

**INEOS OXIDE**  
**Packed goods FCA Policy**

**Revision 2023-05-10**

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## 1 INTRODUCTION

This document, the INEOS Oxide packed goods FCA policy, lists the INEOS Oxide requirements and instructions for customers collecting purchased packed chemical products. It covers the practical, technical, administrative and quality related aspects of loading.

The INEOS Oxide haulier SHE policy is an adjacent standalone document that outlines the specific safety, health and environmental requirements and instructions for site access and loading. Collection of goods requires acceptance and compliance with the INEOS Oxide packed goods FCA policy and the INEOS Oxide haulier SHE policy.

In all circumstances, applicable national or international regulations take precedence over this specification and the delivery instructions.

## 2 GENERAL REQUIREMENTS

### 2.1 Safety

The INEOS Oxide haulier SHE policy must be distributed to and respected by the service provider and driver entering the INEOS Oxide site external depot. All parties involved in the contracting chain (customer, haulier, subcontracted haulier) are obliged to actively assure the policy is well received, understood and respected.

The customer must provide the haulier and driver with all information and documentation required for safe and efficient order execution.

The haulier and driver must ensure the equipment is properly labeled upfront departure.

### 2.2 Transfer of ownership and VAT

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.

Unless otherwise approved by INEOS Oxide, all FCA shipments for intracommunity shipments will be invoiced with VAT. A credit note can be issued after receipt of proof of destination.

## 2.3 Failure to comply

Failure to adhere to this policy, the INEOS Oxide haulier SHE policy, site safety protocols, site loading procedures, regulations or common industry safety standards will result in the driver and vehicle being refused or asked to leave the site.

Gross or repeated breach of regulations or standards may result in drivers and/or haulier being banned from entering the site(s) on future occasions.

INEOS is not liable or accountable for resulting costs or demurrages.

## 2.4 Complaints

INEOS Oxide does not accept 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 Oxide. Late arrivals will never be considered for demurrage compensation.

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

## 2.5 Packaging materials technical details

### 2.5.1 Bags:

Content:

- PH-grades: 20 bags on 1 pallet
- ST-grades: 40 bags on 1 pallet
- ST-grades: 20 bags on 1 pallet for PEG1500 and PEG 2000ST
- PEG3350 and higher grade: 40 bags on 1 pallet

Pallets:

- 25 kg bags are put on a CP7 pallet. (1300 x 1100 x 156 mm)
- Big Bags are put on CP3 pallets. (1140x 1140 x 138 mm)
- Exception: PEG8000IF is put on CP9 pallets. (1140 x 1140 x 156mm)

Weights:

- 1 pallet = +/- 20 kg

Export:

- For PEG 1500-2000: Only in 20 or 40 ft containers 2 pallets are loaded on top of each other.
- As from PEG 3350: no pallets can be piled.

### 2.5.2 Drums:

Content:

- 4 drums on 1 pallet

Pallets:

- Drums are put on CP9 pallets

Weight:

- 1 empty drum = 17 kg (except ENB and VNB drums = 18 kg)

All drums will be strapped or wrapped.

### **2.5.3 IBC's:**

#### Weight

- 1 empty IBC = +/- 69 kg ex Zwijndrecht
- 1 empty IBC = +/- 60 kg ex Lavera

#### Measurements

- 1,0 meter x 1,2 meter x 1,18 m high

## 3 SITE REQUIREMENTS – INEOS OXIDE LAVERA

### 3.1 Loading address

Ineos Chemicals Lavera SAS  
Service expédition G4  
Avenue d'auguette  
13117 LAVERA, France

### 3.2 Terminal contact details

### 3.3 Loading hours

8h00 ⇔ 14h30 on working days for loadings

### 3.4 Bookings

A slot must be booked at least 24h prior to loading. Loading slots can be booked per phone:

Tel: +33 (0) 442 358 262 (Christophe Bombardier)

Haulier details and compliance with the INEOS Oxide SHE policy must be provided and confirmed during booking.

For orders collected with a destination outside the EU, the haulier must contact the INEOS CSR in order to agree on the process for creation of the customs documents.

### 3.5 Arrival and gate procedure

The driver is required to register at the gate in a window between 15 minutes before and 15 minutes after the start of the loading slot. Drivers can be refused if this timing is not respected.

The driver will be asked confirm his identity (= ID or passport) and the INEOS Oxide order reference number.

The driver will be asked if the product related Lavera safety protocol was received. If positive the driver will have to show the signed protocol template. If negative the driver will be offered a paper copy of the protocol. The protocol must be read carefully and respected at all times.

**\*\* As of 2024**, a new tool will be implemented to guide drivers into the site. Using their own smartphone, drivers will have to scan a QR code upon their arrival at the main gate. Depending on the product, the QR code will connect the driver to a map with GPS instructions to follow in order to go to the different driver reception offices on site. \*\*

### 3.6 General requirements

Minimum requirements are included in the INEOS haulier SHE policy. Additional specific requirements:

- Only empty trucks not containing any partial load are accepted for loading.
- It is not possible to load combi-orders with more than 2 products.
- Fridge trucks are not accepted.
- Double trailers are forbidden.

## 4 SITE REQUIREMENTS – INEOS OXIDE ZWIJNDRECHT

### 4.1 Loading address

INEOS Oxide Zwijndrecht  
Scheldedijk 2070 Zwijndrecht, Belgium  
Haven/Port # 1019 Gate # 3  
Lat. 51.248328, Long. 4.324890

### 4.2 Terminal contact details

8h00 ⇔ 15h00 Dispatch packed goods +32 3 250 98 49 [oxid\\_be\\_terminal\\_despatching@ineos.com](mailto:oxid_be_terminal_despatching@ineos.com)

### 4.3 Loading hours

8h00 ⇔ 15h00 on working days

### 4.4 Bookings

A slot must be booked at latest at 14h30 on the working day prior to loading. Loading slots can be booked via <https://transwide.WKTransportServices.com/spotbooking/ineosoxide> More information is available in Annex 12.1: “Transwide Spot Booking Page”. Loading slots can be requested per mail as an alternative through [oxide.be.transwide@ineos.com](mailto:oxide.be.transwide@ineos.com).

Transwide schedules are opened 7 days in advance. Bookings are frozen the day before loading at 14h30.

Haulier details and compliance with the INEOS Oxide SHE policy must be provided and confirmed during booking.

For orders collected with a destination outside the EU, the haulier must contact the INEOS CSR in order to agree on the process for creation of the customs documents.

### 4.5 Arrival and gate procedure

The driver is required to register at the gate in a window between 15 minutes before and 15 minutes past the start of loading slot. Drivers can be refused if this window is not respected.

The driver must confirm his/her identity (= ID or passport), the INEOS Oxide order reference number, the name of the customer, the product(s) to be loaded, the destination country, the maximum permissible weight and the equipment /vehicle details.

The driver will be required to follow a safety introduction and pass a safety test. Instructions are provided in Dutch, English, French, German, Bulgarian, Czech, Hungarian, Polish, Romanian and Russian. Drivers will additionally be required to prove minimum knowledge of Dutch, English, German or French through a digital language test. See INEOS Oxide hauliers SHE policy for more details.

### 4.6 General requirements

Minimum requirements are included in the INEOS haulier SHE policy. No site specific additions.



## 5 SITE REQUIREMENTS – KTN INEOS SITE

### 5.1 Loading address

Katoen Natie at INEOS Oxide site  
Scheldedijk 2070 Zwijndrecht, Belgium  
Have/Port # 1019 Gate # 3  
Lat. 51.248328, Long. 4.324890

### 5.2 Terminal contact details

### 5.3 Loading hours

8h00 ⇔ 15h00 on working days

### 5.4 Bookings

A slot must be booked at latest at 12h00 on the working day prior to loading. Loading slots can be booked per mail or per phone:

Mail: [cytalke@external.ineos.com](mailto:cytalke@external.ineos.com), [brecht.degreyt@katoennatie.com](mailto:brecht.degreyt@katoennatie.com),  
[adminlis@katoennatie.com](mailto:adminlis@katoennatie.com), [jill.maes@katoennatie.com](mailto:jill.maes@katoennatie.com),

Tel: +32 3 570 43 23

### 5.5 Arrival and gate procedure

The driver must confirm his/her identity (= ID or passport), the INEOS Oxide order reference number, the name of the customer, the product(s) to be loaded, the destination country, the maximum permissible weight and the equipment /vehicle details.

The driver will be required to follow a safety introduction and pass a safety test. Instructions are provided in Dutch, English, French, German, Bulgarian, Czech, Hungarian, Polish, Romanian and Russian. See INEOS Oxide hauliers SHE policy for more details.

For orders collected with a destination outside the EU, the haulier must contact the INEOS CSR in order to agree on the process for creation of the customs documents.

### 5.6 General requirements

Minimum requirements are included in the INEOS haulier SHE policy. No site specific additions.

## 6 EXT. DEPOT REQUIREMENTS – KTN VITSHOEKSTRAAT

### 6.1 Loading address

Katoen Natie Liquid Services NV  
Vitshoekstraat 7, 2070 Zwijndrecht, Belgium  
(entrance via Keetberglaan 11)  
Haven/ Port # 1055

### 6.2 Terminal contact details

### 6.3 Loading hours

8h00 ⇔ 12h00 and 12h30 ⇔ 15h00 on working days

### 6.4 Bookings

A slot must be booked at latest at 12h00 on the working day prior to loading. Loading slots can be booked preferentially per mail or per phone:

Mail: [adminlis@katoennatie.com](mailto:adminlis@katoennatie.com)

Tel: +32 3 570 43 23 or +32 3 570 43 28

### 6.5 Arrival and gate procedure

The driver must confirm his/her identity (= ID or passport), the INEOS Oxide order reference number, the product(s) to be loaded, the destination country, the maximum permissible weight and the equipment /vehicle details.

For orders collected with a destination outside the EU, the haulier must contact the INEOS CSR in order to agree on the process for creation of the customs documents.

### 6.6 General requirements

Minimum requirements are included in the INEOS haulier SHE policy. No site specific additions.

## 7 EXT. DEPOT REQUIREMENTS – RIGANATIE BEVEREN

### 7.1 Loading address

Warehouse Saeftinghe  
Land van Waaslaan 127-274, 9130 Beveren, Belgium  
Haven/ Port # 1168

### 7.2 Terminal contact details

### 7.3 Loading hours

8h00 ⇔ 15h00 on working days

### 7.4 Bookings

A slot must be booked at latest at 12h00 on the working day prior to loading. Loading slots can be booked preferentially per mail or per phone:

Mail: [adminlis@katoennatie.com](mailto:adminlis@katoennatie.com)

Tel: +32 3 570 43 23

### 7.5 Arrival and gate procedure

The driver must confirm his/her identity (= ID or passport), the INEOS Oxide order reference number, the product(s) to be loaded, the destination country, the maximum permissible weight and the equipment /vehicle details.

For orders collected with a destination outside the EU, the haulier must contact the INEOS CSR in order to agree on the process for creation of the customs documents.

### 7.6 General requirements

Minimum requirements are included in the INEOS haulier SHE policy. No site specific additions.

## 8 EXT. DEPOT REQUIREMENTS – VAN MOER BRASIL ZWI

### 8.1 Loading address

Van Moer Brasil  
Keetberglaan, 2070 Zwijndrecht, Belgium  
Haven/Port# 1054

### 8.2 Terminal contact details

### 8.3 Loading hours

7h00 ⇔ 16h00 on working days

### 8.4 Bookings

A slot must be booked at latest at 12h00 on the working day prior to loading. Loading slots can be booked per mail:

Mail: [admin.brasil@vanmoer.com](mailto:admin.brasil@vanmoer.com)

### 8.5 Arrival and gate procedure

The driver must confirm his/her identity (= ID or passport), the INEOS Oxide order reference number, the product(s) to be loaded, the destination country, the maximum permissible weight and the equipment /vehicle details.

For orders collected with a destination outside the EU, the haulier must contact the INEOS CSR in order to agree on the process for creation of the customs documents.

### 8.6 General requirements

Minimum requirements are included in the INEOS haulier SHE policy.  
Fluorescent vest required.

## 9 EXT. DEPOT REQUIREMENTS – ADPO BEVEREN

### 9.1 Loading address

ADPO  
Steenlandlaan 3, 9130 Beveren (Kallo), Belgium  
Haven/Port# 1111

### 9.2 Terminal contact details

### 9.3 Loading hours

7h30 ⇔ 15h30 on working days

### 9.4 Bookings

A slot must be booked 2 working days prior to loading. Loading slots can be booked per mail:

Mail: [packed@adpo.com](mailto:packed@adpo.com)

### 9.5 Arrival and gate procedure

The driver must confirm his/her identity (= ID or passport), the INEOS Oxide order reference number, the product(s) to be loaded, the destination country, the maximum permissible weight and the equipment /vehicle details.

For orders collected with a destination outside the EU, the haulier must contact the INEOS CSR in order to agree on the process for creation of the customs documents.

### 9.6 General requirements

Minimum requirements are included in the INEOS haulier SHE policy. No site specific additions.

## 10 EXT. DEPOT REQUIREMENTS – COGEX FOS SUR MER

### 10.1 Loading address

COGEX  
Rue Nationale 568  
La plaine Ronde Sud  
13270 Fos sur Mer  
France

### 10.2 Terminal contact details

### 10.3 Loading hours

Loadings:

8h00 ⇔ 11h00 and 13h00 ⇔ 16h00 on working days from Monday until Thursday

8h00 ⇔ 11h00 on working days on Friday

### 10.4 Bookings

A slot must be booked 3 working days prior to loading. Loading slots can be booked per mail or per phone:

Mail: [acabezas@cogex.fr](mailto:acabezas@cogex.fr) (Antoine Cabezas)

Tel: +33 (0) 442 113 112

### 10.5 Arrival and gate procedure

The driver must confirm his/her identity (= ID or passport), the INEOS Oxide order reference number, the name of the customer, the product(s) to be loaded, the destination country, the maximum permissible weight, and the equipment /vehicle details.

### 10.6 General requirements

Minimum requirements are included in the INEOS haulier SHE policy.

## 11 DOCUMENT CONTROL

Owner: INEOS Oxide, customer service

Last update: 20/11/2023

Modifications:

- First edition by Jeroen Wesenbeek on 2023-04-13
- Van More Brasil ZWI – 09/08/2023
- INEOS Oxide Lavera – Arrival and registration - 20/11/2023

## 12 ANNEX

### 12.1 Transwide Spot Booking Page

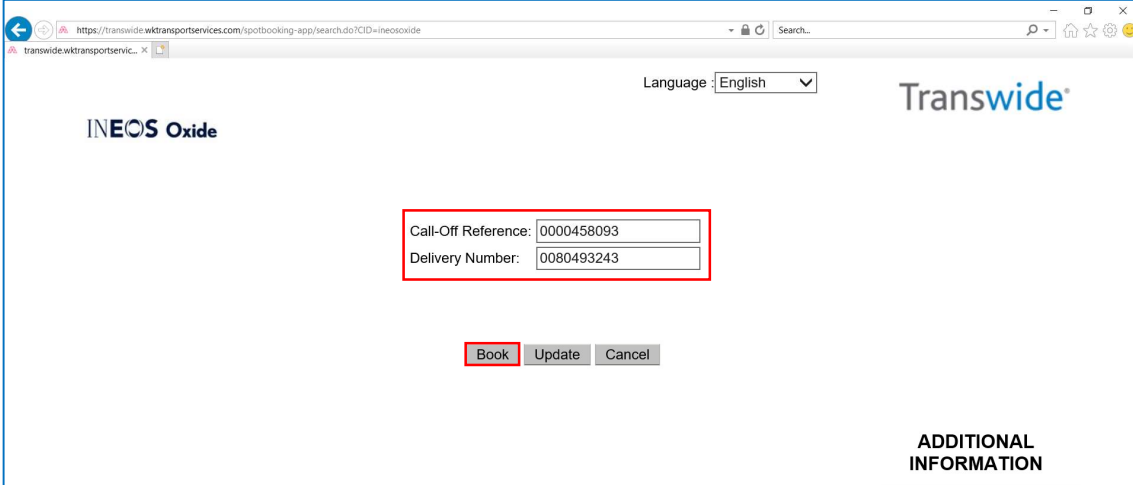
The transwide spot booking page allows you to log on to transwide without a username or password. The only information you require, are the call-off reference and delivery number. This information will be provided by the INEOS Oxide Customer Service Representative.

Should you encounter any problem, please contact the transwide support team. Transwide Belgium  
TEL: +32 (0)2 722 9933 Mail: [support-europe@transwide.com](mailto:support-europe@transwide.com)

The Transwide spot booking page can be reached through the link hereunder:

<https://transwide.WKTransportServices.com/spotbooking/ineosoxide>

You will need the call-off reference and delivery number as a unique combination to reach the call-off. It is important to note that both the call-off reference and delivery number consist of 10 digits as per below example.



The screenshot shows a web browser window with the URL <https://transwide.wktransportservices.com/spotbooking-app/search.do?CID=ineosoxide>. The page features the INEOS Oxide logo on the left and the Transwide logo on the right. A language dropdown menu is set to English. In the center, there are two input fields: "Call-Off Reference:" with the value "0000458093" and "Delivery Number:" with the value "0080493243". Below these fields are three buttons: "Book", "Update", and "Cancel". The "Book" button is highlighted with a red border. In the bottom right corner, there is a link for "ADDITIONAL INFORMATION".

Select the "Book" (for a new booking or "Update" (for an existing booking button.



The webpage will redirect to the call-off with all relevant information about your transport order. At the bottom you can add an e-mail address. Doing so will provide a confirmation mail after you have booked a timeslot.

Language: English

**INEOS Oxide** **Transwide**

REQUEST ACTION: BOOK FOR PICK-UP

Call-Off Reference :0000971573

Pick-up Latest Date: 29.03.2023 23:59  
Pick-up Address:  
Haven 1019 - Poort 3, Schelvedijk  
2070, Zwijndrecht, 20  
Belgium  
Pick-up Resource Code 63

Delivery Earliest Date: 29.03.2023 00:00  
Delivery Latest Date: 29.03.2023 23:59  
Delivery Address:  
Customer Collection Greece  
Customer Collection Greece,  
Greece

Packing/Load List:

1. Goods description: [redacted] Product Unit Reference: 0335B

Total Gross Weight: 22 tonne  
Total Net Weight: 22 tonne  
Hazardous Information: N/A, UN 3082 90, 9, III, N/A, N/A

Shipper Additional Info:  
Add. Shipper Load ref:0081159366

Contact Details:  
Name: Christoph MASSEZ (Integration)  
Email: Christoph.Massez@ineos.com

You can enter up to 2 email addresses to receive confirmation email.

Confirm Back

The "Confirm" button will lead you to the slot booking screen.

The webpage will redirect to the loading schedule. Please find the exact product reference, double check and use that line only. Available loading slots are marked with a white [X]. The reference of the loading bridge can be found above. Note that some technical requirements relate to the bridge of loading. The date of loading can be changed above.

Language: English

INEOS Oxide

Transwide

Tuesday, 31.01.2023

<- -> 31 January 2023 Show

Back

**Instructions provided by the shipper:**  
PLEASE MENTION IN THE BOOKING IF THE LOADING IS COMPLETED BY AN ALS CERTIFIED DRIVER. FOLLOWING TIMESLOTS ARE RESERVED FOR ALS CERTIFIED DRIVERS: 06:00 UNTIL 19:30 A06 Bridge 3/4; ALS (trained drivers) and non-ALS (none trained drivers) are split up. Orders being loaded by an ALS driver to be booked first at 'ALS loadings'. If no available time slot the order can also be booked at 'MANUAL loadings'. Orders being loaded by a none trained driver to be booked in at 'MANUAL loadings', only!

**Contact details for this location:**

**Group 1 (A06 LOADINGS) - BRIDGE 3 MANUAL LOADINGS**

(Un)loading Point	Max of bookings	06:00	07:15	08:30	10:00	11:30	13:00	14:30	15:45	17:00
LM2	10	[X]				[X]	[X]	[X]	[X]	
ECOLAT 24-2	10	[X]				[X]	[X]	[X]	[X]	
CEPSINOL 1214/2	10	[X]				[X]	[X]	[X]	[X]	
WILFARET KBA2	10	[X]				[X]	[X]	[X]	[X]	
WILFARET KBA2 RSPO	10	[X]				[X]	[X]	[X]	[X]	
LS7	10	[X]				[X]	[X]	[X]	[X]	
DEHYDOL LT7	10	[X]				[X]	[X]	[X]	[X]	
Internal	10									
Max of bookings		1	1	1	1	1	1	1	1	1
Max in Total		1	1	1	1	1	1	1	1	0
Currently Booked		0	1	1	1	0	0	0	0	0

Legend:

- [X] Free
- Prebooked
- Booked (live-load)
- Booked (pre-unload)
- Unavailable

Choosing one of the available timeslots.

The webpage will redirect to the final overview screen. Complete the required information:

1. Add the haulier name. Use the pulldown list. Select “other” if the haulier is not in the list. Then use the additional field to enter haulier name.
2. Add the haulier country.
3. Confirm receipt, compliance and distribution of the INEOS haulier SHE policy to the driver.

The screenshot shows the Transwider booking form for Tuesday, 31.01.2023 06:00. The form includes the following fields and options:

- Transport Reference: 0000971573
- Country FCA // RM haulier: France
- Name FCA // RM haulier: Other: name => add inf. field
- Haulier SHE policy well received: Yes
- Location: pick-up (selected) / delivery
- Pickup/Delivery Location: Customer Collection Greece
- Additional Information: XPO Logistics
- Product Information: CepSinol-e 1214/2
- Remarks/Observations: (empty)
- Rebook reason: -> Select
- Delay reason or remark: -> Select

Buttons: Submit, Back

The screenshot shows the Transwider booking form for Tuesday, 31.01.2023 06:00. The form includes the following fields and options:

- Transport Reference: 0000971573
- Country FCA // RM haulier: Netherlands
- Name FCA // RM haulier: Bertsch
- Haulier SHE policy well received: Yes
- Location: pick-up (selected) / delivery
- Pickup/Delivery Location: Customer Collection Greece
- Additional Information: (empty)
- Product Information: CepSinol-e 1214/2
- Remarks/Observations: (empty)
- Rebook reason: -> Select
- Delay reason or remark: -> Select

Buttons: Submit, Back

If all information is correct, you can click the “Submit” button and your timeslot will be confirmed.

