

# **Site Requirements**

## **Raffinerie Heide GmbH**

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## 1. Site address

Raffinerie Heide GmbH  
Meldorfer Str. 43  
25770 Hemmingstedt  
Germany

## 2. Contact details

### **Lars Müller**

Terminal Manager

Phone +49 (0)481 693 2265

Fax +49 (0)/481 693 2405

Email Lars.Mueller(at)Heiderefinery.com

### **Ralf Rohwedder**

Technology Coordinator

Phone +49 (0)481 693 2699

Fax +49 (0)/481 693 2405

Email Ralf.Rohwedder(at)Heiderefinery.com

### **Terminal Dispatcher**

Pickups

Phone +49 (0)481 693 2474

### **Oil Movement Shift Supervisor**

Delivery of additives/chemicals/biodiesel

Phone +49 (0)481 693 2232

### 3. Business hours

#### Pickups

##### **Within the EU:**

(with driver card)

Jet A-1, petrol, diesel, heating oil, aromatics, bitumen, sulphur

Sunday 10 p.m. to Saturday 1 p.m.\*

Liquid gas

Monday to Friday 6 a.m. to 6 p.m.

##### **Outside the EU:**

(customs clearance)

Monday to Thursday 7 a.m. to 2 p.m.

Friday 7 a.m. to 12 noon

##### **One-time pickup:**

(without driver card)

Monday to Friday 7 a.m. to 9.30 p.m.

##### **Tanker from cleaning:**

(with and without driver card)

Monday to Friday 7 a.m. to 9.30 p.m.

#### Delivery

##### **Performance additives:**

Monday to Friday 7 a.m. to 3 p.m.

##### **Additives/chemicals:**

Monday to Friday 6 a.m. to 6 p.m.

##### **Biodiesel:**

Monday to Friday 7 a.m. to 8 p.m.

##### **Crude oil:**

Sunday 10 p.m. to Saturday 1 p.m.\*

#### Initial instructions about the filling station

Jet A-1, petrol, diesel, extra-light heating oil, aromatics, LPG

Monday to Friday 7 a.m. to 3 p.m.

Bitumen, sulphur

Sunday 10 p.m. to Saturday 1 p.m.\*

\* Open until 9 p.m. if the following day is a public holiday. Open on public holidays from 10 p.m. if the following day is a working day.

## 4. General information

The following regulations apply to all tankers that drive onto the premises of Raffinerie Heide GmbH.

- 5. General rules and prohibitions
- 6. Use of personal protective equipment
- 7. What to do in case of alarm
- 8. Thunderstorms
- 9. Vehicles
- 10. Dangerous goods

Violation can lead to being banned from entering the site.

### **Important!**

**Drivers who do not speak or understand either German or English cannot be given clearance for loading/unloading activities, as it cannot be ensured that the driver would understand the safety instructions or react correctly to any loudspeaker announcements in the event of an alarm.**

Unsafe situations, accidents and damage to property must be reported immediately to a terminal employee.

Unauthorised accompanying persons are not permitted.

## 5. General rules and prohibitions

### 5.1 Prohibition of alcohol and drugs

It is forbidden to enter the refinery under the influence of alcoholic beverages, drugs or medicines that may impair safe working practices, and it is forbidden to consume alcoholic beverages, drugs or medicines at the refinery that may affect safe working practices.

### 5.2 Prohibition of photography and filming

Photography and filming as well as the distribution of photographs and videos is generally prohibited at the refinery.

### 5.3 Prohibition to operate refinery equipment

It is prohibited to interfere with any apparatus, instruments or other pieces of plant equipment which are not required for the loading/unloading activity and for which no instructions have been given.

### 5.4 Prohibition of fire and smoking

The handling of open flames and smoking is generally prohibited at the refinery.

## 5.5 Mobile phones

The use of mobile phones is only permitted in a stationary vehicle (engine off) in the parking lot (storage area). Before driving to the loading/unloading station, always switch off mobile phones.

## 6. Use of personal protective equipment

All personal protective equipment (PPE)

- must bear a CE marking
- are to be used as intended
- must be in perfect condition
- are to be worn on the entire refinery premises

### 6.1 Minimum requirements for personal protective equipment:

<b>Safety shoes:</b>	Oil resistant, steel toe, anti-static (EN ISO 20345)
<b>Safety clothing:</b>	Body-covering protective clothing for protection against heat and flames (EN ISO 11612)
<b>Hard hat:</b>	Industrial hard hat (EN 397)
<b>Eye protection:</b>	Safety goggles, visors or safety spectacles (EN 166)

### 6.2 Fall protection

All top-loading platforms are equipped with fall protection in the form of folding stairs and fall arrest systems. When entering a top-loading platform, the fall protection must be put on immediately and the folding stairs must be firmly placed on the tanker. As the harnesses are part of personal protective equipment, use your own harnesses adjusted to the correct body measurements. The tanker may only be entered after the harness is fastened.

**Important!**

**If the folding staircase is not in the parking position, the vehicle may not be moved and/or the filling lane may not be used.**

## 7. What to do in case of alarm

**Keep calm but act quickly!  
Do not jeopardise your safety!**

- Press emergency stop button
- Turn off hoses and filling arms and put them in parking position
- Close dome covers
- Move fall protection and folding stairs into parking position
- Disconnect earthing
- Await instructions
- Observe the traffic lights at the entrance and exit

The alarm sirens are tested every Saturday at 12 noon.

### 7.1 What to do in the event of personal injury

Also applies to acute health problems!


Move the injured person(s) out of the danger area if possible!

Call for help!

In case of serious personal injury:

Call the plant fire brigade!

- Who's calling?
- Where is the injured person?
  - which loading/unloading station
- What happened?
  - type of injury, number of people injured

 **112** oder **Feuermelder**  
oder durch Raffineriepersonal  
alarmieren lassen

Perform first aid! (if possible by trained first-aiders)

Call emergency medical services!

Immediately pass on to the treating persons (paramedics, emergency services, doctor, etc.) any information that could be important for medical treatment! This is particularly important in case of exposure to harmful substances!


Do not change anything at the scene of the accident until all investigations are completed by the competent authorities.

Exception: Any acute source of danger that still exists must be eliminated immediately or secured by barriers.

## 7.2 What to do in case of fire

Alert the plant fire brigade immediately!

- Who's calling?
- Where's the fire?
  - which loading/unloading station
- What's on fire?
- How many injured?

 **112** oder **Feuermelder**  
oder durch Raffineriepersonal  
alarmieren lassen

Move injured person(s) out of the danger area!

Fight the fire with the available extinguishing equipment until the arrival of the fire brigade.

Brief the fire brigade!


Do not obstruct the actions of the fire brigade! Follow instructions!

## 7.3 What to do in the event of damage

E.g. explosion, gas burst, leakage of flammable or dangerous liquids

Alert the plant fire brigade immediately!

- Who's calling?
- Where's the damage?
  - which loading/unloading station
- What happened?
  - type of damage, number of people injured

 **112** oder **Feuermelder**  
oder durch Raffineriepersonal  
alarmieren lassen

Brief the fire brigade!

Do not obstruct the actions of the fire brigade! Follow instructions!



## 7.4 What to do in case of alarm

Sounding of the alarm system (factory siren) or other announcement of a danger (e.g. gas burst).

Stop all work involving ignition hazards!

Turn off all motor vehicles!

- Move vehicles to the right; clear a lane for emergency vehicles and do not obstruct fire-extinguishing equipment.
- Turn off engines!
- Turn off ignition and electrical devices!
- Leave the danger zone using the shortest route!
- Leave buildings following the direction of the escape arrows! (Never use the elevator.)
- Leave the site perpendicular (90° angle) to the direction of the wind! Observe wind direction indicators (e.g. windsocks).
- If instructed to do so, go to the assembly point!
- Take attendance (have it taken).

## 8. Thunderstorms

The cloud-to-earth discharges that occur in the immediate area or in the vicinity during a thunderstorm can be dangerous for people, buildings, facilities and other things located therein. A thunderstorm is dangerously close when ten seconds or less elapse between the lightning and thunder. The thunderstorm is then at most 3 km away.

In that case, tanker loading must immediately stop completely.

## 9. Vehicles

The use of motor vehicles in the RAFFINERIE HEIDE is at the risk of the forwarding agent. At the refinery, only roads and paths authorised for vehicle traffic may be used without special permission. Maximum clearance heights must be observed for pipe bridges. No vehicles may be parked inside the refinery premises without permission.

The refinery is subject to traffic regulations based on the Straßenverkehrsordnung (StVO – German road traffic act).

Driving speed must be adapted to the respective conditions. It is limited to a maximum speed of 20 km/h for all road vehicles.

In the storage area, drive up to the stop line and switch off the engine.

Even in the refinery, motor vehicles may only be driven by holders of the driving licence required for public roads.

Within the framework of the StVO regulations, the following points in particular must be observed:

- The 'right before left' right-of-way rule applies throughout the refinery.
  - Exception: Rail vehicles always have the right of way.
- When the fire brigade and rescue services are on duty, their approach route must be cleared as quickly as possible.
- Motor vehicles must always have their daytime running lights switched on when being driven at the refinery.
- Seat belts are compulsory for all journeys in motor vehicles at the refinery.
- Mobile phones and radio devices may only be used in vehicles located on roads and in parking areas generally open to motor vehicle traffic, and by the driver only in a stationary vehicle. According to section 23, paragraph(1a), of the StVO, the engine must be switched off.
- Reverse driving is generally prohibited
  - In an emergency, reverse driving may only be carried out with special care, without endangering persons or equipment, and with a guide.
  - Particular attention should be paid to bicycles that are used at the refinery even in the dark without lights.
- The railway track must not be entered or driven over by unauthorised persons if they are not part of an official traffic route or if a rail vehicle is in the immediate vicinity.
- Railway vehicles may not be entered or crossed over without authorisation (even if they stop on traffic routes). Instructions given by railway personnel must be followed.
- Unprotected fire hoses and cables must not be driven over.
- When parking (and briefly parking vehicles) at the refinery, keep the traffic routes clear and use the designated parking spaces.
  - Vehicles parked outside the authorised areas or on reserved spaces may be towed at any time, without notice, at the owner's expense.
  - Driveways and entrances must not be blocked.
  - The fire brigade's access route must be kept clear at all times.
  - A sufficient distance must be kept from railway tracks (at least 2.50 m from straight tracks and at least 2.80 m from curved tracks).
- Vehicles may not be parked on manhole covers (drain covers).
- A minimum distance of 5 m must be maintained from fire-extinguishing equipment (e.g. hydrants, monitors).
- The driver may not leave the vehicle until it has been secured against inadvertent

movement and unauthorised use.

- The driver may briefly leave his vehicle with the engine running if he remains within the immediate area of influence of the vehicle.

## 10. Dangerous goods

Every driver who picks up or delivers a product at Raffinerie Heide GmbH for the first time will be given instructions about the corresponding loading/unloading facility. In the course of this briefing, the driver will also receive a general driver briefing on the applicable safety regulations. A signature from each party involved will confirm that the instructions have been properly given.

For returning collectors, the driver instruction is valid for one year and is stored electronically in the dispatch system. For future visits to the refinery with the driver card issued, the system automatically checks the validity of the card and provides notice at the entry terminal four weeks before its expiry.

One-time collectors or deliverers will not be issued a card. The driver will be given an attestation (signed by both parties) as proof of the safety instructions having been carried out. This attestation is valid for one year.

For all drivers and vehicles that collect dangerous goods at Raffinerie Heide GmbH, the data relevant to dangerous goods law is recorded in the shipping system. This means that a 100% check of the data is carried out at each entry.

Vehicles are subjected to a visual inspection with each new registration, extension of the ADR certificate and for random checks.

As part of the visual inspection, the equipment is also checked in accordance with written instructions, and the required accompanying documents are checked as well.

**All documents must be carried in the original; copies will not be accepted.**

Changes to the vehicle documents (e.g. owner, number plate, chamber sizes) must be reported to Raffinerie Heide GmbH immediately prior to the next entry and must be presented so that the data can be updated in the shipping system.

The exact product specifications, the hazardous goods labelling, the maximum filling level and the reference to the route determination according to section 35 of the Gefahrgutverordnung Straße, Eisenbahn und Binnenschifffahrt (GGVSEB – hazardous goods ordinance for road, rail and inland shipping) are located directly at the filling station.

### **Loading instructions**

- It is prohibited to load petrol and light heating oil in the same part of a vehicle.
- It is forbidden to load light heating oil on top of petrol.
- If the precursor was a petrol, diesel may only be loaded at a bottom loading point.

## 11. Special requirements of the individual filling/unloading stations

### 11.1 Filling platform (petrol, diesel, heating oil, Jet A-1, aromatics)

1. All product valves must be closed when entering the terminal area.
2. The trailer's tank temperature must be less than 40°C before loading.
3. When collecting aromatics, a precursor certificate or a cleaning certificate after a product change must be presented.

### 11.2 Loading bitumen

1. The maximum clearance height for bitumen tankers is 3.80 m.

### 11.3 H<sub>2</sub>O<sub>2</sub> delivery (waste water plant)

1. Tanker must be equipped with its own pump.
2. Connector for tank-gauging equipment.

### 11.4 Loading/unloading benzene

1. Tanker loading/unloading nozzles must be insulated and heated.

### 11.5 Delivery of additives

1. Tanker must be equipped with its own pump.
2. It must be possible to open the tank ventilation from below (climbing onto the tanker on-site is prohibited).

### 11.6 Delivery of chemicals

1. Certificate of analysis must be available before unloading.

### 11.7 Delivery of biodiesel

1. It must be possible to open the tank ventilation from below (climbing onto the tanker on-site is prohibited).
2. Only single-chamber vehicles are accepted.

# Confirmation

With my signature I confirm that I have received the site rules and regulations of Raffinerie Heide GmbH and that I have received instruction for the loading/unloading station.

I undertake to observe and comply with the safety regulations.

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First name/surname (in block letters)

Company

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Date

Signature