

**PT Pacific Lubritama Indonesia**

**TERMINAL OPERATIONS PROCEDURE**

**PLI-WP-TO-010**

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**CHANGE RECORD**

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This document has been approved and authorized by the appropriate authority whose signature appears below:

	Prepared by	Reviewed by	Approved by
Signature			
Designation	Terminal Manager	Terminal Operations Senior Manager	President Director
Date			

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## 1.0 PURPOSE

The purpose of this procedure is to establish a Standard Procedure for ensuring that the terminal processes are planned and carried out under controlled conditions in accordance with the company's policy and customer requirements.

The following detailed description of each work flow procedure is to be followed so as to minimize risk of individual's interpretation of company's procedures and guidelines as well as reduces potential errors or mistakes. This must be in conformance with accepted international standard and practices.

## 2.0 SCOPE

Operations at PLI Terminal are divided into eight (8) main activities:

- 1) DAILY ADMINISTRATION
- 2) IMPORT OPERATIONS VIA VESSEL
- 3) EXPORT OPERATIONS VIA VESSEL
- 4) INTER TANK TRANSFER (ITT) OPERATIONS
- 5) BLENDING OPERATIONS
- 6) TANK TRUCK LIFTING - EXPORT
- 7) TANK TRUCK LIFTING (OPERATE BY THIRD PARTY) - EXPORT
- 8) INTER-TERMINAL EXPORT OPERATIONS

For each operation, there are procedures that may be duplicated for other operations as well. For the purpose of these manual, the procedures is divided by operations for easy understanding, with the proper flow of each operations, followed by the documentations requirements.

## 3.0 REFERENCE DOCUMENTS

- |                                      |                         |
|--------------------------------------|-------------------------|
| 1) Nomination Procedure              | PLI-WP-NOM-010          |
| 2) HSE Manual                        | PLI-OPS-H-PRC-PLI-001-A |
| 3) Emergency Response Plan Procedure | PLI-WP-ERP-010G         |
| 4) Security Procedure                | PLI-WP-SEC-010          |

## 4.0 DEFINITIONS

- |                                  |   |
|----------------------------------|---|
| 1) Commercial                    | The Commercial Department handles Marketing and Trading activities.   |
| 2) Terminal Coordinator          | Terminal coordinator is the middle person to manage and execute client nomination and operation preparations for the terminal.  |
| 3) PLI Terminal                  | The PLI Terminal covers the operation of 16,000 cubic metres capacity BBM Terminal in Bojornegara, Banten. The terminal is connected to import and export jetties for 6,500 DWT capacities and also having a TTLR facility. The terminal comprises of storage tanks, piping system and pumps for white and black products. It is also equipped with remote operation controls, firefighting system, oil spill system, tank ullage system and oil blending system. |
| 4) Terminal Fleet Operation(TFO) | TFO Department handles Vessel vetting; other port control and safety issues.  |
| 5) Client                        | Exporters and importers of BBM that has trading activities with PT PLI.   |
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- 6) Agent Agent is an organization that specializes in providing services for the safe control of operations. Agent's role can be mainly divided into 2 categories:
- 1) As a local 3<sup>rd</sup> party representing overseas client for transfer
  - 2) Overall vessel logistics (crew and transport arrangements onto terminal & procuring of spare parts, supply provisions etc.

## 5.0 ROLES & RESPONSIBILITIES

This procedure involves the following counterparts, departments and designation:

- 1) Agent
- 2) Commercial (COM) - OP1
- 3) Terminal Coordinator (ADPEL)
- 4) Terminal Manager - OP3
- 5) Terminal Fleet Operation (TFO)

- 1) Agent Agent's role in the nomination process is to represent on the clients behalf and to inform Terminal Coordinator (TC) on the ETA of the incoming vessel. Agent is required to perform necessary preparation of logistics (crew and transport arrangements) on to terminal, supply provisions etc.

- 2) Commercial (OP1) The Trader is responsible to;
- i. Identify any required or profitable trading position and its market potential and ensure complete market coverage of buyers and/or sellers.
  - ii. Establish Product availability and supply and demand situation from market coverage and reports.
  - iii. Negotiate and conclude transaction and ensuring that the transaction is carried out with approved counterparties, observing the approved credit terms.
  - iv. Obtained approval from the VP Commercial and President to trade with customer who has exceeded his/her credit limit.
  - v. For Term transaction, the Trader is responsible to obtain approval from the relevant authority according to LOA requirement
  - vi. For Spot transaction, the Trader is responsible to justify the transaction with his/her superior.
  - vii. If the transaction is beyond his/her LOA, the Trader is responsible to seek approval from the relevant authority.
  - viii. Prepare contract within 48 hours, Log deal in the trading ticket, and update trading system accurately within 24 hours.
  - ix. Trader who concluded the deal is also responsible for management of the contract.

The Manager/Trading Heads are responsible to;

- i. Appraise the Trader's justification for Spot transaction and to negotiate or supervise negotiation of the terms and conditions of the Term contracts as instructed by VP Commercial and when required by President.
  - ii. Has the authority to approve the continuance of trade for his/her subordinates within his/her LOA or present the Approval to Continue Trading (ATCT) to the rightful authority holder according to LOA for approval.
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- iii. Negotiate or supervise negotiation of terms and conditions of Term and Spot transactions with cumulative exposure at any one time.
  - iv. Approving variation of contractual terms and conditions with no financial exposure in consultation with the relevant departments.
  - v. Accountable for Spot sales/purchase and Product exchange contracts
- 3) Terminal Coordinator
- Terminal Coordinator is responsible as the middle person liaising with Commercial (OP1), PLI Terminal, Client, Agent, and Banten Port Administrator (ADPEL) to manage and execute client nomination and preparation for operations.
- OP2 is also responsible for the following:
- i. Monitor the movement of cargo
  - ii. To verify the clients requirement of cargo/FO specification, Quality & Quantity is met by PLI Terminal
  - iii. Monitor billings and invoicing of cargo with Finance department
  - iv. Monitor movement of personnel and visitors to the PLI Terminal
  - v. Liaise with Terminal Manager in the approval of personnel intending to visit the PLI Terminal.
- 4) Terminal Manager
- Terminal Manager is responsible for all blending operations on PLI Terminal. For the nomination procedure Terminal Manager is required to inform OP2 on approval/acceptance or rejection of nomination. He is then responsible to organize all necessary work in preparation of storage, export, import, inter-tank transfer and blending operations.
- 5) Terminal Fleet Operation(TFO)
- TFO is responsible for vessel vetting and handles other port control and safety issues.
- 6) Banten Port Administrator (ADPEL)
- The port operator is responsible to provide safe entry, to provide pilot, towage, mooring services for berthing and unberthing of vessels coming to PLI Terminal. Banten Port Administrator (ADPEL) will liaise directly with Agent on allocation of berth and other terms and conditions of port entry.

## 6.0 DAILY ADMINISTRATION PROCEDURE

### 6.1 Introduction

Daily Administration describes activities that will be carried out by PLI Terminal's Operations Staff when there is no cargo movement currently being carried out. This standard procedure can be expanded further to include other duties as per required by the Terminal Manager or PT PLI Management.

### 6.2 Standard Procedure for Daily Administration

The operational procedures for Daily Administration are as follows:

- 1) Physical gauging to be conducted every day on active tanks and every alternate day on non-active tanks.
  - 2) Daily Bulk Stock record to be filled and physical stock report as at 2400 hours will be available by 0900hours the next day. Any discrepancy to be noted and reported to Terminal Manager.
  - 3) Safety round to be conducted at least twice every 8 hours shift to monitor and check all operational equipment in place and in good order. Any remarks to be noted and submitted to Terminal Manager with full report.
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- 4) All storm valves are in closed position at all times. After a heavy downpour, there is a need to check the monsoon drain water level before releasing into API Oil separator.
- 5) Supervise contracted workers in conducting housekeeping and in maintaining API oil separator by skimming oil into drums.
- 6) Maintain a minimum buffer stock of consumables such as diesel oil, hydraulic oil, seal pot oil, gear oils, cotton gloves, cotton rags etc.

## **7.0 IMPORT OPERATIONS VIA VESSEL PROCEDURE**

### **7.1 Introduction**

Import operations describe the receiving of product into the terminal. Prior to receiving, the visiting vessel must be vetted by TFO Department to ensure that the visiting vessel meets the requirements to berth at Bojonegara's jetty. This is the same for EXPORT OPERATIONS. Once the visiting vessel has been approved, the cargo nomination with nominated tanks will follow up, upon when Agent will confirm berth availability. Both vessel's vetting and cargo nominations can only be issued by Terminal Coordinator from PT PLI and the acceptance of cargo nomination can be issued by the Terminal Manager. The steps are as follows:

- 1) Once received cargo nominations from PT PLI, discussion between PLI Operations Supt on duty and Terminal Supervisor on the nomination.
- 2) Approval from the Terminal Manager before confirming back the cargo nomination to Terminal Coordinator.
- 3) Update the named nomination on the whiteboard and immediately prepare one single clear file for the nomination received.

### **7.2 Standard Procedure for Import Operations Via Vessel**

- 1) The Terminal Manager would give written instructions for the Terminal with tanks allocation and receiving plan. This would have to be studied and understood for safe and proper handling.
  - 2) Any items in doubt, the Terminal Manager should be informed and matter sorted out before any operation.
  - 3) All tanks with the attending Inspectors should be inspected preferably 1 hour before the import vessel arrives so as to not interfere with shore lining-up. Samples if needed would also to be carried out earlier.
  - 4) Briefing by Operations Supt to other operations staff on the receiving system and all lines and valves traced.
  - 5) On berthing the import vessel, Operations Supervisor should be on the import vessel inspecting together with the inspectors and will supervise the hoses/loading arms connection while awaiting for the acceptance test result.
  - 6) Once the import vessel information verified and inspection has been carried out, Operations Supervisor will inform the Cargo Control Room to inform the agreed discharging plans for nomination, quantity, quality, rate and sequence of discharge.
  - 7) All import vessel samples taken by the attending inspectors would have to be witnessed by the Operations Supervisor and one set given to him.
  - 8) If acceptance test is to be carried out prior to receiving, import vessel should be notified.
  - 9) A thorough water check of the import vessel has to be conducted to determine the presence of water. If any water is found, the Terminal Manager would have to be notified immediately.
  - 10) Any arrival discrepancy in quantity, nomination or grade etc. the Terminal Manager would have to be notified immediately.
  - 11) Once the acceptance test result is out, compare the result against Certificate of Quality from load port. The Terminal Manager would have to be notified immediately.
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- 12) Get all contracted workers and Operations staff to be on standby to start and notify the import vessel to start.
- 13) Once the cargo is ready for transfer, the Operations Supervisor has to ensure that no leakage takes place at the hoses and manifold lines. Technicians has to determine the cargo has been received in the correct shore tank.
- 14) During the initial transfer stage a sample should be taken at the manifold at every half an hour interval for the first two hours by the inspectors and witnessed by the Operations Supervisors. This exercise would also be carried out at the final stages of transfer.
- 15) Once the transfer is running smoothly, the Operations Supt would have to monitor the cargo receiving and all other tanks to ensure no seepage or receiving to wrong tanks . Periodical checks have to be done to ensure no pollution around the vessel by Operations Supervisor.
- 16) On completion, both the terminal and the import vessel would have to be inspected to determine the correct quantity transferred and received.
- 17) Hose disconnection would have to done, once the provisional figures have been ascertained and accepted.

### **7.3 Ship to Shore Procedure**

For the ship to shore transfer to be successful, proper steps has to be taken to ensure that the cargo will be discharged properly and safely. These steps have to be conducted at two different locations, PLI Terminal as well as the Import Vessel as following:-

#### **7.3.1 PLI Terminal Shore Side Procedure for Import**

##### **7.3.1.1 Pre-arrival and Pre-berthing**

- 1) Nomination, Contract parameters, Document Instruction (if applicable) received from Operation Coordinator (OP2).
- 2) Confirmation on the appointment of surveyor.
- 3) Check for tank space availability, vessel vetting status and request for Q88 before acceptance of nomination.
- 4) Verify with surveyor on the quality and their survey instruction.
- 5) Request for Certificate of Quality, Bill of Ladings, Certificate of Origin and Proforma Invoice from load port
- 6) E-mail/Fax Proforma Invoice to Forwarding Agent for Provisional Customs Declaration.
- 7) Liaise with Shipping Agent on vessel's arrival, notification to ADPEL and berthing schedule.
- 8) Confirmation from Forwarding Agent on approval to discharge.
- 9) Request for maintenance to do a function test on Speed of Approach system and Loading Hoses.
- 10) Inform surveyor to be present 1 hour before berthing of the vessel for a operational discussion and shore tank opening.
- 11) Send Speed of Approach pager to Pilot Office once being notified by Agent of the pilot booking confirmation.

##### **7.3.1.2 During Berthing and Before Discharge**

- 1) Discussion with surveyors on their roles & responsibility and our receiving plan.
  - 2) Inspect the nominated shore tanks for receiving with surveyors. Tank gauge and temperature of the product to be taken and recorded in the Gauge Book (if there is balance cargo in shore tank). Saab gauge and temperature reading to be taken and also recorded in the Gauge Book.
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Any abnormalities between manual and Saab readings will be noted and Terminal Manager will be notified immediately.

- 3) Running sample must be taken by surveyor for their retention witnessed by Technician (if there is balance cargo in the shore tank)
- 4) Quantity in tanks calculated and checked against the last closing figure. Any abnormalities will be noted and Terminal Manager will be notified immediately.
- 5) Conduct lining-up preparation.

#### 7.3.1.3 During Discharge

- 1) Maintain low flowrate during initial stage of receiving and line displacement to ensure no leakage and cargo is received in the correct tank. Safety precaution to be taken when receiving into an empty tank, low flowrate until height of the receiving line is reached to avoid static electricity built-up.
- 2) Line displacement is required if the receiving product grade is different from the product in the line.
- 3) Sample taken from manifold of import vessel every half hour during the initial two hours by surveyors witnessed by Operations Supervisor. Similarly, applied to the final stage of receiving.
- 4) Line drip sample must be placed at our manifold. In case of any dispute, quality test should be done using this sample.
- 5) Monitoring of manifold pressure and confirm with import vessel of the discharge quantity /flow rate every hour and recorded.
- 6) If there is any problem at any stage of the receiving that could affect subsequent event, Terminal, Vessel or even Surveyor must promptly notify all key personnel. The problem must be recorded.
- 7) Advance notification of stoppage by either party must be agreed upon.
- 8) Safety round be conducted every two hours.
- 9) Samples will be taken by surveyors from completed tanks and witnessed by Technician for completed shore tanks. A sample will be given for our retention. (if applicable)
- 10) Take closing gauge and temperature readings for completed tanks witnessed by the surveyor. (if applicable)

#### 7.3.1.4 After Discharge

- 1) Confirm with Operations Supervisor to ensure the MOV is shut to isolate the receiving line.
  - 2) Using the level gauge and temperature readings, calculate the Provisional quantity received with the surveyor. Any abnormalities or high discrepancy will be noted and Terminal Manager will be notified immediately.
  - 3) Provisional Outturn will be produced and signed by the surveyor.
  - 4) Issue a Letter of Apparent Discrepancy/Protest generated based on Provisional quantity received and served to the import vessel should there be high discrepancy.
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#### 7.3.1.5 Post-Shipment

- 1) Displace the original product back into the line.
- 2) Sampling of the balance tanks by surveyor witnessed by Technician.
- 3) Take closing gauge and temperature readings for balance tanks witnessed by the surveyor (if applicable). Any abnormalities to be noted and Terminal Manager to be notified immediately.
- 4) Calculate and prepare the final outturn to be signed by surveyor. Any high discrepancy or abnormalities will be noted and Terminal Manager will be notified.
- 5) Preparation of Certificate of Quantity and send together with other documents as per Document Instruction to be forward to PT PLI.

#### 7.3.2 PLI Terminal Ship Side Procedure for Import

##### 7.3.2.3 During Berthing and Before Discharge

- 1) Operations Supervisor will be at jetties prior to advise the Wharf Ranger of location of our hoses connection in order that the vessel manifold is positioned as close to our shore connection.
  - 2) Confirm with Agent on Immigration and Port Health Clearance before boarding the vessel.
  - 3) Conduct Safety Checklist.
  - 4) Mode of Communication and advance notice to stop procedure to be agreed upon.
  - 5) A walkie-Takie will be left on board and acknowledge receipt by import vessel for ship-shore communication purposes.
  - 6) Meeting should be held before loading operation begins between Terminal Representatives, Vessel Representatives and also the surveyors on nominated tanks, temperature, density, quantity, line displacement (if any) and receiving plan.
  - 7) Confirm with Cargo Control Room whether Terminal able to receive the nominated quantity on basis of the arrival temperature and density.
  - 8) Record the draft, trim and list.
  - 9) Determine the On-Board Quantity prior to receiving together with surveyors and import vessel. Thieving for any presence of free-water. Should there be any high variance between load port vessel figure and arrival figure, notify Terminal Manager accordingly.
  - 10) Witnessing sampling carried out by surveyor. Check for any material found in the bottom sample as liquid cargo, solidified cargo, free water or sediment/sludge.
  - 11) Sample sent to laboratory for acceptance test and inform Cargo Control Room to follow-up with Laboratory.
  - 12) Gauging of Bunker & Slop tanks witnessed by surveyor & Operations Supt.
  - 13) Check with import vessel on ballast or de-ballast operation. If there is any, identify the quantity to be ballasted or de-ballasted and record in the ullage report.
  - 14) Sea chest valve in closed position and sealed.
  - 15) Supervise the hose/loading arms connection.
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16) Operations Supervisor will inform the Cargo Control Room on the full particulars, time log, arrival quantity, temperature, density, initial flowrate, max flowrate and notification of stoppage agreed.

#### 7.3.2.4 During Discharge

- 1) Monitor the initial pressure and flowrate to ensure as per agreed.
- 2) Reading of pressure at manifold to be taken every hour and reported back to Cargo Control Room.
- 3) Confirm with import vessel on the flowrate and total quantity discharge every hour and counter-check with Cargo Control Room.
- 4) If there is any problem at any stage of receiving that could affect subsequent event, terminal, vessel or even Surveyor must promptly notify all key personnel. The problem must be recorded.
- 5) Record time log in the time sheet.

#### 7.3.2.5 After Discharge

- 1) Drain the vessel line into the cargo tanks.
- 2) Drain hoses/outboard loading arm into drip trays by opening the vacuum breaker.
- 3) Strip back inbound hoses into receiving line before disconnection.
- 4) Inspection of empty ship tanks after completed discharge together with the surveyor. Estimate and record any ROB not gaugable.
- 5) Should there be gaugable ROB or partial discharge, record the draft, trim and list. Take level gauge, water cuts and temperature reading and record these data.
- 6) Inspect bunker & slop tanks.
- 7) Calculate the quantity in TOV, GOV, GSV, Obsd Volume at 30 deg C, Metric Tons, Long Tons and Barrel at 60 deg F being discharged to the terminal.
- 8) If there is any high variance, investigation should be carried out with the surveyor.

## 7.4 Documentation Procedure

Any instruction for documents creation/preparation/release can ONLY be issued by Terminal Coordinator with black and white approval from the Terminal Manager.

For import operations, several documents are required from the Visiting Vessel; the documents required are as follows:

- 1) Terminal-Ship Nomination Form
  - 2) Ballast/Deballast Forms
  - 3) Safety Checklist
  - 4) Time Sheet
  - 5) Pressure Recoding
  - 6) Vessel Experience Factor
  - 7) Load port Documents
  - 8) Bill of Lading Documents
  - 9) Sea Chest Sealing Report
  - 10) Protest Letters
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- 11) ROB Certificate
- 12) Copies of all Inspectors documents

These documents are to be submitted to the Terminal upon berthing.

For PLI terminal, the documentation phases are divided into three (3) parts, namely BEFORE DISCHARGE, AFTER DISCHARGE and POST OPERATION'S DOCUMENTATION. Two Loading Masters will be assigned to cover the documentation procedure, which will be referred to as Loading Master I (LMI) and Loading Master II (LMII).

7.4.1 Before Discharge

7.4.1.3 Operation Supervisor

Operations Supervisor is to prepare the opening documents and follow the surveyor to do initial inspection on the import vessel.

<b>TO BE PRODUCED</b>	<b>TO BE COLLECTED FROM VISITING VESSEL</b>
Safety Letter	Vessel's Safety Checklist (from vessel's Master)
Ship/Shore Safety Checklist	Vessel's VEF Record (from vessel's Master)
Ship to Shore Communication	Notice Of Readiness (from vessel's Master)
Fire Emergency Notice	Vessel's OBQ report (from surveyor)
Vessel Arrival Condition and Particular	Consignee's Documents ( Ex. B/L; COQ )
Discharging Plan	Certificate of Slops ( From Surveyor )
Letter of Protests ( If applicable )	Discharging Agreement ( From Vessel )

7.4.1.4 Technician/Operations Supt

Technicians to follow the surveyor to do initial inspection on the shore tanks and Operations Supt prepares the opening document.

<b>TO BE PRODUCED</b>
In-turn/Out-turn report (Opening section)

Operations Supt is to inform the Terminal Manager upon commencement of the operations.

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After Discharge

7.4.1.5 Operations Supervisor

Operations Supervisor is to follow the surveyor to conduct the final inspection on the import vessel upon completion of discharge.

Upon completion of calculation, Operations Supervisor is to inform Operations Supt regarding the visiting vessel's discharged figure.

<b>TO BE PRODUCED</b>	<b>TO BE COLLECTED FROM VISITING VESSEL</b>
Vessel Pressure Recording while during discharging	Certificate of Slops ( From Surveyor )
Letter of Protests ( If applicable )	Cargo Pump Performance Log ( From Vessel )
Time sheet	Letter of Protests ( If applicable )
	Time sheet

7.4.1.6 Technician/Operations Supt

Technician is to follow surveyor to do final inspection on shore tanks.

Operations Supt is to prepare all the following:

<b>TO BE PRODUCED / COMPILED*</b>
Inturn & Outturn Report (Provisional)
Inturn & Outturn Report (Final)
PLI Certificate of Quantity
Notice of Readiness (from vessel's Master)
Vessel's Tanks Ullage Report (from surveyor)

**NOTE :** THE EXACT TYPE OF DOCUMENTS TO BE PRODUCED/COMPILED AND ITS DISTRIBUTIONS ARE SUBJECTED TO THE "DOCUMENTS INSTRUCTION" ISSUED BY THE TERMINAL COORDINATOR.

7.4.2 Post Operation's Documentation

7.4.3.1 Operations Supervisor

Operations Supervisor tasks for follow up documentation are as follow:

- 1) To make one set of Photostat copies of the whole operation documents in the shipment folder for PLI terminal retention.
  - 2) To e-mail relevant documents to relevant party as instructed in the "Documents Instruction" issued by Terminal Coordinator.
  - 3) To prepare any documents for courier to relevant party as instructed in the "Documents Instruction" issued by Terminal Coordinator.
  - 4) To fax/e-mail In-turn/Out-turn and Time Sheet to Forwarding Agent for Final Customs Declaration.
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#### 7.4.3.2 Operations Supt

Operation Supt tasks for follow up documentation are as follow:

- 1) To update Daily Book Stock Report"
- 2) To make sure all necessary operations documentation have been completed and filed in the shipment folder before handing over to Terminal Supervisor.
- 3) To inform Terminal Manager regarding the completed operation.

#### 7.4.3.3 Terminal Supervisor

Terminal Supervisor tasks for follow up documentation are as follow:

- 1) To file up a copy of Provisional & Final Customs Declaration Forms in the shipment folder
- 2) To file up a copy of forwarding charges invoice from Forwarding Agent
- 3) To file up a copy of Port Charges and Wharfage invoices from Banten Port Administrator (ADPEL)
- 4) To make sure all payment documents have been completed before officially filed the entire document for final closing.

## 8.0 EXPORT OPERATIONS VIA VESSEL PROCEDURE

### 8.1 Introduction

Export operations describe the loading of cargo into the visiting Vessel. Prior to loading, the visiting vessel must be vetted by Fleet Dept (Fleet), to ensure that the visiting vessel meets the requirements to berth at Bojonegara's jetty. Once the visiting vessel has been approved, the cargo nomination with nominated shore tanks will follow up, upon when the Agent will confirm berth availability and nominated tanks. Both vessel's vetting and cargo nominations can only be issued by Terminal Coordinator from PT PLI and the acceptance of cargo nomination can only be issued by the Terminal Manager. The steps are as follows:

- 1) Once received cargo nominations from PT PLI, discuss the nomination together with PLI Operations Supt on duty and Terminal Supervisor.
- 2) Get approval from the Terminal Manager before confirming back the cargo nomination to Terminal Coordinator.
- 3) Update the named nomination on the whiteboard and immediately prepare one single clear file for the nomination received.

### 8.2 Standard Procedure for Export Operations Via Vessel

- 1) The Terminal Manager would give written instructions for the Terminal with nominated tanks and discharging plan. This would have to be studied and understood for safe and proper handling.
  - 2) Any items in doubt, the Terminal Manager should be informed and matter sorted out before any operation.
  - 3) All tanks with the attending Inspectors should be inspected preferably 1 hour before the export vessel arrives so as to not interfere with the shore lining up preparation. Samples if needed would have to be carried out earlier.
  - 4) Briefing by Operations Supt to other operations staff on the loading system and all lines and valves traced.
-

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- 5) On berthing the export vessel, Operations Supervisor should be on the export vessel inspecting together with the inspectors and also supervise the hoses/loading connection after completion of inspection.
- 6) Once the cargo vessel information verified and inspection has been carried out, Operations Supervisor will confirm to Cargo Control Room on agreed loading plans, loading rate, quantity can be loaded and any OBQ on arrival.
- 7) Tank gauging and temperature reading will be taken by surveyors and witnessed by Operations Supervisor if there is OBQ on arrival. Samples will be taken by surveyor for retention purposes only. (in event, there is no surveyor involved, Operations Supervisor will perform the task with the assistance from contracted worker)
- 8) Get all contracted workers and Operations staff to be on standby to start loading and notify the vessel according.
- 9) Once the vessel is ready for transfer, the Operations Supervisor has to ensure that no leakage takes place at the hoses and manifold lines. Technician has to determine the cargo has been pumped from the correct shore tank using the correct line system and pump.
- 10) During the initial transfer stage a sample should be taken at the manifold at every half an hour interval for the first two hours by the inspectors and witnessed by the Operations Supervisors. This exercise would also be carried out at the final stages of transfer.
- 11) Once the transfer is running smoothly, the Operations Supt would have to monitor the cargo transfer and all other tanks to ensure no seepage or loading from wrong tanks . Periodical checks have to be done to ensure no pollution around the vessel by Operations Supervisor.
- 12) On completion, both the terminal and the export vessel would have to be inspected to determine the correct quantity loaded and received.
- 13) Hose disconnection would have to done, once the figures have been ascertained and accepted.
- 14) All export vessel samples taken by the attending inspectors would have to be witnessed by Operations Supervisor and one set given to him.
- 15) If analysis is to be carried out prior to unberthing, export vessel should be notified. (if applicable)
- 16) A thorough water check of the export vessel has to be conducted to determine the presence of water. If any water is found, the Terminal Manager would have to be notified immediately.
- 17) Any discrepancy in quantity, nomination or grades etc, the Terminal Manager would have to be notified immediately.

### 8.3 Ship to Shore Procedure

For the shore to ship transfer to be successful, proper steps has to be taken to ensure that the cargo will be loaded properly and safely. These steps have to be conducted in two different locations, KOT Terminal as well as Export Vessel as following:-

#### 8.3.1 PLI Terminal Shore Side Procedure for Import

##### 8.3.1.1 Pre-arrival and Pre-berthing

- 1) Nomination, Document Instruction received from Operation Coordinator (OP2).
  - 2) Confirmation on the appointment of surveyor.
  - 3) Check for product availability, vessel vetting status (if new vessel) and request for Q88 before acceptance of nomination.
  - 4) Verify with surveyor on the quality and their survey instruction.
-

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- 5) Preparation of Proforma Invoice for Customs Declaration Purposes.
- 6) E-mail/Fax Proforma Invoice to Forwarding Agent for Customs Declaration.
- 7) Liaise with Shipping Agent on vessel's arrival, notification to ABDEL and berthing schedule.
- 8) Confirmation from Forwarding Agent on approval to load.
- 9) Inform surveyor to be present 1 hour before berthing of the vessel for a operational discussion and shore tank opening.

#### 8.3.1.2 During Berthing and Before Loading

- 1) Discussion with surveyors (if applicable) on their roles & responsibility and our Loading plan.
- 2) Line displacement to be carried out if the product grade to be loaded is different than product in the line before opening.
- 3) Conduct lining-up for line displacement and then proceed with line displacement.
- 4) Inspect the nominated shore tanks for loading with surveyors. Tank gauge and temperature of the product to be taken and recorded in the Gauge Book. Any abnormalities to be noted and Terminal Manager to be notified immediately.
- 5) Running sample must be taken by surveyor witnessed by Technician. A sample must be given to us for our retention
- 6) Quantity in tanks calculated and checked against the last closing figure. Any abnormalities will be noted and Terminal Manager will be notified immediately.
- 7) Conduct lining-up preparation.

#### 8.3.1.3 During Loading

- 1) Maintain low flowrate during initial stage of loading to ensure no leakage and cargo is loaded in the correct ship's tanks.
  - 2) Sample taken from manifold of export vessel every half hour during the initial two hours by surveyors witnessed by Operations Supervisor. Similarly, applied to the final stage of loading.
  - 3) Line drip sample must be placed at our manifold. In case of any dispute, quality test should be done using this sample.
  - 4) Monitor tank level for every 15 minutes during initial stage for the first two hours and followed by every hour interval as to ensure no unexplained movements occur. If there is any, investigation should take place immediately.
  - 5) If there is any problem at any stage of the loading that could affect subsequent event, Terminal, Vessel or even Surveyor must promptly notify all key personnel. The problem must be recorded.
  - 6) Final stoppage by which party must be agreed upon.
  - 7) Safety round be conducted every two hours.
-



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#### 8.3.1.4 After Loading

- 1) Confirm with Operations Supervisor at jetty to ensure the MOV is shut to isolate the loading line.
- 2) Technician will then isolate the MOV at shore tank prior to take closing gauge and temperature readings witnessed by surveyor. Any abnormalities to be noted and Terminal Manager to be notified immediately.
- 3) Calculate and prepare the final Inturn/Outturn to be signed by surveyor. Any high variance or abnormalities will be noted and Terminal Manager will be notified.
- 4) Preparation of cargo document as per Document Instruction and to be forwarded to PT PLI.
- 5) Line displacement will be required to change product to its original grade.

#### 8.3.2 Visiting Vessel Ship to Ship Procedure for Export

##### 8.3.2.1 During Loading and Before Loading

1. Operations Supervisor will be at jetties prior to advise the Wharf Ranger of location of our hoses/loading arms connection in order that the vessel manifold is positioned as close to our shore connection.
2. Confirm with Agent on Immigration and Port Health Clearance before boarding the vessel.
3. Conduct Safety Checklist.
4. Mode of Communication and advance notice to stop procedure to be agreed upon.
5. A walkie-Takie will be left on board and acknowledge receipt by import vessel for ship-shore communication purposes.
6. Meeting should be held before loading operation begins between Terminal Representatives, Vessel Representatives and also the surveyors on nominated tanks, temperature, density, quantity and loading plan.
7. Conduct tank inspection by surveyors (if any) and witnessed by Operations Supervisor.
8. If there is OBQ, record the draft, trim and list Proceed with determine the On-Board Quantity prior to loading together with surveyors and export vessel. Thieving for any presence of free-water. Terminal Manager accordingly.
9. Witnessing sampling OBQ carried out and kept by surveyor as retention sample. Check for any material found in the bottom sample as liquid cargo, solidified cargo, free water or sediment/sludge.
10. Gauging of Bunker & Slop tanks witnessed by surveyor & Operations Supt.
11. Check with export vessel on any ballast and deballast operation. If there is any, identify the quantity and record in the ullage report.
12. Sea chest valve in closed position and sealed.
13. Supervise the hose/loading arm connection.
14. Advise Cargo Control Room on the full particulars, time log, max. loading rate, quantity can be loaded and notification of stoppage agreed.

##### 8.3.2.2 During Loading

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- 1) Start the loading at low flowrate with pump by-pass line fully opened to ensure that there is no leakage and cargo is loaded into the correct ship tanks
- 2) If there is any problem at any stage of loading that could affect subsequent event, terminal, vessel or even Surveyor must promptly notify all key personnel. The problem must be recorded.
- 3) Final stoppage by terminal or vessel to be agreed upon.
- 4) Record time log in the time sheet.

#### 8.3.2.3 After Discharge

- 1) Isolate the loading line by closing the MOV at jetty.
- 2) Drain the hoses into the cargo lines
- 3) Record draft, trim and list in the ullage report. Apply trim correction in the calculation,
- 4) Take gauge measurement, water cuts and temperatures readings on all cargo compartments and record all these data. Temperature must be taken at three levels (upper, middle and lower level).
- 5) Inspect ballast and slop tanks.
- 6) Take sample from each tank and do appropriate test (if required)
- 7) Samples placed onboard the vessel for delivery to discharge port representative should be sealed and acknowledged by a receipt signed by the vessel's representative.
- 8) Calculate the quantity loaded in TOV, GOV, GSV, Obsd Volume at 30deg C, MT, LT and Barrel at 60deg F.
- 9) If there is any high variance, investigation should be done with surveyors.

#### 8.4 Documentation Procedure

Any instruction for documents creation/preparation/release can ONLY be issued by Terminal Coordinator with black and white approval from the Terminal Manager.

For export operations, several documents are required from the Visiting Vessel; the documents required are as follows:

- 1) Terminal-Ship Nomination Form
- 2) Ballast/Deballast Forms
- 3) Safety Checklist
- 4) Time Sheet
- 5) Pressure Recoding
- 6) Vessel Experience Factor
- 7) Load port Documents
- 8) Bill of Lading Documents
- 9) Sea Chest Sealing Report
- 10) Protest Letters
- 11) ROB Certificate
- 12) Copies of all Inspectors documents

These documents are to be submitted to the Terminal upon berthing.

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For PLI operation, the documentation phases are divided into three (3) parts, namely BEFORE LOADING, AFTER LOADING and POST OPERATION'S DOCUMENTATION. Two terminal personnels will be assigned to cover the documentation procedure, which will referred to as Operations Supervisor and Operations Supt.

#### 8.4.2 Before Loading

##### 8.4.2.1 Operation Supervisor

Operations Supervisor is to prepare the opening documents and follow the surveyor to do initial inspection on the visiting vessel.

<b>TO BE PRODUCED</b>	<b>TO BE COLLECTED FROM VISITING VESSEL</b>
Safety Letter	Vessel's Safety Checklist (from vessel's Master)
Ship/Shore Safety Checklist	Vessel's VEF Record (from vessel's Master)
Ship to Shore Communication	Notice Of Readiness (from vessel's Master)
Fire & Emergency Notice	Ship's Certificate of Cleanliness (from surveyor)
Loading Plan/Master Nomination	
Tank Inspection Report Before Loading	
Bunker Survey Report Upon Arrival	

##### 8.4.2.2 Technician/Operations Supt

Technicians to follow the surveyor to do initial inspection on the terminal shore tanks and prepares the opening document.

<b>TO BE PRODUCED</b>
Shore Tank Calculation (Partial Filled)

Operations Supt is to inform the Terminal Manager upon commencement of the operations.

#### 8.4.3 After Loading

##### 8.4.3.1 Operations Supervisor

Operations Supervisor is to follow the surveyor to do final inspection on the visiting vessel.

Upon completion of calculation, Operations Supervisor is to inform Operations Supt regarding the visiting vessel's received figure.

<b>TO BE COLLECTED</b>
Vessel's Tank Ullage Report (from Surveyor/Terminal Repr)

##### 8.4.3.2 Technician/Operations Supt

Technician is to follow surveyor to do final inspection at PLI Terminal.

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Operations Supt is to prepare all the following:

<b>TO BE PRODUCED / COMPILED*</b>
Shore Tank Calculation
Bill of Lading
Proforma Invoice
Certificate of Quality (from surveyor)
Certificate of Quantity
Certificate of Origin
Cargo Manifest
Time Sheet
Master Receipt of Samples
Master Receipt of Documents
Vessel's Bunker Survey Report
Notice of Readiness (from vessel's Master)
Vessel's Tanks Ullage Report (from surveyor)
Ship's Certificate of Cleanliness (from surveyor)
Letter Of Protest If Any

**NOTE :** THE EXACT TYPE OF DOCUMENTS TO BE PRODUCED/COMPILED AND ITS DISTRIBUTIONS ARE SUBJECTED TO THE "DOCUMENTS INSTRUCTION" ISSUED BY THE TERMINAL COORDINATOR.

#### 8.4.4 Post Operation's Documentation

##### 8.4.4.1 Operations Supervisor

Operations Supervisor tasks for follow up documentation are as follow:

- 1) To make one set of Photostat copies of the whole operation documents and filed in the shipment folder for PLI Terminal retention
- 2) To e-mail relevant documents to relevant party as instructed in the "Documents Instruction" issued by Terminal Coordinator.
- 3) To prepare any documents for courier to relevant party as instructed in the "Documents Instruction" issued by Terminal Coordinator.
- 4) To e-mail a copy of Inturn/Outturn and Time Sheet to Banten Port Administrator (ADPEL) for and Forwarding Agent for Customs Declaration.

##### 8.4.4.2 Operations Supt

Operations Supt tasks for follow up documentation are as follow:

- 1) To update "Daily Book Stock Report."
  - 2) To make sure all necessary operations documentations has been completed before officially filed all the documents into the shipment folder.
  - 3) Shipment folder will be handed over to Terminal Supervisor.
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- 4) To inform Terminal Manager regarding the completed operation.

#### 8.4.4.3 Terminal Supervisor

Terminal Supervisor tasks for follow up documentation are as follow:

- 1) To file up a copy of Customs Declaration Forms in the shipment folde
- 2) To file up a copy of forwarding charges invoice from Forwarding Agent
- 3) To file up a copy of Port Charges and Wharfage invoices from Banten Port Administrator (ADPEL) – if applicable
- 4) To make sure all payment documents have been completed before officially filed the entire document for final closing.

## 9.0 INTER TANK TRANSFER (ITT) OPERATIONS PROCEDURE

### 9.1 Introduction

Inter Tank Transfer (ITT) Operations describes the cargo movement between two or more tanks within the terminal. This is to be carried out after Inter-tank Transfer (ITT) instructions are given by Commercial. However this may be for line displacement where the instructions will comes from the Terminal Manager. If any problems encountered during the course of the operations, the Terminal Manager would have to be notified immediately. All records would have to be documented in the gauge book and ITT shore calculation forms with date and time noted and tanks utilized. Certificate of Transferred Quantity would have to be produced for submission to PT ERISS.

### 9.2 Standard Procedure for ITT Operations

- 1) Inter-Tank Transfer Document Instruction received from Commercial and followed by
- 2) Plan and discuss the ITT operation with PLI Supt on duty and Terminal Supervisor..
- 3) Confirm the ITT operation plan with Terminal Manager before executing the operation officially.
- 4) Once confirmed, produce an ITT job number with reference to ITT Document Instruction received from Commercial.
- 5) Update the operation plan on the whiteboard.

### 9.3 Documentation Procedure

For PLI Terminal, the documentation phases are divided into three (3) parts, namely BEFORE ITT, AFTER ITT and POST OPERATION'S DOCUMENTATION. Operations Supt will be assigned to cover the documentation procedure.

#### 9.3.1 Before ITT

Technician to follow surveyor to do initial inspection on the Shore tanks and prepare opening document.

<b>TO BE PRODUCED</b>
Shore Tank Calculation (Partial Complete)

Operations Supt is to inform the Terminal Manager upon commencement of transfer.

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### 9.3.2 After ITT

Technician is to follow surveyor/Chief Officer to do final inspection on PLI Terminal shore tanks.

Manual level gauge and temperature reading are used to closing gauge. Upon completion of calculation, Operations Supt is to produce the following documents.

<b>TO BE PRODUCED/COMPILED</b>
Shore Tank Calculation (Complete)
Certificate of Transferred Quantity

### 9.3.2 Post Operation's Documentation

Operations Supt tasks for follow up documentation are as follow:

- 1) To make a Photostat copy of Shore Tank Calculation & Certificate of Transferred Quantity to be filed into the Monthly ITT folder.
- 2) To update "Daily Book Stock Report".
- 3) To e-mail Certificate of Transferred Quantity to Commercial & Terminal Coordinator.
- 4) Sent original Certificate of Transferred Quantity to Commercial by courier.

To inform Terminal Manager and Terminal Coordinator regarding the completed operation.

## 10.0 BLENDING OPERATIONS PROCEDURE

### 10.1 Introduction

Blending Operations describes the process of getting the cargo in the tank homogenous after cargo movement between two or more tanks of different grades within the terminal. This is to be carried out after Blending Instruction is given by Commercial. If any problems encountered during the course of the blending operations, the Terminal Manager would have to be notified immediately. The time for the blending will also be recorded. A Certificate of Circulation/Agitation will be produced after blending completion and sent to PT ERISS.

### 10.2 Standard Procedure for Blending Operations

- 1) Blending Instruction received from Commercial and followed by confirmation to proceed from Terminal Coordinator.
- 2) Plan and discuss the blending operation with PLI Supt on duty and Terminal Supervisor.
- 3) Confirm the blending operation plan with Terminal Manager before executing the operation officially.
- 4) Once confirmed, produce a job number with reference to Blending Instruction received from Commercial.
- 5) Update the operation plan on the whiteboard.

### 10.3 Documentation Procedure

For PLI Terminal, the documentation phases are divided into three (3) parts, namely BEFORE BLENDING, AFTER BLENDING and POST OPERATION'S DOCUMENTATION. Operations Supt will be assigned to cover the documentation procedure.

#### 10.3.1 Before Blending Operation

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Briefing be conducted by Operations Supt with other operations staff. Technician will then proceed with lining up the blending system. Once the blending system is ready, Technician will get the go-ahead from Operations Supt to commence. The starting time will be recorded.

Operations Supt is to inform the Terminal Manager upon commencement of transfer.

### 10.3.2 After Blending Operation

Upon of the completion of the blending operation, the time will recorded. Operations Supt is to produce the following documents.

<b>TO BE PRODUCED/COMPILED</b>
Certificate of Circulation /Agitation

### 10.3.3 Post Operation's Documentation

Operations Supt tasks for follow up documentation are as follow:

- 1) To make a Photostat copy of Certificate of Circulation/Agitation to be filed into the Monthly Blending File.
- 2) To e-mail Certificate of Certificate of Circulation/Agitation to Commercial & Terminal Coordinator.
- 3) Sent original Certificate of Circulation/Agitation to Commercial by courier.

To inform Terminal Manager and Terminal Coordinator regarding the completed operation.

## 11.0 TANK TRUCK LIFTING PROCEDURE

### 11.1 Introduction

Tank truck lifting describes the process of filling up the compartments of tank trucks for local domestic purposes. Weekly Collection Advice will be received from Commercial weekly basis for the following week collection. Further to that, Daily Collection Schedule will also be received from Commercial daily for the following day lifting. Tank trucks will only allowed into the terminal for lifting with Purchase Requisition Note (PRN) from Clients. If any problems encountered during the course of the operations, the Terminal Manager would have to be notified immediately. Weekly summary will be produced at the end of every week and sent together with delivery orders and copy of PRN to PT ERISS on every Monday.

### 11.2 Standard Procedure for TTL

- 1) Weekly collection Advice received by e-mail from Commercial on weekly basis every Friday and followed by Daily Collection Schedule on daily basis before 1600hrs from Commercial and confirmation be made by Terminal Coordinator.
  - 2) Daily Collection Schedule is printed-out for control purposes.
  - 3) Once tank truck arrived, the tank truck will park their vehicle at the terminal entrance. The driver will hand-cver Purchase Requisition Note to Document Issuance Counter in exchange for a Loading Slip.
  - 4) With this Loading Slip, the vehicle is then allowed by Security Guard to entry into the terminal to the Loading/Unloading Station.
  - 5) At Loading/Unloading Station, the driver will hand-over the Loading Slip to the operator and connect the filling hose and earthing wire
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- 6) The operator will put the Loading Slip into the ticket printer and print the initial Meter Reading.
- 7) Then the operator will set Accuload meter to the quantity of the compartment to be loaded.
- 8) The driver will then proceed to standby at the tank hatch to avoid over-filling.
- 9) Upon completion of loading this compartment, the driver will seal the top hatch and disconnect the filling hose and connect the filling next compartment.
- 10) Repeat item 7 to 9 for each compartment filling.
- 11) Upon completion all filling, the driver remove the hose and earthing wire before sealing the outlet.
- 12) Printing of final meter reading and remove Loading Slip after completion filling the truck.
- 13) The operator will retain a copy of Loading Slip and hand over the rest of the loading slip to the driver.
- 14) The truck will proceed to Document Issuing Counter with the Loading Ticket.
- 15) The Operations Supt will collect back the Loading Ticket and issue 2 copy of Deliver Orders to the driver with a copy of PRN.
- 16) Security Guard will inspect the seals and collect a copy of Delivery Order at the exit from our terminal.

### 11.3 Documentation Procedure

For PLI Terminal, the documentation phases are divided into three (3) parts, namely BEFORE BLENDING, AFTER BLENDING and POST OPERATION'S DOCUMENTATION. Operations Supt will be assigned to cover the documentation procedure.

#### 11.3.1 Before Tank Truck Lifting

Gauge and temperature reading of the shore tank will be recorded in the Gauge Book before the commencement of the operation day at 0600hours. The Operations Supt will instruct Technician to open the Motorised Operated Valve at the tank. Purchase Requisition Note produced by the driver will be checked against Daily Collection Schedule. If there is a discrepancy between the Purchase Requisition Note and Daily Collection Schedule, the Commercial and the Terminal Manager will be notified. Operations Supt will produce the following documents.

<b>TO BE PRODUCED/COMPILED</b>
Loading Slip

Operator will insert the Loading Slip into the Accuload Ticket Printer and print the initial meter figure.

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### 11.3.2 After Tank Truck Loading Operation

Upon of the completion of the operation, loading ticket will be printed by operator. Operations Supt is to produce the following documents.

<b>TO BE PRODUCED/COMPILED</b>
Delivery Order

Gauge and temperature reading of the shore tank will be recorded in the Gauge Book after the completion of the operation days. The Operations Supt will instruct Technician to close the Operating Valve at the tank.

### 11.3.3 Post Operation's Documentation

Operations Supt tasks for follow up documentation are as follow:

- 1) To make transaction entry into "Daily Bulk Stock".
- 2) To collect documents from operator and Security Guard.
- 3) A copy of documents will be retained in file.
- 4) Preparation of weekly summary with weight computation.
- 5) Documents will be sent to Commercial by courier every week on Monday

## 12.0 INTER-TERMINAL EXPORT OPERATION PROCEDURE

### 12.1 Introduction

Inter-terminal export operations describe the export of cargo from PLI Terminal to other terminal within Indonesia. Cargo nominations can only be issued by Terminal Coordinator from PT ERISS with Document Instruction from Commercial and the acceptance of cargo nomination can only be issued by the Terminal Manager. The steps are as follows:

- 1) Once received cargo nominations from PT ERISS, immediately prepare one single clear file for each nomination received and name the nomination on the whiteboard.
- 2) Discuss the nomination together with PLI Operations Supt on duty and Assistant Terminal Manager.
- 3) Get approval from the Terminal Manager before confirming back the cargo nomination to Terminal Coordinator.
- 4) Update the named nomination on the whiteboard.

### 12.2 Standard Procedure for Inter-Terminal Export Operations

- 1) The Terminal Manager would give written instructions for the Terminal with nominated tanks and inter-terminal export plan. This would have to be studied and understood for safe and proper handling. Any items in doubt, the Terminal Manager should be informed and matter sorted out before any operation.
  - 2) Pre-export operation, sampling and acceptance analysis will be carried out by attending Inspectors and a set of samples be given to us. A copy of Certificate of Quality will be forwarded by e-mail/by hand to the receiving terminal.
  - 3) Once the acceptance test is out, the receiving terminal will then advise the time for cargo transfer operation.
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- 4) The attending Inspectors should be inspected preferably 1 hour prior to cargo transfer operation so as to not interfere with the shore lining up preparation.
- 5) Briefing by Operations Supt to other operations staff on the cargo transfer system and all lines and valves traced.
- 6) Operations Supervisor should be at receiving terminal inspecting together with the inspectors.
- 7) Once the cargo information verified with officer of receiving terminal and inspection has been carried out, Operations Supervisor will confirm to Cargo Control Room on agreed transfer plans, transfer rate, quantity and report the tank opening balance.
- 8) Tank gauging and temperature reading at receiving terminal will be taken by surveyors and witnessed by Operations Supervisor. Samples will be taken by surveyor for retention purposes only.
- 9) Get all contracted workers and Operations staff to be on standby to start transfer and notify the receiving terminal according.
- 10) Once it is ready for transfer, the Operations Supervisor has to check the line from the receiving terminal back to our terminal. Technician has to determine the cargo has been pumped from the correct shore tank using the correct line system and pump.
- 11) After half hour of transfer, the pump will be stopped. Gauge will be taken at both terminal and calculate to determine the packness of the transfer lines. The Terminal Manager will be notifying if there is a discrepancy or abnormality arised.
- 12) Samples be taken at the manifold at regular interval for the first two hours by the inspectors at the receiving terminal.
- 13) On completion, both terminals would have to be inspected to determine the correct quantity transferred and received. Samples at receiving tank taken by the attending inspectors in the presence of Operations Supervisor.

### **12.3 Shore to Ship Procedure**

For the inter-terminal transfer to be successful, proper steps has to be taken to ensure that the cargo will be loaded properly and safely. These steps have to be conducted in two different locations, PLI Terminal as well as receiving terminal as following:-

#### **12.3.1 PLI Terminal Procedure at Our Terminal for Inter-Terminal Transfer**

##### **12.3.1.1 Before Inter-Terminal Transfer**

- 1) Nomination, Document Instruction received from Operation Coordinator (OP2).
  - 2) Confirmation on the appointment of surveyor.
  - 3) Preparation of Proforma Invoice for Customs Declaration Purposes.
  - 4) E-mail/Fax Proforma Invoice to Forwarding Agent for Customs Declaration.
  - 5) Liaise with receiving terminal on the estimated time of the transfer.
  - 6) Surveyor to conduct on pre-transfer sampling jointly witnessed by Technician.
  - 7) Samples sent by In-house Inspector for acceptance test:- (Density, Viscosity, Water, Flash Point & Sulphur).
  - 8) Copy of Certificate of Quality e-mail to receiving terminal.
  - 9) Confirmation from Forwarding Agent on approval to transfer.
  - 10) Once the result is acceptable, receiving terminal will confirm the time of the actual transfer to take place.
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- 11) Inform surveyor to be present 1 hour before berthing of the vessel for a operational discussion and shore tank opening.
- 12) Discussion with surveyors on their Inter-terminal transfer plan.
- 13) Gauging and temperature reading are taken by Technician and witness by surveyor and recorded in the gauge book. Quantity in tanks calculated and checked against the last closing figure. Any abnormalities will be noted and Terminal Manager will be notified immediately.
- 14) Conduct lining-up preparation

#### 12.3.1.2 During Inter-Terminal Transfer

- 1) Start with low flowrate during initial stage of transfer to ensure no leakage and cargo is loaded in the correct tanks.
- 2) Samples taken from the receiving terminal's manifold at regular interval hours by surveyors witnessed by Operations Supervisor.
- 3) Monitor tank level for every 15 minutes during initial stage for the first two hours and followed by every hour interval as to ensure no unexplained movements occur. If there is any, investigation should take place immediately.
- 4) Stop transfer after half hour. Determine the quantity transfer from our terminal and quantity received at receiving terminal using tank gauge to determine the packness of the lines. If there is high discrepancy or any abnormality please note and notify the Terminal Manager immediately.
- 5) Monitoring loading rate and for quantity loaded every hour and recorded.
- 6) If there is any problem at any stage of the loading that could affect subsequent event, Terminal, Vessel or even Surveyor must promptly notify all key personnel. The problem must be recorded.
- 7) Final stoppage by which party be agreed upon.
- 8) Safety round be conducted every two hours.

#### 12.3.1.3 After Inter-Terminal Transfer

- 1) Confirm with Operations Supervisor at receiving terminal to ensure the MOV is shut to isolate the loading line. The MOV is then sealed by surveyor.
- 2) Technician will then isolate the MOV at shore tank prior to take closing gauge and temperature readings witnessed by surveyor. Any abnormalities to be noted and Terminal Manager to be notified immediately.
- 3) Calculate and prepare the final Inturn/Outturn to be signed by surveyor. Any high variance or abnormalities will be noted and Terminal Manager will be notified.
- 4) Preparation of cargo document as per Document Instruction and to be forwarded to PT PLI.

### 12.3.2 PLI Terminal Procedure at Receiving Terminal for Inter-Terminal Transfer

#### 12.3.2.1 Before Inter-Terminal Transfer

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- 1) Buyer surveyor will collect samples for Client for additional analysis. (Hand-Blend, Viscosity, Filtering)
- 2) Discussion with Receiving terminal Officer on the nomination, flowrate, and inter-terminal transfer plan.
- 3) Mode of Communication and advance notice to stop procedure to be agreed upon.
- 4) A Walkie-Takie will be on loan from receiving terminal and acknowledge receipt by Operations Supervisor for inter-terminal communication purposes.
- 5) Conduct tank level gauging and temperature determination by receiving terminal staff witnessed by surveyors and our Operations Supervisor. Thieving for any presence of free-water presence. Saab level gauge and temperature will also be taken and recorded.
- 6) Witnessing sampling by surveyor as retention sample. Check for any material found in the bottom sample as liquid cargo, solidified cargo, free water or sediment/sludge.
- 7) Check the seal intact before remove from the MOV.
- 8) Advise Cargo Control Room on the full particulars, time log, max transfer rate, quantity can be transferred and notification of stoppage agreed.

#### 12.3.2.2 During Inter-Terminal Transfer

- 1) Ensure that cargo is received into the tank during the initial receiving.
- 2) After half hour of receiving, pumping will be stopped. Gauge level will be taken from tank gauge for comparison to ensure the line is fully packed before transfer operation.
- 3) If there is any problem at any stage of loading that could affect subsequent event, terminal, vessel or even Surveyor must promptly notify all key personnel. The problem must be recorded.
- 4) Record time log in the time sheet.

#### 12.3.2.3 After Inter-Terminal Transfer

- 1) Operations Supervisor will witness the isolation of the receiving line by receiving terminal and witness the sealing of MOV by the surveyors.
- 2) Take gauge measurement, water cuts and temperatures readings on receiving tank and record all these data. Temperature must be taken at three levels (upper, middle and lower level).
- 3) Take sample from receiving tank by surveyor for retention purpose only.
- 4) Calculate the quantity loaded in TOV, GOV, GSV, Obsd Volume at 30deg C, MT, LT and Barrel at 60deg F.
- 5) If there is any high variance, investigation should be done with surveyors.

### 12.4 Documentation Procedure

Any instruction for documents creation/preparation/release can ONLY be issued by Terminal Coordinator with black and white approval from the Terminal Manager

For PLI operation, the documentation phases are divided into three (3) parts, namely BEFORE LOADING, AFTER LOADING and POST OPERATION'S DOCUMENTATION. Two terminal

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personnels will be assigned to cover the documentation procedure, which will refer to as Operations Supervisor and Operations Supt.

#### 12.4.1 Before Loading

##### 12.4.1.1 Operations Supervisor

Operations Supervisor is to prepare the opening documents and follow the surveyor to do initial inspection on the receiving terminal.

<b>TO BE PRODUCED/COMPILED</b>
Receiving Shore Tank Calculation (Partial Filled from Surveyor)

##### 12.4.1.2 Technician/Operations Supt

Technician is to follow surveyor to do initial inspection on the terminal shore tanks and prepare opening document.

<b>TO BE PRODUCED/COMPILED</b>
Source Shore Tank Calculation (Partial Filled)

Operations Supt is to inform Terminal Manager upon commencement of operations.

#### 12.4.2 After Loading

##### 12.4.2.1 Operations Supervisor

Operations Supervisor is to follow the surveyor to do final inspection on the receiving terminal.

Upon completion of calculation, Operations Supervisor is to inform Operations Supt regarding the receiving terminal figure.

<b>TO BE COLLECTED</b>
Receiving Shore Tank Calculation ( From Surveyor )

##### 12.4.2.2 Technician/Operations Supt

Technician is to follow the surveyor to do final inspection at KOT Terminal. Operations Supt is to prepare all the following:

<b>TO BE PRODUCED/COMPILED</b>
Shore Tank Calculation(Inturn Certificate )
Deliver Order
Performa Invoice
CERT. Of Quantity

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CERT. Of Quality
Receiving Tank Calculation ( From Surveyor)

*NOTE : THE EXACT TYPE OF DOCUMENTS TO BE PRODUCED/COMPILED AND ITS DISTRIBUTIONS ARE SUBJECTED TO THE "DOCUMENTS INSTRUCTION" ISSUED BY THE TERMINAL COORDINATOR.*

#### 12.4.3 Post Operation's Documentation

##### 12.4.3.1 Operations Supervisor

Operations Supervisor tasks for follow up documentation are as follow:

- 1) To make one set of Photostat copies of the whole operation documents and filed in the shipment folder for PLI Terminal retention
- 2) To e-mail relevant documents to relevant party as instructed in the "Documents Instruction" issued by Terminal Coordinator.
- 3) To prepare any documents for courier to relevant party as instructed in the "Documents Instruction" issued by Terminal Coordinator.
- 4) To e-mail a copy of In-turn/Out-turn and Time Sheet to Forwarding Agent for Customs Declaration.

##### 12.4.3.2 Operations Supt

Operations Supt tasks for follow up documentation are as follow:

- 1) To update "Daily Book Stock Report."
- 2) To make sure all necessary operations documentations has been completed before officially filed all the documents into the shipment folder.
- 3) Shipment folder will be handed over to Terminal Supervisor.
- 4) To inform Terminal Manager regarding the completed operation.

##### 12.4.3.3 Terminal Supervisor

Terminal Supervisor tasks for follow up documentation are as follow:

- 1) To file up a copy of Customs Declaration Forms in the shipment folder
  - 2) To file up a copy of forwarding charges invoice from Forwarding Agent.
  - 3) Shipment file closed.
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### 13.0 RECORDS

This procedure shall be kept by the Terminal Manager and shall be made available to the respective personnel for reference.

It shall be issued to the following personnel for implementation:

1. Operation Superintendent
2. Terminal Supervisor
3. Operation Supervisor
4. Technician
5. Terminal Coordinator

The following information shall be maintained, recorded and filed accordingly within a retention period of three (3) years:

1. Detailed Master Listing (Inventory Stock)
  2. Product Release Note (PRN)
  3. Document Instruction (DI)
  4. Nomination Form
  5. Shipment Document
  6. PLI Operation Shelf Folder
  7. Weekly Summary Record
  8. Release Order (RO)
  9. Request for ITT/Blending & Analysis Form
  10. Month End Stock Inventory Summary
  11. Daily Book Stock Report
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