

# REQUIREMENTS

## FOR CARRIERS AND PICKUP SERVICES

### General requirements

- Before signing in, follow the signs at the plant entrance and park your vehicle on the side facing the plant premises.
- If you arrive between 17:30 and 06:00 hrs, park in Felix-Wankel-Strasse overnight.
- You are expected to have sufficient knowledge of either German or English for the purposes of following instructions during the loading procedure.
- Please note that there are NO loading ramps for general cargo on the plant premises.
- In the case of tanker trucks/containers, please undertake appropriate preloading and cleaning measures to ensure that any parts of the vehicle that come into contact with the product are free from any surface-active substances (LABS), such as silicon-containing compounds, mineral oils, etc.
- Please note that you may only use cleaning materials approved by Synthopol (LABS-free wipes, sprays, etc.).
- Anyone failing to comply with our pickup requirements will receive a negative carrier rating.
- In the event of repeated violations or major shortcomings disrupting our operations, we reserve the right to charge the relevant party for any additional expenses incurred as a result.

### Signing in

- You can sign in at our reception at the following times:
  - Mondays to Thursdays 07:00–17:30 hrs
  - Fridays 07:00–15:30 hrs
- You are only permitted to enter plant premises wearing safety shoes, long trousers, a high-visibility vest and safety goggles.
- Make sure you have the following documents on hand: shipping documents, photo ID and – if you are loading hazardous goods – your ADR ID.
- You will receive information regarding our safety regulations and will be requested to sign an undertaking to comply with them.
- Should you wish to sign in outside the above-mentioned time window, you must do so at the plant gate. Permission for vehicle access to the plant premises is given by the shift supervisor on duty.

### Loading requirements

- You are required to support Synthopol Logistics when loading, as they are not permitted to enter third-party vehicles.

### Loading times

- Loading must take place on the date stated on the shipping documents, at the following times:
  - Mondays to Thursdays 07:00–15:30 hrs
  - Fridays 07:00–12:00 hrs
- Any loading outside these periods must be agreed upon in advance with the Synthopol Shipping Department.
- If specific loading times have been arranged, you must keep within a time window of +/- 30 minutes.
- If loading takes place outside this time window and therefore leads to delays or additional expenses, this will be the liability of the carrier/pickup service.





### Measures prior to loading

- Upon entering plant premises, you must park your vehicle in the loading area assigned to you and then prepare your vehicle for loading.
- If general cargo is to be loaded into a curtainsider, this must be done on the left-hand side of the vehicle, which must be opened by you as the driver.
- It is your responsibility as the driver to ensure that cargo is properly secured, and you are therefore required to provide adequate and appropriate equipment for this purpose.

### Protective and safety equipment

- Make sure you comply with the following specifications for protective and safety equipment.

General cargo	Tankers
 <p>Safety shoes</p>	 <p>Safety shoes</p>
 <p>Long trousers</p>	 <p>Protective (flame-retardant) clothing covering arms and legs</p>
 <p>Work gloves</p>	 <p>Chemical-resistant working gloves</p>

General cargo	Tankers
 <p>High-visibility vest/ jacket</p>	 <p>High-visibility vest/ jacket</p>
 <p>Safety goggles</p>	 <p>Safety goggles</p>

- In addition, you may need to comply with further safety requirements where this is required by the authorities, both for your personal protection and for the protection of third parties (e.g. wearing a face mask).
- If you do not have adequate safety equipment, we may refuse to load the goods.
- If any protective clothing is missing, it can be purchased at the nearby hardware store/specialist shop.
- Synthopol assumes no liability for parking fees incurred due to a lack of protective or safety equipment.

## Vehicle requirements

- The condition and equipment of the vehicle must comply with the applicable provisions of German traffic, transport and dangerous goods legislation.
- If general cargo is to be loaded, any preloaded cargo must be stowed away in a suitable manner so that loading can take place without touching or moving the preloaded cargo.
- Both preloaded cargo and general cargo must be secured sufficiently well to comply with the applicable provisions of German traffic, transport and dangerous goods legislation.
- The loading space provided for the Synthopol order must be a flat, continuous surface that will permit a tight fit when securing the cargo.
- The loading space must be calculated from the number of loaded units as follows:
  - 1 pallet space = 4 drums = 1.2 x 1.2 metres
  - 1 pallet space = 1 IBC = 1.2 x 1.0 metres
  - 1 pallet space = 40 bags = 1.2 x 1.0 metres
- Make sure you have a sufficient number of disposable pallets, 1.2 x 1.2 metres, in your vehicle. To secure the cargo in a compliant manner while protecting the packaging, it is your responsibility as the driver to strap pallets down on top of the palletted goods.
- All cargo must be loaded onto anti-slip mats and secured using tensioning straps. It is your responsibility as the driver to ensure that you have sufficient load-securing equipment with you to meet the needs of the units you are transporting.
- If your tanker or tank container has a semitrailer, it must be equipped with guard rails.

## Documentation

- The basic document for loading and transport is the Synthopol shipping note, and it is a mandatory requirement to submit this document to the recipient/customer.
- Any other documents, such as your own waybills, are irrelevant and must not be given to Synthopol customers.

## Examples of secure cargo



Sufficient cargo space is available,  
the cargo has been properly secured,  
condition of vehicle OK

→ Loading permitted



No continuous loading space  
Preloaded cargo needs to be moved

→ Loading refused



Preloaded cargo inadequately secured

→ Loading refused



Defective tyre

→ Loading refused