latest.

Exception:

The first timeslot of the day, the announcement in advance is not applicable (because of the start of the working day).

The time will only start running as from 07.00 am.

When a haulier misses his scheduled timeslot, he needs to book a new available one.

The driver can also wait till we find the possibility to handle the truck. However, this is without any agreement on the next timeslot.

Of course, if the truck misses the last slot of the day, he either books the next possible slot (next working day) or loads in overtime.

- When a driver misses his time slot or has no timeslot, he has no possibility to demand waiting hours (demurrage costs).

What is the standard time frame? How long does Gadot need to perform the requested operation?

- Tank-related operations/order (loading/unloading ex shore tank):

Standard: 3 hours free

Exceptions:

Depending on a few parameters (viscosity) it is possible that the time frame is increased to 4 hours. However, this is to be discussed in advance.

- Non-tank-related operations (transfers ex/in ctr/truck/rtc – drumming ex truck):

Standard: 4 hours free

- Blending/Mixing/Dilutions (Tank- and non-tank related operations): according to the blend instructions Time frame is depending of the batch cycling time and time needed for testing.

- Packed related operations/ order (loading / unloading in/ex warehouse) :

Standard : 3 hours free

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E. Customs & Excise

Customs

Gadot has the possibility to receive and ship non-European goods (T1 material) in its bonded warehouse. Customs tariff of the goods to be communicated by the customer beforehand.

At Principal's request, Gadot can hand out T1/export documents.

Customer is responsible for the clearing off of these documents, so in case of non-clearing off, related fines/costs will be charged to Principal.

Excise

Gadot can put its excise register, BE1G000106600 / BE1G000106699, at the disposal of the Principal, in order to receive and to ship Principal's excise products.

Bail, to be defined, will be for Principal's account.

All incoming and outgoing goods must be accompanied by an original EAD with the clients excise number.

Gadot will take care of the incoming registration and will make out EAD's for all outgoing shipments.

In this regard, it is the Principal's responsibility to provide Gadot with the correct excise number from their clients and this at least one week before shipping date.

This will allow Gadot to check the correctness of this number with the Belgian Customs & Excise Administration. No shipments will be executed to clients who do not have a valid excise number.

Principal will always be responsible for the clearing off of the EAD document.

In case of non clearing off, Principal will contact their client in order to take the necessary steps for this clearing.

If anyhow no clearing off can be sustained, Principal will be charged for all related fines.

If a Client requires GADOT to execute certain CUSTOMS CLEARANCE on behalf of Client. This will be done at the account of Client and at the sole risk and perils of the Client, subject to the signature of Gadot's standard letter of indemnity and power of attorney for CUSTOMER CLEARANCE.

It is expressly understood that possible other costs related to CUSTOMS CLEARANCE formalities and obligations will be anticipatively paid by CLIENT to GADOT by way of a provision for such fees at the first demand of GADOT or if this is not practically possible within 5 days after GADOT issuing the corresponding invoice. The same rules apply for any fines, penalties, costs, taxes and retributions related to the CUSTOMS CLEARANCE

With regard to the above CUSTOMS CLEARANCE executed by GADOT, CLIENT shall at its own expense fully and without any exception or reservation defend, protect and hold harmless GADOT against said claim or any loss or liability arising thereunder, including all legal, defence and court costs, fines, penalties, costs, taxes and retributions related to the CUSTOMS CLEARANCE.

GADOT bears no responsibility or liability regarding any CUSTOMS CLEARANCE costs, fines, penalties, costs, taxes and retributions related to the CUSTOMS CLEARANCE

In the further event CLIENT shall fail to so defend and/or indemnify and save harmless, then in such instance GADOT shall have full rights to defend, pay or settle said claim on their behalf with full rights to recourse against the undersigned or all fees, costs, expenses and payments made or agreed to be paid to discharge said claim.

F. Reporting

After completion, all operations are confirmed in our SAP system. This triggers a handling report which immediately will be forwarded by e-mail to the Principal.
(possible to receive this up to 5 contacts)

If required, system connectivity can be discussed.

G. Complaints handling

Possible complaints have to be sent to gent.complaints@Gadot.com within 24hrs.

A notification of receipt will be returned within 48h.

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Gadot will investigate the root cause of the non-conformance and will do the utmost to report the outcome of this investigation within 14 calendar days together with the corrective actions.

H. Demurrages

Possible requests for demurrages have to be well grounded in writing and arrive in Gadot within 24 hours after execution of the transport order. Any claim received after this time, will not be taken into consideration.

Demurrage time starts:

- With timeslot and driver announced @ reception before or 15 min after timeslot > on timeslot
- No timeslot or too late > when truck enters the plant

Demurrages have to be subject to a separate invoice; this to avoid delay in payment of the actual transport fee, should discussion exist on the grounds of the demurrage request. The invoice should clearly show order number, invoice number and date of loading. Invoices for demurrages will only be accepted if accompanied by supporting evidence, i.e. CMR, these invoices should reach Gadot within 1 month after execution of the transport, otherwise these invoices will not be accepted.