

DRIVER MANUAL v.2023



H.ESSERS
LIQUID BULK

01 General	Table of contents	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 2

TABLE OF CONTENTS

01. GENERAL		
01 Preface		4
02 Code of Conduct for the truck supplier		5
03 Social responsibility		7
02. EQUIPMENT		
01 Driver requirements		11
02 Truck and trailer requirements		12
03 Hoses, couplings, compressor		13
04 Specific for powder containers		14
05 ADR checklist		15
06 Tank container		16
0601 319 tank containers		18
0602 Ground level tanks		20
03. ATTITUDE		
01 General regulations for the driver		21
02 Environmental care		23
03 Shared responsibilities		24
04 Safe driving		26
05 Working at height		27
06 Personal Code of Conduct		28
07 Basic principles of food safety		30
08 Being awake is being safe		31
04. ACTIONS		
01 Picking up		32
02 Dropping off		33
03 Loading		34
04 Discharging		37
05 Cleaning		40
06 Heating		44
07 Sealing		45
05. DOCUMENTS		
01 Driver instructions		46
02 Discharge authorization		48
03 Load check		49
04 Other documents		50
05 European Cleaning Document		52

01 General	Table of contents	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 3

06. INCIDENTS

01 General	53
02 Spillage checklist	56
03 Emergency contacts	57

07. ATTENTION

01 Leaking valves	58
02 Taking samples	60
03 Wet containers	61
04 Checking a cleaned tank container	62
05 Demurrage	63
06 Dropping dirty	64
07 Labelling	65
08 Personal safety	66
09 Social media	67
10 Proactive communication	68

01 General	01 Preface	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 4

TO: ALL DRIVER OWNERS / TRUCK SUPPLIERS / DRIVER PLANNERS

This is the Driver Manual, issued by and belonging to H.Essers Liquid bulk NV.

- Every driver receives a digital copy of this Manual.
- The Manual contains work instructions, general guidelines, safety issues, agreements and rules.
- Liquid bulk will send frequent updates, and you can always check the latest version online via the Driver Website. Make sure you always keep this manual up-to-date.
- As a driver, always carry the Driver Manual with you while performing Liquid bulk work.
- Act according to the Driver Manual guidelines at all times while working for Liquid bulk.
- We welcome all suggestions & corrections to this Manual. You can make these to your regular Liquid bulk contact, or directly to the Liquid bulk Quality Department.

The Manual has 7 chapters: General / Equipment / Attitude / Actions / Documents / Incidents / Attention

Revision 4.0 on 21/04/2023

Issue date: April 2018

01 General	02 Code of Conduct for the truck supplier	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 5

TO: ALL DRIVER OWNERS / TRUCK SUPPLIERS / DRIVER PLANNERS

In our daily activities, Liquid Bulk strives for the highest possible quality, with attention to safety, security and the environment. You as a Truck Supplier are an important part of this activity, together with your drivers. We have created the Driver Manual as a working guide for your drivers, but also for yourself. Every driver should be aware of the content of this guide and follow it.

In the partnership between Liquid Bulk and you as a Truck Supplier, we share a number of responsibilities towards each other. Throughout this Drivers Manual, we have outlined several of these items, with focus on the driver. Here, below, we outline some of the general guidelines towards you as a Truck Supplier. Our target together: quality transport with respect and responsibility to all involved.

GENERAL GUIDELINES

- Distribution of the driver manual: make sure every driver has an updated version of the driver manual available in his truck.
- Apply safe working methods: we expect you to follow the BBS principles, train your drivers accordingly, and monitor the performance. This includes a BBS training & monitoring plan.
- Liabilities: you must have valid CMR insurance cover, covering the value of the container and the transport of dangerous goods, before starting work with Liquid Bulk. A public liability insurance attest is presented to Liquid Bulk, before the partnership starts.
- Do not subcontract: at no point it is allowed by the Truck Supplier to further subcontract his transport responsibilities.
- Fair work for fair pay: we expect you to respect local legislation (including driving hours) on work organization, and on payment to drivers. Make sure you keep records of driving hours, incidents, and a work register & history.
- We do not tolerate any form of corruption and/or bribery. In case of doubt, do not hesitate to inform us, either via your normal Liquid Bulk contact, or directly to the Quality Manager.
- Specific attention is given to dangerous goods in your work activities: your DGSA performs his duties, and makes sure there is an annual report available upon request.
- Keeping records of driving hours.
- DGSA has to be as per legal requirement signed and commitment.

01 General	02 Code of Conduct for the truck supplier	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 6

SPECIAL ATTENTION POINTS

- Make sure truck & chassis equipment is always in optimal condition. You should have a maintenance program in place that monitors equipment status, and is aimed at preventive maintenance.
- Make your drivers aware on the risks of working in confined spaces.
- Make sure each driver has earthing equipment available in his truck. A Liquid Bulk tank container always has an earthing point, this should be used while loading and discharging in combination with the earthing equipment of the truck.
- A clean hose is a clean delivery: we inspect hoses regularly, including during our driver audits. You must have a hose monitoring system in place, to make sure all hoses are correctly used all the time. The driver has the responsibility to check the hose, you have the responsibility to make sure the hose is correct, clean and of good quality.
- A damage-free tank container is a safe tank container: drivers should always inspect a tank container, and report any damage immediately to Liquid Bulk.

All elements of this code of conduct, and the complete Driver Manual will be checked during our periodical driver audits, and in our 6-monthly partner reviews.

01 General	03 Social responsibility	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 7

TO: ALL DRIVER OWNERS / TRUCK SUPPLIERS / DRIVER PLANNERS

As an intermodal transport company, we as Liquid Bulk impact on society in many ways. While doing this, we aim to be a responsible company and community partner. We have developed a set of general guidelines as our core social identity, explaining how we want to do business. We invite you to read, understand, and share these company values.

1. Respect for the Individual

Liquid Bulk’s relationships with its staff, customers, suppliers and business partners are guided by a basic respect for the individual. We value and respect the unique contributions of each individual. Accordingly, we are committed to ensuring that each person we are in contact with is treated with dignity and respect, and has a meaningful opportunity to contribute to the company’s success.

2. Human Rights

The respect for human rights is an extension of our philosophy of “Respect for the Individual.” As part of our effort to conduct business in an ethical manner, Liquid Bulk will not engage in business practices or activities that compromise fundamental human rights.

3. Working Conditions

Liquid Bulk is committed to ensuring that the individuals providing our services and services to our company are afforded responsible working conditions, and are treated with dignity and respect.

- Child Labour: we shall not hire children who do not reach the legal age for work in each country and region
- Forced Labour: no form of human trafficking, forced, bonded or compulsory labour shall be used.
- Compensation and Working Hours: wages, including overtime and benefits, shall comply with local law, including those relating to minimum wages, overtime hours and legally mandated benefits. Working hours shall comply with applicable local laws.
- Harassment and Discrimination: harassment or discrimination in any form is not acceptable.
- Health & Safety: staff shall have a safe and healthy working environment that meets or exceeds applicable standards for occupational safety and health.

4. Business Ethics and Compliance

Trust is a critical foundation of a successful and sustainable business. We aim to have trusting long term relationships inside Liquid Bulk, and with Liquid Bulk’s customers, suppliers and partners. It is a key responsibility of every Liquid Bulk staff member and associate to conduct business in an open, honest and ethical manner, and to follow the company’s code of ethics in all their business practices. This includes upholding all laws in the places where we do business.

01 General	03 Social responsibility	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 8

5. Prevention of Corruption

At Liquid Bulk, we value integrity and ethical behaviour in the conduct of our business. Liquid Bulk is committed to compliance with anti-corruption and anti-bribery laws in the countries in which we do business. Liquid Bulk does not tolerate any form of bribery or corruption.

6. Environmental Stewardship

Our company's approach to the environment is reflected in our Environment and Health Statement. Based on this statement, we shall pursue our daily business interest under the following principles:

1. We will make efforts to recycle materials and conserve resources and energy.
2. As both a member of the company and of society each individual will focus on the importance of making efforts to preserve human health and the global environment and will do their part to ensure that the company as a whole acts responsibly.
3. We will consider the influence that our corporate activities have on the local environment and society, and endeavour to improve the social standing of the company.
4. We will comply with all applicable environmental laws and regulations in all jurisdictions in which we operate.

7. Diversity & Inclusion

Equality among our staff is done by recognizing, respecting and valuing individual differences in each other, treating each other fairly and creating equal opportunity for everyone. We embrace diversity across all levels of our business, and among our customers, suppliers and partners.

8. Community Involvement

Beyond creating jobs, and offering transport services, we recognize the responsibility to act responsibly and constructively as a member of the community. We aim to bring transport, and specifically intermodal transport closer to the general public. At the same time, we will also aim to support local community initiatives through charitable giving, volunteerism, and helping non-profit organizations.

With services throughout Europe, involving various staff, drivers, factories, partners in various locations, we see our corporate responsibility of the utmost importance to our economic success and an integral part of our strategy. As a trucking partner you are a key element in our chain of success. We encourage you to share our company values and treat them as your own.

HUKTRA FLOW

PROVIDING INTERMODAL
SOLUTIONS ACROSS EUROPE

INTERMODAL TANK CONTAINER TRANSPORT

THE USE OF MULTIPLE
TRANSPORTATION MODES
(ROAD, SEA AND RAIL)
WITHOUT PRODUCT HANDLING
DURING THE CHANGE OF MODES

tank container

fully owned fleet
Huktra design
0 to 37.000 litres
edible & chemical
powder & liquid
safe & strong
custom built

Truck / Driver

local haulage
ADR trained
BBS approach
dedicated drivers
experienced
driver control
drop & swap



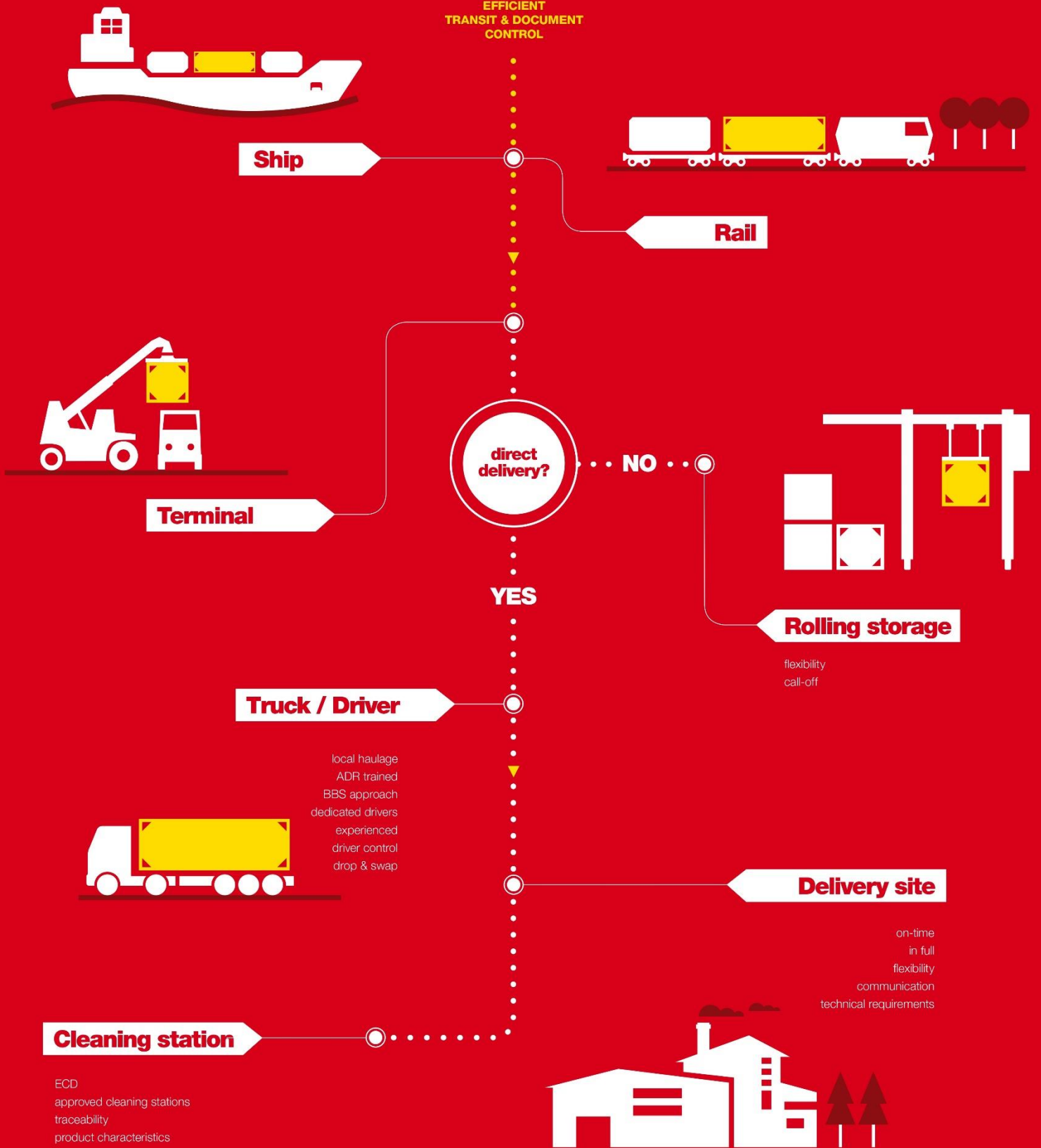
Loading site

on-time
safety first
communication
technical requirements

Terminal



EFFICIENT
TRANSIT & DOCUMENT
CONTROL



TO: ALL DRIVERS

Liquid Bulk has determined standards and requirements by which drivers are selected, including truck and trailer. Liquid Bulk evaluates drivers continuously on following standards:

- Valid driver's license, valid for the vehicle he is using.
- Valid ADR license, valid for classes 3, 4, 5, 6, 8 and 9. Class 2 (gasses) is recommended but not a necessity.
- Medical certificate available if required.
- Clean driving record. Liquid Bulk takes all infringements into account. New infringements must be reported to Liquid Bulk at all times. When an infringement is severe enough, this can lead to a suspension or removal.
- Liquid Bulk prefers to employ drivers with proven experience in tank container transport. When this is not possible, with a new driver, Liquid Bulk will pay specific attention to training and follow-up. Most often, a new driver will go along with an experienced driver for a start-up period.
- Changes in personal data (home address, ...) and professional data (expired documents, new licenses, ...) must be reported in writing, accompanied by a copy of the document confirming this change.
- The driver makes sure he has all Liquid Bulk Driver Notes, and is aware of all details in these notes.
- Liquid Bulk will carry out regular spot-checks on these standards, and also regular full audits. During these checks the knowledge of the Driver Notes will be tested.
- Every Liquid Bulk driver has to be insured according to the Liquid Bulk CMR-Insurance Certificate and the Civil Liability Certificate. Copies of both certificates, completed and signed must be available for check-up before and during any transport order executed for Liquid Bulk.

INSURANCE VALUES:

CMR insurance: 335.000 EUR per load

Civil Liability Insurance:

a. Material and physical damage: 2.500.000 EUR

b. Delivery liability: 2.500.000 EUR

c. Transport liability: 375.000 EUR

TO: ALL DRIVERS

Liquid Bulk has set standard requirements for drivers, including truck and trailer. Liquid Bulk will continuously monitor and evaluate drivers on the condition of their truck and trailer.

General Requirements

- Truck and trailer must be legally ADR approved for classes 3, 4, 5, 6, 8 and 9. Class 2 (gasses) is recommended but not necessary
- The driver makes sure he can always provide a copy of each valid license document to Liquid Bulk
- First aid kit and ADR safety equipment must be present in the truck, in good condition and immediately available to the driver
- Truck, chassis and equipment must always be kept in a good and clean condition

Truck Requirements

- Maximum tare weight of 8.000 kilo when ready to drive (completely full fuel tank)
- Truck needs to be equipped with air suspension
- Extra blind hook mirrors are a requirement
- Inside the truck, a hands-free kit for mobile phones is preferred.
- The truck must be equipped with a 100% oil-free compressor
- Fire extinguisher of 3kg inside the cabin
- Toolbox with rubber hammer, flat and crosshead screwdrivers, gloves, ...

Trailer Requirements

- Trailers must be 3-axled, air suspended 30ft container trailers, with 20ft connection points to position the tank container into the middle of the trailer
- Splashboards, minimum 2 hose tubes (of minimum 6 meters) and a spill tray on the 20ft connection are required
- Maximum tare weight of 4.500 kg
- Recommended brands: Renders, Van Hool, Lag, ... (ready to drive)
- Maximum height of the trailer is 1150mm (= height of the twist locks at the back) with air suspension in normal ready-to-drive position, without load

RECOMMENDATION:

We prefer the following color combination: a base white cabin (RAL 9010) with red accents (RAL 3020), combined with a red chassis (RAL 3020). Liquid Bulk logo and stickers are available upon request in the Liquid Bulk Maintenance Center

02 Equipment	03 Hoses/Coupling/ Compressor	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 13

TO: ALL DRIVERS

Guideline on hoses, couplings and compressor for liquid tank containers:

HOSES

- Minimum 2 discharge hoses of minimum 6 meter
- Diameter of 80mm (= 3inch), with couplings of 3inch and a securing ring assembled with 2 clamping plates
- Inner layer is polyethylene cross-linked or composition PTFE (f.e. Teflon)
- Hoses are always inside tubes while driving
- Hoses are capped to protect them against getting dirty

COUPLINGS

- A good driver carries a mix of liquid couplings
- 1 x 3inch to 2.5inch reducer
- 1 x 3inch barrel nipple to join hoses together

COMPRESSOR

- 100% oil-free compressor
- Air flow capacity of minimal 150 m³/hr
- Pressure gauge
- Non-return valve (to be checked every 3 months)
- Adjusted at 2 to 3 bar
- Outlet 1,5inch BSP with dust cap
- Inlet filter
- Bypass (just before the pressure hose connection, to protect the **compressor**)

RECOMMENDATION:

Couplings and hoses must always be in a good and clean condition. With every cleaning of the tank container, make sure couplings and hoses are cleaned as well.

02 Equipment	04 Specific for powder container	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 14

TO: ALL DRIVERS

For haulage of powder containers, there are specific equipment requirements for truck, trailer and parts.

TRAILER REQUIREMENTS

- Maximum tare weight of 5.500kg. Ready to drive (Renders, Van Hool, Lag, ...)
- Maximum trailer height of 1250mm (= height of the twist locks at the back) with air suspension in normal ready-to-drive position, without load)
- Spill tray from the last 20ft connection to the last 30ft connection (length of a Liquid Bulk powder container varies from 9.125 m. tot 10.00 m.)
- Hydraulic functioning tip system (with hydraulic group on the truck) or electrical tip system on the trailer, working from the battery of the truck
- Fixed aluminum 3" pressure line from the front to the back, with condense dispenser at the beginning of the pressure line with a 5µm filter
- Equipped with manually operated hydraulic support legs at the back, to guarantee a better stability while tipping

HOSES

- Minimum 4 hose tubes (of minimum 6 meters)
- 2 discharging hoses of 6 meter; diameter 80 mm (=3") provided with aluminum Guillemain couplings of 3" with a securing ring assembled with 2 clamping plates. The inner layer is white dNBR.
- 2 pressure hoses of 2 meter and diameter 3", with a 3" STORZ connection.
- Unicorn /Storz adaptor for UK unloading points

COUPLINGS

- 2 x STORZ coupling from 4" to 3"
- 1 x STORZ 4" sight glass
- 1 s STORZ coupling from 3" to 2"
- 2 x coupling from 3" STORZ to 3" Guillemain

COMPRESSOR

- Air flow capacity of minimal 650 m³/hr
- Pressure gauge
- Non-return valve
- Adjusted to 2 bar
- Outlet 3" STORZ with dust cap
- Inlet filter

RECOMMENDATION:
Having a complete set of equipment in good condition, and using it in a professional way is important. A good set of equipment can help you during and to avoid incidents

02 Equipment	05 ADR Checklist	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 15

TO: ALL DRIVERS

For the ADR safety kit, the following items must be present according to ADR legislation:

- Safety helmet
- Acid resistant PVC gloves
- Safety mask for the complete face and for all products
- Safety glasses
- Eye-wash bottle
- First aid kit
- Chemical and acid resistant suit (fire resistant and anti-static)
- Boots with acid resistant outer and sole – must also have steel toecaps
- Wheel block and wheel block holder
- Fire extinguisher of 3 kilo on the inside of the truck
- Fire extinguisher of 9 kilo on trailer
- Anti-explosion flashlight
- Cover for sewerage system (1.5 x 2 meter)
- Foldable shovel
- Brush with grip
- 2 self-standing warning signs / triangles
- Fluorescent jacket
- Safety shoes
- Collecting container
- Spill Kit

Regularly check if all are available and in good condition. When you have used certain items, don't forget to replace/renew these items.

Liquid Bulk will check the ADR safety kit in detail during spot checks and/or full audits. We also strongly believe an ADR safety kit is helpful and highly recommendable to be present, even on non-ADR trucks.

RECOMMENDATION:

Keep your legal ADR equipment contained in one place (ADR-carrier bag), and easily accessible

02 Equipment	06 Tank containers	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 16

TO: ALL DRIVERS

Our Liquid Bulk-fleet is a wide range of well-equipped tank containers, meeting all requirements of the chemical and edible market.

- 20ft units, 25ft units and 30ft units
- 24.000 ltrs to 37.000 ltrs
- 1 compartment units
- 2 compartment units (7.500 ltrs and a second larger compartment)
- Baffled tank containers
- Ground level tank containers

CONSTRUCTION

- All units are IMO 1 approved containers. They are constructed to carry a wide range of liquid products, including the products of ADR classes 3, 4, 5, 6, 8 and 9.
- Containers for edible transport are dedicated to edible products (marked with 'for foodstuff only')
- Containers are approved by: Lloyds, IMO, ADR, RID, TIR, UIC
- Stainless steel tank body (inox)
- PUR/PIR insulation double layer fitted around the tank body
- White fiberglass/polyester panels or white varnished aluminum plates as outer cover
- Tare weights vary from 3.320kg to 5.320kg

EQUIPMENT

All liquid tank containers have on top a manlid with a diameter of 500mm. This manlid is locked with 6 to 8 swing-bolts. The most widely used seals are PTFE seals (weaved Teflon). Sometimes, this seal is replaced by a white neoprene one. Checking seals is a regular MUST-DO task for every driver. 2-compartment tank containers have a second 500mm manlid (1 per compartment). 31.000 ltrs and 35.000 ltrs tanks have an additional manlid of 300 mm.

Next to the manlid, inside the spill box, we find the pressure relief valve and the air valve. The pressure relief valve is adjusted according to the working pressure of the container. The air valve has a diameter of 2", with a 1.5" BSP male thread and a pressure gauge of 6 bar.

All liquid tank containers are equipped with at least 1 safety handrail. All 30ft equipment and recent 20ft equipment have 2 safety handrails, with 1 mountable from the ladder. These features guarantee the highest level of safety during loading, discharging and inspection.

A digital temperature gauge is also part of the standard equipment of a liquid tank container. The probe of this gauge is located at the outside of the stainless steel tank container. As the loaded product is not a homogeneous mass, there can be a difference (+/-) between the real and the indicated temperature.

RECOMMENDATION:

Liquid Bulk pays a lot of attention to its fleet. Inspections and preventive maintenance make sure every tank is in good condition. Your input on damage and tank condition helps us maintain our fleet at a high quality level



Most liquid tank containers are equipped with a **3" top discharge connection**, which is closed with a blank flange. Upon request (happens rarely) these containers can be equipped as a top discharge container (TDC = Top Discharge Conversion) by installing a stack-pipe.

At the rear of the tank container, we find the fully insulated discharge box:

- **Butterfly valve:** This butterfly valve can be placed in any position between 0° and 90°. The valve is fitted with a white TEFLON seal. When closing the butterfly valve, the security bolt must be locked.
- **Bottom valve:** This spring loaded bottom valve can only be positioned completely open or closed. When closing the butterfly valve, there must be enough pressure on the spring. The valve is fitted with a silicon-TEFLON (PFA) seal.
- The **discharge valve** of a liquid tank container ends with a 3" BSP male screw thread.
- In **emergency cases** (e.g. leaks during discharging), the bottom valve can be closed using the remote control handle. The remote control handle is located at the back side of the container.

A 2-compartment tank container is equipped with a second discharge box, butterfly valve, bottom valve and remote control handle at the side.

Every liquid tank container is equipped with **steam coils**. These are most of the time U-formed profiles of stainless steel (-INOX) which are welded to the bottom of the liquid tank (4 to 8 channels). The inlet of the steam coils is a ½" of a 1" BSP male screw thread connection. At the end of the steam pipe a steam trap is fixed, allowing the pressure to build up in the steam coils, and draining the condensed water during the heating. The 3-way tap makes heating using a closed warm water circuit possible and makes sure that the steam coils can be drained completely.

All liquid tank containers are equipped with a **document tube**. This document tube is installed in a safe place, mostly at the back of the container inside the discharge box, and is aimed to keep the documents with the container during the transport. When an empty tank container is dropped on terminal, the cleaning certificate stays in the document tube.

Finally, the containers are also provided with the indispensable label holders, needed to place ADR and IMO labels. The labels must be removed after the cleaning following the discharge. Most label holders have a unique Liquid Bulk-system, making the gluing of the labels unnecessary. The problem of removing the residues of glue is also prevented this way.

02 Equipment	0601 319 Tank containers	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 18

TO: ALL DRIVERS

CONCEPT

The HUKU-319 tank is a 30' pressurized full frame tank container. The tank is a single compartment tank with an open baffle. This baffle is situated at the front part of the tank container, after the first manlid. By using a baffle, the loaded product is definitely less mobile, making driving not only safer but also more comfortable.

Technical specifications

- 3 manlids (500mm – 300mm – 500mm)
- Handrails at both sides
- Remote control
- Maximum working pressure 2.67 bar

The maximum loading capacity of this tank type is 31.000 liters. However, by using the counter pressure system the amount of product can be limited.

LOADING

When loading a HUKU319xxx-x tank, the first question is : are we loading the tank as a standard L. tank or are we using the counter pressure ?

Loading the tank as a 31.000 L. tank

There are two ways to load the tank as a 31.000 L. tank: bottom load or top load. When loading the tank through the bottom, the front manlid must be in ventilation position. It is also advised to open the air valve (next to the front manlid). When loading the tank from the top, again the front manlid must be in ventilation position and the air valve must be open. Tank is loaded from the rear or middle manlid. **Never load the tank from the front manlid.**

Loading the tank with counter pressure

When loading the tank with counter pressure, the front manlid and the air valve must be closed. When the tank is loaded from the rear manlid, a pressure bubble is being created in the smallest compartment and only a limited of product can be loaded in this part of the container (depending on the density). When the tank is loaded from the bottom, the back or middle manlid must be in the ventilation position. Again, a pressure bubble will be created, making the small part only partly filled.

Both the calibration chart and the graphic are fixed to the container. The density determines the filling height.

02 Equipment	0601 319 Tank containers	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 19

DISCHARGING

The tank container can be unloaded as follows :

- Unloading using only gravity
- Pump: there must be an airflow entering the tank - pay attention to this due to risk of vacuum / tank implosion!
- Compressor : using the air valve next to the front manhole.

CLEANING

Upon cleaning, special attention needs to be paid to the fact that all 3 manholes are cleaned, starting at the front.

RECOMMENDATION:

*Always think on how to use a tank container
before starting to load or unload*

TO: ALL DRIVERS

In our fleet, we have units equipped with a special system: a ground level operated air-valve. These units have been constructed to meet certain requirements from delivery places (where working on heights is no longer allowed). You can recognize these units by the switch at the back of the tank (next to the outlet box).

AIRVALVES

These units have 2 airvalves. The 1st one is in the front spillbox, and is a standard air-valve, which is to be operated the normal way.

The 2nd one is in the rear spillbox, and is to be operated (opened/closed) from ground-level, through a switch at the back of the tank next to the outlet box. The connection to blow air into the tank through this air-valve, is also located at ground-level: in the outlet box next to the bottom-valve. It is a standard 1,5" BSP connection.



03 Attitude	01 General regulations for the driver	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 21

TO: ALL DRIVERS

The driver must always conduct himself in a correct way towards Liquid Bulk customers, loading and delivery points, rail and ship terminals, cleaning stations and other third parties. All actions which can damage the drivers profile and the image of Liquid Bulk must be avoided. Some actions will not be tolerated at all:

- Theft
- Drunkenness
- Using drugs
- Smuggling
- Violence
- Indecent behavior
- Racism
- Failure to report incidents/accidents

These actions will lead to the immediate suspension of the relationship. Liquid Bulk also expects drivers to apply general safe working methods.

DRIVING ATTITUDE

- The driver has a safe way of driving, showing respect for all other road users
- The presence and good use of blind spot mirrors is very important
- Keep your distance. Not respecting safe driving distances is a main cause of accidents involving trucks
- Know the local European driving legislation of the countries you pass through, and follow them consciously (speed limits, driving hours, ...)
- Speeding or reckless driving is strictly forbidden by Liquid Bulk. Better late and safe, than sorry.
- Be aware of tiredness. In case a driver feels tired, he must give priority to safety.
- Don't eat or drink while driving. Liquid Bulk advises to eat at regular times, during legal resting times.
- Keep personal accessories in the truck to a minimum (pictures, flags, lights, ...). They can distract the driver's mind and cause accidents.
- Unsecured objects in the cab can also become dangerous when having to make an emergency stop.

RECOMMENDATION:

Keep the driver manual notes in the truck at all times, and consult them regularly. The notes are practical tools for new and trained drivers.

03 Attitude	01 General regulations for the driver	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 22

DRESS CODE

- Liquid Bulk does not impose a uniform as work clothes, but expects the driver to dress in a decent way
- Safety boots, long trousers, high visibility clothing is a minimum
- Summer clothing is not tolerated
- During loading, discharging, and entering factory offices, you are representing Liquid Bulk, and you must respect the local rules of the customer
- Safety helmet must be used where prescribed, and is recommended to be used at all times during actions outside of the truck
- Follow the ADR-legislation related to dressing when loading/delivering/carrying an ADR load
- Make sure no objects can fall out of your clothes. Ballpoints, lighters, and other objects can fall out easily and cause damage to the carried product. The same goes for watches, glasses, mobile phones.
- If something falls into the container, the driver must immediately report this to Liquid Bulk.
- Wear closed footwear. Wooden shoes or sandals are not safe, especially when mounting a tank container

PARKING

- If you are parking for a short period, park your combination in a place where you can see the combination at all times, so you can react quickly to any situation
- For long term parking, we prefer you to park in a protected parking area, with sufficient distance from other vehicles.
- When no protected parking area is available, choose the most suitable and similar solution
- Do not leave the combination along a public road at places where it is easily susceptible to vandalism, theft.
- A tank container carrying an ADR-product must be parked at least 100m away from any residential area
- Liquid Bulk recommends never disconnecting the trailer from the truck when parking. This prevents someone picking up the trailer with the tank container
- Parking during the execution of an order has to happen with the same caution and care. When and where possible, overnight staying has to happen at a secured place (cleaning bay, factory premises, approved parking area, rail/ship terminal. Parking alongside public roads or in close proximity of public places should be avoided.
- The driver must be conscious of the risks for a tank container (full or empty). We aim to avoid vandalism, theft, accidents, ... so let's not create easy opportunities either.

Out of safety concerns, Liquid Bulk also advises not to take on board any hitchhikers and/or unauthorized passengers. During ADR-transport, hitchhikers and/or unauthorized passengers are forbidden.

Liquid Bulk also asks drivers to be careful when talking to third parties. Restrict talking and exchanging information with unknown third parties at all times. Information should be kept confidential, for commercial reasons, but also for safety and security reasons.

03 Attitude	02 Environmental care	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 23

TO: ALL DRIVERS

Liquid Bulk cares for the environment.

- Our operations team is committed to limiting the empty running of tank containers. In this way we contribute to reducing CO2 emission, and we help to solve the congestion problem
- We will also aim for the best intermodal solution
- The construction of Liquid Bulk tank containers is also focused on avoiding leaks and spillages
- The maintenance in our Liquid Bulk Maintenance Center also makes sure our tank containers are in optimal technical condition

Our drivers are also part of our environment policy.

- Check the good function of seals & valves daily. This way you make sure the container can be perfectly sealed during transport, giving no chance to loss of product or strong smell
- Limit your mileage to the basic necessities. Plan your road ahead, and choose the optimum routing in accordance with legislation & product
- Drive eco-friendly
- Use highways where possible, avoid small backroads
- Know the practical application of the ADR-regulation and put it into practice when carrying an ADR load
- Avoid residues after discharging. Check the tank container after discharging, keeping in mind the local safety rules. Check before leaving the factory premises. In case of a residue: inform Liquid Bulk immediately, and together we will aim to solve the situation. Do not drive away with a residue without informing anybody at Liquid Bulk
- When you are unable or not allowed to visually check the tank container, carefully compare the delivered amount of product with the weight noted on the documents
- Check your tank container before leaving a loading site. Make sure the tank container is fully closed, and there are no product spills left.

RECOMMENDATION:

Suggestions about improving working methods with Liquid Bulk are always welcome. Don't hesitate to inform your local planning contact and/or the qualitymanager at Liquid Bulk.

03 Attitude	03 Shared responsibilities	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 24

TO: ALL DRIVERS

Liquid Bulk aims for the highest possible quality. Drivers are an important part of this quality, as they are Liquid Bulk's visible ambassadors at loading points, delivery points, cleaning stations and terminals. Having a good working relationship between our Liquid Bulk team and drivers is extremely important. This close relationship leads to a number of shared responsibilities.

Liquid Bulk's responsibilities towards the driver:

- We will provide all necessary and correct information to allow the driver to perform a quality service the way Liquid Bulk expects him to do. This includes product information and detailed instructions.
- Do not hesitate to contact your planning contact if you need clarification or additional information.
- Technical support regarding tank containers, trucks, products and cleaning procedures is always available
- Reasonable requirements with regard to workload. Safety & quality is more important than speed and high amounts of work
- Fair pay to drivers and hauliers according to their performance
- It is our policy to give drivers full-time work as partners. Irregular chartering and sub-contracting will be minimized as much as possible
- General support: Liquid Bulk will help its drivers as much as possible in every aspect of the job, including taking into account private circumstances
- 24-hour availability. Between normal working hours, you can contact your direct Liquid Bulk office. Outside working hours and in weekend, you can reach someone via the operations department mobile numbers, or the emergency contacts

03 Attitude	03 Shared responsibilities	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 25

Driver responsibilities towards Liquid Bulk:

- The driver is 'fully equipped' according to legal and Liquid Bulk requirements (see notes on equipment).
- The driver makes sure he knows and follows all procedures as instructed by Liquid Bulk. In case of doubts, he contacts Liquid Bulk for further information.
- Keep your truck, tank container and additional equipment (hoses, pumps, ...) clean and technically fully operational. The driver always inspects his equipment and reports any damage and/or problem immediately to Liquid Bulk.
- Always inform Liquid Bulk in case of any kind of problem. Better one call to many than an unsolved problem.
- Follow the rules of any factory/location you enter, and follow any reasonable request from this site.
- The driver pays close attention to cleaning performances and inspects visually the cleaned tank container.
- Update your Liquid Bulk contact with information on technical procedures, load/delivery actions, restrictions, terminal info, and commercial info.
- Inform your Liquid Bulk contact immediately on any incident, and also on potential incidents, risky situations and near misses.

Together we can improve our performance daily. Exchanging information improves knowledge for everyone.

RECOMMENDATION:

*These driver notes are not fixed documents.
They will be continuously updated and improved by everyone involved with them.
Frequently ask for new editions, to keep your notes updated*

03 Attitude	04 Safe driving	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 26

TO: ALL DRIVERS

Driving on the road means paying attention all the time. You are piloting a heavy piece of equipment, with liquid cargo that is heavy, volatile and with the potential of having a big negative impact on the environment in case of spillage.

Serious road traffic accidents are a high risk element of what we do. Besides personal, the ramifications of such accidents cannot be underestimated. Financial loss (truck, trailer, container damage), product damage and commercial consequences are very significant.

We expect every driver to pay special attention on safe driving:

- Pay Attention, avoid distractions
- Don't Speed - adjust your speed
- Look down the road
- Always signal your intentions
- Drive predictably, drive responsibly
- Don't use your mobile phone whilst driving, unless hands-free
- Take care of your vehicle, tyres, ...
- Manage your speed correctly and wisely
- Pay specific attention at roundabouts and sharp turns: reduced speed is an absolute necessity here

Thanks for your efforts!

RECOMMENDATION:

Safety comes first. Speeding and rushing is not accepted or supported by Liquid bulk. We prefer a safe driving style, and we will plan accordingly to give you enough time to reach destinations without the necessity of dangerous driving

03 Attitude	05 Working at height	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 27

TO: ALL DRIVERS

All drivers who have to work at height need to take all necessary steps to prevent falling from tanks, trailers and units. The following need to be followed as a minimum:

1. Avoid working at height wherever possible.
2. Use only properly maintained steps and ladders when climbing up and down all types of equipment. Do not jump or walk backwards.
3. Take extra care when the weather is bad and surfaces are slippery. You must maintain your grip and stability at all times.
4. Report all damage to tanks, trailers and units which enable access to height so it can be immediately rectified to prevent accidents.
5. On top of tanks, always use handrails and fall arrest equipment (if supplied). If customers have drop down access gantries only use them if it is safe to do so.
6. Do not throw or tip anything down from the top of tanks if it is likely to injure yourself or anyone else.
7. Always check around the site you are on for hazards such as low gantries or protruding loading arms etc. Also make sure you are in a well-lit environment.
8. Do not climb onto anything that will not take your weight and is likely to break when climbed upon. Do not pull yourself up with anything that is not intended for the purpose.
9. Always wear your personal protective equipment suitable for the job you are doing and continually make sure it is in good condition.

RECOMMENDATION:

Keep the driver manual notes in the truck at all times, and consult them regularly. The notes are practical tools for new and trained drivers.

03 Attitude	06 Personal Code of Conduct	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 28

TO: ALL DRIVERS

While working for us, you are the visible Liquid Bulk representative. People recognize you as a Liquid Bulk driver. Your behavior and working methods represent our quality. As a driver, make sure you follow these rules of conduct:

1. Show respect to all customers, factory staff, officials, colleagues, and act professionally.
2. Be safe while driving: adapt your driving style to weather & road conditions. Don't take risks. Drive defensively. Remember the principles of Behaviour Based Safety.
3. Be on-time.
4. Keep your truck, trailer, equipment and clothing in excellent condition.
5. Read and verify your driver instructions in detail, and follow them correctly.
6. Questions, problems, incidents: contact Liquid Bulk immediately.
7. Don't drink and drive.
8. We have zero tolerance to alcohol, drugs, and medication that influences your driving skills.
9. No passengers are allowed, unless under specific instruction from Liquid Bulk (staff and/or driver training).
10. Respect all property, do not steal!
11. Switch off mobiles upon request.
12. Don't phone and drive, unless you have a hands-free kit.
13. No filming or taking pictures where it is not allowed.

As a driver, you are aware of:

- Traffic regulations
- Driving times & resting hours (for all countries you are operating in)
- Truck, Trailer and Tank container knowledge
- Drivers Manual
- Working instructions from customers
- ADR legislation & dangerous goods
- Use of Personal Protective Equipment

WE ARE LIQUID BULK

*We = you as a driver + me as
Liquid Bulk planner/contact
We make it work!*

03 Attitude	06 Personal Code of Conduct	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 29

Incidents, warnings and actions

Our aim is to avoid incidents, and to make sure working rules are followed correctly. However, if you do not follow rules, an incident will be registered and actions will be taken. Incidents will be handled in person, verbally or on paper, depending on the incident.

- Repeated unprofessional behavior, repeated incidents and/or serious incidents will lead to an official warning
- Disregarding an official warning will result in a second and final official warning
- When disregarding a final official warning, we reserve the right to remove a driver from our Liquid Bulk work, and take actions towards your boss/our trucking supplier
- Frequent evaluations are done, based on daily work input, as well as on regular driver audits. Based on these evaluations, corrective actions might be taken or additional instructions and training given

Immediate removal from Liquid Bulk work

A driver will be immediately removed from all Liquid Bulk work when the following incidents occur:

- Theft
- Fraud
- Discrimination
- Aggression & mistreatment
- Alcohol/Drug abuse

03 Attitude	07 Basic principles of food safety	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 30

TO: ALL DRIVERS

As a transport company, we are also part of the Food industry. We might not be producing, processing or selling food in different ways, and we often do not even come into contact with the food product. However, the general issues and key principles of food safety remain the same.

Food must be kept out of harm's way from human errors, so we must all be aware of what those errors can be. Paying attention, and assisting in a general sharp approach on Food Safety is something we are all responsible for.

The basic 3 principles of food safety are:

- Professional Personal Hygiene
- Time & Temperature control of Foods
- Cross Contamination Prevention

Professional Personal Hygiene

Your professional hygiene plays a part in food safety, and is your direct main focus point. Don't underestimate the risk of food becoming contaminated by physical or chemical hazards.

- Keep a general high standard of personal hygiene.
- Handwashing, fingernails, hair, uniforms, glove use, jewelry, ... are all parts of your personal hygiene standards. Keep it neat and tidy.
- Illness, cuts, burns, bandages are potential causes of food contamination as well.
- During loading or delivering product, avoid eating, drinking, smoking or spitting: these are high risk factors for food/product contamination, and are also not considered as professional during work.

Time & Temperature control of Foods

Temperature can influence bacterial growth in foods. Time can influence food quality. Both elements play a part in Food Safety. Make sure we follow the instructions of loading & delivering sites on product handling. In case of doubt, or when you notice something irregular, do not hesitate to inform the site responsible, or your daily Liquid Bulk contact.

Cross Contamination Prevention

This is avoiding previous/wrong products or substances coming into contact with your next (food) product. Correct cleaning, correct previous products, inspecting a clean tank are all actions that will help us to avoid cross contamination. A perfectly cleaned tank is a necessity, so make sure you check and double-check before loading.

RECOMMENDATION:

Personal hygiene is not only important for food safety. It plays a big part in creating a good public image. Professional work actions & attitude create professional reactions & help !!

03 Attitude	08 Being awake is being safe	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 31

TO: ALL DRIVERS

Being awake and alert on the job makes sure you perform your job correctly, keeps you healthy throughout the day and most importantly: it keeps you safe.

How does it feel when we're tired?

From full alert:

- You feel less alert on changes
- You talk less
- You miss things
- You can't remember details

To a tired situation:

- You find it hard to concentrate
- You find it hard to work things out
- You can't be bothered

You want to sleep To falling asleep = RISK

How can we avoid being tired?

BEFORE WORK

- Enough sleep, good sleep before going to work
- Minimize the use of legal drugs
- Avoid all illegal drugs
- Make sure you are in a fit condition

DURING WORK

- Avoid heavy meals during driving, keep it healthy and light
- During stopping times: take a real break, walk around, refresh yourself
- Avoid short term stimulating drinks
- Talk to your operator
- During driving: if necessary, make a short stop to refresh yourself

How do we help each other?

- Our Operations will pay attention on driving hours & work load when assigning work, taking into account fatigue
- All our staff will be alert when meeting drivers on condition, health and fatigue
- Talk and monitor your fellow driver

RECOMMENDATION:

Digitalize your documents: use your mobile phone to take pictures of all important documents and send them to your operator for quick control & follow up

04 Actions	01 Picking up	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 32

TO: ALL DRIVERS

When picking up a tank container, 3 parts are important:

- Safe and correct **behavior** on the pick-up location (mostly ship or rail terminal)
- Detailed **inspection** of the tank container
- **Verification** you are picking up the correct tank container

ATTENTION:

Immediately report any problem related to the above-mentioned inspection to Liquid Bulk. New damage must be noted and signed off by terminal staff on a damage report.

Make sure you know where (i.e. which terminal) to pick up the container and the full number (i.e. tank container number with control digit). If needed, you will receive a pick-up reference and/or dock pass from Liquid Bulk. If our Liquid Bulk instructions are unclear, request more info.

- On arrival at the terminal, report to the gatehouse. When using a terminal which is not known to the driver, the driver must ask for an explanation of the normal procedure of the terminal
- Make the terminal staff aware of the tank number you are collecting and then follow the dock/terminal procedures to get the tank lifted

CHECKS when picking up a loaded tank container

- Compare the contents of the papers in the document tube with your Liquid Bulk driver instructions. If these are not the same, inform Liquid Bulk before picking up the tank container.
- Inspect the tank container frame, handrails and cladding for damage
- Make sure all valves and manlids are thoroughly closed
- Check if there are any signs of spillage
- For ADR cargo: make sure the ADR labeling is correct and clearly visible
- IMPORTANT NOTE: do not break any customer and/or customs seals during this inspection
- Note down the temperature from the gauge, and report it to Liquid Bulk.
- In case of temperature sensitive products, also check the steam valve and steam coils for dirt

CHECKS when picking up an empty tank container

- If the unit is clean, make sure you have the most recent valid cleaning certificate. Usually you can find this in the document tube. If not, inform Liquid Bulk.
- A cleaned tank container must be inspected on its cleanliness, by checking the following items:
 - Seals, manlids and air valve
 - Tank shell for coloring, product residues, traces of scouring
 - Tank exterior, cladding
 - Spillage box
 - Discharge valves and drip-caps
- Verify that the tank container is 100% clean, dry and fragrance free
- Inspect the tank container frame and handrail

Only pick up the tank container if you are absolutely sure it is the correct tank container, and all previously explained inspections are carried out thoroughly and successfully.

Liquid Bulk tank containers have similar tank numbers. Check the six numbers + control digit in full, it must match perfectly. After all checks are completed, you can leave the terminal with the tank container.

04 Actions	02 Dropping off	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 33

TO: ALL DRIVERS

When dropping off a tank container, 3 parts are important:

- Safe and correct **behavior** on the drop-off location (mostly ship or rail terminal)
- Detailed **inspection** of the tank container
- **Verification** you are dropping the correct tank container at the correct drop-off terminal

Make sure you know where (i.e. which terminal) to drop off the container. If needed, you will receive a drop-off reference and/or dock pass from Liquid Bulk. If the instructions from Liquid Bulk are unclear, request more info.

- On arrival at the terminal, report to the gatehouse. When using a terminal which is new to you, ask for an explanation of the normal procedure of the terminal
- Make the terminal staff aware of the tank number you are dropping off and then follow the dock/terminal procedures to get the tank lifted
- A booking will have been made with the same terminal, to make sure you are able to drop off the unit. If the terminal is unaware of this, immediately contact Liquid Bulk
- Make sure the exact condition of the tank container is registered on the damage report. A copy of this damage report must be handed over to Liquid Bulk as soon as possible

When dropping off a loaded **tank container**:

- Make sure all documents are placed in the document tube. Do not hand over documents to the terminal staff. If the document tube is damaged, contact Liquid Bulk to decide together where the documents can be safely stored on the tank container.
- Check the condition of the tank container, and make sure all valves are properly closed
- Safety handrails should be in the downward position and locked
- Manlid covers must all be closed
- If labels are needed, verify once again they are all there, and correctly located.
- If no labels are needed, make sure all labels and label residues are properly removed

When dropping off an empty **tank container**:

- Make sure the tank container is perfectly clean before dropping off, unless otherwise requested (dedicated transports, dirty return, ...)
- Pay special attention to the completion of the cleaning: valves should not be dirty, dust must be removed, footsteps removed, ...
- When a unit is picked up for the next load, and a re-cleaning is needed, costs involved will be charged to the initial cleaning station and driver who both made mistakes.
- Make sure you place the cleaning certificate in the document tube.

When you are sure you are at the correct drop-off point, with the tank container in the correct condition, you can drop off the unit. In case of any problem or doubt against the above checks, immediately contact Liquid Bulk for further information and instructions.

Once you have dropped off the tank container, you will also receive new instructions from your regular Liquid Bulk OPS contact.

RECOMMENDATION:

Dropping off a cleaned unit is similar to picking up a cleaned unit. When picking up, you expect the unit to be handled properly by your previous colleague driver. Make sure you do the same for the next driver!

04 Actions	03 Loading	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 34

TO: ALL DRIVERS

When loading a tank container, there are 4 main attention points:

- Pre-checking the tank container
- Arrival and behavior at the point of collection
- Actual loading process
- Before leaving the collection point

PRE-CHECKING THE TANK CONTAINER

Before presenting yourself at the loading place instructed by Liquid Bulk, you must carry out a pre-check. This way, you are sure your container is perfectly clean, dry and odor free. In addition to this, also make sure you have all necessary documents, including a valid cleaning certificate. Also verify the working equipment and the external condition of the tank container.

Detailed check of following items:

- Check the tank container for old labels and seals. If there are any, they must be removed.
- Make sure the bottom (foot) valve is working
- Check if the butterfly valve is working and make sure the drip-cap is attached
- Check the steam in- and outlet and make sure the protective cover is attached
- Check if the temperature gauge is readable
- Check if there are any old non-related documents in the document tube
- If so, remove them and transmit them as quickly as possible to Liquid Bulk
- Make sure the air valve is closed and the pressure gauge is readable
- Check the condition of the manlids, swing bolts and manlid seals
- Inspect the inside of the tank container and make sure no residues or odors from a previous product are present in the tank container
- Make sure the calibration chart is attached

Don't forget to check the loading instructions, and make sure the tank container has the correct capacity to load the requested quantity.

ARRIVAL AT THE POINT OF COLLECTION

Make sure you arrive at the loading site half an hour before the exact loading hour. You will have received a full set of instructions from Liquid Bulk. If you have questions, contact Liquid Bulk immediately. Also make sure you have a completed CMR with you.

RECOMMENDATION:
You are a Liquid Bulk ambassador at the loading site. Be polite, attentive and helpful to the local staff.

04 Actions	03 Loading	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 35

- On arrival at the loading site, go to the entrance, where you will receive site instructions
- Verify your Liquid Bulk instructions together with the local factory responsible, so no mistakes can occur about the loading, quantity, weight, temperature, ...
- Follow the instructions received and follow all plant procedures and rules, especially those concerning safety.
- Have your safety suit ready
- If the product is ADR, respect and practice the ADR safety rules

- In most cases, the combination of tank container and truck will be weighed, to be able to determine the exact loaded quantity. The local site responsible will guide you to the weigh bridge, and give you instructions where to load
- At the loading point, make sure the tank container is parked in the correct place with the handbrake on. If needed, wheel blocks can be placed as well.

When loading can't be carried out at the agreed hour and delays will occur, inform Liquid Bulk immediately.

Before loading, it is the end responsibility of the loading place to check the container for damage, cleanliness and suitability to load.

If a tank container is rejected for whatever reason, contact Liquid Bulk immediately. Then wait for further instructions from Liquid Bulk. Never leave the collection site without permission of Liquid Bulk.

LOADING A TANK CONTAINER

The driver is not allowed to operate the loading facilities of the loading factory unless by prior agreement. He can never operate these facilities under his own initiative. The loading factory has the responsibility to operate its own installations properly and safely, whilst the driver has the responsibility to operate the tank container properly. Both parties should and must supervise each other's activities in order to perform a coordinated and fluent loading operation.

The driver makes sure he complies with all on-site safety rules at all times. Aside from normal on-site safety rules, specific attention is given to the following items:

- Mobile phones always switched off inside the factory
- When working upon or around the tank container, always wear a safety helmet
- Don't forget to use the earthing point

No driver should start or continue any loading operation without the presence of a loading factory operative. If the driver is being asked to operate any loading facilities, he should refer and contact Liquid Bulk immediately to allow discussions to take place over the proper response to the request.

The driver stays close to his tank container during the loading process, unless plant regulations prohibit this.

BEFORE LEAVING THE COLLECTION POINT

After the loading is completed, follow the instructions of the loading operator. Make sure the combination (truck, chassis + loaded container) is weighed, in order to determine the correct loaded weight. If there is overweight, or if not enough product is loaded, Liquid Bulk must be informed immediately, and before leaving the loading site.

You have to make sure you receive all necessary documentation related to the transport order. Specific documentation requests will be marked on your Liquid Bulk driver instructions, but a handy check-list for possible documentation is below:

- Signed CMR
- Certificate of analysis
- Weight ticket
- Dangerous goods Note (DGN) (if ADR)
- Customer invoice accompanying the movement
- Delivery note
- Consignment note
- Loading plan (for more compartments)
- Customs documents (T-document, EUR-document, duty-document)

RECOMMENDATION:

For heat sensitive products, make sure you check the temperature gauge after loading, and report both the storage tank temperature reading as well as the gauge temperature reading. These can be different, so MUST both be reported.

Further actions before leaving the loading site are:

- Place all documents in the tube on the tank container. If this is not possible due to damage of this tube, report this to Liquid Bulk who will decide where the documents can be safely placed.
- Make sure the correct labels are put on the tank container. If the product is ADR, the driver makes sure that the ADR labeling conforms to ADR regulations, i.e. kemlars on two sides and ADR diamonds on the four sides.
- Thoroughly check the pressure relief valves and the tightness of manlids and air valve. Make sure the bottom valves are properly closed and verify there is no sign of spillage or leakage

If the container is dirty on the outside due to spillage at the loading site, or if the tank container is damaged during the loading, inform Liquid Bulk before leaving the premises and make sure this is noted on your CMR, and signed afterwards.

Informing Liquid Bulk immediately after loading is obliged (**LOAD CHECK**). This information has to come from the load documents and must not be read from the loading instructions!!

- Liquid Bulk tank container number and ZA-loading reference
- Loading site and Principal (if different from the loading site)
- Product : both chemical and commercial name, and classification if it is dangerous goods
- Loaded weight and loading temperature
- Order numbers on the load documents
- Unloading site and consignee, and required discharge date
- List of all documents given to the driver after loading
- Loading times and expected arrival on the terminal

After this phone call you can leave the premises.

04 Actions	04 Discharging	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 37

TO: ALL DRIVERS

When discharging a tank container, there are 4 main attention points:

1. Pre-checking the container before discharging
2. Arrival and behavior at the point of delivery
3. Actual discharging process
4. Before leaving the delivery point

1. PRE-CHECKING THE TANK CONTAINER

Before presenting yourself at the delivery site instructed by Liquid Bulk, you must carry out a pre-check.

- Make sure you are in possession of the correct and original documents
- Check if these documents correspond with the Liquid Bulk instructions
- Make also sure you have received the correct and complete instructions from Liquid Bulk
- Check the tank container is externally clean, and the working equipment of the tank container is in good working order.

If during any of these checks, a problem is found, inform Liquid Bulk immediately.

IMPORTANT:

ONLY the original loading documents confirm the actual contents of the tank container, NOT the instructions from Liquid Bulk. If the original loading documents are not present in the document tube, the driver can't leave the terminal, but must wait until he is advised by Liquid Bulk how to obtain a copy of the original documents.

Detailed check of the tank container:

- Check the labels on the tank container. Make sure that the correct labels are attached to the correct places. If this is not the case, attach them and inform Liquid Bulk.
- Check the tightness of the bottom valve and the drip cap.
- Check the steam in- and outlet and make sure that the protective cover is attached.
- If the temperature gauge is readable and make sure that the product is warm enough (heat sensitive loads). If this is not the case, inform Liquid Bulk. Normally, instructions will be given to steam the tank container.
- Make sure that the air valve is closed and that the pressure gauge is readable.
- Check the safety valves. If there is any spillage or leakage, inform Liquid Bulk immediately.
- Check the condition of the man lids and the swing-bolts but do not open the container.

RECOMMENDATION:
You are a Liquid Bulk ambassador at the delivery site. Be polite, attentive and helpful to the local staff.

04 Actions	04 Discharging	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 38

2. ARRIVAL AT THE POINT OF DELIVERY

Make sure you arrive at the delivery site half an hour before the exact discharging hour. You will have received a full set of instructions from Liquid Bulk. If you have questions, contact Liquid Bulk immediately. Also make sure you have all the correct and necessary documents with you (certificate of analysis, CMR, weight note, ...).

- On arrival, go to the factory entry to show the gate keeper all necessary information (order number, product, and weight) and ask for further instructions.
- Follow these instructions and respect all plant procedures and instructions, especially those concerning safety. Make sure you have your safety suit ready. If the product is ADR, respect and practice the ADR safety rules.
- Make sure the discharge authorization is correct and completely filled in and signed before the discharge is started. This document is the last and best check to avoid discharging in a wrong silo. If this document is not present, do not start discharging. Ask for a copy from Liquid Bulk.
- Present the discharge authorization to the delivery point operator responsible to allow the person to read, check procedure and the confirmation, and to sign this document both before and after discharge
- Before discharging make sure your combination is weighed correctly as to be able to verify the discharged weight afterwards.

IMPORTANT

Discharging a product in a wrong silo can have catastrophic implications.

- The product discharged and the product already in the silo will be damaged
- In some cases, this damaged product will be used directly into production this can lead to a complete production shutdown on the site
- In extreme but realistic cases, a chemical reaction in the silo can lead to an explosion, and/or fire, causing major structural damage and possible fatalities

It is therefore **imperative** that **the contents of the presented container are verified** without any doubt **by the delivery place**, to make sure no mistakes can be made.

- If a tank container or a load is rejected by a plant, or if a delivery cannot take place at the agreed time, contact Liquid Bulk immediately. Do not leave the plant without phoning Liquid Bulk.

04 Actions	04 Discharging	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 39

3. DISCHARGING A TANK CONTAINER

When the person responsible has instructed where to discharge, the driver makes sure that the vehicle and tank container is parked in the correct place and that the hand-brake is on. Don't forget to use the earthing point. The discharging responsible must show the exact discharge connection. Under no circumstances the driver can start discharging without supervision of the discharging plant.

- While discharging, the driver stays close to the tank container, unless site regulations prohibit this.
- If there is any problem during discharging, contact Liquid Bulk immediately

No driver should start or continue any discharging operation without the presence of a delivery factory operative. If the driver is asked to operate any discharging facilities, he should refer and contact Liquid Bulk immediately to allow discussions to take place over the proper response to the request.

4. BEFORE LEAVING THE DELIVERY POINT

After the delivery is completed, follow the instructions of the discharge operator.

- Make sure the CMR and the second part of the discharge authorization are correctly filled in and signed
- Make sure the pressure is relieved from the tank container. In some cases (e.g. latex deliveries) the pressure will only be relieved once arrived at the cleaning bay.
- Check if there is any residue left in the container. If this is the case, report to Liquid Bulk and ask for further instructions before leaving the unloading site. Also make sure the unloading responsible is aware of this residue.
- If a multi compartment tank container has been discharged, make sure all compartments are completely discharged
- Make sure the tank container is clean on the outside (=avoid spillage) caused during loading or discharging. If the tank container is dirty on the outside, due to leaking during discharge, or if the tank container was damaged during discharging, the driver informs Liquid Bulk and notes this information on the CMR
- Leaks during discharging are ALWAYS cleaned up at the delivery place.

Always call Liquid Bulk before leaving the premises. You will receive clear instructions about where to clean and where to load after the cleaning. Also inform Liquid Bulk about the condition of the tank container (general state, damage), the time spent at the delivery site and additional (technical or commercial) information. This conversation is known as DELIVERY CHECK. After this phone call, you can leave the premises.

TO: ALL DRIVERS

After most deliveries the tank container is cleaned at certified cleaning bay as specified by Liquid Bulk. But sometimes, the tank container is not cleaned between two or more transports. This is the case when:

- The container is used on 'dedicated' transport (one single flow without cleaning in between)
- Two or more consecutive loads of the same product where, in agreement with the customer, no cleaning is needed and requested
- The tank container is dropped without cleaning on a terminal

When a tank container is cleaned, it is of the **highest importance that every cleaning is done with the greatest care**. Even though the driver is not performing the cleaning himself, he has an important role to fulfill in this process: he **must follow the cleaning process and check the result** to be sure that the container is perfectly cleaned. Time spent at the cleaning bay is not a coffee break!

When cleaning a tank container, there are 4 main attention points:

1. Arrival and behavior at cleaning station
2. Actual cleaning process
3. Checking the completed cleaning procedure
4. Before leaving the cleaning station

1. ARRIVAL AT THE CLEANING BAY

- Report to the cleaning bay advised by Liquid Bulk. Once on site, follow the site rules (speed limits, safety procedures etc.) of the cleaning bay. In case of operational problems, such as a breakdown of the cleaning bay or long waiting times, inform Liquid Bulk immediately.
- Check in and give the correct product information, as noted on the Liquid Bulk driver instructions. In cases where the cleaning bay does not have the necessary product cleaning information, you must contact Liquid Bulk.
- When a tank container is discharged by compressor, this pressure should have been released safely at the discharge point.
- Liquid Bulk does not permit any residue after discharging. Inspection of the tank container after discharging and before driving to the cleaning bay is an absolute necessity. All residues must be reported during the delivery check, whilst still at the delivery point. In a case where a residue is noticed prior to cleaning, you must contact Liquid Bulk immediately. You will in most cases be redirected back to the delivery point.
- Neither the driver nor cleaning bay are authorized to decide to clean any residue away.

ATTENTION:

Badly cleaned containers lead to serious damage: loss of time (re-cleaning, ...), financial loss (extra mileage, double cleaning costs), equipment damage, commercial implications, quality risks, ...

2. CLEANING OF A TANK CONTAINER

How to clean a product is determined by cleaning procedures. Depending on the type of product and its properties (solubility, odor, toxicity etc.) this can be a simple procedure or a more complex one.

- The most common cleaning procedure is a 'hot water + detergent cleaning' (cleaning of oils, fatty acids etc.).
- Sometimes the cleaning of viscous products will be preceded by internal steaming, or using paraffin (i.e. heavy oil additives).
- Products which are not water soluble and which are susceptible to 'drying out' (such as certain types of resins) are cleaned using solvents prior to or during the cleaning process. At some discharge points solvent is put in the tank container after discharge, to prevent the remaining product from drying out and sticking to the tank shell.
- Some products need to be cleaned with cold water (i.e. latexes, most polyether polyols,...) to ensure that the product does not stick to the tank shell. Other products need a cold prewash to reduce the odor (i.e. amines...)

On your instructions, you will receive a cleaning procedure proposed by Liquid Bulk. Liquid Bulk does not directly influence how the product must be cleaned, but indicates how we believe the product should be cleaned based upon our experiences. Every cleaning bay will have its own working methods, but **the most critical issue is the result – A PERFECTLY CLEANED TANK.**

- Together with the tank all hoses, couplings, pumps and other equipment must be cleaned thoroughly (for every type of pump, a specific procedure will be applied).
- Besides the interior of the tank container, all other parts of the container need to be cleaned as well : spill-boxes, air valves, manlids, foot valve and butterfly valve, ladder and walkways.
- All labels must be removed and the label holders must be cleaned. Most of these can be done using a high pressure gun which is always available at the cleaning bay.
- The driver must stay with the tank container and monitor the cleaning procedure. He may assist where permitted.
- If, after the standard cleaning procedure of the specific product, extra work and costs are required (manual labour, extra products, man-in-tank etc.) Liquid Bulk must be advised prior to these being carried out. The driver should monitor the time spent as in most cases these extra costs will relate directly to the time taken.
- Never let a cleaning operator scrape or polish the tank shell using abrasive materials. Brushing, using a soft brush, is allowed and is in some cases necessary to achieve the desired result. The driver needs to ensure that no damage was caused to the tank shell.

RECOMMENDATION:

Entering the tank container is only allowed wearing overshoes. Not using these overshoes will lead to permanent footprints. On a wet tank shell, these footprints will not catch the eye, but once dried out they will be very noticeable, and close to impossible to remove.

04 Actions	05 Cleaning	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 42

The cleaning process should always be completed with a final rinse using clean water, ensuring that all remaining residues, including any detergent used, are removed. Achieving a decent slope with the trailer during cleaning will help to improve this process. Poor quality or polluted cleaning water will result in stripes on the bottom of the tank container, and must therefore be avoided.

When loading sticky products (latexes, resins) the customer or loading place might require a cold and wet tank. In these cases, the cleaning will be finished with a cold rinse to cool down and the tank will not be blown dry.

Drying of a tank container must be done at the cleaning bay, using hot air or cold pressurized air. Good weather conditions and a hot tank container will result in the tank shell drying out without the need for blow drying.

3. CHECKING THE COMPLETED CLEANING PROCEDURE

When the cleaning is finished, the driver must inspect the tank carefully, both internally and externally:

- Visual inspection of the interior: using the available light source, the driver checks the interior of the cleaned tank. When no light is available, the driver should use his own torch.
- In cases where there are multiple compartments, the driver checks all compartments.
- The tank shell must be even (no stripes or spots).
- Drivers must check the extremities of the tank both at the bottom and the top. Spinners can be positioned incorrectly, resulting in some parts of the tank hardly being cleaned at all.
- The tank shell around the manlid can be checked with the hand. This way the driver can ensure that the tank shell is completely free of any residual product.
- If the tank container is too hot to check, he should allow the tank to cool down before inspecting.
- Inspection of the manlids, spill-boxes, discharge valves and drip-cap, hoses, dipstick, seals and couplings: all these must be perfectly cleaned and free from product.
- External inspection of label holders: all labels must be removed after cleaning and no residues of adhesives can remain where labels were positioned.

The container must be dry, odor-free and perfectly clean (unless instructions are different as a result of the next order). If this is not the case, the driver reports this to the cleaning bay to make sure it is corrected.

If there is a problem after cleaning a certain product, contact Liquid Bulk. Give exact information on how the cleaning was carried out (this is the reason that drivers must monitor what the cleaning bays are doing) and describe the problem to the Liquid Bulk operator. Liquid Bulk will then make contact with the cleaning bay to determine what action needs to be taken. The driver should then also monitor these additional procedures.

04 Actions	05 Cleaning	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 43

When the tank is perfectly cleaned, you must also check the cleaning certificate. The following information must be correctly noted on the cleaning certificate:

- date
- tank number
- vehicle registration number
- cleaned product
- cleaning times
- additional information (products used, extra labour etc.)

In signing the certificate the driver confirms he agrees with the services mentioned on the ticket. The driver's signature does not mean he confirms the tank is clean. He only confirms the tank was cleaned in accordance with the prescribed procedure, the tank has been checked to the best of his ability and the tank appears clean.

4. BEFORE LEAVING THE CLEANING STATION

When the cleaning is finished, inform Liquid Bulk the container is clean, dry and odor-free. Before leaving the cleaning bay make sure that:

- Manlids are placed in the ventilation position (manlids cracked and storm covers closed in the opposite direction). Ensure that no dust or other contaminant can drop into the tank. The lids should be closed completely when the tank is dropped on a ferry quay or rail terminal.
- The safety handrails are down
- All hoses and couplings are stored and capped.
- In some cases, the tank is sealed hermetically (sterile loads) but the necessary precautions must be taken to avoid condensation and implosion (only close up when completely dry and cooled down).
- Before lifting off a cleaned tank container to ship or rail, all valves and manlids must be closed completely, after being allowed to cool down, to avoid condensation later on.

5. FINALLY, AND IMPORTANT

The end result is what matters: the tank must be perfectly clean when leaving the cleaning station. Being friendly and helpful will invariably result in an improved performance. Good service cannot be forced, but can easily be earned.

At the same time, we are the 'Customer' when using the services of a cleaning bay. We deserve and expect a decent level of service and we pay for it. If you are not satisfied, inform Liquid Bulk and we will take the necessary steps to achieve the desired result. Do not argue, this is unlikely to solve the problem.

04 Actions	06 Heating	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 44

TO: ALL DRIVERS

Heating a tank container is a specific action that requires special attention. We build our tank containers with a lot of insulation and various extra protected areas:

- to avoid having to heat tank containers
- in case heating is necessary, to be able to do it in a safe, correct and economical way

Incorrect heating can create extra costs, and the risk of damaging the product is high. Never heat a tank container without a clear written instruction from your Liquid Bulk operator.

TEMPERATURE INDICATION

A digital gauge is part of the standard equipment of a liquid tank container. The probe of this gauge is located at the outside of the stainless steel tank.

It is not illogical that the gauge shows a figure lower than the real temperature of the product in the center of the tank. It is even not unusual that some solid product around the probe is blocking the functioning of the gauge. Do not forget: the loaded product is not a homogeneous mass and will cool down first at the outside.

BEFORE

- Before putting a tank on steam, make sure the temperature is dipped. It takes more than 5 minutes to dip a tank properly! (IMPORTANT: Do not break seals to achieve a dip- temperature – if the tank is sealed contact Liquid Bulk and report this before starting the heating process).
- Do not simply accept the temperature operators tell you : check it yourself !

WHEN HEATING

- Check if there is no loss of steam at the inlet of the steam coils
- Check the pressure of the steam boiler (pressure gauge)
- Check the working of the steam trap :
- At the end of the steam pipe, a steam trap is fixed allowing the pressure in the steam coils to build, and draining the condensed water during the heating.
- Steam coming out permanently : steam trap not working
- No steam/no condensed water coming out : low pressure of the boiler
- Water coming out permanently : low temperature of the boiler

Check temperature at regular times. Depending on outside temperature, product, quantity, ... steaming will go faster or slower. Checking in between will allow you to evaluate the process making it possible to estimate the total time needed.

Some products tend to get solid. When moving these products, make sure you check if the bottom valve is free before you leave the heating station. Do not leave any product between the bottom valve and the butterfly valve as this will get solid and block the valves again.
Finally, register and report steaming hours a.s.a.p.

RECOMMENDATION:
Do not leave any product between the bottom valve and the butterfly valve as this will get solid and block the valves again.

04 Actions	07 Sealing	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 45

TO: ALL DRIVERS

These days, more often than not, tank containers are sealed after loading. There is a reason for this. The use and control of seals are part of the Quality systems used by our Customers to ensure the load remains intact during transport.

A broken seal or a seal not mentioned on the loading documents makes the content of the tank container doubtful and might result in a rejection of the goods.

After Loading

- Seal numbers must be noted on official documentation from the loading point
- Check if the seal numbers on the loading documents are identical to the seal numbers on the tank container.
- During the load check, communicate the correct seal numbers to the Liquid Bulk Operator.

When picking up a sealed tank container

- Check if all seals are intact
- Check if the seal numbers on the tank container are identical with the seal numbers on the documents

ANY ABNORMALITY MUST BE COMMUNICATED IMMEDIATELY TO LIQUID BULK!!!
DO NOT REMOVE ANY SEALS. THIS MUST BE DONE BY STAFF OF THE DISCHARGE PLACE!!!

RECOMMENDATION:

Sealing requires extra attention and some extra administration. But this small effort at the start helps avoid bigger problems at the end of the transport!

05 Documents	01 Driver instructions	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 46

TO: ALL DRIVERS

Driver instructions are given to each Liquid Bulk driver, for each separate task he has to perform. These instructions define his task. They can be handed over personally at one of the Liquid Bulk offices, send directly by mail, handed over via the driver's central dispatching, or in specific cases they can be send at Liquid Bulk verified locations (cleaning stations, rail/ship terminals). Do not start any journey without this set of instructions. When in doubt, or when receiving unclear instructions, contact Liquid Bulk immediately.

DISCHARGING

For every delivery, the driver receives instructions (two pages) mentioning following items:

- Name driver + haulier
- Previous job of the driver
- Previous transport action of the container (where to pick up the container)
- Tank container number
- Tank container type + total capacity
- Delivery date, hour and address
- Product : Chemical and trade name / Loaded weight / Density, flash point, color, viscosity,... / ADR class (if applicable) / Temperature sensitiveness
- Customer name
- Proposed cleaning procedure
- Origin of the load (loading place, time and date)
- Special customer requirements or Liquid Bulk instructions
- Liquid Bulk internal order number (ZA ref)
- Customer order number
- Telephone numbers
- Import agent (if necessary)
- One separate document, called 'discharge authorization', for use at the delivery site

LOADING

The driver receives instructions (2 pages) for each container he needs to load. The following items are included on these documents:

- Name driver + haulier
- Tank container number
- Tank container type + total capacity
- Collection date, hour and address
- Product : Chemical and trade name / Required weight / Density, flashpoint, color, viscosity, ... / ADR class (if applicable) /Temperature sensitiveness
- Customer
- Destination of the load
- Special customer requirements or Liquid Bulk instructions
- Liquid Bulk internal order number (ZA ref)
- Customer order number
- Previous job of the driver
- Previous transport action of the tank container
- Proposed cleaning procedure of the product
- Telephone numbers
- Export agent (if necessary)

RECOMMENDATION:

A full set of written instructions is an absolute necessity. Verbal information can be helpful, but verbal information can never replace actual instructions. Always ask for written confirmation of your work instructions.

TO: ALL DRIVERS

The discharge authorization is the document used when discharging a tank container at a delivery site. The document is a specific part of the Liquid Bulk driver instructions and must be used during each delivery. Make sure the discharge authorization is correctly and completely filled in and signed before the actual discharging is started.

On the discharge authorization, the following information must be filled in:

- Customer order number
- Liquid Bulk internal reference
- Product : trade and chemical name
- Loaded weight
- Delivery point representative
- Liquid Bulk container number
- Truck and trailer registration plate
- Driver name
- Date and time of presentation
- Delivery point

The driver presents the discharge authorization to the person responsible at the delivery point to read, check and to confirm it by signing the document. The target of the document is to make sure the product is identified correctly before the start off the delivery.

Tipping bulk loads into a wrong storage tank can result in catastrophic consequences:

- The delivered product and the product already present in the storage tank will be contaminated.
- In some cases, the damaged product will go directly into production causing major problems or even stopping production for a number of days.
- In extreme cases which already occurred, a chemical reaction in the storage tank will lead to explosion or fire, destroying the whole factory and taking human life

RECOMMENDATION:

Keep the driver manual notes in the truck at all times, and consult them regularly. The notes are practical tools for new and trained drivers.

TO: ALL DRIVERS

The load check report is an internal Liquid Bulk check, which is used to collate all the information from the driver immediately after the tank container has been loaded. The load check can be a direct phone call between driver and Liquid Bulk operator, between driver dispatcher and Liquid Bulk operator, a direct digital copy of all loading documents, or a combination of these options.

The load check is done to identify the product correctly before sending it onwards, and to make sure all details of the load process can be registered correctly.

It is the task of the driver to inform Liquid Bulk of the following:

- Liquid Bulk container number
- Loading site
- Customer if different from the loading site
- Product: both chemical and commercial name, and classifications if it is dangerous goods. It is important that the driver gives the product name from the LOAD paperwork, not from the Liquid Bulk loading instruction
- Loaded weight
- Gross weight
- Order number on the loading paperwork
- Loading temperature
- Unloading site and consignee, if different give both
- Required discharge date
- List of all documents received by the driver after loading
- All information which is important for the further transport or handling of the product
- Condition of the tank container
- Time of arrival and time of departure from the loading site

RECOMMENDATION:

Documentation is an important part of your job. Pay close attention to this. If you do not receive clear or complete instructions from Liquid Bulk, contact us immediately.

05 Documents	04 Other documents	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 50

TO: ALL DRIVERS

During the different transport steps, other documents can be handed to the driver by the loading site, rail/ship terminal, cleaning station, ... The driver will put these documents in the document tube, unless instructed otherwise, making sure these documents accompany the goods carried.

If it is not possible to use the document tube (e.g. damage), the driver informs Liquid Bulk as soon as possible to discuss a secure location for the paperwork to be placed into.

LOADING SITE

The loading site can hand over any of the following documents:

- Customer invoice or purchase invoice
- Delivery note
- CMR
- Loading plan
- TIR carnet
- T-document
- EUR-document
- Duty document (AAD Document)
- Certificate of analysis
- Weight ticket
- Dangerous goods shipping note (DGN)
- Technical product information (MSDS)

CMR

When a CMR is provided by Liquid Bulk or someone else, the driver will verify the information and report any discrepancies prior to departure. The CMR will accompany the goods, together with the other consignment documentation and the driver will obtain a signature from a responsible staff member at the delivery point to ensure the delivery has been fully performed. If there is no CMR with the documents the driver must fill in a correct CMR himself based on the facts mentioned on the other available documents. All CMRs are returned to Liquid Bulk as soon as possible, after completion.

CLEANING CERTIFICATE

A cleaning certificate must always accompany a clean tank container, not the driver. Therefore the driver puts the cleaning certificate into the document tube of the container. If this is not possible (e.g. damage of the document tube) he keeps the cleaning certificate with him and places it in a secure place when he drops the container off. He should inform Liquid Bulk about this action.

05 Documents	04 Other documents	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 51

DAMAGE AND INCIDENT REPORTS

- When an incident occurs, or when there is damage to the tank container, the driver has to report this to Liquid Bulk; and he either makes a damage report himself, or obtains a damage report from the responsible party.
- The driver systematically checks EVERY container as soon as he has picked it up, and immediately reports all damage to Liquid Bulk.
- When dropping the container, the driver always insists on a damage report, confirming the exact condition of the container.

RECOMMENDATION:

Huktra uses automatic barcode scanning for documents. Huktra instructions will always carry a bar-code. If this is not the case, inform Huktra immediately. The barcode scanning makes the information flow easier for all parties involved

TO: ALL DRIVERS

The use of the European Cleaning Certificate – ECD has become more common practice:

- Most cleaning bays are using this document
- More and more loading places request tank containers being presented with the ECD
- Discharge places frequently ask a copy of the cleaning certificate

IMPORTANT

The ECD is a unique document. A copy or fax of a 'lost' or 'forgotten' certificate has no value: only the original counts.

The ECD is issued in 4 copies.

- White (original): for the next loading place
- Yellow: for the driver
- Blue: for the cleaning bay
- Green: for invoicing

After cleaning out, the driver needs to receive 2 copies: white (original) and yellow.

When the driver loads the tank container after cleaning out, he needs to use the original (white) certificate at the loading place. The yellow copy is stored in the document-tube together with the loading documents. A driver not loading after cleaning out, stores both white and yellow copy in the document-tube.

A driver who 'forgets' to put the correct document(s) in the document tube will create unnecessary communications, loss of time and extra costs.

EFTCO®		European Cleaning Document®	
www.eftco.org		unique numbering	
2 Customer reference number*		3 Serial number	
4 Customer		5 Identification numbers Vehicle Tank, Container	
6 Nature of product*		7 Next Load*	
8 Previous load Comp: UN No: Name		9 Cleaning Procedures EFTCO Code / Description*	
10 Additional Services			
11 Comments			
12 Name cleaner*		13 Time in* Time Out	
The cleaning station and the driver confirms that the above service(s) to clean the tank have been carried out (see EFTCO definition of 'clean').			
14 Cleaning Station Name Signature		15 Driver* Name Signature	

RECOMMENDATION:

Make sure tank container numbers are complete and correct on the ECD. Do not forget to mention the number of compartments!!

06 Incident	01 General	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 53

TO: ALL DRIVERS

All drivers know the Liquid Bulk safety and quality policy and the relevant legislation. They also follow these policies. In the event of an emergency or major accident involving personal injury and or a Major spillage, the following should happen:

- Follow Emergency procedures on Transport Emergency Card
- Contact the Emergency services - **Telephone 112**
- Contact Liquid Bulk Operations – either using normal Liquid Bulk contacts, or use our 24/24 emergency number **+32/50559696**

Should an incident happen on a customer’s site, terminal or cleaning bay, the driver should initially follow the emergency procedures of the site, and then contact Liquid Bulk Operations when safe to do so.

FIRST AID

A driver always has a first aid kit available in his vehicle. Be ready to use it whenever necessary. Here are some additional pointers to help you help yourself & others:

Eye wash

If a person’s eye is badly splashed with corrosive product, it is necessary to act very quickly as the sight of the person has to be saved. The affected eye must be held open to get eyewash or clean water in it. The patient will resist this, as his instinct will be to try to shut the eye. If needed, use force to hold him down and get the eye open. Wash the eye for at least 10 minutes and get medical attention, even if everything seems all right.

Skin Wash

If a person is splashed with a product, the driver first protects himself from contamination. Then he removes any contaminated clothing from the patient. If necessary it must be cut away. Flood the patient with water to dilute and wash off the product. Seek medical attention as soon as possible.

Artificial Respiration

When a person has been affected by gas or vapor, first get him away from the area, lie him down and keep him warm. If there is any tight clothing, loosen it and remove the clothing if contaminated.

If the person has stopped breathing, apply artificial respiration. Mouth-to-mouth is the best way, provided that the face is not badly injured or that the gas vapor is not highly toxic. Always get medical attention as soon as possible.

RECOMMENDATION:
Prevention helps avoiding accidents and incidents. Do not hesitate to inform us on potential dangerous work environments, near-misses, 3rd party incidents.

06 Incident	01 General	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 54

Severe Bleeding

Heavy bleeding must be stopped immediately or death will result. The following actions must be taken:

- Apply pressure to the wound to stop the blood flow, using thumb initially.
- Lie the person down and keep him calm. A slower heartbeat means less blood flow.
- Raise the injured limb to slow the blood flow down by making it run uphill.
- Make a pad and a bandage and place it over the wound.
- Quickly seek medical help.

Accidental swallowing

When a product is accidentally swallowed, medical advice must be sought immediately. If the patient is conscious, establish what has happened. If there are no signs of burns to the lips or mouth from corrosive acids or alkyls, make the patient vomit repeatedly. If there are signs of burning, do not induce vomiting, but dilute the poison by giving large quantities of water.

Safety at the roadside

Warn other traffic about an accident by using red triangles, hazard warning lights or torches, depending on the circumstances. Switch off the engines of all involved vehicles and impose a 'no smoking' ban. Make sure the emergency services are alerted. Casualties remaining in the vehicles should not be moved, unless danger or further damage threatens them.

- Never give an injured person something to drink or to smoke
- If a casualty has stopped breathing, first remove any obvious obstruction in the mouth, then tilt the head back and lift the chin up, but be gentle as there may be a neck injury
- If the breathing does not start and there is no color improvement, then start the artificial respiration (= breath twice into the casualty's mouth while holding the nose closed – repeat this every four seconds).

ON THE RAIL/SHIP TERMINAL

To avoid accidents and incidents, the driver follows the dropping-off and picking-up procedures of containers, including all safety rules. For any accident or incident that does occur at the terminal, the driver must follow the terminal procedures. He informs Liquid Bulk as soon as possible about the occurrence, i.e. before leaving the terminal.

RECOMMENDATION:

All accidents and incidents (damage, spillage, residue, contamination, road accidents, ...) must be reported as soon as possible to Liquid Bulk

06 Incident	01 General	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 55

ON THE ROAD

A driver makes sure his vehicle is always road worthy. Therefore he inspects his vehicle before and after each shift. In all emergency situations, the driver's first concern is to save life and prevent injury.

If an accident occurs and product is spilled or if the load is likely to be in danger, the driver immediately takes action and contacts the emergency services and alerts Liquid Bulk. If the driver needs to stay at the scene of the accident, he gets someone else to contact the emergency services and Liquid Bulk.

At the same time, the driver's immediate concern is for the public nearby. Depending on the circumstances, he may have to take certain urgent actions:

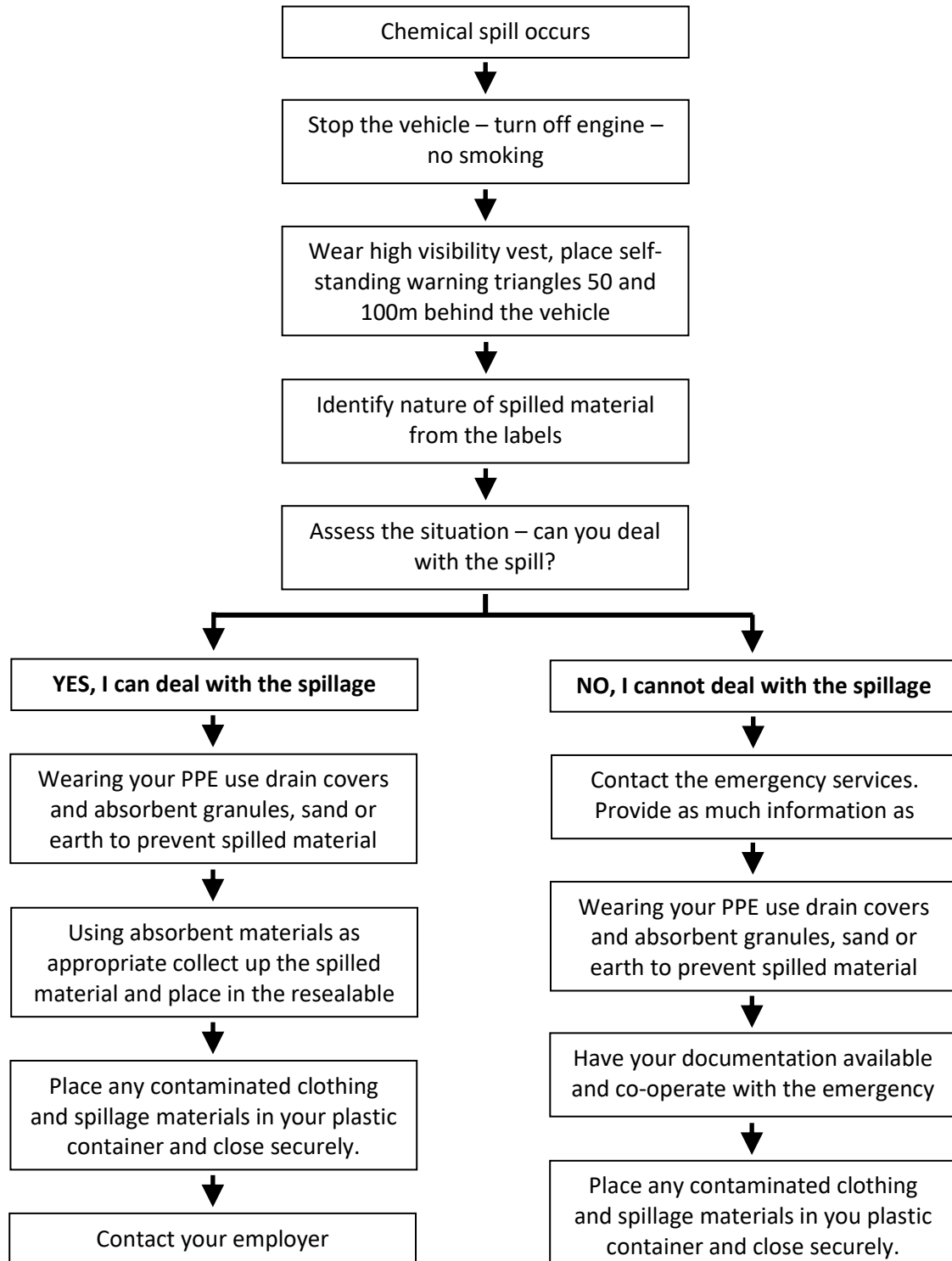
- a. Put on protective clothing
- b. Move casualties
- c. Keep other people and vehicles away from the place of accident
- d. Move the vehicle if necessary (truck, trailer + tank container)

When the emergency services arrive, the driver hands them the driver instruction and assists them in every possible way.

IN THE FACTORY

The driver closely follows the loading or unloading procedures whilst being on the customer premises. By following these procedures, accidents and incidents will be avoided. For any incident or accident that does occur on the factory premises, the driver must follow factory procedures. He must inform Liquid Bulk as soon as possible about the accident or incident, i.e. before leaving the factory.

Product splashed on the skin or clothing must be washed off immediately. The skin, where contaminated by the product, must be washed with soap and water.

BseenBsafe – Spillage checklist

Do not attempt to fight a fire that involves the dangerous goods load. Do not carry out any actions that you are not competent to deal with and may put you or other members of the crew at risk. At all times wear your personal protective equipment (PPE) and avoid contact with the spilled material.

06 Incident	03 Emergency contacts	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 57

In case of an emergency, you can contact us 24 hours a day, 7 days a week on the following numbers:

Central emergency number

Belgium	0032 50 55 9696	Sandra Van Der Steen	0032 475 803 963
United Kingdom	0044 161 877 84 88	DGSA	
Spain	0034 977 296 550	International emergency number	112
Italy	0039 333 272 55 49		

Belgium – Zeebrugge

Belgium office	0032 50 559 696
Maintenance center	0032 476 285 622
Operations	0032 475 277 052
Rail & Ship	0032 474 353 322

United Kingdom – Manchester

UK office	0044 161 877 84 88
Operations	0044 7775 573 450 0032 476 309 376
Sales	0044 7775 533 350
Drivers	0044 161 40 80 205

Spain – Tarragona

Spain office	0034 977 296 550
Sales & Customer service	0034 977 296 474

Italy – Novara

Italy office	0039 333 272 55 49
Operations & Customer service	0039 0321 83 40 19
Sales	0039 0321 43 21 23

07 Attention	01 Leaking valves	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 58

TO: ALL DRIVERS

If a Liquid Bulk tank container is reported to be leaking from the bottom valves, we can try to solve this problem. First: understand the possible causes, then run the necessary checks and do the following suggested repairs.

PROBABLE CAUSES

Leaks will occur at one of the following points:

- Between the foot valve flange and the butterfly valve flange
- Between the butterfly valve and the BSP outlet flange
- From the drip cap
- In most cases, the tank will not leak between the foot valve flange and the tanker. The type of seal and flanges and the way they are fitted make this kind of leaking exceptional
- In most cases, the tank will only leak if it is fine product. Heavier, thicker products only rarely leak.

If a tank container is leaking it will, in most cases, mean that:

- The foot valve has some pitting on the seating resulting in a failure to seal completely. This can't be cured on a loaded tank container
- The butterfly valve does not manage to hold the product which is dripping through the foot valve and gradually builds up pressure against the butterfly valve
- The drip cap – which is not meant to hold any pressure – will not stop the product once it drips beyond the butterfly valve

POSSIBLE SOLUTIONS

- Tighten the bolts and nuts between the foot valve and the butterfly valve
- Tighten the bolts and nuts between the butterfly valve and the BSP outlet. This will cure many leaks. It will not only stop the flanges from leaking, but also make the butterfly valve function better.
- Check if the butterfly valve is properly locked: the handle might be forced and therefore the 'locked' position of the handle might actually not lock the valve itself. Open the drip cap carefully and see if the butterfly valve is properly locked. This can also cure many leaks.
- Check the drip cap and the presence of the drip cap seal: In many cases, the drip cap seal will be missing or damaged.
- Replace the drip cap by the blank flange: this will stop any leaks through the drip cap.
- Replace the flange seal between drip cap and butterfly valve
- Replace the flange seal between the butterfly valve and the foot valve. This will be more difficult as the butterfly valve needs to be dismantled for this.

Tools needed to execute all possible solutions: spanners of size 24 and 19, short size – seals – rubber hammer – gloves – acid durable Teflon.

PRECAUTIONS

Check the nature of the product before making any attempts to stop the leak:

- If toxic the driver should not even attempt to repair, but leave the repair to a specialised and properly equipped depot
- If corrosive, be aware of health risks, especially skin contact
- If flammable, be aware of fire and explosion risk. Avoid sparks.

Make sure you can work in a protected environment.

Be aware: each volume between the valves will be filled with product under pressure therefore release this product into a spillage collector before starting the repair.

Especially avoid:

- Spillage of product on your body: protect face, hands, clothes,...
- Using a steel hammer or any other risk of creating sparks

CONCLUSIVE ACTIONS

- If you manage to stop the leak, the tank container must be discharged as soon as possible. After discharging, the container must be redirected to the Liquid Bulk depot to repair the leaking foot valve.
- In any case, always inform Liquid Bulk before taking actions, request information on the decision to repair or not to repair yourself, and give feedback immediately after finishing the repair.

RECOMMENDATION:

The drip cap should not act as a prime valve. Renewing, replacing or cleaning the drip cap seal might be a good temporary solution, but the tank will leak again after sometime. If this is the best remaining repair option, make sure you inform Liquid Bulk about this.

TO: ALL DRIVERS

Samples can be taken through the manlid (above) or the BSP outlet (bottom)

SAMPLE THROUGH THE MANLID

Only applicable for products which release no hazardous vapours or which cause no inconvenient smells. Pay attention to the following:

- Make sure that the container is in a sheltered place when taking the sample.
- If the sample taking needs to be done in open-air; take the weather conditions into consideration and make sure that the product is protected
- Check first the spillage box and the manlid cover for pollutants and make sure that no rubbish or contaminants can fall into the container when opening the manlid. Clean the spillage box first if needed.
- Make sure that no objects are in your clothes (breast pocket of the overall) which can fall into the container. Ballpoints, lighters, are things which can easily fall out of the pockets and will cause irreversibly damage to the product. A watch, glasses or mobile will have the same result and are valuable enough to handle carefully.
- Take all necessary precautions: chemical resistant gloves and goggles are minimum safety measures. Safety footwear to climb a tank and give the necessary support needed.
- Make sure that a person of the delivery point is present during the whole operation.
- Use suitable equipment to put the sample in.
- Make sure no product is spilled on the skin, clothes or ground.

SAMPLE THROUGH THE BSP OUTLET

- Check the outlet for cleanliness and wetness; clean and dry the outlet first.
- Always wear goggles and chemical resistant gloves (against spillage).
- Make sure that a person of the delivery point is present during the whole operation.
- Use suitable equipment to put the sample in.
- Make sure no product is spilled onto the skin, clothes or ground

Be aware when taking a bottom sample, the first product will mostly not be representative for the whole product. Impurities will concentrate themselves at the bottom of the tank and around the bottom valve.

For all these reasons, it is sensible to draw off a certain quantity of product in a bucket before taking the sample. Most impurities will have been removed and the possibility of a rejection due to a non-representative or poor sample will be reduced.

If the first bottom sample is poor in quality in anyway, we should endeavor to run some product off and draw a second sample. This is meant to avoid unnecessary and rash rejections, based on a non-representative sample of the loading.

When there is a problem with the sample taking, contact Liquid Bulk immediately.

RECOMMENDATION:

Samples must be done in a safe and correct way, within the factory and with the full agreement of the unloading site.

07 Attention	03 Wet containers	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 61

TO: ALL DRIVERS

AVOIDING WET CONTAINERS

Tank containers cannot be closed immediately after being cleaned. Immediately after cleaning, a tank container is filled with hot and humid air. Closing the container immediately and not allowing this air to cool down will create a vacuum. This can lead to condensation inside the tank container (a wet container), or in a worst case scenario, a possible implosion of the tank container.

To avoid this, the hot and humid air must be able to escape on route to the loading point or terminal. The driver must put the manlids into the ventilation position to achieve this:

- Manlids 'cracked'
- Storm covers closed the opposite way 'cracked'
- Foot valve completely open
- Butterfly valve half open

RECOMMENDATION:

'Cracking the manlids' is achieved by tilting the manlid and tightening one of the twistlocks nearest to the hinge. The manlid will then remain in the cracked position

This way sufficient air circulation is achieved whilst minimizing the danger of incoming dirt.

The driver must pay special attention to the condensation problem when cleaning close in the vicinity of the ferry quay or rail terminal. The distance will be too short to allow the tank to cool down and ventilate sufficiently. A faster method of ventilation can be achieved by creating air pressure using an oil-free compressor. Opening the bottom valve and blowing air through the tank, will make the tank cool down and ventilate much faster.

DO NOT FORGET: All manlids and valves must be closed completely before lifting off an empty tank. So, before dropping the unit, do not forget to close it completely again.

DRYING A WET CONTAINER

Even when the above procedure is executed correctly, it is possible that condensation can be encountered when picking up tank which has been standing for some time. In this case, the tank container must be dried before presenting it to the loading point.

During winter period (cold) and in humid weather conditions the driver will not be able to do it himself and the drying will have to be done at a cleaning bay. As the tank shell of the container will be cold, this will take more time and energy to do, compared to a drying after a hot water clean.

In warm weather conditions the driver should be able to dry the tank without visiting a cleaning bay. This is achieved by:

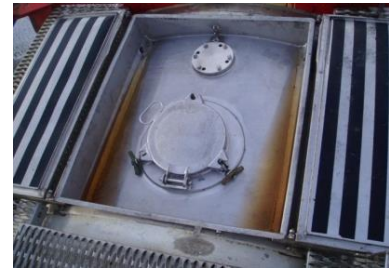
- Putting the tank container in the ventilation position (described above) on route to the loading point. Before arriving on the loading point, the driver checks the container to see if it is clean and dry.
- Applying pressure via a compressor. This can only be done using an oil-free compressor expelling clean air. By opening the bottom valve while pressurizing, the rapid ventilation will dry the tank quickly.

TO: ALL DRIVERS

After cleaning, a tank container must be fully checked, before leaving the cleaning station and heading off to the loading point. The same checks must be done when picking up a cleaned tank container from a terminal.

TOP OF THE TANK CONTAINER**1. Check spillage boxes, manlids and storm covers**

First thing you see when you check on top of the container are the storm covers, spillage boxes and manlids. This is also the first thing people see at the loading place. Obviously, everything must be clean! No product (spillage) or dirt should remain

**2. Check inside the tank through the manhole**

Tank shell must be clean, dry and without odor. Check with your hand the tank shell around the manlids: it must be smooth. Check visually around the bottom valve. Very critical area; if not cleaned long enough, this will be the area where old remaining product will concentrate.

**LEFT & RIGHT SIDE OF THE TANK CONTAINER****3. Check label holders and make sure old labels are removed**

Most of the Liquid Bulk tanks have special label holders where labels can be 'pricked', not glued. Removing the labels should in theory not be any problem.

**BACK OF THE TANK CONTAINER****4. Check outlet, valves and outlet box**

Again a very important area. This is the first thing people see at a delivery place. Remember that bottom samples are taken through the outlet. Not properly cleaned outlets and or valves will result in a contaminated sample. Not properly cleaned outlet boxes will immediately raise questions about quality.



TO: ALL DRIVERS

The recovery of extra charges/demurrage is an important issue, to both of us. It is our job to handle this with fast, accurate correct info, as customers expect that in an ever faster moving IT-world. To obtain this we have to work closely together.

The following items need to be respected, to ensure the optimal recovery:

A load /delivery check immediately after loading/delivering, and if additional waiting hours involved:

- Demurrage has to be reported at the moment of occurrence
- All facts and all possible related information to be passed on as quickly as possible (correct and complete info!)
- The times must be properly registered on the loading/delivery document, as these documents serve as a document of proof
- Make sure no differences occur with the times marked on the loading/delivery document and those given during the original load/delivery check.
- The CMR, weight-ticket, and other supporting documents must be handed in within 5 working days (Preferably upload on the website, or by e-mail)

The timing/speed is essential as the current market imposes time restrictions. Our common objective is clear: the best possible recovery of these costs. We count on your co-operation and hope to make a step forward together.

RECOMMENDATION:

Most load & delivery places have their own timings for load & deliveries. Often these are registered on the weight ticket or other documents supplied by the load/delivery place. Use these timings in your reporting, and mention if there is a big difference with your actual timings.

07 Attention	06 Dropping dirty	Identification:
		Date: 21/04/2023
		Revision: 4.0
		Page: 64

TO: ALL DRIVERS

A job is not finished when the product is tipped at the delivery place. After the delivery, the condition of the tank container still needs close attention, before it is used for its next action.

After tipping, there are three options :

- clean and reload
- drop dirty
- clean and drop

Clean and reload is the easiest situation, and close attention is given to all details. We practically never have problems in these cases:

- tanks are always clean and approved on next loading place
- cleaning certificate is always present and correct

Dropping dirty means the possibility to reload the tank dirty-on-top is realistic. Attention to detail sometimes diminished. Do not forget: you have to make sure the tank is in suitable condition to reload. Typical items not always followed up, that need attention:

- manlids closed
- spillage-box covers closed
- bottom valve closed
- butterfly valve closed
- drip cap screwed on the outlet
- do not spill product on the tank, as this will result in a rejection of the tank at the loading site
- before leaving the delivery site seal the empty tank container, discharge valve and manlids, and note the seal numbers onto the delivery CMR

Ship out a cleaned container (**clean and drop**) means that the driver picking up your tank must be in the possibility to load without any problems and/or additional actions:

- tank must be properly cleaned
- labels must be removed
- spillage boxes and outlet must be clean
- correct cleaning certificate must be in the document tube (= original certificate, correct tank number, correct number of compartments)

Let us remind you: the tank you pick up for loading, where you expect it to be in the best condition possible... that is the same actions you must do on the tank you are dropping, to meet those expectations.

Thanks for your support.

RECOMMENDATION:

A job is not finished when the product is tipped at the delivery place. Dropping the tank in the best condition possible for its next job is equally important!!

TO: ALL DRIVERS

All Liquid Bulk tank containers are equipped with label holders having a plastic cover. When labelling such a container, the driver only needs to glue a small corner of the ADR or IMO label. The plastic cover will keep the label perfectly on its place.

The newest type of label holders has a prick-system, making the pasting of the labels completely unnecessary.

- Lift the plastic cover of the label holder and 'prick' the label without pasting
- After cleaning, labels can be removed easily.
- No hot water, no manpower will be needed to remove them
- Label holders will stay clean
- Your colleague driver will have no problem removing glue or stuck labels.

RECOMMENDATION:

Use the label holders for your labels, not the regular surface of the tank container. Badly placed labels are notoriously difficult to remove, and create dirt, irritation and frustration.



TO: ALL DRIVERS

Your personal safety is extremely important. Here are some extra notes to make sure you work in a safe manner:

1. Always wear your safety boots, and fire retardant clothing of good quality
2. Use your personal protective equipment where necessary
3. On top of a tank container = use the handrails and stay on the walkways
4. Outside the truck = the truck is locked
5. Do not jump from heights: use the tank container ladder completely, use the exit stairs of your truck, and do not jump from the chassis
6. Careful with jewelry and loose items, especially above open manlids. Sometimes it is just better to take them off or keep them in the truck.
7. Follow the rules of the factory, including the extra safety rules - these are for your benefit and safety.
8. Keep your truck window clean and free from flags, stickers, plates etc. A clear view of the road is a safe view.
9. Wear your seatbelt
10. Do not exceed the speeding limits
11. Reduce your speed when approaching sharp bends, roundabouts and speed bumps
12. Avoid phoning while driving when possible. In case you do need to phone, always use the hands-free kit.
13. Open and close box covers on a tank container with care: do not throw them open or close them with a bang, and use the support points to fix open doors

RECOMMENDATION:

Personal safety starts with you. But also pay attention and take care of your environment. Help where needed, and do not hesitate to report unsafe working conditions!

TO: ALL DRIVERS

Social Media have become an integral part of our modern society. While working for Liquid Bulk, please take into account the following rules concerning Social media:

1. You are allowed on Social Media, but do not let it influence your work
2. Don't embarrass yourself, your company and/or Liquid Bulk NV by publishing inappropriate text, images, clips
3. Be aware: even online on Social Media, you are still partially representing your company and Liquid Bulk NV. Make sure what you put online matches with who you are and how you want to present yourself to customers, colleagues, partners, friends, ...
4. You are personally responsible for what you publish on blogs, wiki's, facebook, twitter and other Social media
5. Do not forget: the internet never forgets. What you publish will remain available to the public for a very long time
6. Do not publish confidential Liquid Bulk/customer/supplier information on Social media
7. Do not write damaging comments/ wrong information online about partners, customers, suppliers, Liquid Bulk, ...
8. Respect all image rights, copyrights, quotation rights
9. As in real life, on Social Media: treat every individual with respect. Remember our and your social responsibility: verbal abuse, discrimination, personal insults will not be tolerated
10. Respect other people's privacy
11. Last but not least: respect your own privacy. Think before you post online.

TO: ALL DRIVERS

Communication is a key element in our service. Not only as a way of giving direct instructions & feedback, but also as a tool to improve work, and create awareness on potential risks. Do not hesitate to inform us on any item, instruction, task, situation which you see as potentially dangerous, or as a deviation of the basic work instruction.

Below is a list of situations that are wrong and we want to be informed on, so we can correct it for you, or help you with it. But this list is far from complete. It is merely a range of examples, to guide you in creating a general awareness on your work environment.

WRONG

- You are working on top of a tank container, and you feel unsafe because of lack on handrails, no drop down access gantry, failing or missing fall arrest equipment.
- Loading or delivery site requests a handling or transport movement in contradiction to, or missing from your Liquid Bulk driver instruction.
- Loading or delivery site requests a handling or transport movement in contradiction to its own safety & security regulations
- You receive a set of documents from the loading point which do not match the required set of documents on the Liquid Bulk driver instruction
- You are requested to take a sample, but this is not mentioned on your Liquid Bulk driver instruction
- You are requested to seal a tank container, but this is not mentioned on your Liquid Bulk driver instruction
- You are requested by your Truck Manager or our Operations department to work outside legal working hours & driving time
- You receive work instructions from your management which are not the complete Liquid Bulk driver instructions
- The loading/delivery place or Intermodal Terminal refuses to sign off key documents
- You are instructed to go to a weighbridge off site without pre-knowledge or information on your Liquid Bulk driver instruction
- You are requested to deliver into IBC's or drums, but this is not mentioned on your Liquid Bulk driver instruction
- You have loaded hazardous cargo, but the loading site does not supply any hazardous cargo labels

In all cases, and other potential risk situations: inform us immediately. We will register and analyze these items, and take the necessary corrective actions.

PRINCIPLE:

General awareness and pro-active communication create a better and safer work environment for all