Rail Service Center Rotterdam

Standard Operating Procedure

Contents

1. Objective of the Standard Operating Procedure (SOP)
   o To describe services that will be delivered by Rail Service Center Rotterdam (RSC).
   o To describe operational procedures that apply to the RSC operations.
   o To describe communication with RSC and transfer of data.

2. Validity and Amendments to the SOP
   The SOP is valid for an indefinite period and can be adjusted by RSC when deemed necessary or beneficial. Any amendment to the SOP will be communicated to RSC customers. Anyhow, the SOP will be communicated annually to the RSC customers.

3. Code of Conduct
   Drivers that enter the RSC terminal to deliver or pick up Units must adhere to the Code of Conduct, which is distributed to the rail operators annually for onward distribution, ultimately to all drivers entering the RSC terminal. The Code of Conduct can also be found on www.rscrotterdam.nl.

4. RSC Contact Details
   RSC contact details can be found on the website www.rscrotterdam.nl/contact/.

5. Date Exchange
   o Data exchange between the Rail Operator and RSC will take place via Electronic Data Interchange by other electronic means agreed between RSC and the Rail Operator unless stated otherwise in this SOP.
   o During a start-up period of maximum 3 months data may be communicated by the Rail Operator to RSC using the Excel template provided by RSC.
   o For spot trains i.e., trains that will not regularly call at RSC data may be communicated by the Rail Operator to RSC using the Excel template provided by RSC.

6. Tariff
   Based on EU Regulation 2017/2177 from 22nd November 2017, RSC must offer non-discriminatory conditions to its customers, which is done by means of the annual tariff that is published ultimately one month before the start of the year to which the tariff applies (Tariff). The Tariff mentions the rates and conditions for the services offered by RSC and the conditions that apply for the work done by RSC for Rail Operators and customers of Rail Operators. Bringing trains or cargo carrying units (Units) to RSC automatically means that the Tariff with the mentioned conditions is accepted.

7. Requests for Slot Allocation for New or Additional Trains
   o Rail Operators that wish to bring new or additional trains to RSC will request preferred slots from RSC.
   o The request includes the following information:
       o Preferred weekly arrival and departure times.
       o The related train numbers.
       o Last and next rail terminal called by the trains.
       o Traction supplier.
       o Length of the train.
       o The anticipated number and type of Units per train to be handled by RSC.
   o RSC will endeavour to accommodate the requested slots or advise the nearest possible alternative slots.
   o Slots agreed between the Rail Operator and RSC will be allocated to the Rail Operator for a period of 3 months.
   o RSC reserves the right to allocate the same slots for potential trains to more than one Rail Operator.
   o If (a) slot(s) is/are allocated to more than one Rail Operator, the "first come, first serve" principle will apply i.e., whichever Rail Operator confirms the use of (a) slot(s) will be entitled to the slot(s).

8.   Management of Delayed Trains and Slots Not Being Used
   o   RSC will endeavour to find a suitable solution for the handling of delayed trains.
   o   Delayed trains must remain on the sidings until RSC approves the Rail Operator or the Traction Provider to enter RSC.
   o   RSC reserves the right to cancel allocated slots that have not been used for six consecutive weeks.

9.   Requirements for Trains Entering RSC
   o   The Rail Operator will ensure that the wagons have been checked and approved technically.
   o   Ultimately two hours before a train, loaded or empty, arrives at RSC the Rail Operator sends a checked wagon list stating:
      o   Wagon numbers.
      o   Number and position of first wagon i.e., Waalhaven or Pernis side.
      o   Number and position of last wagon i.e., Waalhaven or Pernis side.
      o   Technical condition of individual wagons i.e., white, blue, or red labelled.
      o   Any technical information that should be known to RSC, pursuant to the COTIF, such as missing labels, open hatches, loose parts and/or any other damage, etc.
   o   The information can be provided by EDI or e-mail to RSC Process Coordination.
   o   For practical reasons, the Traction Provider may supply the information mentioned in this paragraph to RSC on behalf of the Rail Operator and the later will still be responsible for the timely and accurate supply of information.

10.   Information Needed for Units Arriving or Departing by Train
   o   For Units arriving by train the information must be available no later than 2 hours before the trains arrives at RSC.
   o   For Units departing by train the information must be available no later than 2 hours before the end of the terminal slot.

10.1 All Units.

Data	Description
Treknumber of train	Identification number of the train
Unit Number	Container number. Use "DUMMY" if not known
ISO Code	Size and type code
Tare weight Unit	Tare weight in kilos
Terminal	Terminal code where unit originates from or departs for RSC for road/rail, RST, MVT for Maasvlakte, MRT, KRM
Modality Pre- or On-Carriage	Road, Rail, Shortsea, Barge.
Seal Present	Y/N
Seal	Seal number (Optional)
Full or Empty	F or E
Note: RSC will register seal numbers advised by the customer and will not physically check these numbers.	

10.2 Loaded Units.

Data	Description
Goods Description	Specific goods description
Gross Cargo Weight	Weight excluding Tare weight of Unit
NHM ocde	General goods code (required for end of 2024)

10.3 Dangerous goods.

Data	Description
UN Number / UK for GEVI	Not required for Limited Quantity goods
UN Class	Not required for Limited Quantity goods
Kemmler number	Hazard identification number
Chemical Name	Only for "Not Otherwise Specified" Goods
Packing Group	Only for Packing Group I, II, III
1.1.4.2.1.	Yes or No. Only for Units that Connect to Sea
Limited Quantity (LQ)	Yes or No.
Environmental Pollution	Yes or No

10.4 Temperature-controlled goods.

Data	Description
Temperature	In °C
Maximum Temperature	In °C
Plug-in	Yes or No

10.5 Trains not planned by RSC.

Data	Description
Wagon number	Which Unit is loaded on which wagon.
Unit position on wagon	On which position on the wagon is the unit loaded.

10.6 Units that arrive or leave by road.

Data	Description
Pick-up or delivery referencce	

10.7 Units that arrive or leave by ship.

Data	Description
Shipping company	
Maritime reference	
Shipping company 2	Second shipping company for ITT
Maritime reference 2	Second reference for ITT transport
Terminal 2	Second terminal for ITT transport

11. Drivers Entering RSC Terminal
- o   The entrance of the RSC terminal is situated at Reeweg 35, 3089 KM Rotterdam.
- o   Truck Drivers that enter the RSC terminal need a Cargocard that can be obtained from Secure Logistics www.secure-logisctics.nl .
- o   Trucking Operators that send drivers to the RSC Terminal need a PIN code from the Rail Operator to obtain a TAR Code.
- o   Truck Drivers need a TAR code for picking up and or delivering Units.
  - o   The TAR code can be obtained via Portbase.
  - o   A guide for the use of Portbase can be found at www.portbase.com.
- o   Truck Drivers that enter the RSC terminal must adhere to the code of conduct, which is distributed to the rail operators annually for onward distribution to all drivers entering the RSC terminal and which can be found on www.rscrotterdam.nl.

12. <u>Terminal Opening Times</u>
   o Units arriving by train and departing by road can be picked up between Sunday 15:00 hours and Saturday 20:00 hours.
   o Units arriving by road and departing by train, loaded with hazardous cargo can be delivered to RSC on Mondays to Fridays, each day between 06:00 hours and 22:00 hours.
   o These are the hours that the RSC gate inspection is staffed.
   o Units arriving by road and departing by train, loaded with non-hazardous cargo can be delivered to RSC between Sunday 15:00 hours and Saturday 20:00 hours.
   o Drivers delivering units to RSC outside the hours that the gate inspection is staffed must ensure that these units are delivered in a rail worthy condition.
   o Any costs related to the handling of units to RSC that are not in a rail worthy condition and that are delivered outside the hours that the RSC gate inspection is staffed are for account of the rail operator.

13. <u>Shunts between RSC and Adjacent Terminals</u>
   o RSC will conduct shunts between RSC and Adjacent Terminals being part of the City Terminal i.e., RST, Matrans and Q Terminals Kramer.
   o Information provided to RSC must be identical to the information provided to Adjacent Terminals.
   o If not, the Unit cannot be shunted, and RSC will inform the Rail Operator accordingly.
   o For Units arriving by train to be shunted the Adjacent Terminal must confirm acceptance of the Unit and will give a closing time.
   o For Units arriving at an Adjacent Terminal, the Rail Operator must inform RSC with the train on which the Unit will depart.
   o Under normal circumstances, regular volumes can be shunted from RSC to the adjacent terminal within 12 hours after confirmation of acceptance by and arrival of the Unit at RSC.
   o Under normal circumstances, regular volumes can be shunted from the adjacent terminal to RSC within 12 hours after the Unit has been made available and loaded on the Shunting Equipment by the Adjacent Terminal to RSC.

14. <u>Check Procedure Dangerous Goods</u>
   o Units delivered by truck will be checked upon arrival. If a Unit does not meet the requirements of the ADR and/or RID, the RSC will refuse these Units. The delivering road haulier will have to remedy the shortcoming.
   o Units that arrive at RSC by internal transport from an adjacent terminal or by train will be checked visually to the extent practical by RSC.
   o RSC reserves the right to carry or to have carried out any actions required to ensure that the Unit complies fully with the ADR/RID regulations i.g., applying labels, or having lids/hatches closed.
   o For all the mentioned actions, RSC is allowed to charge a reasonable fee to the Rail Operator.
   o When a leak is detected, the Leak Protocol immediately takes effect.

15. <u>Leak Protocol</u>
   o In the event of a leak being detected, RSC will inform the Rail Operator who will, if the situation allows for it, have one hour to remedy the situation.
   o Should the situation not allow for it or should the leak not be remedied within one hour RSC may immediately engage the services of an external party to remedy the leak as soon as possible.
   o RSC may have to place the Unit on the liquid-proof floor/spillage tray, to minimise the contamination of the terminal site.
   o All costs including but not limited to the costs of the Hazardous Cargo Team, the costs related to mobilisation and demobilisation, the costs for cleaning the liquid-proof floor/spillage tray and the costs for the deployment of the Incidents Coordinator shall be for account of the Rail Operator.

16. Storage of Dangerous Goods
    o Dangerous goods may be present on the terminal for a maximum of fourteen days.
    o Explosives with ADR class 1.1, UN 0331 and UN 0332 substances may be present for no more than three hours, whilst awaiting onward transportation.
    o RSC shall inform the relevant Rail Operator when Units with ADR and/or RID classified goods are present at the terminal for longer than the maximum permitted period.
    o If these Units are present at the terminal for longer than the permitted period, RSC has a duty to report this to the competent authority.
    o The regulatory body can attach consequences to violation of the maximum permitted period for the storage of dangerous goods.
    o All costs associated with the violation of the maximum permitted period this will be passed on to the Rail Operator.

17. Open Doorlatches
    o RSC will separately store Units of which (a) doorlatch(es) is not properly closed and inform the Rail Operator accordingly.
    o Rail Operator will inform RSC who will deal with the open doorlatch(es).
    o Additional handlings related to open doorlatch(es) will be invoiced.

18. Transfer of Liability
    o The liability and risk for both goods and documents are transferred at the time of signing for acceptance of the goods, or at the time at which the goods and/or documents physically leave the RSC Terminal.
    o Once a train is loaded, the Wagon Keeper will check the train. At the time at which the traction supplier's Wagon Keeper starts the departure of the train, the liability risk for the train and the Units transfers to the traction supplier.

19. Claim Procedure
    o Communication about ClaimsDamages will be between the claimant and the RSC Claims department via claims@rscrotterdam.nl.
    o Claims/Damages must be reported in writing to RSC's immediately after the Claim/Damage has been discovered.
    o RSC will assign a claim number and compile a claim file.
    o If a damage is eligible for compensation by RSC under the applicable liability regime and, once the Claims Department has approved the amount of the compensation, the claimant can submit an invoice for the claim, quoting the claim number, to the Accounts Department.
    o An invoice for the claim not approved by the Claims Department will not be paid.
    o A Claimant is not permitted to offset outstanding claims against amounts due to RSC.

20. Road Haulage
    o On request RSC can act as an intermediary to organize road haulage.
    o Tariffs and conditions for road haulage will be agreed separately.

21. Customs & Excise Formalities
    o RSC can recommend Customs & Excise agents.