

TRANSPARENCY

Vopak Horizon Fujairah is an independently operated terminal and strives to create the most optimal operational efficiency for all of its clients. In this we consider transparency, fairness and predictability of tremendous importance for our clients. To ensure all clients are aware of how Vopak Horizon Fujairah applies these principles this document explains the basic rules Vopak Horizon Fujairah has adopted for execution of client instructions.

WHICH RULES DO APPLY?

- 1 Vopak Horizon Fujairah applies the principle of first-come-first-serve based on the following definitions to determine execution priority.
 - A complete operational order received at least 24 hours in advance and an NOR determines the berthing sequence.
 - Operational order received without a 24 hours prior notification will only qualify for berthing 24 hours after receiving a complete operational order.

- 2 An order (and changes to it) will only be accepted by Vopak Horizon Fujairah if confirmed in writing. Vopak Horizon Fujairah will assign an order a position in the execution queue as soon as the following information has been provided at least 24 hours prior to arrival: Vessel name (if applicable), Product quality, Quantity, Tank, Type of operation and ETA.
It is possible to make changes to an order – for more information, please refer to point 7.

- 3 Vessels that are suitable for the SPM are scheduled on the SPM, unless the SPM is occupied for the next 12 hours or more.

- 4 Vessels discharging and back loading are considered as two separate operations, which require 72 hours notification and have a maximum time allowed of 72 hours berth occupation and not more than 1.5 hrs of idle time between the two operations.

- 5 In scheduling seagoing vessels and barges, preference is given to sea going vessels on berths 1, 2, 5 and 6 if possible, while barges are planned on berth 3 and 4. If a scheduled barge is waiting for more than 6 hours, it can be accommodated on the first available jetty as long as the planned operation takes less than 12 hours.



- 6 At least two hours prior to the planned time of execution, Vopak Horizon Fujairah will check:
 - Whether the tank is released and ready for cargo operation;
 - Whether there is sufficient volume of product, in case of loading;
 - Whether there is sufficient ullage, in case of discharging.If any of the above requirements is not fulfilled, the order will be put back in the waiting queue and the vessel will not be called.
- 7 Changes in order details given at least 12 hours in advance will not have any consequences for the assigned place in the queue; as long as the change doesn't affect a performing vessel or other ongoing or planned operation. All other changes in order details will be rescheduled on the basis of the new information.
- 8 Sea-going vessels and barges are not allowed to occupy a jetty if they are not involved in a load or discharge operation.
- 9 The jetty can be used for a ship-to-ship operation if the two vessels are ready for operation in less than 6 hours (from all fast, including product analysis). If this takes longer, Vopak Horizon Fujairah will decide to reschedule the vessel.
- 10 Vopak Horizon Fujairah reserves the right to deviate from these rules should it deem that either the safety of operation is compromised or for the sake of overall operational efficiency in the best interest of all parties.