

Terminal Access Guide

At Z we aim to provide the most efficient and safest terminal loading experience possible. All Z operated terminals are classified as Major Hazard Facilities under HSWA 2016. This is due to the risks associated with storing and transferring large quantities of flammable product. To ensure we protect our staff, site users, customers, and our communities we need some site standards met, to load product. This guide is designed to overview the process for you.

Health and Safety requirements

Before and while you access product at a Z operated site, you must comply with our health and safety requirements detailed in this guide and our Terminal Gate Pricing (TGP) terms and conditions.

Also, where you are accessing product at a non-Z operated terminal, you must also comply with that terminal operator's health and safety requirements - please refer to the terminal operator's website for any health and safety requirements for that terminal.

Any action or activity inconsistent with our health and safety requirements will be a breach of our health and safety requirements. Our health and safety requirements include:

- not bringing any products or additives that are not already available at a terminal into a terminal.
- not performing blending at a terminal, other than at existing blending facilities.
- all road tankers being emptied and drained prior to each uplift.
- where a User brings any products into the terminal, those products must meet any applicable regulations; and
- ensuring product is always uplifted in a safe manner. Any events that occur outside of Z's control that result in it no longer being safe for you to uplift product will not meet our health and safety requirements.

New Customer – what next?

During the sign-up process we will ask for the following information to ensure that your vehicles coming to site meet our site requirements:

- copies of Truck Safe load pass(es)
- confirmation that your vehicles meet industry standards equipment:
 - API dry break couplings,
 - integral overfill detection system (e.g. Scully) on board,
 - wagon connection for vapour diversion.
- truck configuration details, specifically number of compartments and safe fill levels for each.

Provisional Certification process

Terminal Induction

We will ask for a list and email addresses of all drivers and other personnel who will be attending one of our sites. This will allow us to send you a link to our online terminal induction portal. The portal will give you a complete guide of all our general site requirements to ensure you meet our Health and Safety requirements, including information on hazardous materials, PPE requirements, control of ignition sources, and emergency response.



You will be required to complete the online induction before you can attend one of our sites. If you require lifting from a non-Z operated terminal, you will be required to comply with that terminal operator's induction requirements as outlined on their website. Anything that is not listed in that terminal operator's health and safety requirements will not meet the safety requirements at the facility.

Site Induction

After you have completed the online induction, you will be given contact details for the site you want to lift product from, to arrange in-person site inductions with the local terminal team. As all our sites have unique characteristics, the final site induction will allow the terminal team to ensure you are familiarised with their specific facility, such as layout of fire alarm call points and emergency stop buttons.

Z site PPE (Person Protective Equipment) requirements are at the end of this guide. You will be expected to meet this minimum requirement at all times while on site.

Site inductions are valid for 2 years.

Once the terminal and site induction has been completed successfully, you will be provisionally certified.

Final Certification Process

Gantry Loading and Sign Off

The first time you load product, it will be coordinated with the local terminal team, who will be on hand to verify your vehicle is safe to load and possibly observe the loading process.

Whilst you are provisionally certified, we require all new drivers to our sites, to complete a minimum of three (3) loads supervised by your driver trainer or experienced driver (buddy load). When the driver trainer or buddy assesses the new driver as competent to load independently, a formal load assessment should be arranged with one of the local terminal team.

If the driver is assessed as competent by the terminal team member, the driver will be certified to load independently. The terminal team may assess the driver as needing further supervision after the three initial loads, which must be completed prior to further formal assessment.

Access tags/cards will be issued to you by the local site team.

No driver is allowed to solo load without assessment by the local terminal team.

Driver loading assessments are valid for 3 years, subject to the TGP General Terms and Conditions.

Terminal Induction and Access to Non-Z Operated Sites

Based on your location requirements, if you are seeking to lift Z product from a non-Z operated site, we will direct you to the relevant operator for induction and access information.

The petroleum industry adheres to a range of industry standards for health and safety. The induction and access process for non-Z operated sites will be similar to those above.

Not sure or need further information?

- Contact Z Customer Services on 0800 936 374.



Z ENERGY TERMINAL OPERATIONS

MINIMUM PPE REQUIREMENTS

(Applicable to Staff, Drivers, Contractors & Visitors)

Option 1



HEAD PROTECTION

Hard hat
AS/NZS 1801

EYE PROTECTION

Glasses goggles or face shield
AS/NZS 1337.1

FOOT PROTECTION

Shoes or boots
AS/NZS 2210.1 or
AS/NZS 2210.2 or
AS/NZS 2210.3

BODY PROTECTION

Overalls or two-piece that meet all the three standards below:

CONSPICUITY STANDARDS

AS/NZS 4602.1:2011 or
AS/NZS 1906.4:2008

ANTI STATIC STANDARDS

EN1149:2004 or
EN61340-5-1:2008 or
Labelled 100% cotton

STANDARDS

ISO 14116:2005 or
ISO 11612:2008 or
Labelled 100% cotton

Option 2

