

Service and delivery standards

for customers in Europe



Shell Chemicals



Delivering on our commitment to safety

Concern for the safety of our products does not end when they leave a Shell facility. Proactive and ongoing engagement programmes with our contractor road transport providers are key to ensuring that our products are delivered to you in a safe and responsible manner.

Our aim is to maximise the quality and efficiency of the service we deliver

Introduction

As one of the leading global suppliers of high quality chemicals products and services we are continually seeking to improve the way we do business.

This booklet is intended to help our customers get the most from their operational relationship with us, by setting out clear and simple standards and guidelines that apply when buying chemicals for delivery by road or rail in Europe¹.

This reflects both our aim to maximise the quality and efficiency of the service we provide, and our ambition to be the supplier of choice for customers purchasing bulk quantities of the products we offer.

If you have questions about any of the items covered in this document, please do not hesitate to ask your normal Shell Chemicals* sales or Customer Centre contact², who will be happy to help.

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This document is a high level summary only and is not intended to be legally binding. In the event of a conflict between your contract with a Shell Chemicals company or the General Terms & Conditions, those terms will take precedence over the contents of this document.

We may update parts of this brochure from time to time. If we do, we may send you a new booklet and will publish the new version on our website at: www.shell.com/chemicals/customer.

1. Including Russia and Turkey.

2. Customers for Base Chemicals should refer to their Supply Team contact.

Before starting business

1. Health Safety Security & Environment (HSSE)

Safety is our number one priority. As well as providing customers with information on the safe and environmentally responsible use of our products, we are committed to ensuring that risks to the safety of our staff and our contractors are reduced to the lowest reasonably practicable level.

We therefore require assurance from customers that appropriate safety standards for unloading and storage are met before we make deliveries. Our HSSE specialists can provide guidance on these standards.

2. Credit

We normally conduct business on an open account basis, subject to a credit limit. A credit appraisal is conducted before business can start. If open account is not feasible, other methods such as payment in advance may be considered.

3. Contacting us

Customers in Europe are supported by our Customer Centre in Rotterdam, The Netherlands:

Shell Chemicals Europe BV
PO Box 8610
3009 AP Rotterdam
The Netherlands

Tel: **+31 10 231 7000**

Fax: **+31 10 231 7115**

E-mail: **scecustomerservice@shell.com**

Customers in many countries can also use local telephone numbers to contact the Customer Centre. Details of these, as well as our Customer Centres in other regions, are available from our website at: www.shell.com/chemicals/customer.

4. Online resources

A number of the services mentioned in this document are available through our password-protected ebusiness website, **Customer Lounge**³. You can apply for access online at www.shell.com/chemicals/customerlounge, or by asking your Customer Centre contact.



Easy online reordering facility

Once you have started to place orders using the Customer Lounge, it is quick and easy to place similar or repeat orders. Using the "Reorder" feature you only need to enter a new Purchase Order number and delivery date and we do the rest for you.

3. Customer Lounge is a registered Shell trademark

Transacting business

1. Placing your order

The easiest way to place an order is by using one of our ebusiness tools:

- **Elemica**⁴, the chemical industry trading hub, offers a range of ebusiness solutions up to full ERP-to-ERP connections that enable your IT system to interact directly with ours. Elemica is widely used by customers placing significant numbers of orders with us every year.
- **Customer Lounge** is our own password-protected online order and account management tool. Signing up to the Customer Lounge allows you to place and manage orders, and access order-related documents and a wealth of other information, via an easy to use website.

Using either of these tools enables you to place and manage orders at any time, 24 hours a day, seven days a week, ensuring that your order enters our system as fast and as accurately as possible.

Customer Lounge users can track the status of all orders, regardless of how they were placed. They also have access to a range of valuable online product and technical information and downloadable order-related documents.

Your Customer Centre contact can introduce you to Elemica or the Customer Lounge. You can also take a quick, guided virtual tour of the Customer Lounge at: www.shell.com/chemicals/customerlounge/tour.

If you are unable to use one of these tools, you can place orders by phone, fax or email with your Customer Centre contact⁵.

2. Minimum order lead-times

We understand that on-time delivery is a key customer requirement. By clearly defining order lead-times, you know what you can expect from us while we – and our transport providers – can plan more effectively to meet your expectations. Lead-times have two components:

- Order processing time
- Transit time

The following order processing times specify the minimum time from Shell receiving an order until despatching the product, on the basis of unrestricted product and logistics availability. Your Customer Centre contact can advise on any restrictions and their impact, and can also provide details of the normal transit time between despatch and delivery to your premises, which depends on the distance and other factors.

Shell deliveries by road and multi-modal transport

The minimum order processing time from order receipt to despatch using Shell-arranged road transport is **2 business days**, provided the order is placed by 3pm Central European Time/Central European Summer Time (CET/CEST). So, an order placed by 3pm on a Monday could be loaded the following Wednesday.

4. Elemica is a registered trademark of the Elemica group of companies

5. Phone, fax or email order placement services are not available to distributors.

Customer collection by road

If you collect the product from our site, the order processing time is shorter. If an order is placed before 12 noon CET/CEST, it can be collected the **following business day**.

This assumes that:

- relevant Shell site procedures for booking and utilising a loading slot are followed.
- both vehicle and driver meet Shell site HSSE requirements.
- appropriate paperwork is provided, including proof of export documentation in the case of sales zero-rated for VAT.

Details of Shell Site operating hours, HSSE and other requirements can be found at:

www.shell.com/chemicals/transport.

For HSSE and other reasons, not all products are available for collection. If in doubt, please ask your Customer Centre contact.

Streamlined road transport booking

By using the automated data exchange capabilities of Elemica, the online chemicals trading hub, we have automated road transport-booking processes with our key logistics providers. The result is a simpler, faster and more accurate process that enables us to deliver a better service for customers.

Shell deliveries by rail

The minimum order processing time for rail deliveries is **3 business days**, assuming orders are placed by 3pm CET/CEST. So, an order placed by 3pm on a Monday could be despatched on the following Thursday.

The minimum order processing time for Ethylene Oxide is **5 business days**.

Exceptions

Made to order and speciality products may require longer order processing times for all transport modes.



3. Rush Orders

An order placed at less than the minimum order processing time is classed as a “rush order”. In this case we will try to meet your requirements, provided there is no increase in HSSE risk.

There is a surcharge of €250⁶ per order on rush orders to cover the additional costs incurred.

4. Order changes and cancellations

The earlier you place your order, the better we can plan to meet your requirements. We prefer orders not to be amended after they are placed, but we recognise that unforeseen changes are sometimes necessary.

We have therefore built flexibility into our processes to accommodate reasonable amendments and cancellations up to the lead-time cut-off (being the minimum order processing time).

We will try to accommodate changes after the lead-time cut off, provided there is no increase in HSSE risk.

Changes and cancellations after the lead-time cut-off incur a surcharge of €250 for each order change.

5. Sources and destinations

Each Shell delivery is made from a single supply point to a single customer destination as defined in the order⁷, with no diversions of products in transit.

6. Minimum load sizes – road transport

Shell deliveries

Deliveries by road should involve fully loaded trucks, while meeting the relevant regulations and equipment constraints. This not only optimises the operation of the supply chain – with fewer orders, less handling effort and better use of available transport equipment – but also makes environmental sense. More volume per truck means fewer trucks on the road and lower emissions.

Wherever possible orders should always be placed for the maximum weight per truck allowed by regulations.

Orders for less than **22 tonnes** per truck incur surcharges on the following scale:

20.00 to 21.99 tonnes	€250 per order
18.00 to 19.99 tonnes	€500 per order.

Lower minimum load sizes apply for routes and destinations where regulatory weight restrictions preclude the delivery of a 22 tonne load. Your Customer Centre contact can advise you in these cases.

Shipments below 18 tonnes are not normally available.

In the case of Alcohol Ethoxylates the maximum weight permissible by regulations must always be ordered.

Volatile products delivered in pressurised containers are generally fully loaded.

6. For sales in currencies other than the Euro, the equivalent in the invoice currency will be charged in this and other cases of surcharges.

7. Shell deliveries to distributors are made to defined distributors' premises. Shell does not deliver direct to distributors' end-customers.

Customer collections

If you collect the product from our site the minimum order size is **18 tonnes**.

General

Minimum quantities are on the basis of orders for single products only.

In all cases, loaded quantities must meet safety requirements in order to avoid over-filling or other hazards.

7. Delivery times – road

We will deliver on the requested business weekday during your normal operating hours.

Please ensure your Customer Centre contact is aware of your operating hours.

8. Delivery equipment

Road and multi-modal transport

Equipment making Shell deliveries will be of stainless steel construction and meet CEFIC⁸ road transport equipment specifications.

Special equipment, such as additional hoses and special fittings, can be provided by prior arrangement, normally free of charge. Please ensure your Customer Centre contact is aware of your requirements.

9. Unloading time

Road and multi-modal transport

Customers may retain vehicles for unloading for up to **2 hours** from arrival at their location. Retention beyond this free period is chargeable at a rate of €75 per hour.

An additional hour (total 3 hours free period) is available for the unloading of Polyols in view of their higher viscosity.

A charge, including an administration fee, will be made to cover any additional costs, such as overnight storage, incurred as a result of unloading delays.

Rail deliveries

Customers may retain rail tank cars for up to **3 days** from the date of arrival (excluding Sundays) free of charge. Detention beyond this free period will be charged at a rate of €150 per day (or part of a day) on a net quarterly basis.

So if you return a railcar in less than 3 days, there will be a credit that can be offset against longer detentions in the same quarter for the product in question.

10. Unloading process

Unloading of Shell-arranged deliveries take place in line with the CEFIC Behaviour Based Safety Guideline on Safe Loading & Unloading of Vehicles (copies are available from www.cefic.org).

8. European Chemical Industry Council.



Experienced product stewards

Safety is our number one priority and product stewardship is at the heart of how we do business. Our experienced product stewards provide information and support to customers across a range of areas related to the safe and responsible handling and use of our products.

11. Delivery documentation

The following documents are provided with each delivery:

- Bill of Lading, CMR Waybill or other relevant transport document
- Certificate of Analysis or Conformity (if required)
- HSSE-related documentation in line with regulations
- Customs documentation in line with regulations (if required)

12. Invoicing

Invoices may be provided on paper or electronically. Authenticated electronic invoicing, meeting regulatory requirements, will be available either on a fully integrated (ERP-to-ERP) basis via Elemica or in the form of Portable Document Format (PDF) files. Please ask your Customer Centre contact for more information.

13. Payment

Shell's standard payment method is Direct Debit, but in certain circumstances Electronic Funds Transfer will be considered, such as cases where the local banking system does not support Direct Debit. Countries where Direct Debit is supported by the local banking system include Austria, Belgium, France, Germany, Ireland, Italy, Netherlands, Spain and the UK.

Interest will be charged on late payments.

Other things to know

1. Copies of invoices, Certificates of Analysis and other documents

The Customer Lounge provides quick and easy access to copies of invoices, most Certificates of Analysis and transport documents, for orders dating back 18 months.

If you require a copy of a document that is not available from the Customer Lounge, or you need advice on how to use the Customer Lounge, please ask your Customer Centre contact.

2. Product and technical information

Technical information and tools are available on the Customer Lounge: www.shell.com/chemicals/customerlounge.

General information on our products is also available from our public website at: www.shell.com/chemicals/products.

3. Health, Safety, Security & Environment (HSSE) information

There is a wealth of HSSE information relating to our products available on the Customer Lounge, including information on REACH⁹ requirements and a search and download facility for Material Safety Data Sheets. This facility is also available on our public website.

4. Quality Management and Complaints

Shell Chemicals Europe BV and the Shell plants from which it draws products are ISO9001 accredited. Copies of the relevant certificates can be downloaded from the Customer Lounge.

If you are unhappy with any aspect of our products or service, please let us know through your normal Customer Centre contact, or by using the "Contact Us" facility in the Customer Lounge.

5. Excisable Products

For products which are subject to Excise Duties or Taxes, such as some Solvents, Shell must be in receipt of the required documentation or information before accepting orders.

6. Non-diversion of products

Customers buying Methyl Ethyl Ketone, Toluene and/or Acetone should be aware these products are covered by laws and regulations to prevent their diversion for illicit uses. Sales of these products by all Shell Chemicals companies are subject to a "non-diversion" clause, which can be found in the Addenda to General Terms and Conditions available at: www.shell.com/chemicals/customer.

⁹. Registration Evaluation and Authorization of Chemicals regulations applicable in the European Union.



Technology to track and trace rail deliveries

We are harnessing GPS (global positioning system) technology to track and trace deliveries of products such as Ethylene Oxide by rail. The system allows the exact position of rail tank cars, as well as the condition of the product in them, to be monitored for the duration of the delivery – providing safety, security and operational benefits.



* Shell companies have their own separate identities, but in this publication you will find the terms "Shell", "Shell Group", "we", "our" and "us". They should be read in their context. They may refer to the Group as a whole; they may refer to one or more companies within the Group; or they may refer to people who work for a particular Shell company or companies in a particular geographic area or in a particular area of business in which Shell companies engage. The terms "Shell Chemicals" and "Shell Chemicals company" or "Shell Chemicals companies" collectively refer to the companies of the Group that are individually engaged in the chemicals business.