



Common Template for Service Facilities

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RNE Common Template for Service Facilities

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Chapter Number	Heading	Implementation Guide	Suggested text
	VERSION CONTROL	All previous versions of this information should be identified, together with a short description of the changes.	
	TABLE OF CONTENTS		
		<p>Article 5 (2) from Implementing Regulation 2017/217 states that “Infrastructure managers shall provide a common template to be developed by the railway sector in cooperation with regulatory bodies by 30 June 2018 that operators of service facilities may use to submit the information.”</p> <p>This Common Template for Service Facilities is the result of a solution developed by RNE and IRG-Rail in cooperation with the railway sector and is aimed at supporting the Service Facilities Operators (SFO) to produce the information documents according to the requisites of Implementing Regulation 2017/2177. SFOs can choose to adopt this common template or develop their own specific template, to be published on their own website or a common portal, as long as the legal requisites are met.</p> <p>While using this Template, the following Legend is applicable (this segment is for the consideration of the editor only and should not be featured on the SF document):</p> <ul style="list-style-type: none"> - Requirements in standard letters are mandatory in any case according to Article 4 (2) IR 2017/2177 - Requirements in italics are mandatory where applicable according to IR 2017/2177 - Letters in brackets refer to the IR 2017/2177 applicable paragraphs of article 4 or other identified articles. 	

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		<ul style="list-style-type: none"> - Exemption may be granted by the RBs on a case by case basis for requirements marked with * - All the rest of the information is optional. 	
1. General Information			
1.1	Introduction	<ul style="list-style-type: none"> • Explain the purpose of this document. • Identify the SF name and type according to Directive 2012/34 Annex II • Give a brief presentation of the SF. • State where the document is published 	<ul style="list-style-type: none"> • Rail Service Center Rotterdam produced this SF document in respect of EC Implementing Regulation 2017/2177. • Rail Service Center Rotterdam (further: RSC) is a rail terminal as described in Directive 2012/34 Annex II. • RSC is a train terminal located in the City Terminal Rotterdam (Waalhaven area). Its service is loading and unloading intermodal trains (train > train and train > truck and vice versa). In general circa 300 thousand units per year are handled. • RSC offers its customers the possibility to transport its units to or from the nearby connected City Terminals (so called Internal Transport). • RSC also offers also so called agency activities for its customers. • This document will be published on www.rscrotterdam.nl.
1.2	Service facility operator	<ul style="list-style-type: none"> • Name, address and contact details for all SF operators (b) • If the SF is operated by more than one operator or where rail-related services are provided by more than one operator, an indication as to whether separate requests for access to the facilities and for those services need to be submitted. (g)* 	<p>Rail Service Center Rotterdam Albert Plesmanweg 200 3088 GD Rotterdam +31 10 4913600</p>

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1.3	Validity period and updating process	<ul style="list-style-type: none"> State the dates of the period of validity of the SF document Describe how the SF document is updated 	<ul style="list-style-type: none"> This document is updated yearly at the time of the Network Statement publication, unless changes in its content require extraordinary updates. The updated document will be reviewed by the management of the company before publication.
2. Services			
2.1	Name of service	<ul style="list-style-type: none"> Description of all rail-related services, which are supplied in the SF, and of their type (basic, additional or ancillary) (d). See also Annex II of Directive 2012/34/EU <i>Alternatively publish a link to a website which provides all relevant information</i> X refers to the number of provided services 	Loading / unloading intermodal trains.
3. Service Facility description			
3.1	List of all installations	<ul style="list-style-type: none"> Where relevant, the list of all installations in which rail related services are supplied (a) <p>[Note; If it's possible to integrate all information of the 3.X subchapters in a single table inside 3.1 (each line corresponding to a installation and the diverse columns referring to Location, Opening hours, Technical characteristics and Planned changes in technical characteristics), then the subchapters 3.X shall not be necessary]</p>	<p>RSC is using the following equipment / assets:</p> <ul style="list-style-type: none"> 4 gantry cranes (2 per track bundle of 4 tracks) 6 reach stackers 5 terminal trackers 20 multi trailer systems
3.1.1	Location	<ul style="list-style-type: none"> Installation location 	<ul style="list-style-type: none"> RSC is located at the City Terminal Rotterdam (Waalhaven area) and easily accessible by train and truck.

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3.1.2	Opening Hours	<ul style="list-style-type: none"> Installation Opening hours 	<ul style="list-style-type: none"> Opening regime <ul style="list-style-type: none"> - Terminal Sunday 15:00 – Saturday 23:00 - Gate Sunday 23:00 – Saturday 14:00
3.1.3	Technical characteristics	<ul style="list-style-type: none"> Where relevant, a description of the technical characteristics of the Installation 	<ul style="list-style-type: none"> Track entrance on the east side (connected to the Waalhaven shunting yard) and west side (direction Maasvlakte) of the terminal. On the terminal 8 tracks (each 750 meters long), meaning 4 tracks per 2 gantry crane's 1 stack area of appr. 75k square meters Technical equipment for maintenance of equipment is available on the terminal.
4. Charges			
4.1	Information on charges	<ul style="list-style-type: none"> Information on charges for getting access to SFs and charges for the use of each rail-related service supplied therein (m) 	<p>RSC uses a standard tariff structure towards its customers which are basically Rail Operators (<i>not Railway Companies</i>). These tariffs are on request available for new customers. Yearly the tariffs are calculated and communicated with the existing customers, the standard tariffs are recalculated as well.</p>
4.2	Information on discounts	<ul style="list-style-type: none"> Information on principles of discount schemes offered to applicants, while respecting commercial confidentiality requirements (n)* 	<p>For commercial reasons in some cases exceptions on these standard tariffs are possible. Reasons for these exceptions might be:</p> <ul style="list-style-type: none"> Volume discount Logistic reasons To generate new business
5. Access conditions			

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5.1	Legal requirements	<ul style="list-style-type: none"> Information if a contract, certificates or insurance are necessary Model access contracts and general terms and conditions (at least in the case of SFs operated and rail-related services provided by operators under the direct or indirect control of a controlling entity), (i)* 	<ul style="list-style-type: none"> In general the VRTO (Vereniging Rotterdamse Terminal Operators) conditions are applicable for the rail related services. For the agency activities the FENEX (Nederlandse Expeditievoorwaarden) are applicable. This is clearly communicated to all (potential) customers. Railway Companies entering the RSC terminal are hired by the Rail Operator, which is RSC's customer. RSC has no direct relation with Railway Companies. As they are entering the terminal directly from the public net (Harbour line, part of the Betuweroute) they do have a permit to drive on the public net and are because of this also allowed to enter the RSC terminal.
5.2	Technical conditions	<ul style="list-style-type: none"> Where relevant, description of technical conditions to be satisfied by the rolling stock entering the SF 	<ul style="list-style-type: none"> Maximum train length is 750 meters. No electrified tracks available on the RSC terminal, so only diesel traction is possible.
5.3	Self-supply of rail-related services	<ul style="list-style-type: none"> Information on the possibility for self-supply of rail-related services and conditions applying thereto (e)* 	<ul style="list-style-type: none"> RSC does not deliver traction services, customers (Rail Operators) do have to arrange their own traction to place and remove their trains from the terminal. RSC does not have the opportunity to allow repair on broken wagons on its terminal.
5.4	IT systems	<ul style="list-style-type: none"> Where relevant, information on the terms of use of the operator's IT systems, if applicants are required to use such systems, and the rules concerning the protection of sensitive and commercial data (j)* 	<ul style="list-style-type: none"> RSC is implementing a new Terminal operating System (go live is planned for January 2020). This TOS is EDI driven, which means that customers will have to apply this (general) format for the exchange of data. RSC is participating in the Back on Track project (former HAROLD). Aim of this project is (a.o) to improve the data exchange between all (rail related)

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			parties which are operating in the Rotterdam harbour area.
6. Capacity allocation			
6.1	Requests for Access or Services	<ul style="list-style-type: none"> Information on procedures for requesting access to the SF or services supplied in the SF or both, including deadlines for submitting requests, and time limits for handling those requests (f)* and (Article 8)* In SFs operated by more than one operator or where rail-related services are provided by more than one operator, an indication as to whether separate requests for access to the facilities and for those services need to be submitted (g)* Information on the minimum content and format of a request for access to the SF and rail-related services, or a template for such a request (h)* 	<ul style="list-style-type: none"> RSC has a very limited number of customers. Request for capacity will be related to existing transports (or the extension of existing transports). Between RSC's Customer Services department and customers contact takes place on a day-to-day base. Because of this requests are assumed to be processed within the deadlines as described in the Regulation. Requests for access (new transports or extension of the actual volumes) are <i>in principle</i> dealt with in the order the requests are received. Due to the limited number of customers eventually conflicting request which never happened in the past) will be discussed with all customers involved. No fixed format for request is applicable. Requests are dealt with by the customer services department an planning department. In case of conflicts of interest and in case of significant volumes the management will be involved.
6.2	Response to requests	<ul style="list-style-type: none"> Description of the response to requests (Article 9)* A description of the coordination procedure and regulatory measures referred to in Article 10 and priority criteria referred to in Article 11 (k)* 	<ul style="list-style-type: none"> No procedure for the time frame for reaction is in place. From the moment on a request is received communication between the customer and RSC starts.
6.3	Information on available capacity and temporary capacity restrictions	<ul style="list-style-type: none"> Information on temporary capacity restrictions of the SF, which could have a major impact on the SF's operation, including planned works (l)* 	<ul style="list-style-type: none"> In case of capacity restrictions this is communicated directly by the Operations Department with the customers affected by this.

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			<ul style="list-style-type: none">• In cooperation with the customers an acceptable and makeable solution will be found.• This procedure is part of the standing procedures of RSC's Operations Department .