

DELIVERY REQUIREMENTS

FOR CARRIERS AND OTHER DELIVERY COMPANIES

General provisions

- 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 while unloading.
- 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 silicone-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 supplier 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.
- it is your responsibility as the driver to ensure that you can produce your shipping documents, weighing slip and photo ID upon request.
- 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.

Unloading requirements

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

Delivery times

- Unloading must take place on the delivery date stated in the order, at the following times:
 - Mondays to Thursdays 07:00–15:30 hrs
 - Fridays 07:00–12:00 hrs
- Any unloading outside these periods must be agreed upon in advance with the Synthopol Purchasing Department.
- If specific unloading times have been arranged, you must keep within a time window of +/- 30 minutes.





Measures prior to unloading

- Upon entering SCB premises, you must park your vehicle in the unloading area assigned to you and then prepare your vehicle for unloading.
- If general cargo is to be unloaded from a curtainsider, this must be done on the left-hand side of the vehicle, which must be opened by you as the driver.

Protective and safety equipment

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

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

General cargo	Tankers
 High-visibility vest/ jacket	 High-visibility vest/ jacket
 Safety goggles	 Safety goggles

- 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 reserve the right to refuse acceptance of 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 equipment

- The condition and equipment of the vehicle must comply with the applicable provisions of German traffic, transport and dangerous goods legislation.
- If you are delivering general cargo, we expect you to have secured the cargo in a compliant manner so that the relevant cargo can be unloaded without touching or moving any other cargo in your vehicle.
- If your tanker or tank container has a semitrailer, it must be equipped with guard rails.
- Depending on the product you are delivering, you must have made sure in advance that your vehicle has the necessary unloading equipment, e.g. a pump, hoses and hose connectors.

Documentation

- The basic document for any delivery is the supplier's shipping note. Any other documents, such as waybills, are irrelevant. They are regarded as non-compliant and therefore have a negative impact on our supplier rating.

Examples of secure cargo



The cargo has been properly secured,
condition of vehicle OK

→ Loading permitted



Preloaded cargo inadequately secured

→ Loading refused



No continuous unloading space
Third-party cargo needs to be moved

→ Loading refused