APM TERMINALS *Lifting Global Trade.*

Visitor HSSE - User Manual

The following steps describe how to download, install, and use the new **Visitor HSSE** app, dedicated to your safety. You will need to view the induction video and pass the application's test before accessing our facilities. This App is free and compatible with Android or iOS (Apple) operating systems on both mobile phones and tablets, being its use the same on all compatible platforms.

Below you can find how to use the App to perform what we call "safety induction", that will allow you to access our facilities.

On the first screen you will find the location request to select the nearest Terminal.

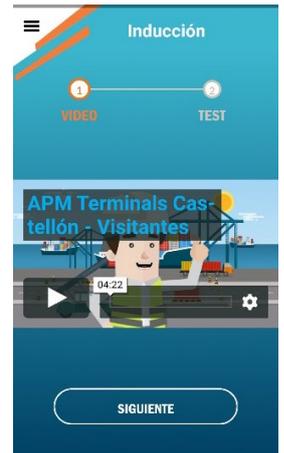Once the nearest Terminal is selected, you will need to enter your ID or Passport.

On the next screen you will need to select your profile:

o Visitor
o Carrier/Truck driver
o Contractor

You must enter your name and surname and your **ID** or **passport.**

Once the registration is complete, you will need to accept the Terms and Conditions of Use and click "Update Data".

After the profile is selected, you will need to start an explanatory video of **APM Terminals Castellón,** the

main values, safety recommendations and how to act in case of Emergencies within our facilities. When the video that lasts about 5 minutes has been completed, you will need to take a Test that you must pass to complete the induction and show that the contents of the video have been assimilated.

When completing the five questions that make up the questionnaire, you will need to click on **"Submit Test "** and an on-screen text box will appear indicating whether it has been approved or not. If you have not passed the test, you must repeat the video viewing process and the test with the new questions that are generated. If the test has not been passed, **you cannot access our facilities.**

Contact Department: you must indicate a contact department of our company so, in case of an Emergency, they are responsible for your safety. In the case of **truck drivers,** the contact department will always be the **Operations/**Department.

Reason. Choose the option from the drop-down that most suits the reason of your visit. Again, in the case of truck drivers they must indicate the reason "**Reception and Delivery".**

From your profile you will have access to real-time **notifications,** a **traffic map of** the Terminal and the **Port Control** phone number in case of **Emergencies.**
In the settings section you can change the language and enable/disable notifications.