

# Road Handling Guide

## Vopak Terminal Vlaardingen

15-02-2024 rev.9



We help the world flow forward



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## 1. Introduction

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. To deliver the best service to our customers, we want to work together with you.

One way of doing this is to be transparent about our working practices and to keep you and your drivers connected with us. This booklet will provide you with what we hope you will find easily accessible and clear information about our operations and our safety standards.

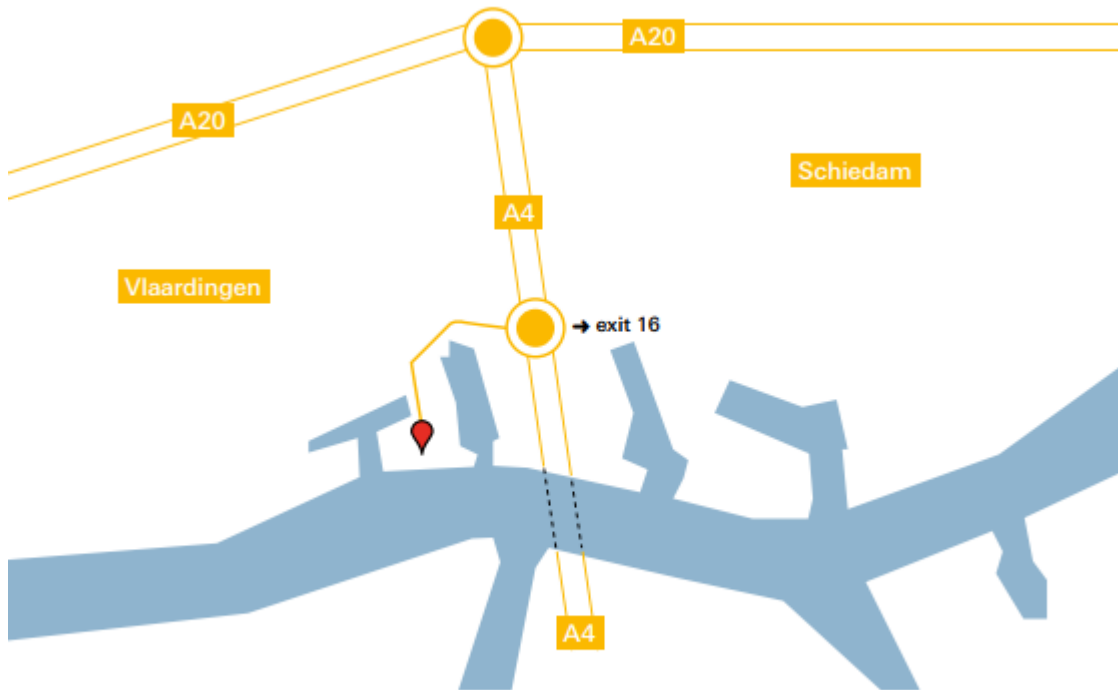
I hope this will help you with safe and efficient truck handling at our terminal in Vlaardingen. Please contact us if you need more information or would like to talk to somebody about how we can improve our service.

*Jasper Jansen*

*Site Director, Vopak Terminal Vlaardingen B.V.*



## 2. Contact information



### **Address:**

Kon. Wilhelminahaven ZOZ 1

3134 KH Vlaardingen, Port 625

the Netherlands

### **Contact details**

Truck planning

T: +31 10 4608 800

E : [planning.vlaardingen.nl@vopak.com](mailto:planning.vlaardingen.nl@vopak.com)

### 3. Safety

There are a few basic safety rules that have to be followed at all times. 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 the 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 a valid driving licence
- have successfully completed the Vopak Port Instruction Training (PIT Light version for tanker drivers), see page 9
- are wearing the minimum required personal protective equipment

The use of mobile phones at Vopak Terminal Vlaardingen is only allowed inside the office buildings of the Vopak terminals and inside the cabin of the vehicle (provided the vehicle is not moving and parked in a parking zone).

Smoking is not allowed at Vopak Terminals, except in the clearly indicated dedicated zones. Food and drink is prohibited on the terminal.

### Personal protective equipment

The wearing of the right personal protective equipment (PPEs) is crucial to ensure safe working. We expect every driver to:

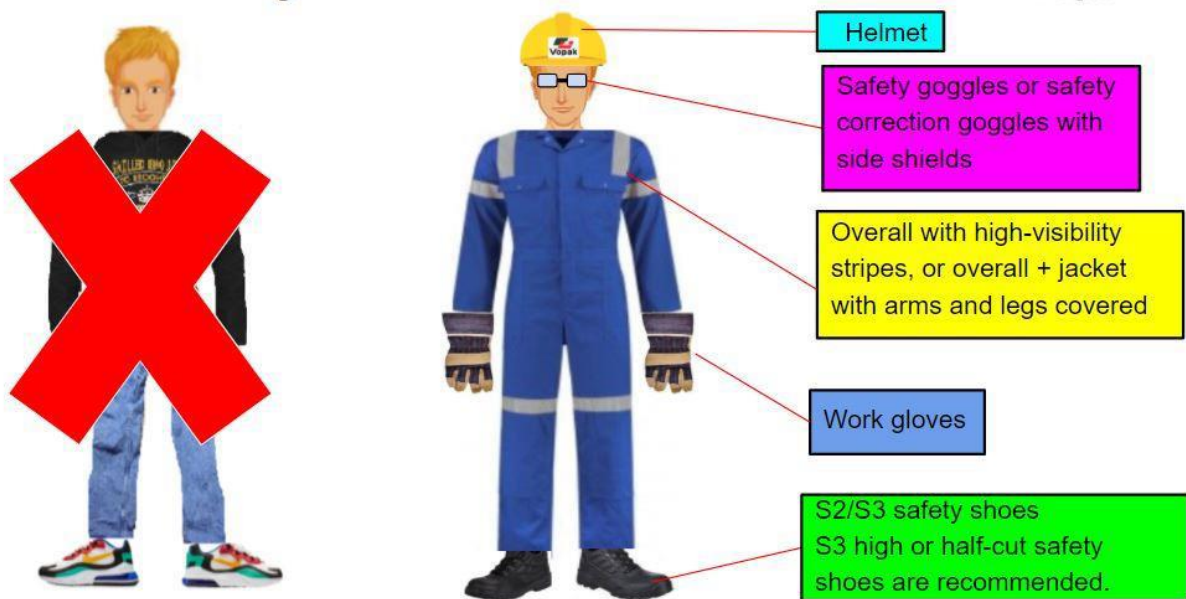
- Wear a safety helmet (within the rejection date);
- Wear safety glasses (with side panels);
- Wear overalls/boiler suit that completely cover the arms and legs, whereby the overalls have to have high-visibility stripes or whereby a fluorescent vest is worn over the overalls; the overalls can consist of two parts
- Wear safety shoes type S3 (preferably) or S2.
- Have work gloves with them.



The driver is responsible for providing the necessary PPEs.

Vopak operates a fair and transparent sanction policy, which is applied if the right PPEs not are worn in the operational zone of our terminal.

## Mandatory PPEs for tanker drivers



Signs with the pictograms shown on page 5 indicate the operational zone. The operational zone is also clearly indicated on the map.

In the case of ADR products, the following applies: when a driver receives the loading documents, a product information sheet is attached that indicates the PPEs required when loading that particular product.

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

## 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 about:

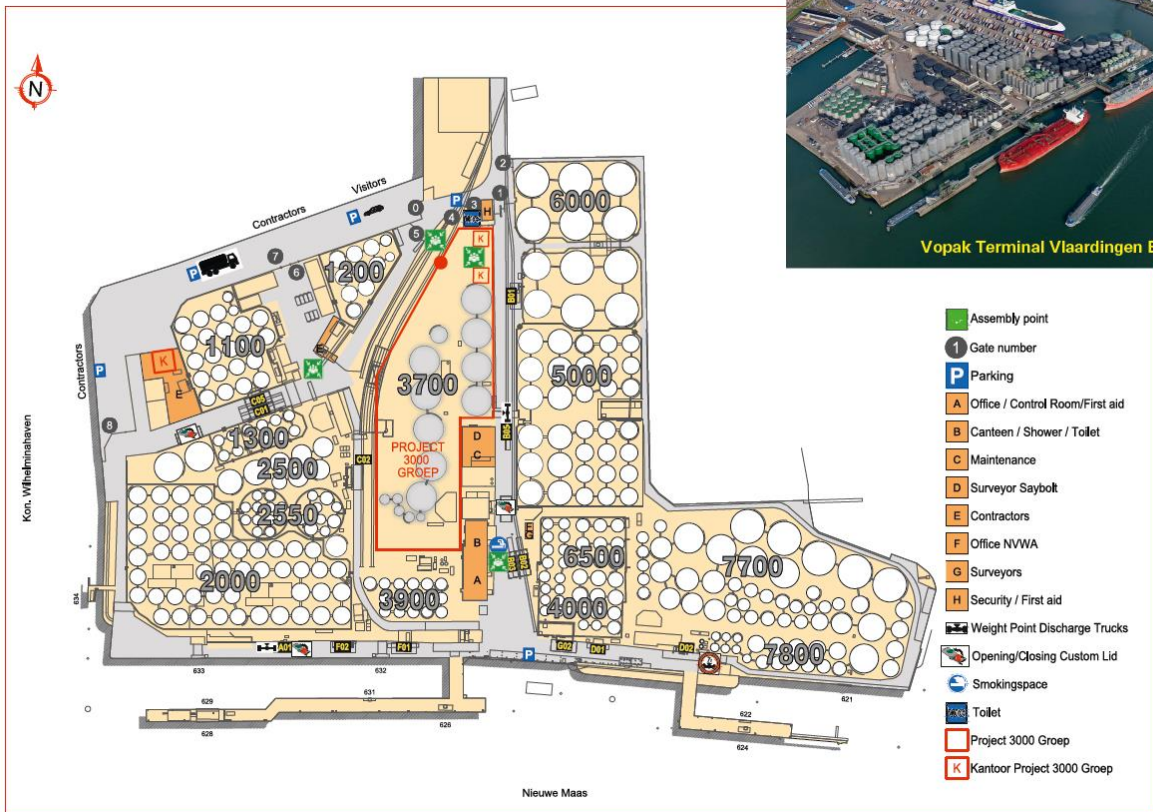
- the general code of conduct at the terminal (what is allowed, what is not allowed).
- traffic rules (for road traffic)
- the use of Personal Protective Equipment (PPE) and where it has to be worn
- what you should do if the alarm goes off
- how to report incidents and near accidents

The figure on the following page is an example of our safety flyer, which will be issued to the driver at the desk.

# 4. Vopak Vlaardingen Safety flyer



Vopak Terminal Vlaardingen B.V.



- A** Assembly point
- 1** Gate number
- P** Parking
- A** Office / Control Room/First aid
- B** Canteen / Shower / Toilet
- C** Maintenance
- D** Surveyor Saybolt
- E** Contractors
- F** Office NVWA
- G** Surveyors
- H** Security / First aid
- W** Weight Point Discharge Trucks
- O** Opening/Closing Custom Lid
- S** Smoking space
- T** Toilet
- 3000** Project 3000 Groep
- K** Kantoor Project 3000 Groep

<p><b>IN CAS DE REINER ODER UNFALL</b>          IN CASE OF FIRE OR INCIDENT          IN CASO DE INCENDIO O INCIDENTE</p> <p>IN CASO DE REINER ODER UNFALL          IN CASE OF FIRE OR INCIDENT          IN CASO DE INCENDIO O INCIDENTE</p>	<p><b>IN CASO DE REINER ODER UNFALL</b>          IN CASE OF FIRE OR INCIDENT          IN CASO DE INCENDIO O INCIDENTE</p> <p>IN CASO DE REINER ODER UNFALL          IN CASE OF FIRE OR INCIDENT          IN CASO DE INCENDIO O INCIDENTE</p>	<p><b>IN CASO DE REINER ODER UNFALL</b>          IN CASE OF FIRE OR INCIDENT          IN CASO DE INCENDIO O INCIDENTE</p> <p>IN CASO DE REINER ODER UNFALL          IN CASE OF FIRE OR INCIDENT          IN CASO DE INCENDIO O INCIDENTE</p>
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**Vopak**

Vopak Terminal Vlaardingen B.V.  
 Kon. Wilhelminahaven 2021, 3134 KH Vlaardingen, Harbour no. 825

BIJ BRAND OF ONGEVAL

ALARMNR 010 - 4608666

8666 (met vaste telefoon op de terminal)

BELANGRIJKE GEVEENS VERMELDEN:

- naam van de meldder	- locatie van de brand of incident
- wat heeft er plaatsgevonden	- aantal slachtoffers



## 5. Food Safety

FOOD and FEED products are some of the products stored at Vopak Vlaardingen. When storing and transshipping food products, precautions must be taken to ensure product quality. This way public health in the Netherlands and abroad is protected.

For this reason, Vopak Vlaardingen is FSSC22000 certified. In accordance with Dutch legislation and international certification, contractors, surveyors, sweepers, carriers and other service providers on Vopak's premises must comply with the provisions of Evofenedex' HACCP code for transport, storage and distribution, version 4, 2017.

The provisions set out under this code include, but are not limited to:

1. Irregularities/deviations, incidents, near misses and suspicious situations must always be reported.
2. Only metal detectable plasters (adhesive bandages) and pens are allowed in operational areas.  
In accordance with Vopak conditions, you must provide your staff with these items.
3. Smoking products or devices and medicines are not permitted in operational areas.
4. Jewellery, including piercings, may not be worn on the face or ears in operational areas.
5. False eyelashes may not be worn in operational areas.
6. Jewellery on the hands and wrists, fake nails and nail polish are allowed, given that gloves must be worn at all times in operational areas.
7. An employee with a contagious disease or condition may not be assigned to work in operational areas.
8. Any materials used must be food grade (if possible) and kept strictly separated by product category:
  - a. Allergens (strictly separated per allergen in accordance with REGULATION (EU) No 1169/2011)
  - b. Food/feed products, including oleochemical products
  - c. Technical products, category 3 animal by-products, biodiesel and waste materials
  - d. Other products (base oils)
  - e. Category 1 animal by-products

## 6. PIT Light

The Port Instruction Training (PIT) is compulsory for all tanker vehicle drivers who enter the terminal for loading or unloading. The PIT Light consists of a training session of approximately 10 minutes followed by a short test (both of which always take place in the Gatehouse). This PIT Light test is available in Dutch and the three official ADR languages (English, French and German).

Drivers who pass the PIT Light test will have access for a period of two years. After two years, the training has to be repeated. The test is valid for all Vopak locations in the Netherlands.

If the driver passes the test, he/she will receive a numbered document as proof that the driver has passed test. It is recommended that this document should be kept at hand so that it can always be presented to show the relevant driver has passed the test.

The Port Instruction Training makes drivers aware of the safety procedures that have to be followed inside the terminal. The Port Instruction Training is also an objective measurement of the language skills the driver needs to have for basic communication between our staff and the driver in the event of an emergency. Even if a driver passes the PIT Light test, the operator still has the right to send the driver away from the site if the level of communication is not good enough.

**You can follow the PIT Light training course via <https://vopak.plusport.com>.**

### Test policy

The test rules are very simple:

- The test can only be taken at the Vopak site under the supervision of a security guard or Vopak employee.
- The taking of photos of the answers is prohibited.
- The test consists of 5 questions. The questions and answers can be read out loud by a computer.
- All of the questions must be answered 100% correctly.
- What happens if you fail the test? You will be allowed to take the test again straightaway.
- What happens if you also fail the retake? You will be allowed to take a second retake on the following day or at a later date.
- What happens if you also fail the second retake? You will be denied access to the site for 3 weeks.

## 6. Booking loading/unloading times

Vopak Terminal Vlaardingen uses a slot booking system to reduce waiting times and to ensure fast and well-organized handling operations. The time slots are for periods of 45 minutes. After they arrive at the Gatehouse, the drivers will be dealt with in the order of the booked slots.

A condition for the booking of slots is that the customer's order has to be sent to Vopak Vlaardingen at least twenty-four hours in advance.

After the transport company has received the reference number and the Vopak Vlaardingen product code from the customer, the transport company can book a time slot using our slot booking system. In order to use the booking system, an account has to be opened first. This is the website: <https://slotbooking-vlaardingen.vopak.com/Slotbooking>.

A booking can be made in the online slot booking system up to a maximum of 1 month in advance. Changes can be made online before the day of loading/unloading, but not on the day of loading/unloading. In that case, you have to contact the Planning department.

Carriers who do not have an account can apply for one via the following e-mail address: [planning.vlaardingen.nl@vopak.com](mailto:planning.vlaardingen.nl@vopak.com)

This e-mail address can also be used to book time slots via the planning department. The truck planning desk can also be contacted by telephone on +31 10 4608 800 to book a slot for handling. The time slot must be booked at least one working day before arrival, with a minimum of 24 hours.

Slots can be booked on working days (Monday to Friday) between 07:30 and 23:00 hours (excluding public holidays). The slots at 11:45 and 17:45 hours are blocked as standard and cannot be booked.

For slots after 15:30, there are more limited possibilities for online booking of these slots. If it is no longer possible to book a slot online, then you can always get in touch with the planning department so they can work out what is still possible.

## 7. Procedure on arrival

**Drivers have to report to the Gatehouse (*Portierloge*) at least 30 minutes before the start of their booked slot time.** Too late? The right to the time slot will be lost. The trucks will be then handled in the first available time slot that can be arranged. This might be several hours later, or even the next day.

**If the driver still has to take a PIT Light test first, then it is recommended for the driver to report one hour before the start of the booked time slot.**

Upon arrival, all drivers have to report to the Gatehouse and take the PIT Light test first. If they pass the test, the driver can fill in a handling request form.

**Information that has to be provided in order to get access to the terminal:**

- **the product code and the loading or unloading reference number**  
**These codes are given to the transport operator by its customer.**
- **identity document, driving licence, permits, cleaning certificate, and customs documents**

Goods ordered by customers will only be released if the product code and reference number of the customer are correct. All tanker trucks and tank containers need to be clean and dry unless the customer has given written approval for the previous cargo.

Because Vopak Vlaardingen is a Vegoil terminal, all tanker trucks that are already (partially) loaded with other ADR-classified goods have to request mixed loading permission before they enter the terminal. This permission must be requested when the time slot is booked. Only certain ADR goods in class 8 and 9 are accepted at Vopak Vlaardingen.

## 8. Loading and unloading

In the case of tank containers, the following rule applies: the driver has to open the customs inspection hatch at a location with fall protection designated by Vopak. This is necessary because there is not enough room for this procedure at the loading bay. For all other tanker vehicles, the inspection hatches have to be opened at the loading bay.

**Please note:** The drivers are **not** allowed to drive onto the loading or unloading bay without the permission of a Vopak operator.

The driver and the operator must always be present during the loading or unloading.

### Loading

All products are loaded via the topside of the truck using a truck loading gantry while the truck is standing on a weighbridge. Flexibags can be loaded via the bottom.

Trucks can be loaded up to a maximum of 97% of their capacity.

### Unloading

All trucks that are being unloaded have to be weighed before and after unloading using a weighbridge operated by the driver. Afterwards they can drive the vehicle to the unloading area designated on the accompanying form.

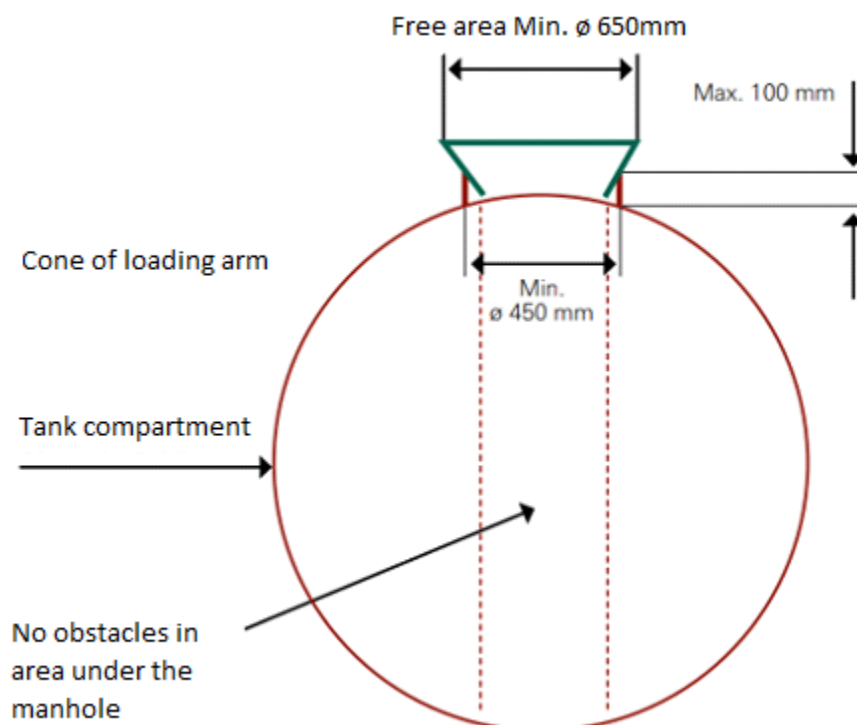
The product has to be completely liquid. The drainpipe and bottom valve have to be clear of any coagulated product, otherwise the unloading cannot start.

## 9. Technical requirements for the trucks, containers and flexibags

### 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 a liquiphant 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 liquiphant will not get all the way into the truck and it will therefore not work properly. Although the operator checks whether the compartment capacity corresponds with the capacity the driver has entered on the handling request form, the liquiphant is considered as safety-critical equipment for truck loading. The dimensions of the manholes therefore have to meet certain requirements:

- The diameter of the manhole should be at least 450 mm.
- There must not be any obstacles inside the tank, such as baffle plates under the manhole.
- The raised edge of the manhole should be less than 100 mm high.
- Around the manhole, there should be a free area of at least 650 mm.



On certain loading bays, namely B01 and B03, Vopak Vlaardingen uses the so-called "cone loading arm". The cone loading arm has to fit exactly when it is lowered into the manhole. It is therefore important that there are no obstacles on the inside of the manhole, such as hooks, couplings, etc. (see photos). If there are obstacles on the inside of the manhole, then loading cannot take place.



## Coupling.

For the coupling of the tanker vehicles that come to unload at our terminal, our product hoses are fitted with tanker vehicle coupling type VK 3" stainless steel coupling



## 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: the calculation of 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 moved after each separate compartment has been filled.
- The potential difference between the nominal quantity and loaded quantity is lower for single-compartment trucks.
- The even spread of product in single-compartment trucks: in multi-compartment trucks, the loading sequence has to be carefully monitored in order to balance the truck.

## Maximum number of compartments.

Per product, a maximum of four different compartments will be accepted. Trucks with more than four compartments will be refused.

For multi-compartment vehicles with a total volume of 47,000 litres or more, we cannot guarantee that these vehicles can be loaded at loading bays B01/D01 and F01, this in connection with the limited capacity of the loading bay and/or the fall protection equipment.

## Capacity in litres.

If the capacity in litres per compartment/container is not displayed on the stamped plate (which is mandatory under the ADR), the driver must be able to show documentation of this on site, with the documentation clearly demonstrating that the



given capacity refers specifically to the tank or container in question. If there is any uncertainty about this, the loading staff will not proceed to load due to the risk of overfilling.

### **Customs inspection hatches.**

Because of the design of the fall protection measures, we can only accept customs inspection hatches that open up lengthwise on the container or trailer. Customs inspection hatches that open up sideways cannot be opened.

### **Fall protection.**

At Vopak Vlaardingen, all trucks and containers can be accessed with 360° fall protection. The Gatehouse has an information folder that describes all the different types of fall protection measures and how they should be used. The use of an own handrail is no longer allowed, not even in the parking zone.

### **Chassis.**

A chassis with space behind the container will not be accepted because of the risk of tripping and problems with the handling of the hoses. The loading/unloading of a 20' container on a 40' chassis will be allowed as long as the container has been placed at the end of the chassis. If a container is positioned in the middle, it will only be loaded if the chassis has a fully-covered platform.

### **Gangways on containers.**

It is highly preferable for containers to have metal gangways on the top along both sides of the container. If that is not the case, and this means the Vopak fall protection measures do not offer protection around all of the container, then the container cannot be loaded.

### **Handling flexibags.**

The handling of flexibags must be agreed upon with the terminal well in advance. In order to handle flexibags safely, the following minimum conditions must be met:

- The chassis at the back of the container needs to be long enough and covered so that it can be used to make the necessary connections and perform the required operations in a safe way.
- It must be possible to connect the hose to the flexibag without entering the container.
- In the same way as an ordinary tanker vehicle, the flexibag is fitted with a bottom valve, which can be operated from the rear of the container. The flexibag has a plastic camlock connector (male) and is fitted with a camlock dust cap (female).

## 10. Legislation

### ADR maximum fill quantity.

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 provide suitable equipment that meets both the customer's requirements and the ADR requirements. If the equipment does not meet these requirements, the vehicle may be refused by the terminal.

### Customs.

Depending on the customs status of the products being handled, customs or excise authorities might have to be notified about the arrival or departure of the vehicle before the actual loading or unloading can take place. The authorities might have to formally witness and approve the loading or unloading, possibly after a physical check of the documents and/or the product itself. This customs process might increase the truck turnaround time significantly.

### Maximum weight.

The maximum permitted weight may differ depending on the countries being travelled through. Our terminals therefore follow the rule that the lowest maximum permitted weight will apply for the loading operation. During the preparation of the work instructions for loading, the traffic coordinator will check to make sure the total expected weight is in accordance with the applicable maximum permitted weight. If there is a risk that the maximum permitted weight might be exceeded when the requested quantity is loaded, the quantity to be loaded will be adjusted.

## 11. Frequently Asked Questions

### **I booked a slot at 11:00 hours. When my driver got there at exactly 11:00 hours, he was told he was too late. Why is that?**

In this case, the driver was indeed too late for his slot. The booked time is the loading time and not the reporting time. The driver has to be on the loading/unloading bridge at the booked time in order to avoid any delays. That is why we ask the drivers to report at least half an hour before the start of the booked time slot. If the driver still has to take a test, then we recommend that the driver reports at least one hour earlier.

### **My driver was too late for his slot. What should I do now?**

We understand that a number of different factors can cause a driver to be late for the booked time slot. This can be very inconvenient. It means a new slot will have to be booked. We will do our best to find a free slot on the same day, but we cannot promise this is always possible.

### **I have not received a product code from my client. Can a Vopak employee give me this code?**

The product code is used as an extra check to make sure the right product is being loaded/unloaded. That is why it has to be issued via your client.

### **What does my driver need to have when they report to Vopak Vlaardingen?**

The driver can only report to the planning desk after they have successfully passed the PIT test. He/she will need to have the following when they report: the loading/unloading reference number, the product code, and (where relevant) a cleaning certificate. If loading is going to take place without cleaning, then this has to be notified beforehand via our client. If our customer agrees to this, then unclean loading will not be a problem and this will be registered in our system under the relevant order.

### **Does the driver have to take a test every time they go to Vopak Vlaardingen?**

If a driver has already passed the test, then this will be registered in our system and the certificate will be valid for a period of 2 years. If a driver fails the test, he/she will be allowed to take the test again on the same day. If the driver still does not pass, he/she will be allowed to take another retake the following day. If the driver fails this retake, then the driver will have to wait three weeks before they can take the test again.

### **My driver passed the test and reported to the Gatehouse, but when the driver got to the loading bridge they were refused access. Why were they refused if they had passed the test?**

Even if a driver has passed the test, the operator can still refuse to load/unload the truck if the operator is not able to communicate properly with the driver. In connection with safety, it is crucial that the operator and the driver are able to communicate with each other. If that is not possible according to the operator, then he/she is allowed to refuse the driver.

### **My driver arrived well ahead of the loading/unloading time at Vopak Vlaardingen, but they were told they were too late when they reported. Why is this?**

The reporting time is the actual time of reporting at the Gatehouse (after they have passed the test with the right reference number and product code), and not for example the arrival time of the truck at the parking zone or the time that the driver started taking the test. Although the driver might have arrived at the terminal, if they still have to take a test or do not have the right references, then they can still be too late for the slot.



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