

# Road Handling Guide



**Vopak Terminals Belgium**  
**Eurotank, ACS, Leftbank**

## Connect with carriers

Vopak is the world's leading independent tank storage operator. It is our ambition to excel in a strongly rooted culture of safety, flawless execution and operational excellence. We aim to deliver our customers excellent service in a sustainable way.

We cannot do this on our own. In order to deliver the best service to our joint customers we like to work together with carriers and our storage holders. One way of doing so is to be transparent on our working practices and to keep you and your drivers connected with us.

This booklet provides you with easily accessible and clear information on our operational and safety standards. We hope the guide will help you with safe and efficient truck handling at our Belgium terminals.

Please contact us if you need more information or if you would like to discuss whatever subject to improve our service.

Welcome at Vopak Belgium!

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# 1. Safety

## 1.1 Basic safety regulations

There are a few basic safety regulations that are important to follow. First of all, on-site motorized vehicles, should only be operated if:

- The vehicle is appropriate for the purpose and has been inspected and confirmed to be in safe working order.
- Seat belts are present and worn by all occupants and other appropriate safety devices are used as intended.
- Loads are secured and do not exceed design specifications.
- The local road safety regulations are fully complied with.

People under the age of eighteen, pets and family members are not allowed to enter the terminal.

Moreover, drivers must be fully trained, qualified and medically fit to drive and operate their vehicle. Drivers are allowed to enter Vopak Terminals if they:

- Are able to understand and speak one of the three official ADR languages (English, French or German) or the local language (Dutch).
- Have successfully completed the Vopak Safety Induction.
- Wear the required personal protective equipment.

Smoking is not allowed on Vopak Belgium terminals. It is important for drivers to follow all the safety instructions of Vopak employees at all times.

## 1.2 Safety induction

Drivers who have passed the safety induction are granted access for a period of one year on all Vopak Belgium Terminals. This safety test is available in Dutch and the three official ADR languages (English, French and German). The induction brings the safety regulations to the drivers' attention. Furthermore, it is an objective measurement of the language skills that the driver needs to have to enable basic communication between our staff and the driver in case of an emergency and for safe operations.

In case the driver fails the safety induction test, he will be refused for 24 hours.

## 1.3 Terminal safety regulations

After registration in the system, the driver will receive a copy of the terminal safety regulations. These terminal safety regulations provide instructions for:

- The general code of conduct at the terminal (what is allowed, what is not allowed).
- The use of Personal Protective Equipment.
- What to do in case of an alarm.
- How to report incidents and near misses.
- Traffic regulations (for road traffic).

## 1.4 Personal Protective Equipment

At the terminals, the minimum required Personal Protective Equipment (PPEs) are:

- A high visibility overall covering arms and legs
- Safety helmet and glasses
- Safety shoes
- Safety gloves

There is a tolerance zone (where no PPEs are required) at each terminal near the traffic department, to allow drivers to get into and out of their trucks comfortably after retrieving the required documents. Signs with pictograms indicate the operational zone; this is also clearly indicated on the ground. For certain hazardous goods, full-protection chemical safety suits are required in addition to the standard PPEs. If the required PPEs include a respiratory protection (information can be asked at the operator), the driver will need to have the correct filter with him. The mask needs to fully cover the face, therefore some facial hair (e.g. a beard) might not be allowed.

Please note that the safety measures at our terminals may be more stringent than prescribed by the ADR legislation. If required, a product information card can be provided by the terminals at any time.

It is recommended for chemical safety clothing to meet the following specifications:

- EN 14605: 'Protective clothing against liquid chemicals', type 4 'spray-tight protection' (replaces directive EN 465 and EN 1511).
- EN 1149: 'Protective clothing with electrostatic properties'.
- EN 531: 'Protective clothing to protect against heat and flames'.

## 1.5 Behavior

We expect all parties involved (drivers, contractors and surveyors) to respect the terminal regulations during their stay at the terminal, including the correct use and maintenance of the sanitary facilities for general use. We request all carriers to observe these regulations when entering our terminals:

- Wear proper PPE as prescribed.
- Use terminal equipment only when authorized.
- Do not use electrical devices in the operational zone without a proper permit (e.g. mobile phone, camera and so forth) and allowance of the terminal.
- Do not smoke or start a flame.
- Always follow instructions given by Vopak personnel.
- Always use proper fall protection when working at heights.
- Do not enter the terminal in an intoxicated state (drugs & alcohol).
- Respect the terminal traffic regulations (e.g. speed limit).
- Do not perform cold work or hot work without permission.
- Do not enter a confined space without permission.
- Leave the key in the truck while loading and unloading the vehicle.

If the above regulations are not followed, Vopak Management will determine a sanction based on the nature of the violation and the person's history of violations. For minor violations, the first sanction is a warning. After a severe violation and/or recurring violations, temporary blacklisting, from three weeks up to permanently, will be considered.

## 1.6 Overview safety signs



A safety helmet is compulsory onsite and at jetties, building sites and loading bays.



Safety glasses are compulsory onsite and at jetties, building sites and loading bays.



An overall/safety vest is compulsory onsite and at jetties, building sites and loading bays.



Safety shoes are compulsory onsite and at jetties, building sites and loading bays.



Safety gloves are compulsory onsite and at jetties, building sites and loading bays.



The maximum speed limit onsite.



Safety belts are compulsory onsite.



The safety barrier must be in place on top of the vehicle. When working on top of the tankcar/container, the safety railing must be raised.

It is not allowed to work on top of a vehicle without terminal fall protection in place.



High visibility clothing is compulsory onsite and at jetties, building sites and loading bays.



Mobile phones/tablets are not allowed onsite.



Smart watches are not allowed onsite.



Access is not allowed without permission.



Indicates an assembly point. When the alarm signal sounds, gather at the assembly point.

## 2. Slot booking system

We use slot booking reservations for our terminals to reduce waiting times and to assure fast and well-organized handling. After receiving the customer's reference number and product name, carriers are requested to book a pre-specified time slot for loading or discharging in advance.

Carriers can visit our slot booking system:

- Vopak ACS and Linkeroever:  
Transporeon  
(<https://login.transporeon.com/>)
- Vopak Terminal Eurotank: MyVopak  
(<https://myvopak.vopak.com>)

Bookings can be made 3 days in advance. Should carriers or drivers require further assistance, they can contact our Administration Department. Contact details can be found further in this document.

### 2.1 Upon arrival

The driver must arrive at least 30 minutes before the reserved slot time, unless the driver has to take the safety induction test first; then the driver must arrive at least 45 minutes before the reserved time (an hour is recommended).

Drivers who show up late for their slot (i.e. less than 30 minutes or as the case may be 45 minutes before the start of the slot) will be rebooked to the next available slot.

If there are several orders per vehicle or there is a combination of products, the agreed duration is extended proportionally.

Our terminals have limited parking space. Please be advised not to arrive more than two hours before the start of the slot in order to prevent congestion.

All tank trucks and containers must be clean, dry and odorless (cleaning certificate) or have a proof of previous cargo of a product which has been approved by the customer. In case of switch loading Vopak can still overrule this for safety reasons.

All drivers need to report at the gate and complete the handling request form. They also must ensure all required documents are available upon arrival:

- Valid identification card (ID) for Belgian drivers or a valid passport for non Belgian drivers.
- Cleaning certificate of max. 3 weeks old (if cleaned) for containers, 1 week for trailers. This can be overruled by stricter policies of customers.
- Written approval from the storage holder or written permission to load uncleaned.
- Valid ADR certificate (if ADR goods).
- Handling request form with the correct product name and customer's reference number.



## 2.2 Unused slot reservations

It is our goal to use our loading bays and resources as effectively as possible. All carriers must strictly follow the guidelines as described in this document. This will prevent rejections at our gate and slots not being used.

After booking a slot, our storage holder commits to the reservation. Vopak will strictly enforce these rules. The storage holder is responsible for all slots that remain unused caused by not handling according to these guidelines. This measure will safeguard the availability of slots and flexibility at our Operational Department.

Booked slots can be canceled until 15h00 PM prior to the day of the reservation. All cancellations after this time will be considered a late cancellation; thus an unused slot. The storage holder will be held responsible for the unused slots and may face consequences.

The following events are considered

- No Show: if a truck doesn't show up without informing the terminal (not applicable if truck is too late).
- Truck Rejected: if a truck is refused for loading/discharging during the admin or operational process.

## 3. Handling Request Form

Upon arrival at the gate the driver must fill in our handling request form (hard-copy or digitally). A hard-copy can be found on [our website](#).

### 3.1 Order information

- Product (code): Product name provided by the client as it is known to the terminal.
- Reference Number: (un)loading reference provided by the client as it is known to the terminal.
- Quantity: provided by the client with corresponding unit of measurement.
- Scheduled slot time: Reserved time (if applicable).
- Driver name.
- Transport company.
- ADR goods: State whether the product is covered by ADR classification; Expiration date of the driver's ADR certificate.

### 3.2 Customs

- Destination: Destination as stated by the client or origin as listed in the delivery documents.
- Border crossing: Applicable only to destinations outside the EU.
- Customs office: Applicable only for destinations outside the EU or transit goods destination.
- Nationality of the vehicle.
- By rail: State whether the transport (or a route section) is by rail (check the maximum allowed weight).
- By sea: State whether the transport (or a route section) takes place by sea (check the maximum allowed weight and conformity with IMDG).

### 3.3 Vehicle information

- Max. gross weight: Depends on the countries you travel through.
- Weight empty vehicle: Weight on arrival (before loading).
- Truck or trailer registration with test expiry date.
- ADR tank code: A T-code must be filled out for containers that go by sea.
- Trailer type: Only applicable for ADR.
- Chassis number.
- Type of tank: Only applicable for ADR.
- Tank container number: Only applicable for containers.
- Type of container: Only applicable for ADR/IMDG.

### 3.4 Handling information

- Compartment: Mark the compartments to be loaded/unloaded with an 'X'.
- 100% capacity (liters at 20 degrees Celsius): Only for loading: enter the total capacity per compartment.
- Baffle plates: For ADR loads only - Indicate if the compartment is equipped with baffle plates.
- Previous cargo: Name of the previous cargo in the compartment.
- Mixed loading: Other cargo on board? State whether there is other cargo already on board upon arrival.
- Flushed with nitrogen? If flushed with nitrogen, mark yes.
- Cleaned and dry? If compartments are clean and dry, mark yes.

- Bottom valves closed? If the bottom valves are closed, mark yes.
- Vacuum certificate: If certificate is available, mark yes.
- Current temperature: The compartment temperature (max 40 degrees Celsius).

### **3.5 Statement with signature**

- Date: Note the current date.
- Signature: Signature of the driver confirming he or she agrees with the statement.

### **3.6 Other important notes:**

- Use chemical names instead of brand names on cleaning certificates. The compartments must have been cleaned and clearly marked.
- Only use cleaning certificates in English, German, French or Dutch. Preferred certificate = ECD.
- On the entry form, the driver fills in the capacity of the truck compartments. The stated capacities will be used to calculate the maximum quantities that can be loaded in each compartment. Please read chapter 5 for more details.

- For ADR products it is important to know whether baffle plates are present in the truck/container, because the minimum or maximum weight that can be loaded may depend on them. ADR products must occupy more than 80% or less than 20% of the gross capacity of the compartment (if the volume of the compartment is greater than 7.500 liters), unless baffle plates are present; then a specific fill percentage is not necessary. Vopak recommends carriers to follow these limits too for non-ADR products.

## 4. Equipment

### 4.1 Manhole requirements

For trucks that are loaded via top-loading, a minimum manhole diameter is required for safety reasons. All loading arms contain overfill protection to make sure loading stops immediately when compartments have reached the maximum fill percentage. If the loading arm cannot be lowered far enough into the manhole, the overfill protection may not be completely inside the truck, thereby losing its purpose. Even though the operator checks whether the compartment capacity corresponds with the capacity the driver has filled out on his entry form, the overfill protection is considered as safety-critical equipment for truck loading. This places some requirements on the size of the manholes:

- The diameter of the manhole must be at least 450 mm.
- Inside the tank there may be no obstacles, such as baffle plates underneath the manhole.
- The raised edge of the manhole must be less than 100 mm high.
- There must be a clearance of at least 650 mm around the manhole.

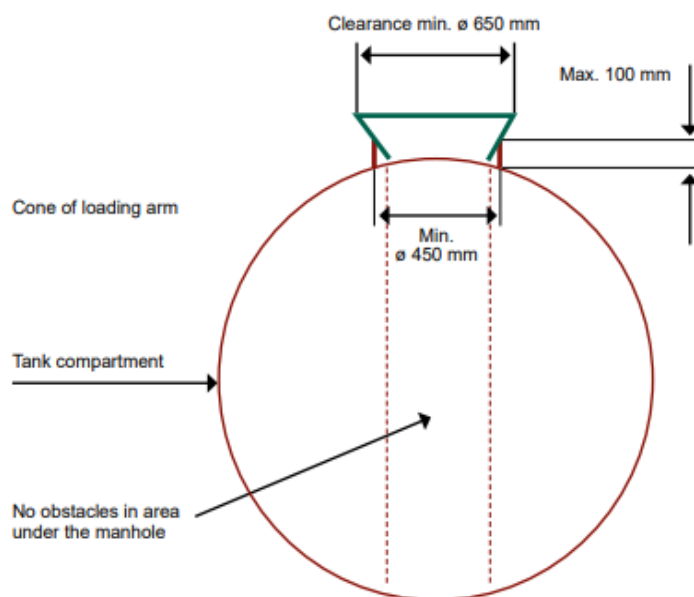
### 4.2 Truck compartments

Where possible, single-compartment trucks should be used. The turnaround time for single-compartment trucks is shorter for the following reasons:

- The order process: calculating the maximum fill quantities takes less time for single-compartment trucks.

- The loading process: only one manhole has to be opened by the driver and the loading arm does not have to be relocated after filling every compartment separately.
- The potential deviation between the nominal and loaded quantities is lower for single-compartment trucks.
- Even distribution of product in single compartment trucks; in multiple-compartment trucks, the loading sequence must be monitored in order to balance the truck.
- The need for fewer manipulations reduces the potential risk of accidents/incidents.

A maximum of four compartments are accepted per truck, providing the truck fits on the weighbridge. Trucks with more than four compartments will be refused.



### 4.3 Compartment temperature

The maximum temperature of a compartment before loading is 40 degrees Celsius. This is not applicable for heated products if the truck is empty and not cleaned.

Note that when the driver provides incorrect information on the current truck temperature, the truck will not be loaded on the day of arrival and Vopak withholds the right to apply the sanction matrix to the respective driver.

### 4.4 Fall protection

It is only permitted to enter on top of containers and trucks when using a Vopak approved fall arrest system.

If safe entry is not possible due to potential risk of falling even after positioning the fall arrest, trucks will be refused..

Carriers can consult with the local terminal or customer to request further details about the loading bay's dimensions.

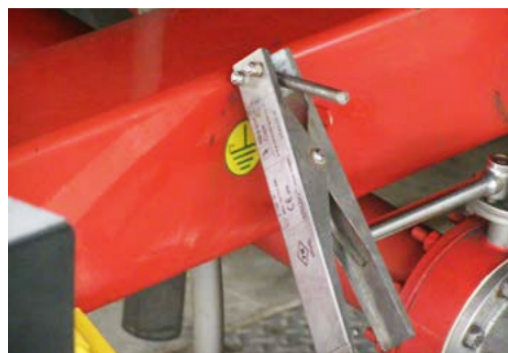
### 4.5 Chassis

A chassis with a gap behind the container is not accepted because of the risk of tripping and difficulties in handling the hoses. Loading/unloading a 20' container on a 40' chassis is possible, as long as the container is placed at the end of the chassis.

If the container is placed in the middle, it will only be loaded if the chassis has a fully covered platform. This means a step up chassis is also approved.

### 4.6 Grounding vehicles

Grounding ensures that all exposed conductive surfaces are at the same electrical potential as the surface of the earth. Connection of the grounding cable is mandatory. The driver connects and disconnects the earthing cable to/from the metal connection point on the truck and the operator checks whether the connection has been made properly ('green light'). For containers, an earthing point must be available on the container. This earthing point on the truck/container must be an official earthing point that is indicated with a sticker.



## 5. Legislation

### 5.1 ADR maximum filling degree

The maximum quantity of product to be loaded is calculated per compartment, based on the ADR rules, and may differ from the requested quantity. It is the responsibility of the carrier to present suitable equipment that meets both customer order and ADR requirements. If the equipment does not fulfill these requirements, the vehicle may be rejected by the terminal. We would like to emphasize that it is very important drivers know the equipment they are using. Entering incorrect data may result in the application of the sanction matrix.

### 5.2 Maximum weight

Depending on the countries to be traveled through, the maximum allowed weight may differ. The lowest maximum allowed weight will be applied to the loading operation. During preparation of the work instruction for loading, the traffic coordinator will check the total expected weight versus the applicable maximum allowed weight. If this maximum weight risks being exceeded when loading the requested quantity, the quantity to be loaded will be adjusted.

## 6. Third parties

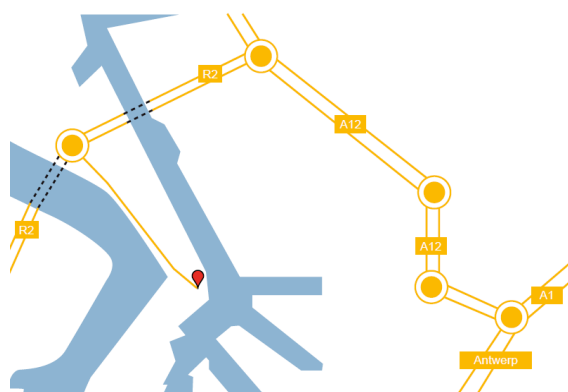
### 6.1 Supervision

Depending on the customer's instructions, the loading and unloading process has to be supervised by a surveyor. The activities of the surveyor may be performed before and/or after loading and unloading (e.g., inspection, sampling and analysis and so forth). If applicable, the driver will be informed by the traffic coordinator upon receipt of the work instruction for loading and unloading.

### 6.2 Customs

Depending on the customs status of the product(s) delivered or to be dispatched, it is possible that customs or excise authorities must be notified of the vehicle's arrival or departure, before actual loading and unloading takes place. The authorities may have to formally witness and approve the loading and unloading, possibly after a physical check of the documents and/or the product itself. This customs process might increase the truck turnaround time significantly.

## 7. Vopak Terminal ACS



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Truck Planning:  
+32 3 546 03 18  
administration.service@vopak.com

Customer service representatives:  
+32 3 730 21 90  
vta.custserv@vopak.com

### Work hours

Monday to Friday:  
08h00 – 21h00  
Limited till 17h00 for trucks with customs documents.

All service fees apply to operations during normal working hours. All operations outside these hours are subject to overtime fees. Legal holidays and their compensation days are treated as Sundays.

Requests for overtime must be submitted before 15h00 by phone and confirmed by e-mail by the company that will be paying the overtime. This e-mail must include all the information required to issue a correct invoice, such as the complete company name, reference number, address and VAT number.

In certain cases, we will not be able to perform loadings in overtime:

- Involvement of a third party (expert);
- Customs documents;
- Overtime capacity fully booked.

Overtime will be charged with a minimum of two hours, irrespective of the late or non-arrival of the truck.

### Planning and procedure upon arrival

The terminal works with slot booking appointments. Carriers must ensure that all required documents (e.g. licenses, cleaning certificates) are available upon arrival and that the temperature of the cleaned tank does not exceed 40°C.

## **Operations**

- Most loading is top-loading by automatic truck-loading gantry (North/South), however, there is also some bottom loading, depending on the product/tank combination.
- Unloading is always done from the bottom.
- Vopak Terminal ACS is divided into North and South area; trucks sometimes have to cross the public road for loading/unloading.

## **Weighing before and after loading/unloading**

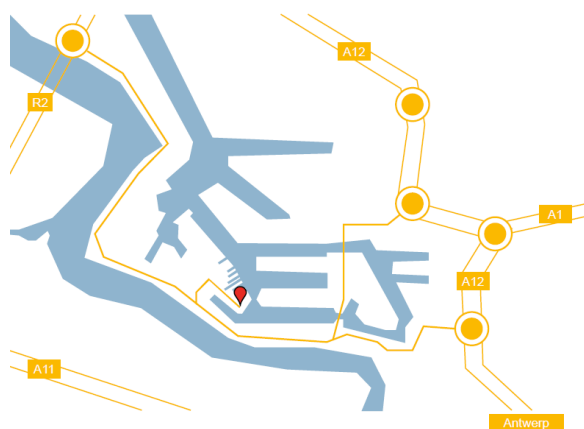
Trucks that need to be discharged or are not being loaded at an automatic loading gantry, are weighed and inspected at the loading station on the North side of the terminal.

The same procedure must also be followed after loading/discharging.

Vopak Terminal ACS is equipped with an access control system. Upon check-in the driver will receive a badge that will open the gate after registration at the administration department. Television screens have been installed at the gate house and at the traffic department to allow the driver to check the terminal access status.



## 8. Vopak Terminal Eurotank



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vte.truckplanning@vopak.com

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vte.custserv@vopak.com

### Work hours

Monday to Friday:

07h00 – 19h00

Limited till 17h00 for trucks with customs documents.

Working hours depend on the product and the loading point. Available slots are shown in the slot booking system. All service fees apply to operations during the normal working hours.

Overtime is calculated from the moment you want to load/unload outside the regular slot times. Legal holidays and their compensation days are treated as Sundays.

A request for overtime must be submitted by the customer by e-mail and confirmed before 15h00 on the same day at the latest. This e-mail must include all the information required to issue a correct invoice, such as the complete company name, reference number, address and VAT number.

In certain cases, we will not be able to perform loadings in overtime:

- Involvement of a third party (expert);
- Customs documents;
- Overtime capacity fully booked.

Overtime will be charged with a minimum of two hours, irrespective of the late or non-arrival of the truck.

### **Planning and procedure upon arrival**

The terminal uses a slot booking system. Carriers must ensure that all required documents (e.g. licenses, cleaning certificates) are available upon arrival and that the temperature of the cleaned tank does not exceed 40°C.

Trucks must be weighed at the weighbridge before registration.

### **Operations**

- Both top and bottom loading are available, depending on the tank/product combination.
- Vopak Terminal Eurotank is equipped with an access control system. Upon check-in the driver will receive a badge that will open the gate after registration at the administration department.

## 9. Vopak Terminal Linkeroever

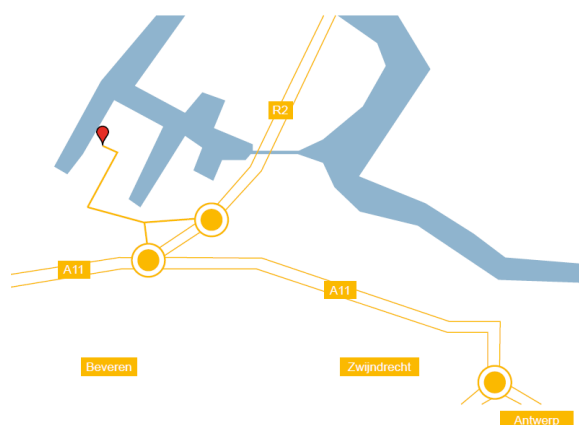


### Work hours

Monday to Friday:

08h00 – 20h00

Limited till 17h00 for trucks with customs documents.



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### Planning and procedure upon arrival

The terminal works with slot booking appointments. Carriers must ensure that all required documents (e.g. licenses, cleaning certificates) are available upon arrival and that the temperature of the cleaned tank does not exceed 40°C.

Trucks must be weighed at the weighbridge before registration.

### Operations

- Trucks are filled from the top using an automatic loading gantry.
- Unloading is always done from the bottom.
- Products treated in a closed system are loaded through bottom loading.
- Vopak Terminal Linkeroever is equipped with an access control system. Upon check-in the driver will receive a badge that will open the gate after registration at the administration department.