

Prepared by: Commercial Office Approved by: Management Revision date: 2026-07-02

CLIENT RESOURCE · CARGO OWNERS AND SCHEDULERS PROPOSING PARCELS

Product Acceptance Guidelines

How proposed cargoes are evaluated for acceptance: quality documentation, compatibility, provenance and screening.

DOCUMENT CONTROL	
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1.0	12 July 2026	Initial controlled issue.	Commercial Office	Management



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Executive Summary

Not every parcel fits every tank — and a terminal that accepts everything protects nothing. This document explains the criteria applied before a cargo is accepted for storage: documentation, technical compatibility, provenance and screening. It exists to make acceptance predictable for professional counterparties.

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Process Overview

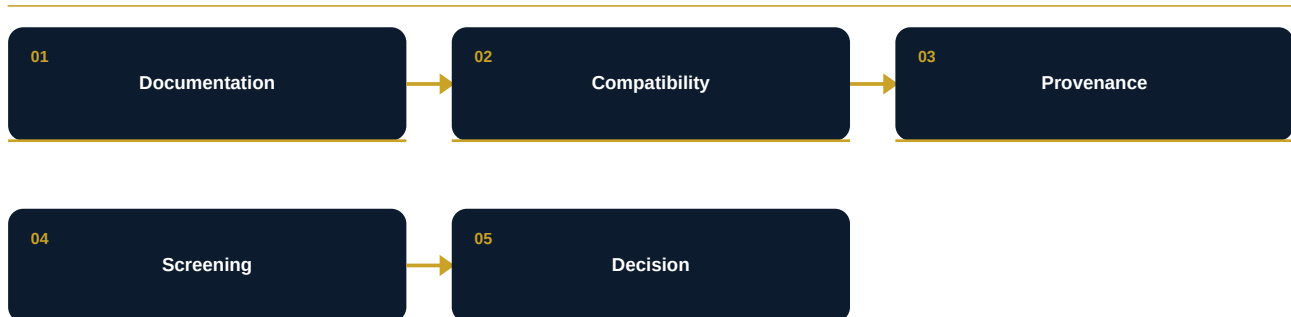


Figure. How a proposed cargo is evaluated.

01 Acceptance Principles

- Acceptance is parcel-specific: product, origin, quality documentation and the intended tank service are evaluated together
- No receipt is scheduled before counterparty and cargo screening completes
- Ambiguous documentation delays acceptance; falsified documentation ends the relationship and may be reported

02 Quality Documentation Requirements

Each proposed parcel requires a Certificate of Quality from a recognized laboratory or inspection company, current for the parcel offered, covering the specification parameters relevant to the grade. For crude: a recent assay or CoQ sufficient to confirm segregation family and handling regime (pour point, vapor pressure, H₂S where relevant).

03 Technical Compatibility

The terminal confirms: tank service fit (vapor pressure, heating needs, materials compatibility); segregation family fit against current tank assignments; and any special regimes (jet filtration, additized product, quarantine needs). Where a service change would be required, the product-change protocol and its lead time apply.

04 Provenance and Screening

Cargo origin is reviewed against applicable sanctions programs and the terminal's acceptance policy. Vessels nominated for delivery are screened; documentation inconsistent with claimed origin triggers inquiry before scheduling. These checks protect every customer whose product shares the facility.



05 Declining Parcels

We decline parcels that fail screening, lack credible quality documentation, or cannot be stored without endangering other customers' product. Declines are communicated promptly and factually. A decline of a parcel is not a judgment of the counterparty; repeated documentation failures are.

References & Standards

This document reflects industry-standard practice, including the following references where applicable:

- 1 API MPMS — Manual of Petroleum Measurement Standards (custody measurement).
- 2 ISO 9001 / 14001 / 45001 — quality, environmental and occupational health & safety management systems.

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