



## VEHICLE MANAGEMENT AT H&R WORKS SITES

### - USING MOBILE DEVICES

(Appendix 10 on the conditions of purchase and transport valid for forwarding agents of liquid products)

As of 15 May, 2017

A tanker management system is deployed at H&R refinery sites to plan and manage tankers at works sites. This system processes all the vehicles located on the premises, the allocated and available time frames, the production status and the turnaround times to calculate and optimise tanker management. Vehicle drivers are also provided with mobile devices to which the system sends the necessary control and guidance instructions to be observed when loading products on the works site.

Vehicle drivers must observe and follow carefully the procedures described below:

- Drivers have to report to dispatch/forwarding department with the order number and complete the bill of lading they receive.
- The tanker is then entered into the control system. The driver will then receive the completed bill of lading, a site plan and a mobile device.

The site plan shows the vehicle driver relevant sites on the works premises for loading goods. The bill of lading shall be handed to the H&R personnel at the relevant loading station and shall be completed during the loading procedure.

The mobile device is installed with special software which sends the necessary control and guidance instructions to the driver which are displayed on the screen in the driver's language. An audible signal sounds when the driver receives a new message.

Once the mobile device outputs data, the tanker management system is responsible for controlling and guiding the tankers on the works site. The vehicle drivers are only allowed to drive to areas that are displayed on the device screen and indicated in the warehouse plans. The vehicle driver shall also confirm arrival at a designated area by displaying an electronic acknowledgement on the mobile device.

There are three types of messages:

- Drive instructions that have to be acknowledged by the vehicle driver
- Wait instructions that do not have to be acknowledged by the vehicle driver
- Loading instructions that only have to be acknowledged only by the H&R loading personnel on the mobile devices provided or on the terminals in the loading stations.

Once the goods have been successfully loaded onto the vehicle, the vehicle driver is obliged to return the mobile device to dispatch/forwarding department. The driver will then be handed the necessary delivery papers (shipment note, certificate etc.).

Examples:

<p><u>Drive instruction</u></p>  <p>Drive instruction</p> <p>Confirm Key (on arrival)</p>	<p><u>Wait instruction</u></p>  <p>Wait instruction</p> <p>Confirm Not required</p>
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Load procedures

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