

# ORDER FULFILLMENT HANDBOOK

BULK AND PACKAGED  
PRODUCTS

## PETRO-CANADA LUBRICANTS



LUBRICANTS

AN HF SINCLAIR BRAND

### *HF Sinclair™*

sonneborn™



HF SINCLAIR BRANDS

# INTRODUCTION

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HF Sinclair's Lubricants & Specialty Products segment is one of the largest North American white oil, lubricants, and group III base oil producers. We manufacture products across the U.S., Canada and the Netherlands, and export to more than 80 countries under the brands Sonneborn, Petro-Canada Lubricants, Red Giant Oil and HollyFrontier Specialty Products.

At HF Sinclair, our goal is to exceed customer expectations through world-class solutions. Backed by industry-leading technical services and research & development, we bring a deep understanding of the operational challenges our customers face, with a commitment to proactive improvement and an eye for groundbreaking solutions.

As part of our commitment to continuous improvement, we have updated our Order Fulfillment Handbook. This Handbook details policies around order handling, order adjustments, and transport and delivery, designed to ensure we can continue to provide the consistent, efficient, and high-quality service to all our customers.

We thank you for your continued business with us and look forward to working with you to meet your business needs.

## HF SINCLAIR CORPORATION (NYSE: DINO)

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HF Sinclair Corporation (HF Sinclair) is an evolving energy company with an enduring family of brands. From refining to midstream to marketing, we provide traditional and renewable fuels and lubricants for planes, trains and automobiles – plus other essential products such as asphalt, roofing tar and components for medicines and cosmetics.



AN HF SINCLAIR BRAND

Under **Petro-Canada Lubricants**, we produce engine oils, gear oils, greases and specialty fluids for equipment in heavy-duty fleet, construction, mining, forestry and more, with a track record of engineering that makes our customers' operations more efficient and more profitable.

Learn more at [www.petrocanadalubricants.com](http://www.petrocanadalubricants.com).

**sonneborn**

AN HF SINCLAIR BRAND

Under **Sonneborn**, we set the global industry standard for white oils, petrolatum and microcrystalline waxes in the personal care, pharmaceutical, polymers and food processing industries. We are also innovating with SonneNatural, a full line of unique and distinct 100% vegetable-based products. Sonneborn products have been developed in partnership with our industry-leading customers, for unsurpassed purity and performance.

Learn more at [www.sonneborn.com](http://www.sonneborn.com).



AN HF SINCLAIR BRAND

Under **Red Giant Oil**, we produce the engine oils of choice for U.S. Class I railroads. For more than 100 years, we have continually evolved to meet the needs of increasingly powerful equipment, improving uptime and decreasing costs and maintenance intervals.

Learn more at [www.redgiantoil.com](http://www.redgiantoil.com).



AN HF SINCLAIR BRAND

Under **HollyFrontier Specialty Products**, we produce specialty fluids and wax solutions such as process oil, base oil, agricultural oil, asphalt modifier or custom wax blends for a variety of industries, working with each customer to deliver purity, uniformity and flexibility that fits the application like a glove.

Learn more at [www.hollyfrontierspecialties.com](http://www.hollyfrontierspecialties.com).

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# OUR VALUES

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HF Sinclair encompasses five powerful brands with one simple mission: We make the products that make life go.

We're united through our One HF Sinclair Culture, which is built on the core values of Safety, Integrity, Teamwork, Ownership and Inclusion.

These values are the foundation of everything we do, engaging our stakeholders and empowering our people to Step Up and Stand Out.



## **SAFETY**

Safety is our number one priority and our goal is to make sure everyone returns home safely each day. Safety and reliability are essential components of the successful operation of our business and our commitment to protect the well-being of our workforce, communities and the environment.



## **INTEGRITY**

Seeking and sustaining a culture of compliance enables us to operate with integrity across the world. At HF Sinclair, we have a long-standing commitment to ethical behaviour and do what is right for our employees, investors, communities and the environment.



## **TEAMWORK**

We know that the strength of our team lies in our combined expertise and experiences, diversity of skills and our ability to trust each other. This collaborative, supportive way of working extends to our relationships with our customers and the communities within which we operate.



## **OWNERSHIP**

We hold ourselves accountable for our operations and efforts and we reward our employees for their contributions. We empower employees to take ownership and initiative to bring about positive results for their career and support entrepreneurial spirit.



## **INCLUSION**

We foster a culture of inclusion by encouraging diversity of experiences, viewpoints and backgrounds. We strive to provide a work environment in which employees feel valued and included in decisions, opportunities and challenges. What makes each of us different, together makes us stronger.

# ORDER HANDLING

## ORDER PLACEMENT

Orders may be placed with a Customer Service Specialist Monday-Friday by phone, email, or through the iBuy™ online ordering portal.

The iBuy™ online ordering portal is a secure site that requires user set-up and password access. Existing customers can register directly through <https://ibuy.petrocanadalsp.com/> or through their Customer Service Specialist.

For after-hours emergencies, please contact Customer Service via our toll-free number listed below. Emails are NOT monitored outside of normal business hours.

For ease of reference, the Petro-Canada Lubricants brand operates under the acronyms of **PCLI** (Petro-Canada Lubricants Inc.), **PCA** (Petro-Canada America), and **PCE** (Petro-Canada Europe)<sup>1</sup>.

Location	Email	Phone
<b>PCLI – Eastern Canada</b>	eastlubes@hfsinclair.com	English: 1-800-268-5850 French: 1-800-576-1686 Emergency: 1-844-388-2665
<b>PCLI – Western Canada</b>	westlubes@hfsinclair.com	1-800-661-1199 Emergency: 1-844-388-2665
<b>PCLI – Latin America</b>	pcli-latam-orders@hfsinclair.com	1-800-581-7826 Emergency: 1-844-388-2665
<b>PCLI &amp; PCA – Luminol</b>	pcli-orders@hfsinclair.com	1-833-451-1375 Emergency: 1-844-388-2665
<b>PCA – National accounts</b>	pcaorders@hfsinclair.com	1-877-730-2369 Emergency: 1-844-388-2665
<b>PCA – Distributors</b>	pcadistributors@hfsinclair.com	1-877-288-3990 Emergency: 1-844-388-2665
<b>PCE – Packaged (Dordrecht)</b>	pcepackage@hfsinclair.com	+31 88 313 0365 +31 88 313 0366
<b>PCE – Bulk (Dordrecht)</b>	pceorders@hfsinclair.com	+31 88 313 0365 +31 88 313 0366
<b>PCLI &amp; PCA - White Oils, Specialties and Base Oils</b>	csrbulkorders@hfsinclair.com	1-800-668-1699 Emergency: 215-983-5868

1: PCE business refers to business conducted through Hollyfrontier LSP Europe BV and Petro-Canada Europe Lubricants

### ***Please include the following details in purchase orders:***

- Full name, address, and contact information of both the customer, and ordering party
- Issuance date and a unique reference number to identify and track the order
- Detailed list of ordered items, including customer codes, product codes, and material descriptions. Quantity and price expected should be specified
- Information regarding the desired delivery date, delivery location, and any specific unloading instructions if applicable
- Specification on the opening hours of the unloading site or delivery time requested. Provide contact details for unloading site
- If a specific pick-up time is needed, please state the preferred time and your Customer Service Specialist will confirm
- Specification of the desired shipping method and the chosen Incoterm for the shipment

Acknowledgement of orders will be provided upon processing of your order. If there are discrepancies or questions, please contact your Customer Service Specialist.

## LEAD TIMES

Our lead times reflect the time required to process and prepare orders for shipment and help us to ensure product availability and on-time delivery.

Order lead time is defined as the time between the date the order is placed in our system and the requested shipping date. Orders placed by 12:00pm (noon) local time will begin processing that day. Orders received after 12:00pm (noon) local time will begin processing the following business day.

Lead times are expressed in business days (Monday-Friday, during business hours and excluding Holidays), and do not include transit time to the destination. Other factors that may affect lead times include local Holiday schedules (may vary), credit approvals, special equipment, new products, new customers, and orders outside of forecasted demand. For additional information, please contact your Customer Service Specialist.

Please refer to the following lead times for Bulk and Packaged products:

### **Bulk standard lead times**

Location	Bulk trucks <sup>1</sup>	Railcar <sup>2</sup>	ISO & Flexibag
<b>Mississauga</b>	3 business days – In stock 5 business days – Non-stocked <sup>3</sup> 20 business days – Bulk grease <sup>5</sup>	5 business days	10-15 business days
<b>Canadian Terminals / Warehouses (excluding Mississauga)</b>	3 business days – In stock <sup>3</sup> 20 business days – Bulk grease <sup>5</sup>	5 business days	10-15 business days
<b>PCA: US Terminals / Warehouses</b>	3 business days – In stock	5 business days	N/A
<b>PCE: ROW<sup>4</sup> Terminals / Warehouses</b>	3 business days – In stock	N/A	3 business days

1: For multi-compartment tank truck orders with both stocked and non-stocked products will be subject to the longer lead time

2: For Railcars - If customers are using their own railcars, orders will be placed for loading when the railcar is made available to the shipping location. Specifics, such as size configuration and railcar number must be provided at the time of order placement.

3: Non-stocked product is scheduled once transportation confirms a shipping date with the Customer Service Specialist

4: ROW refers to the "Rest of World"

5: Bulk grease also includes grease bins

### **Packaged standard lead times**

Location	Full truck load / less than truck load	Export containers
<b>Mississauga<sup>1</sup></b>	5 business days – In stock 21 business days – Non-stocked <sup>2</sup>	10 business days
<b>Canadian Terminals / Warehouses (excluding Mississauga)<sup>1</sup></b>	3 business days – In stock 21 business days – Non-stocked <sup>2</sup>	N/A
<b>PCA: US Terminals / Warehouses</b>	3 business days – In stock 21 business days – Non-stocked <sup>2</sup>	N/A
<b>PCE: ROW Terminals / Warehouses<sup>3</sup></b>	7 business days – UK 3 business days – Rest of Europe	7 business days

1: Mississauga and Canadian/US Regional Warehouses and Terminals reserve the right to ship early

2: For non-stocked product, please contact your customer service specialist for additional details on order specific lead times.

3: ROW refers to the "Rest of World"

For orders outside of standard lead times, please refer to the Emergency / Rush Orders section under Order Adjustments.

## MINIMUM ORDER QUANTITIES

Certain limitations exist in manufacturing, blending, transportation, and handling which require minimum quantities to be set per order item. Orders for less than the quantities specified below may, depending on the shipping modality, not be filled or will be subject to minimum order quantity (MOQ) fees.

For details regarding MOQ fees and how to meet MOQ requirements based on your business needs, please reach out to your Customer Service Specialist.

### Bulk minimum order quantities

Location	Small bulk trucks	Bulk trucks <sup>5</sup>	Railcars <sup>3</sup>
Mississauga	Stocked <sup>7</sup> : 500L / 135USG per product	<b>Non-stocked product<sup>1</sup>:</b> 4,000L / 1,050USG per product <b>White oil blends<sup>2</sup>:</b> 17,000L / 4,500USG <b>White oil<sup>2</sup>:</b> 11,000L / 2,900USG <b>Stocked product –</b> <b>Warehouse arranged bulk truck:</b> <ul style="list-style-type: none"> <li>24,000L / 6,300USG for single compartment</li> <li>22,000L / 5,800USG for multi-compartment</li> <li>20,000L / 5,300USG for ISO or Flexibag</li> <li>15,000KG / 33,000Lbs for bulk grease</li> </ul>	<b>Single compartment:</b> 85,000L / 22,500USG <b>Two- compartment:</b> 70,000L / 18,500USG
Canadian Terminals / Warehouses (excluding Mississauga)	Stocked <sup>7</sup> : 500L / 135USG per product	<b>Stocked product –</b> <b>Warehouse arranged bulk truck:</b> <ul style="list-style-type: none"> <li>10,000L / 2,650USG for single compartment</li> <li>15,000L / 4,000USG for multi-compartment</li> <li>20,000 / 5,300 USG for ISO or Flexibag</li> <li>15,000KG / 33,000Lbs for bulk grease</li> </ul>	<b>Single compartment:</b> 85,000L / 22,500USG <b>Two- compartment:</b> 70,000L / 18,500USG
PCA: US Terminals / Warehouses	N/A	<b>Single compartment:</b> 10,000L / 2,650USG <b>Multi-compartment:</b> 15,000L / 4,000USG	<b>Single compartment:</b> 85,000L / 22,500USG <b>Two- compartment:</b> 70,000L / 18,500USG
PCE: ROW <sup>6</sup> Terminals / Warehouses	PCE Carrier <sup>4</sup> : 800L	5MT	N/A

1: For multi-compartment orders and customer pickups

2: Must meet bulk truck minimums for delivered freight from the warehouse/terminal

3: Minimums for railcars are a guide. Filling operations may load more or less than the ordered quantity as necessary. Railcar orders, where customers are sending their own railcars, may require additional time and will incur shunting charges

4: 10,000L maximum for small bulk transports into Germany; 12,000L maximum into Netherlands, Belgium, and Luxembourg

5: Loading multiple products in one multi-compartment truck may result in extra fees

6: ROW refers to the "Rest of World"

7: For product availability and order minimums for non-stocked products please contact your customer service specialist



### ***Packaged minimum order quantities***

<b>Location</b>	<b>End-use customers</b>	<b>Resellers</b>
<ul style="list-style-type: none"><li>• <b>Mississauga</b></li><li>• <b>Canadian Terminals/Warehouses (excluding Mississauga)</b></li></ul>	500L / 135 USG	1,200L / 320 USG
<b>PCA US Terminals/Warehouses</b>	500L / 135 USG	1,200L / 320 USG
<b>PCE ROW Terminals/Warehouses</b>	1000L	1,000L

## **UNAVAILABLE PRODUCTS AND BACKORDERS**

Products, if unavailable at the time of initial order, will ship based on manufacturing lead times. For orders where a backorder has been created, the product will ship once available, with the customer's next order.

If a back ordered product is available and required prior to the next planned order, applicable rush order fees and freight charges may apply.

For customers where backorders are not retained, reordering is required. Local Warehouse/Terminal order requirements may vary.

# ORDER ADJUSTMENTS

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Order adjustments include emergency / rush orders, order changes and order cancellations. For details regarding fees associated with any of the order adjustments, please ask your Customer Service Specialist for the latest Fee Schedule.

## EMERGENCY / RUSH ORDERS

Business needs can change and may require emergency or rush orders. These requests will be accommodated whenever possible subject to product availability and our commitment to serving all customers within standard order fulfillment timelines.

Please note that order requests outside of the standard lead times may be subject to emergency / rush order and carrier fees.

## ORDER CHANGES

Orders for in stock products may be changed up to 24 hours prior to scheduled shipment. Submitting changes within this window allows us to process your request, ensure product availability, and avoid delays in delivery. Order changes outside of this window will be accommodated if possible and may be subject to order change and carrier fees. Please note that order changes may also result in a new scheduled shipment time.

## ORDER CANCELLATIONS

Orders may be cancelled up to 24 hours prior to scheduled shipment. Cancellations outside of this window may be subject to order cancellation, carrier fees, and re-stocking fees associated with unloading, unpacking, warehousing, and re-stocking of products.

## PACKAGED PRODUCT LABELLING

Orders will be supplied with a standard set of labels on all package types for identification and regulatory compliance purposes. For any specialized labelling or custom product orders, please contact your Customer Service Specialist.

## **RETURNS**

### ***Bulk***

Returns are not accepted on bulk orders unless there is a validated quality issue\*.

Any returns must be authorized in advance with Customer Service and may be subject to demurrage and carrier / freight fees. Please contact your Customer Service Specialist for additional requirements.

\*For Bulk returns with validated quality issues, HF Sinclair carriers will not accept returns without having appropriate documentation issued by the Warehouse / Terminal.

### ***Packaged***

Returns for packaged products will not be accepted unless made within 6 months from purchase.

All requests for returns must be approved, in advance, with Customer Service, and meet our return criteria (e.g., unopened, identifiable with original label, in good physical condition, and of the current formulation). If product is contaminated, damaged, or unsellable based on inspection once received at the warehouse / terminal, no credit will be issued.

HF Sinclair carriers will not accept returns without having appropriate documentation issued by the Warehouse/Terminal.

Please contact your Customer Service Specialist for additional information regarding return criteria.

Returns will be subject to freight charges and restocking fees.

# TRANSPORT AND DELIVERY

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## **CUSTOMER PICK-UPS**

All customer pick-up orders must be placed within the appropriate lead times as noted above. Please note, not all locations permit customer pick-ups. Customer service to confirm approval for pick-up with the warehouse and transportation team. Upon approval, Customer Service will provide confirmation and a reference number, and will communicate any specific pick-up requirements.

Pick-ups may require appointment times to be arranged with the Transportation Group at each warehouse. Customer-arranged carrier arrival must be within +/- 15 minutes of appointment time (where applicable).

Carriers arriving without an appointment time may not be loaded and will be handled on a per order basis.

Pick up requests shorter than the standard lead-time or outside normal business hours require approval. Such requests will be considered a rush and will be subject to additional fees.

## **NO-SHOWS**

Customer-arranged carriers arriving outside of their designated appointment time or outside of loading hours will be loaded at the next available time or may be asked to return another day. Carriers rejected for any reason will be subject to no-show fees. Late arrivals may be subject to no-show fees.

Failure to pick up on scheduled day may be subject to no-show fees. Additional fees will apply for missed appointments until the order is picked up.

HF Sinclair will not be responsible for any costs incurred by the customer or carriers associated with these delays.

## **DEMURRAGE**

Demurrage and accessorial charges accrued at the customer site for any shipment will be passed on to the ordering party for payment. For details regarding current demurrage and accessorial rates, kindly consult with our Customer Service Specialist.

# ADDITIONAL INFORMATION

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For additional information and specifications on the below requirements, please contact your Customer Service Specialist:

- Authorization to offload (ATO)
- Delivery to unmanned sites
- Carrier demurrage fees
- Acceptable bulk storage
- Safety
- Personal protective equipment (PPE)
- Vehicles
- SDS
- Special documentation for customs clearance