

Road handling



Information Guide

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Slot booking

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Terminal Overview



Jan Bert Schutrops
President Vopak Europe & Africa

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 you.

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, Vlaardingen and Antwerp terminals. Please contact us if you need more information or if you would like to discuss whatever subject to improve our service.

Good luck!



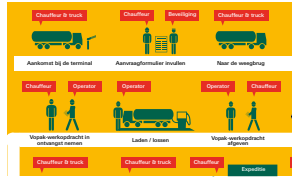
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Safety

Basic safety regulations

There are a few basic safety regulations that are important to follow. First of all, onsite 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.

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 (Port Instruction Test, PIT light) Introduction to Safety; see the next page;
- wear protective equipment, see page 12 Personal protective equipment.

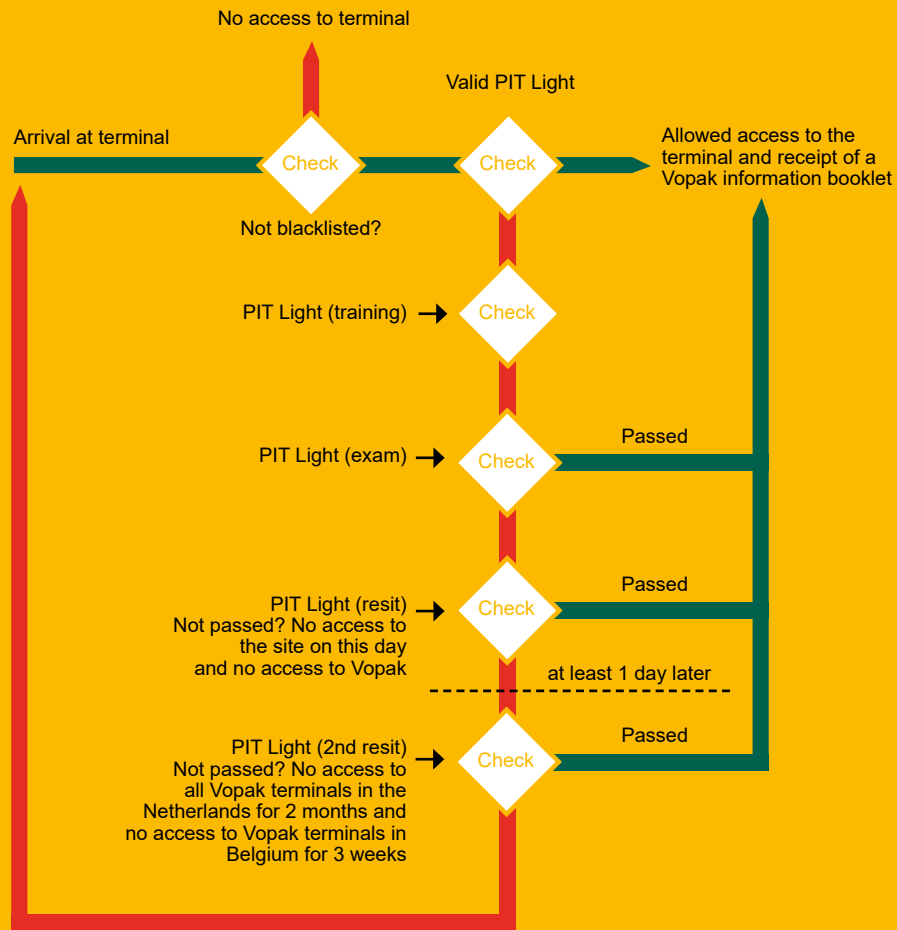
It is important for drivers to follow all the safety instructions of Vopak employees at all times.

Smoking is not allowed In Vopak terminals, except for clearly indicated dedicated zones.

Safety induction

Drivers who have passed the safety induction are granted access for a period of two years (Dutch terminals) or one year (Belgian terminals). This safety test is available in Dutch and the three official ADR languages (English, French and German). The induction brings safety to the drivers' attention. The induction is also 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.

The figure on page 10 explains the safety induction process.



Example safety induction process

Firma Company	Contactpersoon Contact	Kenteken Car registration	Datum Date	Aankomst Time in



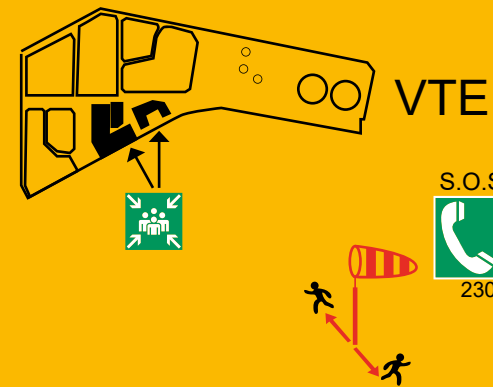
RESPECTEER ONZE VEILIGHEIDSVOORSCHRIFTEN:
THANK YOU FOR FOLLOWING OUR SAFETY REGULATIONS:



OP DE TERMINAL
ON THE TERMINAL

Handtekening contactpersoon: Einde onderhoud:

Wear the badge visibly & please hand your pass in to reception on leaving



VTE ALARM SIRENS	
BEGIN ALARM	EVACUATIE
INVACUATIE	EINDE ALARM

VOLG INSTRUCTIES TERMINALPERSONEEL
FOLLOW INSTRUCTIONS TERMINALPERSONNEL

Example safety badge

Terminal safety regulations pass

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)
- Traffic regulations (for road traffic)
- The use of Personal Protective Equipment (PPE)
- What to do in case of an alarm
- How to report incidents and near misses

The image on the previous page shows an example of a terminal safety regulations pass.

Personal protective equipment

At the terminals, the minimum required Personal Protective Equipments (PPEs) are a safety helmet, safety glasses, safety shoes and covered or protected arms and legs. The driver is responsible for providing the required PPEs.

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 when retrieving the required documents after loading. Signs with pictograms (see next page) 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. The required PPE can also be respiratory protection, including the use of the correct filter. A beard is not allowed in this case, however. When a driver receives the loading documents, a product information sheet is attached that indicates the required PPEs for loading that particular product. 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'. ■

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 mandatory onsite and at jetties, building sites and loading bays.



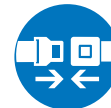
Safety shoes are compulsory onsite and at jetties, building sites and loading bays.



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. At ACS, TTR, Botlek, and Chemiehaven, 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 are not allowed.



Access is not allowed without permission.



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



Planning

Terminal	Planning	How?
ACS	Slot booking in advance via the internet	Transporeon
Eurotank	Slot booking in advance via the internet	Transporeon
Linkeroever	Slot booking in advance via the internet	Transporeon
Botlek (South)	Slot booking in advance via the internet	https://sbs.vopak.com
Chemiehaven	Slot booking in advance via the internet	https://sbs.vopak.com
TTR	Slot booking in advance via the internet	https://sbs.vopak.com
Vlaardingen	Slot booking by phone	+31 10 4608 800

Slot booking is generally used for both the Belgian and Dutch terminals.

Time-slot booking is a service policy whereby carriers are required to book a pre-specified time slot for loading or discharging in advance. Carriers are free to pick any available slot.

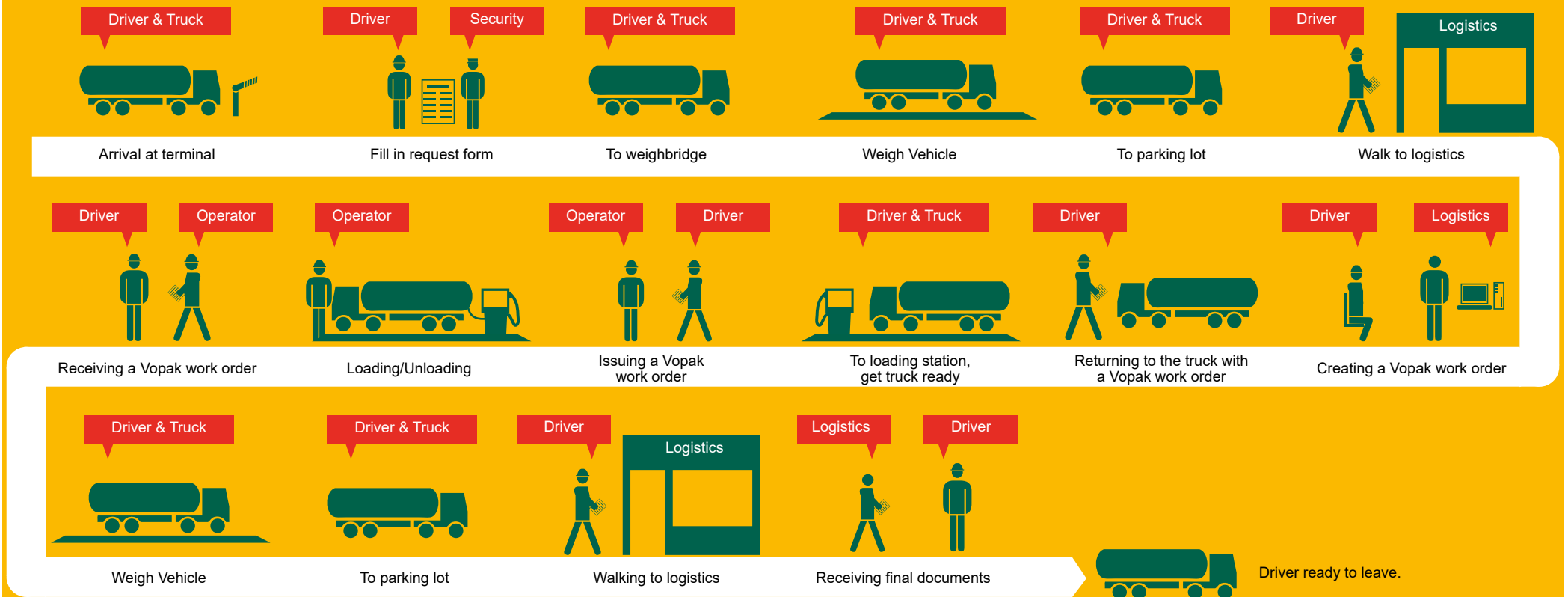
Explanation of the “slot book system” at Vopak Belgium:

There are three methods for booking a slot at the Belgian Vopak Terminals. Both “free carriers” and carriers known to Vopak can either book a slot through standard booking or they can use a free carrier portal. If a carrier has not booked a slot, the carrier can book a slot at the terminal through a self-booking portal.

To use Transporeon, carriers must register and sign the Vopak user agreement. Use of the system is FREE for all carriers.


New users can register online (<https://login.transporeon.com>). After registration, transporters will receive a detailed user manual on how to book slots in Transporeon. ■

From arrival to departure



Example truck handling process

Handling Request Form

 **Loading / Discharging** **Handling request**


Order Information **Customs**


Product (code) : _____ Destination : _____

Reference number : _____ Border crossing : _____

Quantity : _____ kg Customs office of destination : _____

Planned slot time : _____ Vehicle nationality : _____

Name of driver : _____ By train : YES / NO 

Haulier : _____ By sea : YES / NO 

ADR goods : YES / NO Expiry date ADR Certificate driver : _____

Vehicle information

Max. gross weight : _____ kg Current weight vehicle : _____ kg

Truck registration : _____ FL AT Test expiry date : _____

Trailer registration : _____ ADR tank code : _____ Test expiry date : _____

Chassis registration : _____ FL AT Test expiry date : _____

Tank container No. : _____ ADR tank code : _____ Test expiry date : _____

Tare weight container : _____ UN portable tank code(T-code): _____

Handling information

Compartment	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
Capacity liter (100%)						
Baffle plates	YES / NO	YES / NO	YES / NO	YES / NO	YES / NO	YES / NO
Previous cargo						

Mixed loading? : YES / NO ADR class / UN No.: _____ / _____

Nitrogen purged? : YES / NO

Compartment(s) cleaned and dry? : YES / NO

Bottom and bottom line valves closed before loading? : YES / NO

Vacuum certificate? : YES / NO

Current inside tank (-compartment) temperature : _____ °C

Statement in case of ADR classified products: The driver confirms that he is in possession of the certificate of professional competence in accordance with ADR chapter 8.2.2.8 and that the vehicle is approved and equipped in line with ADR regulations (chapter 8.1 and 9.1). The driver further confirms receiving, reading and having understood the terminal safety regulations.

Date _____ **Signature of driver** _____

- Explanation**
- In case of multiple parcels, please complete one handling request per parcel.
 - YES NO – Circle the appropriate answer
 - – Cross the appropriate answer

Top of the form

Handling request

State which activities: loading/unloading

Order information

Product (Code)

Product name or product code provided by the client as it is known to the terminal

Reference No.

Loading/unloading reference provided by the client as it is known to the terminal

Quantity

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

Current vehicle weight

Weight on arrival (before loading)

Truck registration

ADR tank code

A T-code must be filled out for containers that go by sea

Tractor type

Only applicable for ADR

Trailer registration

Chassis no

Type of tank

Only applicable for ADR

Tank container no.

Only applicable for containers

Type of container

Only applicable for ADR/IMDG

Handling information

Compartment	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
Capacity liter (100%)						
Baffle plates	YES / NO	YES / NO	YES / NO	YES / NO	YES / NO	YES / NO
Previous cargo						

Mixed loading? : YES / NO ADR class / UN No.: _____ / _____
 Nitrogen purged? : YES / NO
 Compartment(s) cleaned and dry? : YES / NO
 Bottom and bottom line valves closed before loading? : YES / NO
 Vacuum certificate? : YES / NO
 Current inside tank (-compartment) temperature : _____°C

Statement in case of ADR classified products: The driver confirms that he is in possession of the certificate of professional competence in accordance with ADR chapter 8.2.2.8 and that the vehicle is approved and equipped in line with ADR regulations (chapter 8.1 and 9.1). The driver further confirms receiving, reading and having understood the terminal safety regulations.

Date _____ Signature of driver _____

Explanation

Loading 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
 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 temperature in the compartments

Statement with signature

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

Important points of attention

There are some points of attention that are important for drivers arriving at Vopak terminal:

- 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.
- All tank trucks and tank containers need to be clean and dry, unless the customer has given written approval for the previous cargo.

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

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. At the loading dock, the operator compares the work instruction with the capacities indicated on the truck (identification plate or stamping plate) and checks off a checklist. If the compartment capacities do not correspond with the capacities on the work instruction, the truck will not be loaded and will be sent back to

the traffic department for recalculations, thereby increasing the truck turnaround time. 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.

For ADR products (and non-ADR products Vopak terminals Botlek, TTR and Chemiehaven) 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 (and non-ADR products Vopak terminals Botlek, TTR and Chemie-

haven terminals) 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. If this key information is unknown, the truck turnaround time will increase. ■



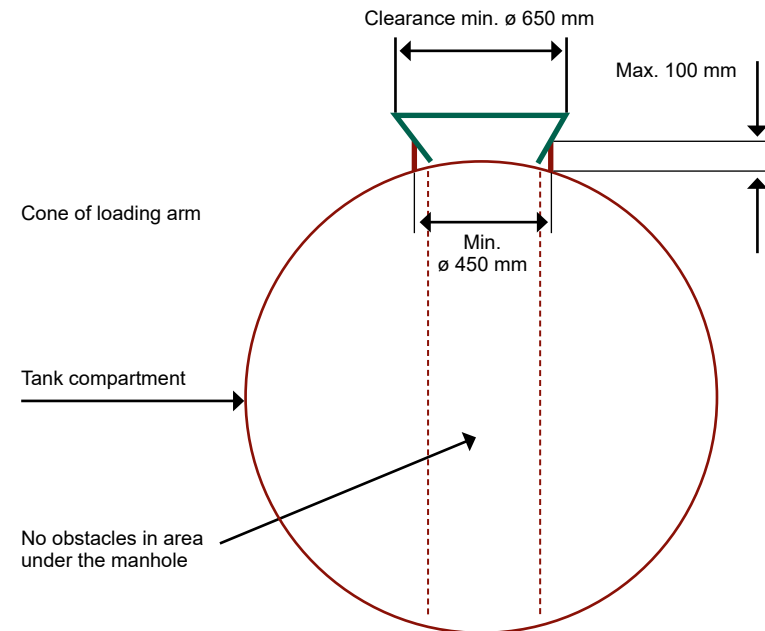
Equipment

Manhole requirements for top-loading

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.



Single-compartment trucks are safer and more efficient

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.

Maximum number of compartments

A maximum of four compartments are accepted per truck. Trucks with more than four compartments will be refused (applies to Botlek, TTR, Chemiehaven and Belgian terminals).

Compartment temperature before loading

The maximum temperature of a compartment before loading depends on the product to be loaded. Drivers will be informed onsite of the maximum temperature.

Fall protection

It is only permitted to enter containers and trucks when using a Vopak approved fall arrest system. Refer to local terminal regulations.

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.



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.

Earthing

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 is an official earthing point that is indicated with a sticker (see also the picture above). ■



Legislation

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 fulfil these requirements, the vehicle may be rejected by the terminal. ■

Maximum weight

Depending on the countries to be travelled 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. ■

Third parties

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.

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. ■



Behaviour

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:

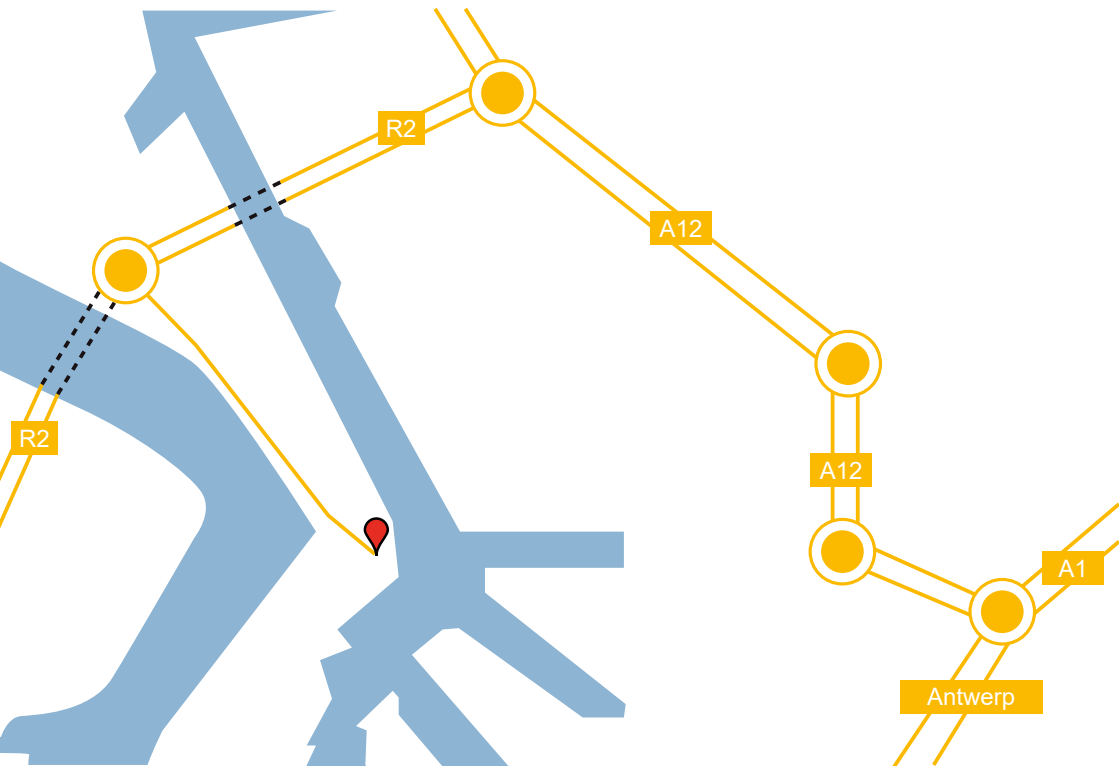
- Wear proper PPE as prescribed.
- Use terminal equipment only when authorised.
- Do not use electrical apparatus in the operational zone without a proper permit (e.g., mobile phone, camera and so forth).
- Do not use electrical apparatus outside the operational zone without a proper permit.
- Do not smoke or start a flame.
- Always follow instructions given by Vopak personnel.
- Leave the key in the ignition slot while loading and unloading the vehicle.
- 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. ■

Vopak Terminal information





Vopak Terminal ACS

Scheldelaan 410
 B 2040 Antwerp
 Harbour no. 499-503
 Belgium

Truck Planning:
 T : +32 3 546 03 18
 E : vta.traffic@vopak.com
 Slot booking

Customer service representatives:
 T : +32 3 546 03 15/14/05
 E : vta.custserv@vopak.com



Work hours

Monday to Friday:
 08h00 – 21h00

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 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 tank does not exceed 40°C.



Duties

- 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 are not filled through an automatic loading portal are weighed and inspected at the loading station on the north side of the terminal. Before unloading, the truck is weighed at the unmanned weighbridge. The weighing process is illustrated by the three pictures on the right.



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

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





Vopak Terminal Eurotank

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B 2030 Antwerp
Harbour no. 399
Belgium

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T : +32 3 545 73 70
E : vte.truckplanning@vopak.com
Slot booking

Customer service representatives:
T : +32 3 545 73 15/38/39/40
E : vte.custserv@vopak.com



Work hours

Monday to Friday:
07h00 – 19h00

Working hours depend on the product and the loading point. Available slots are shown in the slot book 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 carrier/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.

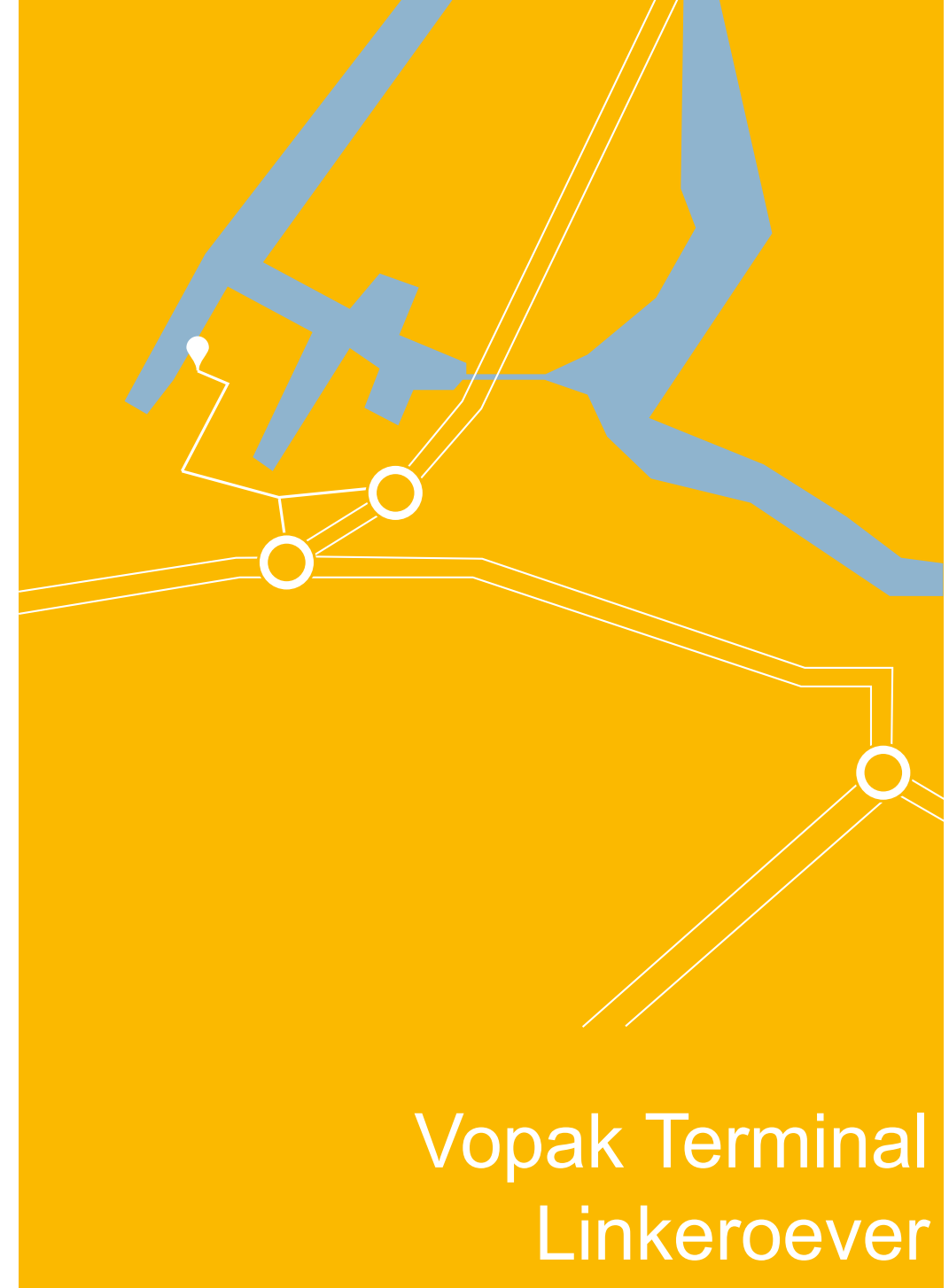
Overtime will be charged with a minimum of two hours, irrespective of the late or non-arrival of the truck.

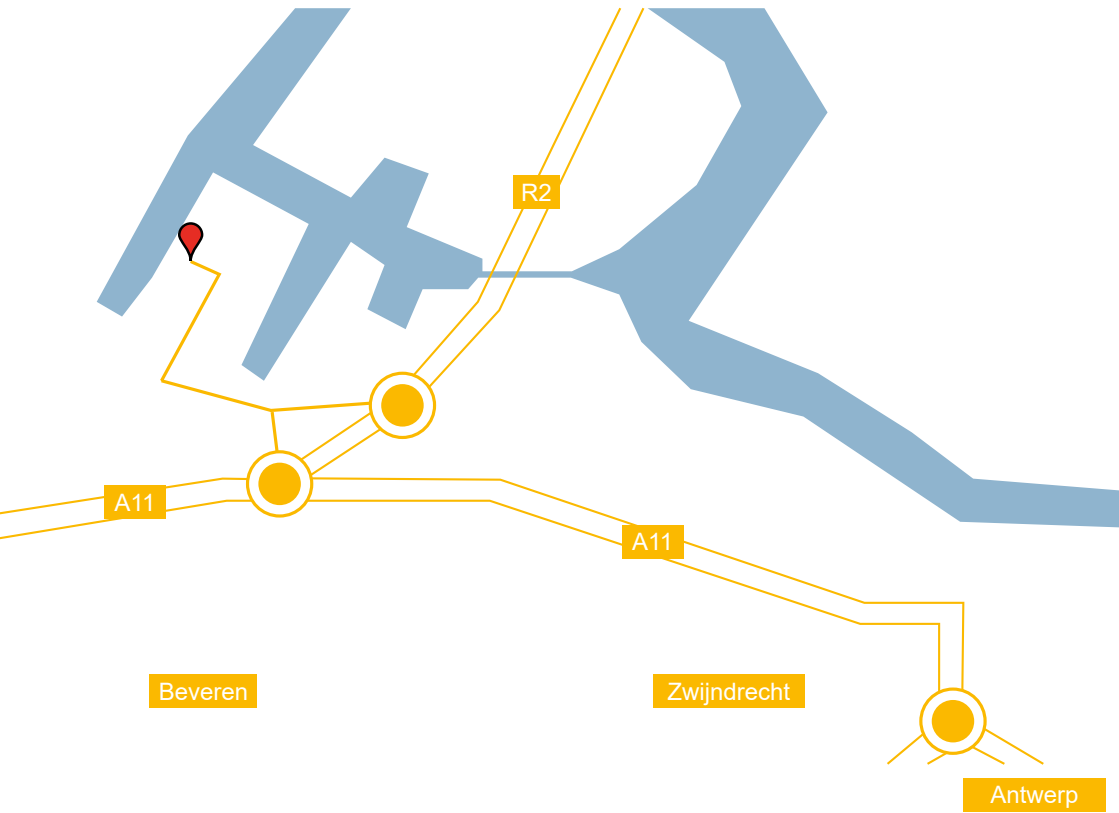
Planning and procedure upon arrival

The terminal uses a slot book system. Carriers must ensure that all required documents (e.g. licences, cleaning certificates) are available upon arrival and that the temperature of the tank does not exceed 40°C. Trucks must be weighed at the weighbridge before registration.

Duties

- 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 upon entrance. Screens have been installed at the gate house and at the traffic department to allow the driver to verify the terminal access status. ■





Vopak Terminal Linkeroever

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B 9130 Kallo
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Belgium

Planning trucks:
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Slot booking

Customer service representatives:
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E : vtl.custserv@vopak.com



Work hours

Monday to Friday:
08h00 – 20h00

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.

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 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 tank does not exceed 40°C. Trucks must be weighed at the weighbridge before registration.

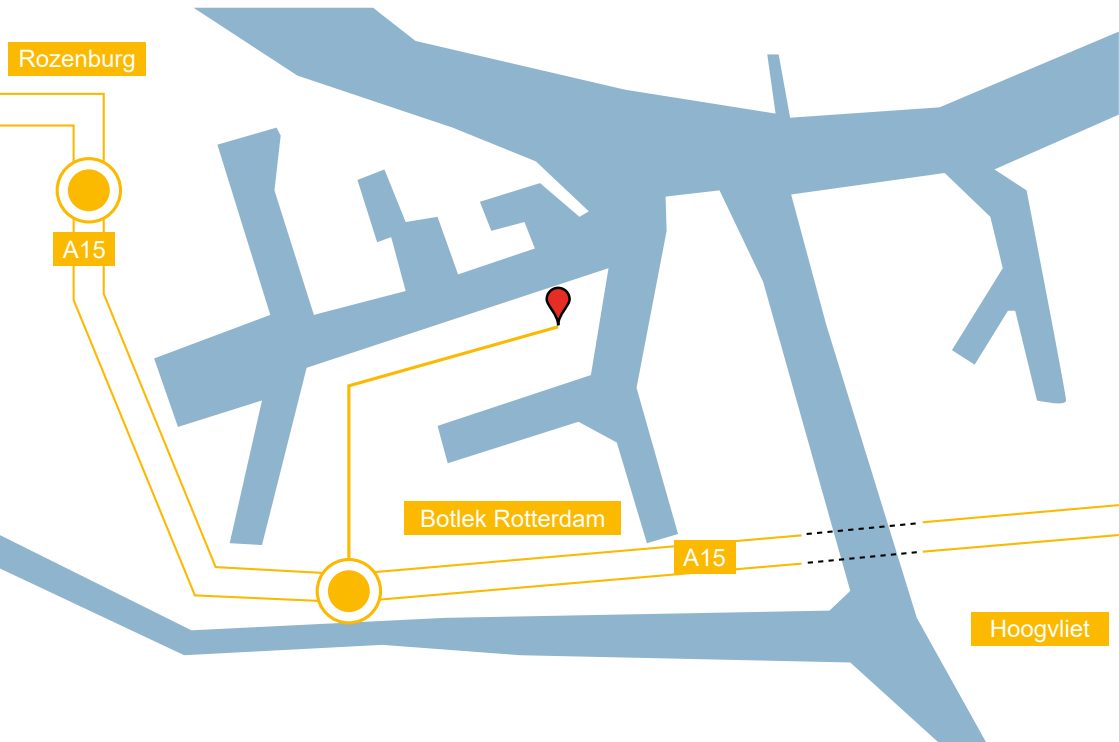
Duties

- 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 upon entrance. Screens have been installed at the gate house and at the traffic department to allow the driver to verify the terminal access status. ■



Vopak Terminal Botlek



Vopak Terminal Botlek

Welplaatweg 115
 3197 KS Botlek Rotterdam
 Harbour no. 4110
 The Netherlands

Planning trucks:
 T: +31 181 270 831
 E: distributie.vrb.nl@vopak.com

Customer service representatives:
 E: service.nl@vopak.com
 W: www.vopak.nl
 Slot booking



Work hours

Monday to Friday:
 07h00 – 23h00
 Last check in at 22h00.

All service fees apply to operations during normal working hours, i.e. from 07h00 until 23h00. 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 16h00 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.

Planning and procedure upon arrival

Vopak Terminal Botlek uses slot booking agreements to reduce waiting times and to assure fast and well-organised handling. After receiving the customer's Reference number and Product name, transport companies are requested to book a slot via the slot booking system. Slots for the following day can be booked until 17h00. Vopak guarantees up to two hours' loading time for correctly booked slots. The driver must arrive at least 30 minutes before the reserved time.* In the case of multiple orders per vehicle or a combination of products, the agreed duration is extended proportionately. If drivers show up without a booked slot, the availability of open slots will determine loading and unloading time. If there are no slots available, drivers will be asked to leave our premises. Drivers who show up late for their slots (i.e., less than thirty minutes before the start of the slot) will only be served if a new loading and unloading slot is available.

If there are no slots available, drivers will be asked to leave our premises. Vopak does not guarantee loading time for drivers who show up less than thirty minutes before the start of their booked slot.

Upon arrival, all drivers need to report to the gate house and complete the handling request form. They must ensure all required documents (e.g. identification, licenses, cleaning certificate) are available upon arrival. Goods ordered by the customer will only be released if the

product name and the customer's reference number are correct.

All tank trucks and tank containers must be clean, dry and odourless unless the customer has given written approval for the previous cargo.

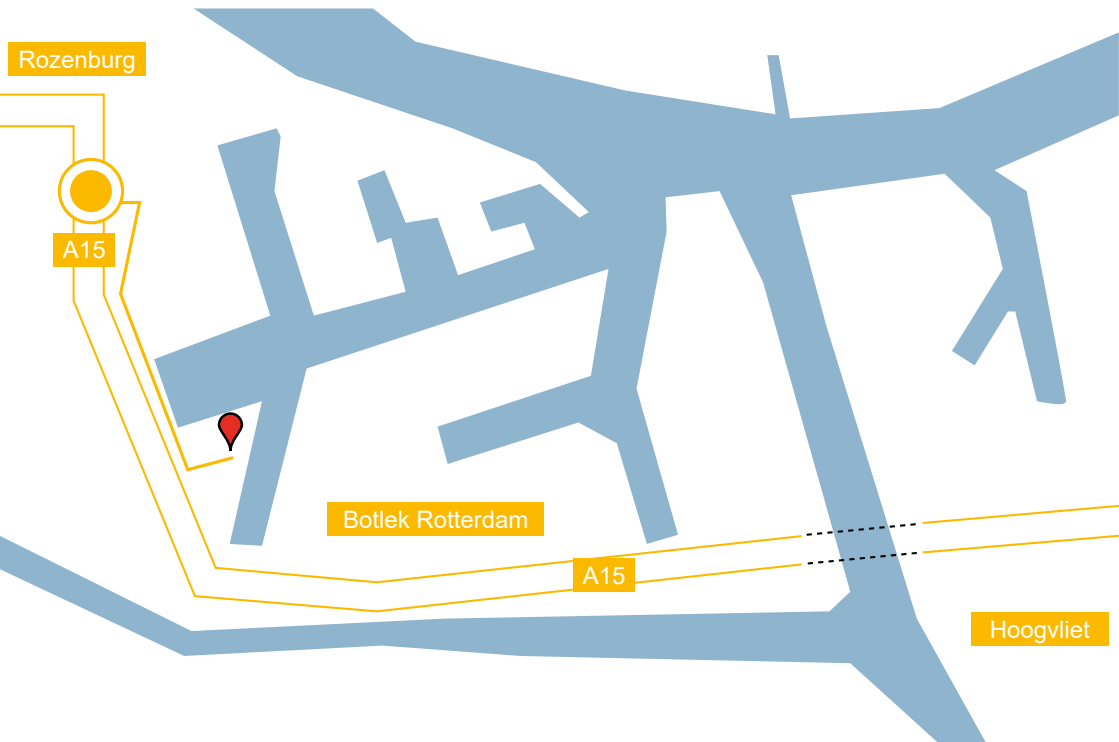
For clean containers a vacuum test certificate is required.

Duties

- All products are loaded from the top of the truck using a loading platform while the truck is standing on a weighbridge.
- All trucks that are unloaded are weighed before and after unloading.
- The temperature of the tank must not exceed 30°C. ■

**Unless the driver has not yet taken the PIT Light test; then the driver must arrive at least 45 minutes before the reserved time.*





Vopak Terminal Chemiehaven

Chemiestraat 10
3197 KB Botlek Rotterdam
Port 4202
The Netherlands

Planning trucks:
T: +31 181 270 831
E: distributie.vrb.nl@vopak.com

Customer service representatives:
E: service.nl@vopak.com
W: www.vopak.nl
Slot booking



Work hours

Monday to Friday:
08h00 – 16h15.
Last check in at 15h15.

All service fees apply to operations during normal working hours, i.e. from 08h00 till to 16h15. 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 irrespective of the late or non-arrival of the truck.

Planning and procedure upon arrival

Vopak Terminal Chemiehaven uses slot booking appointments to reduce waiting times and to assure fast and well-organized handling. After receiving the customer's Reference number and Product name, transport companies are requested to book a slot via the slot booking system. At Vopak Terminal Chemiehaven, the time for loading or unloading for the next day must be reserved before 15h00. Vopak guarantees up to two hours' loading time for correctly booked slots. In addition, the driver must arrive at least 30 minutes before the reserved time, unless the driver has not already done the PIT light test, then the driver must arrive at least 45 minutes before the reserved time. If there are several orders per vehicle or a combination of products, the agreed duration is extended proportionally. If drivers show up without a booked slot, the availability of open slots will determine loading and unloading time. If there are no slots available, drivers will be asked to leave our premises. Drivers who show up late for their slots (i.e., less than thirty minutes before the start of the slot) will only be served if a new loading and unloading slot is available. If there are no slots available, drivers will be asked to leave our premises. Vopak does not guarantee loading time for drivers who show up less than thirty minutes before the start of their booked slot.

Upon arrival, all drivers need to report to the gate house and complete the handling request form. They must ensure all required documents (e.g. identification, licenses,

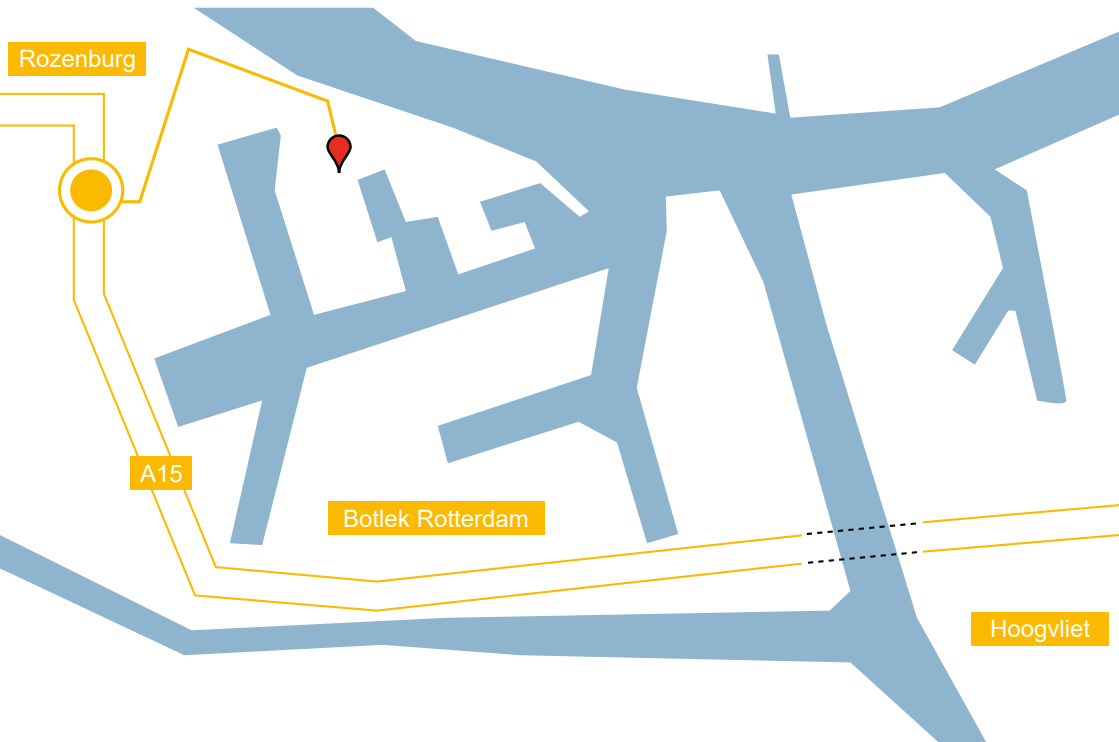
cleaning certificate) are available upon arrival. Customer parcels are only released to the correct Product name and customer's Reference number. All tank trucks and tank containers must be clean, dry and odourless unless the customer has given written approval for the previous cargo. For clean containers a vacuum test certificate is required.

Duties

- All products are loaded from the top of the truck using a loading platform while the truck is standing on a weighbridge.
- All trucks that are unloaded are weighed before and after unloading.
- The temperature of the container must not exceed 30°C.

Trucks for offloading with nitrogen must have an operating pressure of at least 2.47 bar, because the unloaders are emptied with N₂ of 1.9 bar. ■





Vopak Terminal TTR

Torontostraat 19
 3197 KN Botlek Rotterdam
 Port 4530
 The Netherlands

Truck planning:
 T: +31 181 270 831
 E: distributie.vrb.nl@vopak.com

Customer service representatives:
 E: service.nl@vopak.com
 W: www.vopak.nl
 Slot booking



Work hours

Monday to Friday:
 08h00 – 16h15.
 Last check in at 15h15.

All service fees apply to operations during normal working hours, i.e. from 08h15 to 16h00. 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 irrespective of the late or non-arrival of the truck.

Planning and procedure upon arrival

Vopak Terminal TTR uses slot booking appointments to reduce waiting times and to assure fast and well-organized handling. After receiving the customer's Reference number and Product name, transport companies are requested to book a slot via the slot booking system. At Vopak Terminal TTR the time for loading or unloading for the next day must be reserved before 15h00. Vopak guarantees up to two hours' loading time for correctly booked slots. In addition, the driver must arrive at least 30 minutes before the reserved time, unless the driver has not already done the PIT light test; then the driver must arrive at least 45 minutes before the reserved time. If there are several orders per vehicle or there is a combination of products, the agreed duration is extended proportionally. If drivers show up without a booked slot, the availability of open slots will determine loading and unloading time. If there are no slots available, drivers will be asked to leave our premises. Our loading bay has a limited number of parking spaces. Drivers arriving more than two hours before the start of their slots will therefore be asked to come back at a later time. Drivers who show up late for their slots (i.e. less than thirty minutes before the start of the slot) will only be served if a new loading and unloading slot is available.

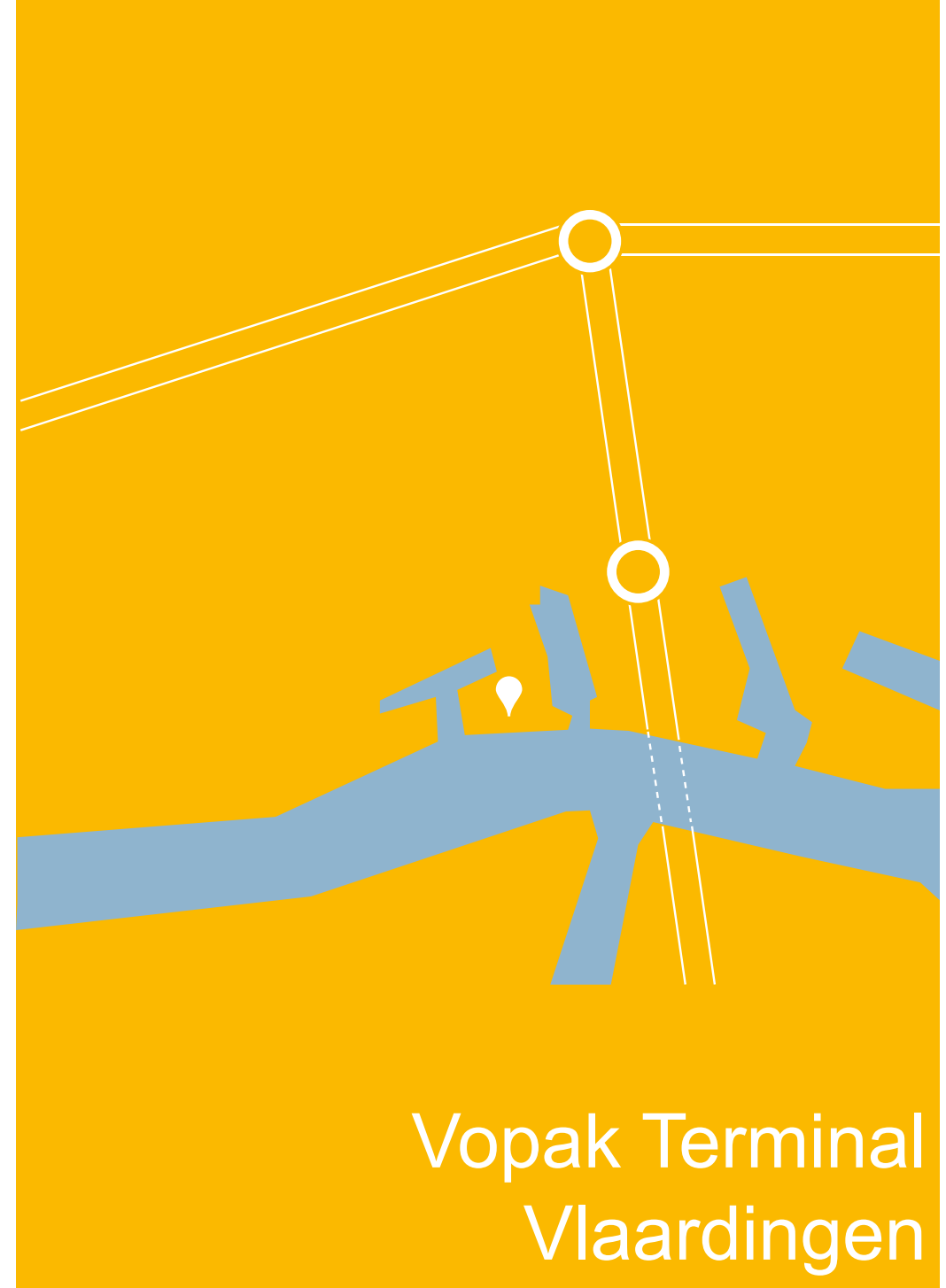
If there are no slots available, drivers will be asked to leave our premises. Vopak does not guarantee loading time for drivers who show up less than thirty minutes before the start of their booked slot.

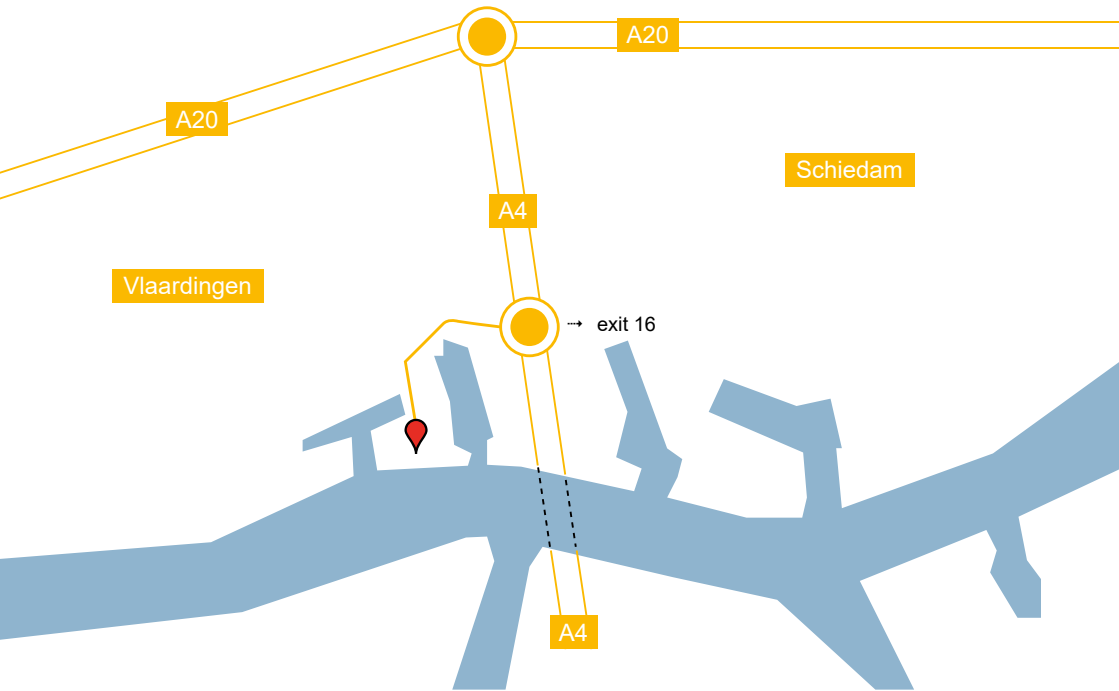
Upon arrival, all drivers need to report to the gate house and complete the handling request form. They must ensure all required documents (e.g. identification, licenses, cleaning certificate) are available upon arrival. Customer parcels are only released to the correct Product name and customer's Reference number. All tank trucks and tank containers must be clean, dry and odourless unless the customer has given written approval for the previous cargo. For clean containers a vacuum test certificate is required.

Operations

- All products are loaded from the top of the truck using a loading platform while the truck is standing on a weighbridge.
- All trucks that are unloaded are weighed before and after unloading.
- The temperature of the container must not exceed 30°C.

Trucks for offloading with nitrogen must have an operating pressure of at least 2.47 bar, because the unloaders are emptied with N₂ of 1.9 bar. ■





Vopak Terminal Vlaardingen

Kon. Wilhelminahaven ZOZ 1
3134 KH Vlaardingen
Harbour no. 625
The Netherlands

Truck planning
T : +31 10 4608 800

Customer service representatives:
T : +31 10 4608 610 / 611 / 612 / 614 / 732
/ 782
F : +31 10 4608 616
E : am.vlaardingen@vopak.com
Slot booking



Work hours

Standard work hours:
Monday to Friday:
07h30 – 16h00.

All service fees apply to operations during the normal working hours. All operations outside these hours are subject to overtime fees.

Requests for overtime should be submitted to our customer service department in advance by e-mail or fax by the customer or the transport company.

This e-mail or fax should contain all the information required to issue a correct invoice, such as the complete company name, reference number, address and VAT number.

Planning and procedure upon arrival

Vopak Terminal Vlaardingen uses slot booking appointments to reduce waiting times and to assure fast and well-organized handling. After receiving the customer's Reference number and product code, transport companies are requested to contact the truck planning desk (+31 10 4608 800) to make a

specific handling appointment, no later than one day prior to arrival. Drivers are requested to arrive at least 15 minutes before the reserved time. Without a scheduled appointment, trucks will be handled in the first available free slot.

Upon arrival, all drivers need to report to the gate house and complete the handling request form. They must ensure all required documents (e.g. identification, licences, cleaning certificate) are available upon arrival. Goods ordered by the customer will only be released if the product code and the customer reference number are correct. All tank trucks and tank containers need to be clean and dry, unless the customer has given written approval for the previous cargo.

Since Vlaardingen is a Vegoil terminal, all tank trucks that are already (partially) loaded with other ADR-classified goods must request mixed loading permission prior to entering the terminal. This permission must be requested when scheduling the appointment. Only certain class eight and nine goods are accepted at Vopak Vlaardingen.

Operations

- All products are loaded from the top of the truck using a loading platform while the truck is standing on a weighbridge.
- All trucks that are unloading must be weighed before and after unloading on the unmanned weighbridge near the entrance gate; drivers receive a badge for automatic self-weighing. ■

” On customer
service and
reliability



Vopak ARA
vopak.com/truckhandling-documents