



General rules of behaviour for terminal users

Welcome to Rail Service Center Rotterdam B.V. (hereinafter RSC Rotterdam). When entering RSC premises, please observe the following regulations. If one of these regulations is breached, you run the risk of no longer being admitted to the RSC terminal.



010 4913645



STACKS

Obligations

- Entering the premises is at your own risk.
- Anyone entering the terminal is expected to be able to communicate reasonably in Dutch, English or German.
- Instructions from staff must always be followed.
- The maximum speed in the terminal is 20 km/h.
- Only follow the indicated routes.
- It is mandatory to wear a safety helmet, reflective safety clothing and safety shoes.
- Terminal tractors, reach stackers and other RSC vehicles ALWAYS have right of way over other traffic.
- Trains ALWAYS have right of way over other traffic.
- Vehicles may only be parked in designated parking spaces.
- During loading and unloading, the driver must position himself visibly, next to the cabin, for the operational staff.
- Vehicles on the terminal must comply with the requirements of the laws and regulations on traffic and transport.
- The driver of the vehicle must have the correct papers (for himself, the vehicle and any hazardous substances).
- Unlock and lock a unit only at the unloading and loading location.

Prohibitions

- Entering the terminal without permission.
- Smoking.
- Consumption of alcohol and using drugs.
- Use of naked flame or any other material that may cause a heat source.
- Driving under a load.
- Being outside the indicated routes.
- Opening and closing the unit.
- The treatment of hazardous substances.
- Using a mobile phone while driving a vehicle.
- Taking photos and videos without permission.
- Blocking of level crossings and roads.

Level crossings

All level crossings at RSC Rotterdam are equipped with traffic light security. As a warning of an approaching train, the lights will flash. Road traffic must then clear the level crossing. As long as the red light is on, it is not permitted to cross the level crossing.

The above facilities do not relieve anyone of the need to be convinced that no railway movement takes place before the railway is crossed.

Rules of conduct in case of incidents

- Stay calm and bring yourself to safety.
- Report the incident to an employee or to the process management: **+31(0)104913645**. We would ask you to clearly provide the following information:
 - Your name + telephone number
 - The location of the incident
 - A description of the incident
 - Container number
 - Hazardous substance
 - Possible presence of victims
 - Damage
- Follow the instructions of the staff.
- Do not take any actions in which you endanger yourself or others.

Rules for drip leakage

Unfortunately, it regularly happens that RSC Rotterdam is confronted with containers that are delivered leaking. Below the rules for dealing with the drip leakage as soon as possible are set out.

- Suspected leakage is detected.
- HCT is called in to search for the type of leakage.
- In the case of a leaked product, the HCT takes emergency measures to provisionally limit the leak as much as possible.
- If the leakage turns out to be water, the unit can continue its journey.
- If the leakage concerns the product, the truck/container combination will be supervised under the guidance of the HCT to the liquid-tight plate at the terminal of RSC Rotterdam.
- The RSC Rotterdam process management warns the relevant authorities and the RailOperator.
- Depending on the seriousness of the leak, the RailOperator is given 1 hour to repair the container and to lift the leak (or have it lifted). If the leakage is of such a nature that immediate action is necessary to ensure the safety of people, the environment and/or the work process, RSC Rotterdam reserves the right to take immediate measures.
- If the leak is not remedied in this hour, RSC Rotterdam will commission an external party to have the leak removed. The driver can leave the RSC terminal with the approval of the process management.
- All costs incurred to handle the leakage as safely as possible will be charged to the RailOperator.

Responsibility in case of accidents and damage

RSC Rotterdam B.V. disclaims all responsibility with regard to events and accidents leading to injury or damage within the terminal if these are caused by non-compliance with the rules of conduct and by the violation of the prohibitions.

RSC Rotterdam also reserves the right to take legal action against injury to its employees or damage to infrastructure, equipment and machinery as a result of non-compliance with the aforementioned rules of conduct, obligations and prohibitions.

Claims

For all terminal activities, the VRTO Terms and Conditions apply. The "Dutch Forwarding Conditions" apply to our agency work.

The Terms and Conditions can be downloaded from our website: <https://www.rscrotterdam.nl/en/about-rsc/conditions-rsc/>

Should any damage occur, you can report this within 3 months to the RSC Rotterdam claims department claims@rscrotterdam.nl

Contact

Process control

processcontrol@rscrotterdam.nl

+31(0)104913645

Safety coordinator + Hazardous substances

Iris Stam

i.stam@rscrotterdam.nl

+31(0)104913614

Claims

claims@rscrotterdam.nl

Operations Manager

opsmanagement@rscrotterdam.nl

+31(0)104913682

Customer Service

customerservice@rscrotterdam.nl

+31(0)104913611 or +31(0)104913685