

# Road Handling Guide



**Vopak Rotterdam Terminals**  
**Botlek, Chemiehaven & TTR**

## 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. I hope the guide will help you with safe and efficient truck handling at our Rotterdam terminals.

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

Good luck!

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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, including forklifts, 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 and German) or the local language (Dutch).
- Have successfully completed the Vopak Introduction to Safety (Port Instruction Test).
- Wear the required personal protective equipment.

Smoking is not allowed in Vopak terminals, except for clearly indicated dedicated zones. It is important for drivers to follow all the safety instructions of Vopak employees at all times.

## 1.2 Port Instruction Test (PIT)

Drivers who have passed the Port Instruction Test are granted access for a period of two years. This safety test is available in Dutch and the three official ADR languages (English, French and German). The PIT brings safety 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.

Drivers that have to take our PIT at the gate are strongly advised to arrive an hour before the booked slot time to prevent a late announcement. Therefore we also offer the possibility to take the training and examination in advance via our website. This will save a lot of time at the gate.

Drivers can send an email to [vopak.bottlek.portier@vopak.com](mailto:vopak.bottlek.portier@vopak.com) to request a Vopak number as the login code. This number will be sent by email in reply. On this [website](#) the number can be used to enter our online exam.

## 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).

### 1.3.1 Personal Protective Equipment

At the terminals, the minimum required Personal protective equipment (PPEs) are:

- An 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 (see page 6) 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. When a driver receives the loading documents, a product information sheet is attached that indicates the required PPEs for (un)loading that particular product. If the required PPE's include a respiratory protection, 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 531: 'Protective clothing to protect against heat and flames.'

## 1.4 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).
- 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.

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.

## 1.5 Overview safety signs



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



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. At ACS, TTR, Botlek, and Chemiehaven, it is not allowed to work on top of a vehicle without terminal fall protection in place.



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



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



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



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



Mobile phones are not allowed.



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



Access is not allowed without permission.



The maximum speed limit onsite.



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



Safety belts are compulsory onsite.

## 2. Slot booking system

We use slot booking reservations for our Rotterdam 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](#). Please consult our SBS [user manual](#) if needed.

Bookings can be made two weeks in advance. Should carriers or drivers require further assistance they can contact our Distribution Department. Contact details can be found on the last pages of 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 PIT 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 unless the customer has given written approval for the previous cargo.

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 Dutch drivers or a valid passport for non Dutch drivers.
- Cleaning certificate of max. 10 working days old (if cleaned) for containers, 5 working days for trailers.
- Written approval from the storage holder or written permission to load uncleaned.
- Vacuum test (after cleaning) for containers of max. 5 working days old.
- 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 Distribution Department.



Booked slots can be canceled or rescheduled until 15h00 PM prior to the working 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 will be charged to the storage holders as Vopak aims to optimize utilization of its loading slots to increase slot availability for its customers.

In the event that a driver arrives too late, it is not considered an unused slot. Moreover, a slot that is missed (due to one of the reasons below) but can still be handled on the same day - because an available slot can be offered - will also not be charged to the storage holder. Vopak thereby wants to encourage carriers/drivers to find a solution on the same day.

The following events are considered a **no show / unused slot** and will be charged to the storage holder:

**No show:** Driver not showing up without notification.

**Late cancellation:** Any cancellation received after 15.00 PM, the working day prior to the slot.

**Invalid ID or passport:** Driver cannot show a valid ID or passport at the gate and is not allowed to visit the terminal.

Language or communication barrier: Driver cannot communicate in one of the required languages: Dutch, English, French or German.

**Technical malfunction:** Truck does not meet the technical requirements.

**No/invalid cleaning certificate:** Driver cannot hand over a valid cleaning certificate.

**No/invalid vacuum test:** Driver cannot hand over a valid vacuum test.

**Port Instruction Test:** Driver did not pass the Port Instruction Test (PIT).

**Truck temperature:** The truck temperature is above maximum allowed temperature. Please see paragraph 4.3 for further details.

**Paperwork:** Driver announces without required paperwork, license or reference.

**PPE's:** Driver does not wear the by Vopak required PPE's.

### 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](#).

#### Order information

- Product (code): Product name or product code 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: Name of the driver
- Transport company: Name of the transport company
- ADR goods: State whether the product is covered by ADR classification; Expiration date of the driver's ADR certificate

#### 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).

#### 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.

#### Handling information

- Compartment: Mark the compartments to be loaded/unloaded with an 'X'.
- 100% capacity (liters): 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 45 degrees Celsius).  
**Current exceptions:** Styrene, Acrylonitrile and Acrylates, for these products the maximum temperature is 30 degrees Celsius.

#### Statement with signature

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

#### 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.
- 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 overflow 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 overflow 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 overflow 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.
- The inside of the manhole should be free of any obstacles or lid so the loading cone can be placed correctly.

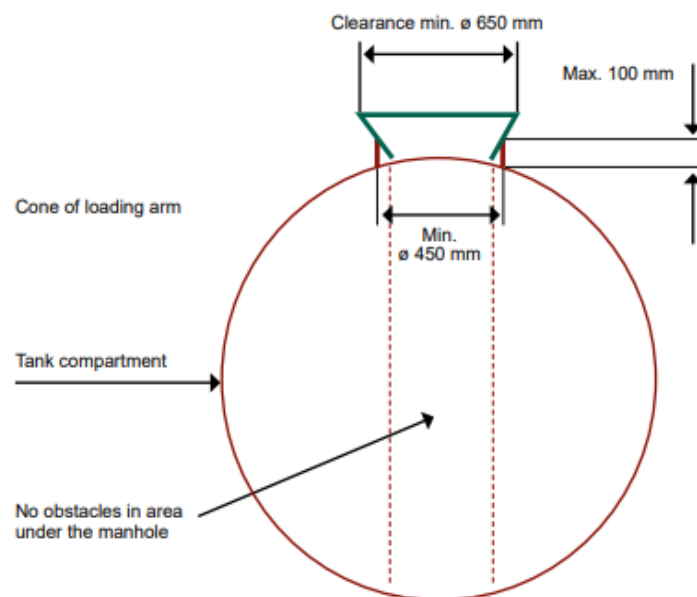
### 4.2 Truck compartments

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 replaced 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 45 degrees. This is not applicable for heated products.

**Current exceptions:** Styrene, Acrylonitrile and Acrylates, for these products the maximum temperature is 30 degrees Celsius.

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 containers and trucks when using a Vopak approved fall arrest system. If the driver cannot prove that he has the certificates for using fall arrest, Vopak personnel will open and close the manhole(s).

Minimum requirements with regards to layout of walkways on top of trucks differ per Vopak loading rack. If safe entry is not possible due to potential risk of falling even after positioning the fall arrest, trucks will be refused. Consult with the local terminal to request guidelines.

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 Handling flexibags

The handling of flexibags must be agreed upon with the terminal well in advance.

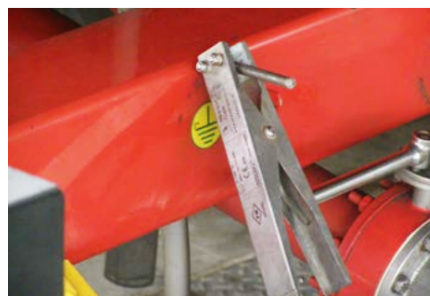
In order to handle flexibags safely, the following conditions must at least

be met:

- The chassis at the back of the container needs to be long enough and covered, so that it can be used to safely make the required connections/ manipulations.
- It must be possible to connect the hose to the bag without entering the container.
- The driver (+ additional help) must monitor this operation.

### 4.7 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 rule our terminals follow is that the lowest maximum allowed weight will apply 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.

## Botlek

Welplaatweg 115  
3197 KS Botlek Rotterdam  
Harbour port 4110  
The Netherlands

Contact details:

T: +31 10 472 9682

E: [distributie.vrb.nl@vopak.com](mailto:distributie.vrb.nl@vopak.com)

### Working hours

Monday to Friday:

07h30 – 18h30

Last check in at 17h30

Slot bookings can be made or canceled until 15h00, on a working day prior to the slot.

Overtime is not applicable at this terminal. Exceptions can be made upon request of the customer.

[Website Vopak Botlek](#)

## Chemiehaven

Chemiestraat 10  
3197 KB Botlek Rotterdam  
Harbour port 4202  
The Netherlands

Contact details:

T: + 31 10 472 4964

E: [ssc.chemiehaven@vopak.com](mailto:ssc.chemiehaven@vopak.com)

### Working hours

Monday to Friday:

07h00 – 15h15.

Last check in at 14h15.

Slot bookings can be made or canceled until 15h00, on a working day prior to the slot.

All service fees apply to operations during normal working hours, i.e. from 07h00 till to 15h15. 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 and confirmed by email via the customer (storage holders) at the Vopak Customer Service department. 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 irrespective of the late or non-arrival of the truck.

[Website Vopak Chemiehaven](#)

## TTR

Torontostraat 19  
3197 KN Botlek Rotterdam  
Port 4530  
The Netherlands

Contact details:

T: +31 181 270 831

E: [distributie.vrb.nl@vopak.com](mailto:distributie.vrb.nl@vopak.com)

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[Website Vopak TTR](#)