



## General rules of conduct for terminal users

Welcome to Rail Service Center Rotterdam B.V. (hereafter RSC Rotterdam). When entering the RSC premises, we request you to comply with the following regulations. If you violate any of these rules, you run the risk of not being admitted to the RSC terminal.



### Obligations

- Entering the premises is at your own risk.
- Cameras are present at the terminal and recordings will be made.
- Anyone entering the terminal is expected to be able to communicate reasonably in Dutch, English or German.
- Instructions from staff should always be followed.
- Maximum speed on the terminal is 20 km/h.
- Only follow the indicated routes.
- It is compulsory to wear a helmet, signalling safety clothing and safety shoes.
- Terminal tractors, Reachstackers and other RSC vehicles ALWAYS have priority over other traffic.
- Trains ALWAYS have priority over all traffic.
- Parking of vehicles is only allowed in the designated parking bays.
- During loading and unloading, the driver must stand visibly, next to the cabin, for operational staff.
- Vehicles at the terminal must comply with the requirements set by traffic and transport laws and regulations.
- Driver of the vehicle must have the correct documents (for himself, the vehicle and any hazardous materials).
- Unlock and lock a unit only at the unloading and loading location

### Forbidden

- Entering the terminal without permission.
- Smoking throughout the terminal.
- Use of alcohol and drugs.
- Use of open fire or any material that may cause a heat source.
- Driving under a load.
- Being outside the indicated routes.
- Opening and closing the unit.
- Climbing on units.
- Handling hazardous goods.
- Using mobile phone while driving a vehicle.

- Taking photographs and film footage without permission.
- Blocking the railway crossing and roads is forbidden.
- Leaving waste at the terminal.

### Railway crossings

- All level crossings on RSC Rotterdam are equipped with protection by traffic lights. As a pre-warning of an approaching train, the lights will flash. Road traffic should then clear the crossroad. As long as the red light is on, crossing the crossroad is not allowed.
- The above facilities do not relieve anyone of the need to be satisfied that no track movement is taking place before crossing the track.
- The carrier should check the unit for damages and the presence of seals. Any inaccuracies should be reported to the Process Coordinator before leaving the RSC Rotterdam terminal (RSC Rotterdam terminal exit next to Coolport building). After leaving the RSC Rotterdam terminal it is no longer possible to unload the unit and the liability of RSC Rotterdam expires.

### Rules of conduct in case of incidents

- Stay calm and bring yourself to safety.
- Report the incident to a staff member or to the Process Coordinator: 010 4913666

We ask that you clearly pass on the following details:

- o Your name + telephone number
  - o The location of the incident
  - o Description of the incident
  - o Container number
  - o Possible presence of victims
  - o Damage
- Follow the instructions of the staff member.
  - Do not take actions in which you endanger yourself or others.

### Contact

#### Process lead

[procesleiding@rscrotterdam.nl](mailto:procesleiding@rscrotterdam.nl)

010 4913645

#### Supervisor

Gert Jan Kijzerwaard

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