

Taking actions now for a sustainable & better future

Odfjell Terminals South America
Sustainability Report 2021





Mejillones Terminal in Chile

Who we are

Odfjell Terminals South America (OTSA) is the largest network of Bulk Liquids marine and inland storage terminals in South America. We connect trade by sea and land at our strategic locations throughout Argentina, Brazil, Chile and Peru.

What we do

Our core business is handling and storing Chemical and specialty Bulk Liquid Products, safely and efficiently. Many companies depend on these Products as raw materials to create goods that we all use every day. Be it ingredients for life-saving medicines, the water bottle you drink from, or the mattress you sleep on, chances are that the Products needed to make these goods have been handled and stored by us. The Services we offer are often an integrated and vital part of customer Value Chains.

The Roots

We are associated with the ODFJELL GROUP, one of the leaders in the global market for seaborne transportation and storage of Chemicals and other specialty Bulk Liquids. Through 100 years, the ODFJELL GROUP now operates 90 chemical tankers and a network of terminals extending throughout North America, Asia and Europe, and handling over 16 million tons of Products per year.

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Foreword by Ary Serpa Jr., Our General Manager

We are still facing a global health and economic crisis mainly driven by the Covid-19 Pandemic that is impacting on the business of most companies and affecting the personal lives of all of us. Odfjell Terminals South America (OTSA) has been affected differently in the countries where we operate due to our diversified portfolio of customers and products. For example, the consumption of Fuels was drastically reduced worldwide, mainly in the first semester of 2020, affecting our operations especially in the Northeast of Brazil.

In Chile and Peru, we were impacted by lower Sulfuric Acid volumes for the mining sector, while in Argentina, in combination with an economic crisis, Chemical volumes handled in our terminals reduced. Nevertheless, by taking measures to make sure our personnel stay healthy, we have been successful in keeping our terminals operating safely and without interruptions.

We are aware that Planet Earth is being affected by Global Warming, due to Greenhouse Gas emissions (GHG) into the atmosphere caused by human activity, therefore all of us must take actions to prevent it. Sustainability is fundamental to reduce the warming of the planet, and key to our own transformation

strategy. We are conscious that our responsibility requires an improvement in the culture of all of us and in the way we operate, this being the only path to assure a future for us and the next generations.

In recent years, we have been working to define our Sustainability roadmap. We based our work on the Paris Agreement signed in 2015 and out of the 17 goals (Sustainable Development Objectives – SDOs) defined by the United Nations (UN), we decided to focus initially on 7 of them that address key issues for our Company, Society and Environment, as follows:



As part of our commitment, we created a Sustainability Team to work on the 3 pillars of Environment, Social and Governance (ESG). We decided on 4 actions, 1) reorganize and unify initiatives that are already being carried out in our terminals, 2) establish new objectives, 3) define

specific KPIs to accurately measure and evaluate our behavior, and 4) develop internal policies and standards based on globally recognized Corporate Responsibility principles.

Integrating our principles, up to now, of Sustainability into our entire Value Chain, and encouraging our employees to participate in this process, will better enable us to continue to make a safer working environment, operate with increased responsibility, be innovative and attentive to new opportunities.

This is the first time that we combine all our ESG Priorities and Actions into one holistic, transparent, and comprehensive ESG policy report. To maintain our Stakeholders properly informed, this report will be updated regularly.

Ary Serpa Jr.
General Manager
Odfjell Terminals South America



About our Sustainability Report

The Report was prepared by the Sustainability Team and the Executive Board members and was endorsed for publication by our Shareholders. It is a summary of all our sustainability-related activities and initiatives carried out in the various locations of OTSA and it has given us the opportunity to review our current strategies as well as reassess the long-term sustainability of our business.

OTSA is firmly committed to operating safely and responsibly, to minimize the negative effects of our activities on people and environment for which the Sustainable Development principles will be integrated into our Business Strategy. Our goal is to reduce our Carbon Footprint by developing more efficient operations and monitoring and reporting data on our Environmental, Social, and Governance management system.

As mentioned above, we have chosen seven SDO areas to act as the guide for our approach to Sustainability. These are the areas where we believe we can create the best value for Stakeholders and society in general.



This Sustainability Report is also a significant step to establish instances of analysis and dialogue with our different Stakeholders, internal and external, including our Shareholders, the Executive Board, our management and employees, as well as customers, suppliers, Government, authorities, Non-Governmental Organizations (NGOs), and the communities in which we operate. We aim to cultivate a relationship of mutual respect and transparency with all parties, and to establish alliances of mutual benefit. Carbon Neutrality is a target that can only be achieved if all players in society work together.



Rio Grande Terminal in Brazil

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Campana Terminal in Argentina





Environmental

Safe operations and protecting the environment always comes first in OTSA. This includes ensuring a safe and secure workplace for all personnel in our organization.

Due to the potentially dangerous nature of our business, we work constantly to minimize any environmental impact of our activities and manage our operations through integrated and responsible quality management systems.

We operate 12 terminals in 4 countries. It is crucial for us to prevent process incidents such as spills or fires, which could eventually contaminate soil, underground waters, rivers, seas, pollute air or affect the communities in which we operate. In this respect, we have a clear responsibility towards the communities surrounding our terminals.

We work to minimize damage to the environment by avoiding spills, controlling and reducing emissions, keeping the integrity of the products handled and reducing vapor emissions into the atmosphere. Years ago, we started constructing pressurized tanks in our terminals using the strictest international standard API (American Petroleum Institute) and to further reduce and control vapor emissions.



The majority of our tanks have closed vapor-return systems and we have installed vapor/gas scrubbers and combustors in the terminals.

OTSA's controls, in many cases, exceed legal requirements, and our procedures are revised and updated continuously. Our modern facilities have preventive maintenance programs and permanent audits which serve to minimize the risks of fires, spills and air emissions.



Climate change

Looking to the future, we recognize the need to reshape our business by strengthening our sustainability performance. We are committed to making the necessary adjustments to further contribute in reducing emissions and offsetting our Carbon Footprint.

Despite our terminals being equipped to the highest International standards, we are aware that our operations generate emissions of Carbon Dioxide (CO2) into the atmosphere, so in line with SDO 13.2 (Integrate climate change measures into national policies, strategies, and planning), our Sustainability Team is working on a standardized criteria to measure CO2 emissions and studying GHG emissions at all our terminals.

Furthermore, we are undertaking a detailed assessment of the efficiency of our instalations to better decide future investments and continue to work to define new Key Performance Indicators (KPIs) for assessing and reporting performance.

Country initiatives

Argentina: Regarding terminal operations, with the installation of radar level gauges and ullage temperature interface (UTI) detectors, we avoid opening tanks to measure stored products, minimizing in this way emissions into the atmosphere. We only install office air conditioners with eco-friendly refrigerants.

Brazil: We carried out the first GHG emission assessment in our new state-of-the-art terminal in Alemoa, Santos. In 2021, we donated and planted trees and bushes to help restore the Atlantic Forest deforestation and predatory exploration of natural resources. We also carried out the first GHG emission assessment in our new state-of-the-art terminal in Alemoa, Santos. Our pressurized tanks (designed according to API 620), with Nitrogen blanketing and vapor return, combustors and recovery/scrubbing systems allow us to operate with the vast majority of Products at almost “zero” emissions into the atmosphere*.

As an example, during 2020, approximately 178.90 tons of Volatile Organic Compounds (VOC) were contained and prevented from being emitted into the atmosphere due to these controls if compared to storing same Products in API 650 atmospheric tanks**.

Peru: Office air-conditioners with harmful refrigerants were replaced with eco-friendly ones.



* All calculations were carried out with U.S. Environmental Protection Agency emission software, 4.09D version (EPA).

** Storage tanks that operate at atmospheric pressure.



Energy transition

We are aware of the challenges of the path towards Carbon Neutrality, but our ambition is to play an active role in Climate Change by reducing and controlling the Carbon intensity of our business over time. Clean, renewable energy consumption and efficient use are key to energy transition away from Fossil Fuels.

Our actions are in line with SDOs 7.2 and 7.3 (by 2030, to increase substantially the share of renewable energy in the global energy mix and double the global rate of improvement in energy efficiency, respectively).

All our terminals have individually launched an Energy Efficiency program. As part of this program, traditional lighting, compact fluorescent lamps (CFL) and incandescent light bulbs, are being replaced by LED lighting, which has a longer life cycle, is more efficient, generates less heat and can be installed explosion proof.

The progress of this Energy Efficiency program in South America, at the end of 2021 was 61%, which allowed us to save 0.63 Terajoules (Tj) per year and prevented 43 tons of CO2 releasing into the atmosphere.

Our Sustainability Team is evaluating our current energy matrix to define an action plan with KPIs that allow us to estimate potential annual consumption savings. We aim at classifying the different types of energy consumed at each terminal to find more specific opportunities for improvement and set new goals.



Terminal Santos, led lighting in internal roads, tanks, catwalks, loading platforms and offices.

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Training

As part of our commitment to SDO 12.8, we will organize annual environmental education campaigns at all our terminals.



Country initiatives

In **Brazil**, 6 out of 7 terminals are purchasing certified clean energy which comes from renewable sources, in this case from hydroelectric generation plants.

Our Santos Terminal, the newest in the OTSA Group, was designed with 100% LED lighting and was awarded with the Golden Seal of Clean Energy, a certificate issued by Prime Energy, a consulting company.

Purchasing such clean energy means that, between October 2021 and December 2024, we will prevent 2.629 tons of CO2 releasing into the atmosphere, the equivalent to the CO2 mitigation of 18.778 trees.

In **Chile**, our San Antonio Terminal increased the diameter of the jetty pipelines and installed frequency inverters on cargo export pumps to optimize the Sulfuric Acid ship loading process and thereby also reduce energy consumption by about 30%.



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Responsible consumption and production

Water

Our actions are in line with SDO 12.5 (By 2030, substantially reduce waste generation through prevention, reduction, recycling, and reuse).

We try to minimize the use of fresh water in our terminal processes such as generating steam for Product heating, tank and pipeline cleaning, tank cooling, equipment and pipeline testing, fire-fighting drills, etc. Shortage of fresh water could impact our operational capability so we must optimize its consumption.

A Responsible Consumption of Fresh Water program has been implemented at all our terminals. At some terminals, we collect rainwater to clean pipelines, to supply our fire-fighting water reserve and for general house-keeping. Additionally, in some terminals, our waste-water treatment plants allow transformation of non-hazardous waste into reusable water for land irrigation.

Our Sustainability Team has collected data related to water consumption in our terminals and is analyzing each of our processes in search for improvement opportunities to reduce fresh water consumption long-term.

As a reference, in 2020, we used 20 liters of fresh water per ton of product handled in our terminals.

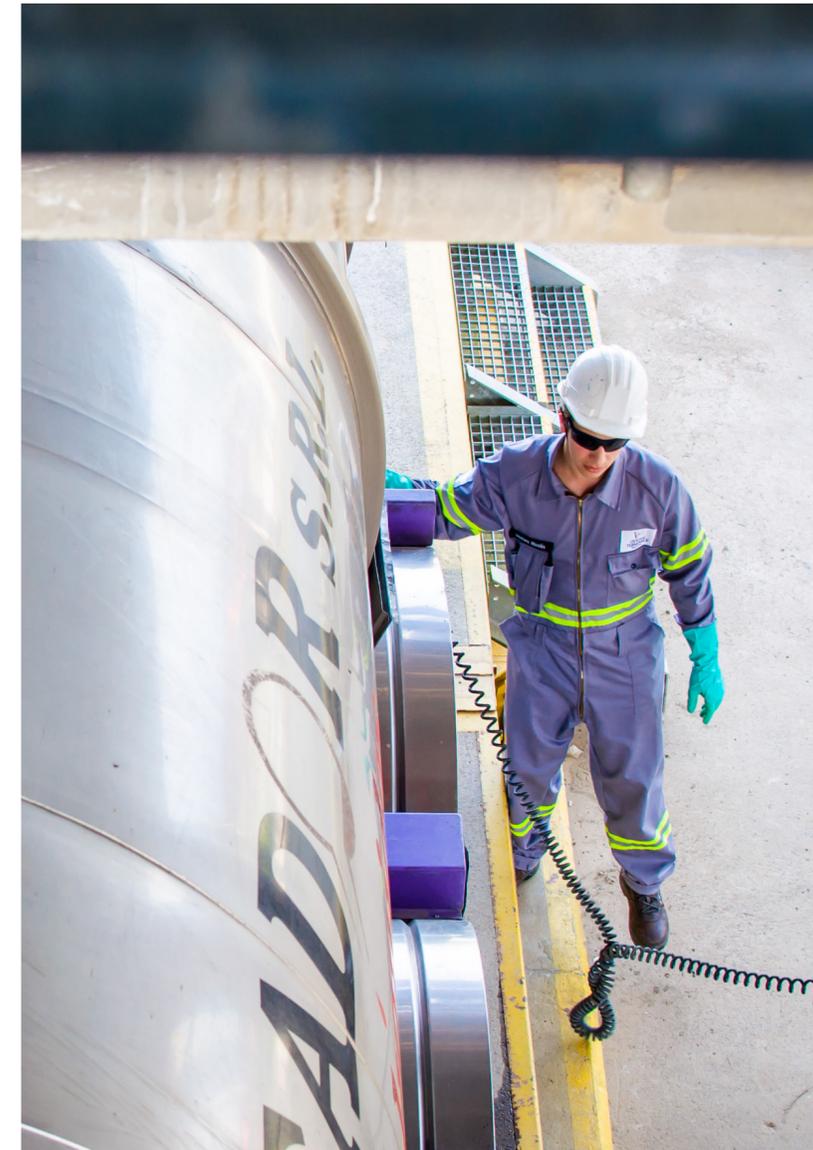
Office Paper

We have internal initiatives to reduce and reuse paper. Electronic invoicing and the implementation of tablets to replace paper check lists has optimized many processes and reduced the consumption of paper.

Waste

We are committed to reducing hazardous waste generation and to minimizing the environmental impact they may cause through our Hazardous and Industrial Waste Management program. Waste management and adequate final disposal are part of our daily terminal activities. We operate in compliance with all local authorities requirements.

We developed organic and recyclable segregation plans. To support circular economy, we collect PET packaging, papers, cardboard, and plastic bottle caps for reuse.



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Country initiatives

In **Argentina**, organic waste is converted into compost and donated to employees.

In **Brazil**, we signed an agreement with the São Paulo Environmental Company (CETESB) to reduce wastewater.

Through our Waste Management Program, we control used batteries for recycling or adequate disposal.

In **Peru**, we signed an agreement with the local government to participate in a joint recycling program in which we segregate our recyclable waste and they process it.

We also support PLANET PARTNERS, the initiative of Hewlett Packard® to recycle toner, and reuse PPE packaging.



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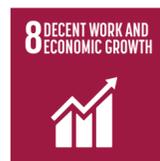
Social

Within our sphere of influence and in all our business activities, we seek to respect and protect Human Rights.

Our remuneration policy is based on qualifications, performance, responsibility, skills and experience, and our salary scales are in line with those of the market. We also ensure that our working hours comply with local laws and requirements and reflect best practices.

OTSA provides regular health checks for its personnel, including quality health coverage and continuous health awareness programs. Despite the many challenges of the Covid Pandemic, our commitment to our employees' health and Safety remains unwavering.

We recruit, train, and retain personnel from different backgrounds and work experience. We aspire to build a Learning Organization where our personnel understand how they may develop within our organization, how to be motivated and empowered to perform well.



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Health

OTSA complies with labor rights and obligations for all personnel, own and outsourced, such as annual mandatory health check for employees potentially exposed to hazardous products, lighting level monitoring (lux), thermal load, noise level measuring and ergonomic training for different tasks. The OTSA Drug and Alcohol policy is unified for all terminals with employees obliged to comply.

We organize annual Flu vaccination campaigns. We also raise awareness related to Covid-19 vaccines and keep statistics about employee vaccination status. See below: (as of 1st Jan 22):

VACCINE	ARGENTINA	BRAZIL		CHILE	PERU	OTSA
		Terminals	Office			
1st Dose	97%	100%	100%	96%	100%	93,3%
2nd Dose	97%	100%	100%	96%	100%	99,3%
Booster	23%	59%	6%	80%	41%	51,8%

Since MAR 20, another of our priorities has been to strengthen Safety and health at our terminals in line with the efforts that the Authorities of each country our own companies, employees, and society in general have made and continue to make while fighting the Covid-19 Pandemic, and taking care of each other.

We have developed and implemented prevention protocols with focus on the necessary measures to deal with this situation, including plans of action to manage an eventual infection in the workplace. We continue working in a planned way, with employees working at the terminals as well as those doing home office, keeping social distancing and ensuring correct personal hygiene compliance. In addition, we guaranteed financial support for all employees that were infected with Covid-19, including the full payment of the regular salary during the medical leave.

Sadly, 2 employees passed away after having contracted Covid-19 outside the workplace.

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Country initiatives

In **Argentina**, we offer our employees healthy meals and snacks, including fruits and cereal and special options for employees with food restrictions.

In **Brazil**, we organize annual blood donation campaigns and donate mouth masks. We support international campaigns such as Yellow September (Mental Health), Pink October (Breast Cancer) and Blue November (Prostate Cancer). We organize health awareness campaigns throughout the year.

In **Chile**, we supply healthy meals with low-calorie options and fruits. Also, all employees are provided with a gym pass to encourage physical exercise. We have installed rest and recreation areas. We carry out work climate surveys to find opportunities for improvement.

In **Peru**, we developed an Employee Healthy Living Program which includes nutrition and psychological coaching. We also offer active office pause exercises via a digital platform.



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Safety

Safety is extremely important as we handle hazardous Products, and so attention is focused on prevention through performing risk analysis and taking proper actions, and our Safety, Operational and Technical standards help to ensure this. Care for Safety is emphasized in our Code of Conduct.

Our Stakeholders require and our standards indicate immediate, honest and precise reporting of Accidents and Incidents using our investigation procedures to establish root causes and future incident prevention. Our Stakeholders and Management have the responsibility to participate and analyze any incident investigation reports to fulfill OTSA Safety standards.

Despite our preventive measures, we all must be prepared to respond effectively to any Incidents or Emergencies. We have solid Emergency Response plans and perform drills and exercises regularly to train our personnel for different types of scenarios, combining with National Coast Guards, local fire brigades, and sharing fire-fighting capabilities with neighboring companies.

We have written controlled procedures for all our core operations and for the management of all our life critical activities. We create Incident Prevention by performing Risk Analysis and training our personnel specifically on the handling of hazardous Products and use of Material Safety Data Sheets, safe handling of Nitrogen, firefighting, working at height, lock-out-tag-out and tryout, confined space entry, classified areas, machinery and equipment safety, tasks associated with electrical hazards and steam-boilers. We use a Permit-to-Work system and Management of Change procedures to safely control operational activities.

In accordance with our standards and regardless of severity, all Incidents have to be methodologically investigated to find root cause/s, propose new barriers, and learn from them. Our SHEQ (Safety, Health, Environment and Quality) teams implement corrective action plans. We identify and assess risks to adjust our procedures.

All personal and process incidents are assessed with the established Corporate criteria. KPIs are monitored, reported, and analyzed on monthly basis. For personal incidents, OTSA records



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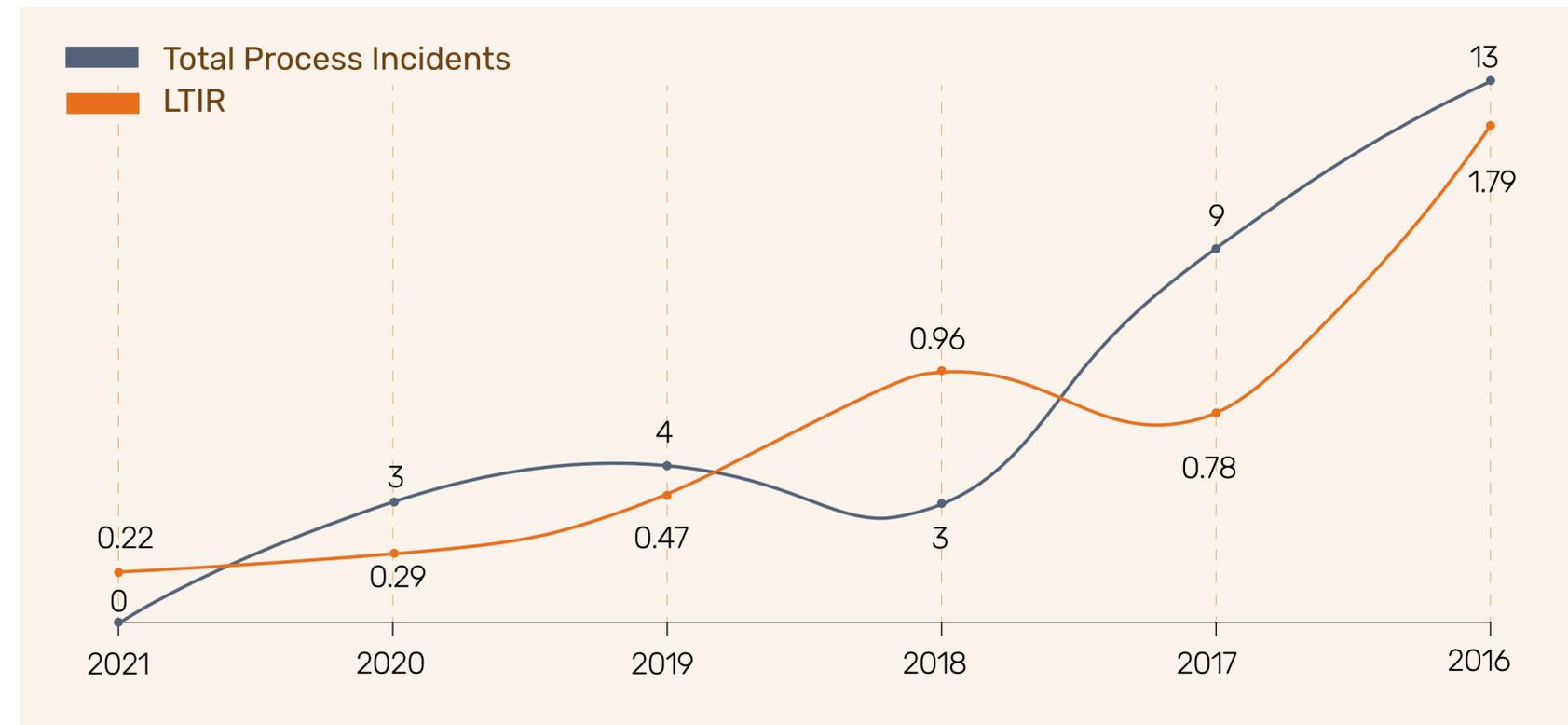


KPIs of Lost Time Incident Rates (LTIR) and Time Incident Rates (TIR), which include incidents with lost time, restricted work cases (RWC) and medical treatment cases (MTC).

Through our I See And I Act program we encourage employees to identify and report positive actions as well as unsafe behaviors or conditions posing any potential threat or risk, to life, health, property, or environment. Every employee has both, the responsibility and the mandate, to stop unsafe work. We also recognize employees for their commitment and good practices.

To maintain the awareness and commitment of all employees, we implement Safety Observation Rounds (SOR) in which groups of employees from different areas walk around terminal facilities searching for any unsafe conditions, such as poor maintenance cases, lack of proper house-keeping or seeing opportunities for improvement.

Following, our Safety KPI for last 6 years:



Where:

- LTIR is Lost Time Injury Rate and is calculated as $Lost\ Time\ Injuries * 200,000 / Total\ work\ hours$ (own employees plus contractors)
- Processes Incidents include product contaminations, spills larger than 200 liters or fires (any unplanned ignition with presence of flame) and are classified according to the severity.

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Care for Safety is a core and non-negotiable value for OTSA. Every year, in accordance with the International Labor Organization (ILO), we celebrate Odfjell Safety Day in all our terminals in South America. Operations are curtailed for some hours, and our employees participate in motivational Safety talks and activities. We carry out surveys and give recognition and visibility to those employees that showed exceptional commitment to Safety during the year. Customers, suppliers, local fire brigades and authorities are also invited to participate. Odfjell Safety Day is another opportunity to cultivate our Care for Safety philosophy.

Our terminals are regularly audited internally by a team of 7 auditors (own personnel) and externally by a Chemical Distribution Industry – Terminals (CDI-T) auditor to ensure compliance with our own, local and international standards. Our costly assets – tanks, pipelines, pumps, fire-fighting systems and piers are regularly maintained. All our terminal assets are designed to high International standards.

The World Economic Forum’s 2020 global report mentions cyber-attacks among the top ten global risks, along with natural disasters and extreme weather conditions. In 2021, OTSA performed an internal auditing program for all terminals.

As a result, we improved Industrial Technology (operational systems), servers and software, and adopted higher standards for file and systems access. We are currently standardizing our corporate policy for the best practices in cyber security in all OTSA terminals.

Safety is a core and non-negotiable value for OTSA.



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Training

In OTSA, we see employee training, either for personal or professional growth, as part of our Sustainability Program. During 2021, we recorded 35.547 training hours, with an average of 46 hours per year per employee and in 2020, we recorded almost 30.220 training hours, with an average of 39 hours per year per employee.



Industry, innovation, and infrastructure

Increased digitalization became essential due to the Covid-19 pandemic. Innovation along with our ability to rapidly and efficiently adapt to change continues to be crucial to ensure business continuity.

In line with SDO 9.4 (by 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities) , we have implemented a plan to assess the efficiency of our operations which will allow the integration of the principles of Sustainable Development into our future sustaining capital expenditures and long term investment decisions and processes.

Given the international nature of our business, air travel is fundamental for our employees to perform terminal safety cross-audits, monitor current operations and support the implementation of new facilities or processes.

In 2020 and, at least part of 2021, due to Covid-19 restrictions, our internal auditors were not able to physically visit our terminals as much as we had planned, thus we implemented the use of augmented

reality (AR). A hands-free device mounted on the helmet of one of our operators allowed us to experience in real time, via internet, every step of critical processes and to monitor operations and safety concerns. This may be the way forward to reduce air travel and its associated costs, and thus our Carbon Footprint post pandemic, so the purchasing of more AR devices for all our terminals is in progress.

Checklist controls prior to truck loading or maintenance works are now being digitalized. The use of tablets allows us to optimize processes, save time and avoid printing.

Through the use of QR codes, we obtain accurate information related to the maintenance of our equipment quickly and efficiently, and in some terminals it gives better control of Customer Products for truck loading.

In OTSA, we are always looking into transformational solutions or new technologies to maximize efficiency and Safety in all our operations. Our Sustainability Team will continue exploring technological alternatives to enhance our performance related to Safety and keep optimizing our processes for continuous improvement of our customer service.

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Country Social initiatives

In **Argentina**, we adhere to the programs of the Campana-Zarate Interindustry Environmental Preservation Committee (CICACZ).

By supporting the Mano Amiga foundation, we help promoting quality and integral education for children and youngsters with fewer opportunities.

We deliver the paper, cardboard, and plastic bottle caps we recycle in our terminals to the Garrahan Hospital foundation to contribute to the purchase of high complexity equipment and medical supplies, and to finance training for their health team and other programs.

In **Brazil**, we built a school of 3.000 m2 called "Professor Waldery de Almeida School" in a poor community in the northwest region of the city of Santos where 488 students enrolled in 2020. This fully equipped school is the most modern of the region with 18 classrooms, a library, and a basketball court, among other facilities.

In **Chile**, through a Volunteering Program, we organize beach cleaning campaigns.

In **Peru**, we cooperate with our neighbor's school PRONOEI "Las Ardillitas" and provide teachers with training related to first aid, environment, and natural areas preservation in El Callao port. We also offer seismic-emergency training to our local community.



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Anti-corruption &
Code of Conduct





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OTSA is strictly committed to complying with the highest standards of corporate governance and ethical responsibility and has clearly stated our zero-tolerance policy on corruption.

Only through responsible behavior, ethical decision-making and full compliance of laws and regulations shall we continue to be a trusted and respected service supplier to our customers, also in benefit of our Shareholders, employees and society in general.

While we aim to comply with all relevant laws and regulations in all jurisdictions we operate, the framework for our Corporate governance is our Code of Conduct. It defines the rules that all OTSA employees must respect and the laws and internal policies they must comply with. The Code focuses on quality, health, and care for Safety and the environment, as well as Human Rights, non-discrimination and anti-corruption. All employees must respect our Code of Conduct and suppliers must also comply. In many instances, we also respect certain of our Customer's Code of Conduct conditions.



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Code of Conduct and Anti-corruption

In line with SDO 16.5 (substantially reduce corruption and bribery in all their forms), our Code of Conduct fosters honesty, fairness and transparency and encourages all of us to take actions to prevent corruption, bribery, and unfair competition from the outset.

Our Code of Conduct also promotes a safe, non-discriminating and inclusive work environment, as well as respect for the different cultures within and out-with the company.

Employees and business partners can simply, safely, and anonymously report behaviors contrary to this commitment through a form always available on our webpage. Each report will be analyzed by an independent team. During 2020/21 no incidents of corruption or bribery have been detected within our terminal operations nor attributable to any of our business partners.

By respecting our Code of Conduct and putting in practice all our values and commitments in everything we do, we protect each one of us in OTSA and our customers and suppliers.

Next steps

During 2022, our main activity in terms of Sustainability will be to select the objectives within the 7 chosen SDOs and set the improvement targets for 2030. We aim to develop a strategic plan to comply with these targets and improve our Culture of Sustainability across the whole company. The KPIs to improve our sustainability performance and the actions defined to achieve such targets will be part of our next Sustainability Report.

Our mission in this respect remains clear, we aim at integrating sustainability considerations into our company governance and to strengthen our approach in social matters.



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TERMINALS**